

311

AMANDA
SILBERSTEIN



311 is efficient and really helpful.

Imagine this... your neighbor is playing music so loud and it's a late hour such as 8:30, and your trying to relax, who do you call? The answer is 311.

311 is a complaint number that can also be used for many more reasons, for example, filling out lost property reports. And putting you in touch with the numbers you need. 311 is efficient and really helpful.

Complaints

311 will take your complaints then figure out how to handle them. For example between October 1st and May 31st you can complain about a building that has no heat. Then

between June 1st and September 30th you can complain about a building that has too much heat. This is a form of complaining that people often call 311 about.

311 handles your complaints very thoughtfully and carefully so if the complaint isn't such a big deal they will just make a phone call to whom or where you are complaining about and politely ask whomever you are complaining about to stop. If the call is sort of in the middle and they can't

decide if it is an emergency or a minor call, they would put you on with another person that would be more of assistance to you. Or if the call is pretty major for 311 but still does not need to be handled by 911 they most likely will sue whomever you are complaining about. But the important thing to remember is that like I said they always handle your complaints with reason, so they wouldn't sue someone unless they have a very strong belief that that is the

311 has not always been around, a recent law has passed to invent 311 to make 911 for emergencies only.

appropriate way to handle the complaint.

Lost property reports

Many people lose items in New York City taxis daily and many of the times people try to retrieve their items again. If you call 311 they will contact your New York City taxi's garage and put you in touch with the taxi's driver so he can give you back your item. You can help 311 do this by giving them your taxi's ID number so they can fill out a lost property report for your exact taxi.

If your cab driver does not give you back your lost property 311 will sue the driver and the police will have to get involved in order for you to get your property back.

Did you know that almost 50% of lost property is lost in New York Taxis? Don't put off getting your item back, call 311 and they can help you by filling out a lost property report for your taxi's garage and calling the TLC (Taxi And Limousine Commission).

Call dispatch

311 is like a call dispatch, which means that you can call 311 and then they can link or recommend other numbers you can try that can be more of assistance to you. One of the most common numbers that 311 puts people in touch with is poison control. When my brother woke in the middle of the night and took medicine by himself and ate too much my mother called 311 and they put her in touch with poison control. Poison control did some calculations with my brother's age and weight and thank

goodness we found out he was alright.

If you call 311 and you should have called 911, 311 can also transfer you to 911 but since 911 is one of the most frequently called numbers in America there is a good chance they might be busy handling other emergencies so 311 will stay on the phone with you and keep you calm until 911 picks up. If you have a mouse in your house (since mice can give you rabies) you can call 311 and they can put you in touch with mouse control or the Department of Health.

Conclusion

311 is really helpful and can be used for so many purposes, hundreds of people call 311 a day about what seems like a big problem. We all know that 311 is great but who knows, maybe someday there will be a new number that will overshadow 311?