Supplemental Table 1: Agency Abbreviations and Names

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| **Agency Abbreviation** | **Agency Name** |
| **311** | 311 Call Center |
| **BPSI** | Borough President of Staten Island |
| **CAU** | Community Affairs Unit |
| **CHALL** | City Hall |
| **CONED** | Con Edison |
| **DOB** | Department of Buildings |
| **DOE** | Department of Education |
| **DOF** | Department of Finance |
| **DOT** | Department of Transportation |
| **DPR** | Department of Parks and Recreation |
| **DSNY** | Department of Sanitation |
| **FDNY** | Fire Department of New York |
| **FEMA** | Federal Emergency Management Agency |
| **HPD** | Department of Housing Preservation and Development |
| **HRA** | Human Resources Administration |
| **MFANYC** | Mayor's Fund to Advance New York City |
| **MTA** | Metropolitan Transportation Authority |
| **NYCEM** | NYC Emergency Management |
| **NYCHA** | New York City Housing Authority |
| **NYPD** | New York City Police Department |
| **Other** | All other Agencies |
| **SBS** | Small Business Services |