**Plain Language Summary**

**Current Introduction Number:**

Int. No. 1525

**Prime Sponsors:**

By Council Members Koo, Cabrera, Ayala, Kallos, Brannan, D. Diaz, Lander, Barron and Ulrich

**Bill Title:**

A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages

**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 311 customer service center to conduct at least five annual customer satisfaction surveys. The bill would require each customer satisfaction survey conducted in relation to 311 user experience to be offered, in addition to English, in ten designated citywide languages, as determined based on United States census data and New York City Department of Education data. The bill would require the New York City Department of Information Technology and Telecommunications to submit an annual report containing the results of any such survey, disaggregated by the language in which the survey was conducted.

**Effective Date:**

60 days after enactment

**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.

LS 9782

AS