



Legislation Details (With Text)

**File #:** Int 1525-2019 **Version:** B **Name:** Conducting 311 customer satisfaction surveys in designated citywide languages.  
**Type:** Introduction **Status:** Enacted  
**In control:** Committee on Governmental Operations

**On agenda:** 4/18/2019

**Enactment date:** 3/14/2021 **Enactment #:** 2021/026

**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

**Sponsors:** Peter A. Koo, Fernando Cabrera, Diana I. Ayala, Ben Kallos, Justin L. Brannan, Darma V. Diaz, Brad S. Lander, Inez D. Barron, Eric A. Ulrich

**Indexes:** Report Required

**Attachments:** 1. Summary of Int. No. 1525-B, 2. Summary of Int. No. 1525-A, 3. Summary of Int. No. 1525, 4. Int. No. 1525, 5. April 18, 2019 - Stated Meeting Agenda with Links to Files, 6. Hearing Transcript - Stated Meeting 4-18-19, 7. Minutes of the Stated Meeting - April 18, 2019, 8. Proposed Int. No. 1525-A - 12/11/19, 9. Committee Report 1/21/20, 10. Hearing Testimony 1/21/20, 11. Hearing Transcript 1/21/20, 12. Proposed Int. No. 1525-B - 2/11/21, 13. Committee Report 2/11/21, 14. Hearing Transcript 2/11/21, 15. Committee Report - Stated Meeting, 16. February 11, 2021 - Stated Meeting Agenda with Links to Files, 17. Hearing Transcript - Stated Meeting 2-11-21, 18. Minutes of the Stated Meeting - February 11, 2021, 19. Int. No. 1525-A (FINAL), 20. Fiscal Impact Statement, 21. Legislative Documents - Letter to the Mayor, 22. Local Law 26

Date	Ver.	Action By	Action	Result
4/18/2019	*	City Council	Introduced by Council	
4/18/2019	*	City Council	Referred to Comm by Council	
12/11/2019	A	City Council	Re-referred to Committee by Council	
1/21/2020	*	Committee on Governmental Operations	Hearing Held by Committee	
1/21/2020	*	Committee on Governmental Operations	Amendment Proposed by Comm	
1/21/2020	*	Committee on Governmental Operations	Laid Over by Committee	
1/21/2020	*	Committee on Technology	Hearing Held by Committee	
1/21/2020	*	Committee on Technology	Amendment Proposed by Comm	
1/21/2020	*	Committee on Technology	Laid Over by Committee	
2/11/2021	*	Committee on Governmental Operations	Hearing Held by Committee	
2/11/2021	*	Committee on Governmental Operations	Amendment Proposed by Comm	
2/11/2021	*	Committee on Governmental Operations	Amended by Committee	
2/11/2021	B	Committee on Governmental Operations	Approved by Committee	Pass
2/11/2021	B	City Council	Approved by Council	Pass
2/11/2021	B	City Council	Sent to Mayor by Council	

3/14/2021	B	Administration	City Charter Rule Adopted
3/15/2021	B	City Council	Returned Unsigned by Mayor

Int. No. 1525-B

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

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

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 23-306 to read as follows:

§ 23-306 Customer satisfaction survey. a. Definitions. As used in this section, the following terms have the following meanings:

Customer satisfaction survey. The term “customer satisfaction survey” means a survey used to evaluate the experiences of individuals who contact the 311 customer service center and to determine their overall level of satisfaction with 311 call intake.

Designated citywide languages. The term “designated citywide languages” has the same meaning as such term is defined in section 23-1101.

b. The 311 customer service center shall annually conduct at least five campaigns in which customer satisfaction surveys are sent to individuals who have contacted the 311 customer service center in the previous six months.

c. Every customer satisfaction survey administered by the 311 customer service center or by an entity contracting with the city to conduct such customer satisfaction survey shall be made available in all designated citywide languages.

d. No later than July 1 of each year, the department of information technology and telecommunications shall issue a report to the speaker of the council and the mayor including the results of each survey required by subdivision b of this section, disaggregated by the language in which such survey was conducted.

§ 2. This local law takes effect 90 days after it becomes law.

AS/dfc/ejm  
LS # 9782  
01/29/2021