



Legislation Details (With Text)

**File #:** Int 0822-2024 **Version:** \* **Name:** Requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint and implement protocols providing proof of action.

**Type:** Introduction **Status:** Filed (End of Session)

**In control:** Committee on Technology

**On agenda:** 4/18/2024

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**Title:** A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint and implement protocols providing proof of action

**Sponsors:**

**Indexes:**

**Attachments:** 1. Summary of Int. No. 822, 2. Int. No. 822, 3. April 18, 2024 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 4-18-24, 5. Minutes of the Stated Meeting - April 18, 2024, 6. Committee Report 4/25/24, 7. Hearing Testimony 4/25/24, 8. Hearing Transcript 4/25/24

Date	Ver.	Action By	Action	Result
4/18/2024	*	City Council	Introduced by Council	
4/18/2024	*	City Council	Referred to Comm by Council	
4/25/2024	*	Committee on Technology	Hearing Held by Committee	
4/25/2024	*	Committee on Technology	Laid Over by Committee	
12/31/2025	*	City Council	Filed (End of Session)	

Int. No. 822

By Council Members Holden, Gennaro, Brannan, Louis, Schulman, Restler, Williams, Dinowitz, Paladino, Carr and Morano

A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint and implement protocols providing proof of action

Be it enacted by the Council as follows:

Section 1. Chapter 3 of title 23 of the administrative code of the city of New York is amended by adding a new section 23-311 to read as follows:

§ 23-311 Agency response to service requests and complaints. a. If an agency that receives a request for service or complaint through the 311 customer service center is unable to take action on such request for

service or complaint within 24 hours, the 311 customer service center shall indicate in the description of the action taken on such request for service or complaint that the responding agency is currently unable to respond to the request for service or complaint. The responding agencies shall indicate to the 311 customer service center if they are unable to take action on a request for service or complaint.

b. The 311 customer service center, in consultation with relevant agencies, shall develop and implement protocols for responding agencies to provide proof of any action taken by the responding agency once a request for service or complaint is resolved. The responding agencies shall provide proof to the 311 customer service center of any action taken pursuant to protocols developed pursuant to this subdivision.

§ 2. This local law takes effect immediately.

Session 13  
LS #13004/1147  
1/25/2024

Session 12  
DPM  
LS #13004/1147  
10/12/2023 2:42 PM