Supplementary Table 2: Categorizations of 311 Call Center Inquiries containing keyword “Sandy” (10/29/2012-5/26/2020)

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| **Finance/ Business Assistance** | Donate Money to Hurricane Sandy Relief Efforts |
|  | Hurricane Sandy Business Assistance |
|  | Hurricane Sandy Business Assistance- Risk Assessment and Preparedness Grant Information |
|  | Hurricane Sandy FEMA and Insurance Assistance |
|  | Hurricane Sandy Loans for Non-Profits |
|  | Hurricane Sandy Property Buyback Proposal |
|  | Hurricane Sandy- Property Damage Report to the Department of Finance |
|  | Hurricane Sandy Property Tax Rebate |
|  | Hurricane Sandy Property Tax Relief |
|  | Hurricane Sandy Water Bill Review |
|  | Hurricane Sandy-Tax Deadline Extended for Severely Damaged Properties |
|  | Loan and Grant Programs for Properties Affected by Hurricane Sandy |
| **Food/ Supplies Services** | Hurricane Sandy Donate Individual Items |
|  | Hurricane Sandy Food Distribution |
|  | Hurricane Sandy Food Trucks |
|  | Hurricane Sandy, Food, Water Supplies Distribution |
|  | Retroactive Super storm Sandy D-SNAP for People with Disabilities |
| **General Information/ Assistance** | Hurricane Sandy City Employee Information |
|  | Hurricane Sandy Disaster Relief Assistance |
|  | Hurricane Sandy Evacuee Hotel List |
|  | Hurricane Sandy Free Housing Website |
|  | Hurricane Sandy Information |
|  | Hurricane Sandy Transportation Information |
| **Legal Assistance** | Hurricane Sandy Fraud |
|  | Hurricane Sandy Legal Services |
|  | Report Fraud from Hurricane Sandy |
| **Mental Health Services** | NYC CARES- Mental Health Services for Young Victims of Hurricane Sandy |
| **Property Damage/ Building Restoration** | Demolition of Building Structures Damaged by Hurricane Sandy-Request |
|  | Demolition of Building with Irreparable Damage Caused by Hurricane Sandy |
|  | Disaster Assistance for Hurricane Sandy Damage |
|  | Free Post-Hurricane Sandy Design Consultation |
|  | Hurricane Sandy Cleanup Jobs |
|  | Hurricane Sandy Home Repair for Low Income Homeowners |
|  | Hurricane Sandy Recovery |
|  | Hurricane Sandy-Muck Removal |
|  | Inspection of Building Structures Damaged by Hurricane Sandy- Request |
|  | Re-Inspection for Building Structures Damaged by Hurricane Sandy-Request |
|  | Restore Electricity to Buildings Affected by Hurricane Sandy |
|  | Restore Gas to Buildings Affected by Hurricane Sandy |
|  | Safely Cleaning Homes Damaged by Hurricane Sandy |
|  | Vacate Order Information for Building Structure Damaged by Hurricane Sandy |