**Plain Language Summary**

**Current Introduction Number:**

Int. No. 1832-B

**Prime Sponsor:**

By Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger, Adams, Levin, Rivera and Ulrich

**Bill Title:**

A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency’s service level agreement

**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 311 to notify each agency when a customer’s request for service or complaint has not been closed within the number of days specified by such agency’s service level agreement. Service level agreements set forth the number of days within which each agency has committed to review, take action on, and close a particular category of requests for service or complaints.

**Effective Date:**

1 year 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.

LS #9975

DFC/cjm