**Plain Language Summary**

**Current Introduction Number:**

Int. No. 296-A

**Prime Sponsors:**

By Council Members Ung, Hanif, Brewer, Stevens, Velázquez, Williams, Yeger, Farías, Restler, Abreu, Krishnan, Nurse, Louis, Avilés, De La Rosa, Won, Cabán, Lee, Hudson, Menin, Sanchez, Riley, Narcisse and Gennaro

**Bill Title:**

To amend the administrative code of the city of New York, in relation to the identification of languages spoken by callers to the 311 customer service center

**Bill Summary:**

**This plain language summary is for informational purposes only and does not substitute for legal counsel. For more information, you should review the full text of the bill, which is available online at legistar.council.nyc.gov.**

This bill would require the implementation of a protocol for identifying the languages spoken by callers to 311. The bill would also require the 311 Customer Service Center to annually update the protocol based on a review of all calls for which interpretation services were requested, the wait time exceeded 300 seconds, and the Center determined there was a failure of the protocol; and the Center would be required to submit to the Mayor and the Speaker of the Council an annual report on the protocol and updates or changes to the protocol.

**Effective Date:**

120 days after it becomes law

**Legislative Impact:**

**☐ Agency Rulemaking Required**: Is City agency rulemaking required?

**☒ Report Required**: Is a report due to Council required?

**☐ Sunset Date Included**: Does the legislation have a sunset date?

**☐ Council Appointment Required**: Is an appointment by the Council required?

**☐ Other Appointment Required**: Are other appointments not by the Council required?

**Note:** In the full bill text online at legistar.council.nyc.gov, language in proposed consolidated laws that is enclosed by [brackets] would be deleted, and language that is underlined would be new. Language in proposed unconsolidated laws, in contrast, will not have brackets or underlining because it would be entirely new. Consolidation means that the law is placed in the New York City Charter or Administrative Code.

Session 12

AV/IB

LS #8680

9/7/2022 11:22 a.m.

Session 11

BJR

LS #8859

Int. #1328-2019