



Legislation Details (With Text)

**File #:** Int 0206-2022 **Version:** A **Name:** Requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter.

**Type:** Introduction **Status:** Enacted  
**In control:** Committee on Technology

**On agenda:** 4/14/2022

**Enactment date:** 10/30/2022 **Enactment #:** 2022/096

**Title:** A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter

**Sponsors:** Sandra Ung, Rita C. Joseph, Tiffany Cabán, Althea V. Stevens, Shahana K. Hanif, Gale A. Brewer, Eric Dinowitz, Julie Won, Christopher Marte, Shaun Abreu, Nantasha M. Williams, Alexa Avilés, Carmen N. De La Rosa, Keith Powers, Crystal Hudson, Linda Lee, Farah N. Louis, Julie Menin, Pierina Ana Sanchez, Kevin C. Riley, Sandy Nurse, Marjorie Velázquez, Mercedes Narcisse, James F. Gennaro

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**Attachments:** 1. Summary of Int. No. 206-A, 2. Summary of Int. No. 206, 3. Int. No. 206, 4. April 14, 2022 - Stated Meeting Agenda, 5. Hearing Transcript - Stated Meeting 4-14-22, 6. Minutes of the Stated Meeting - April 14, 2022, 7. Committee Report 6/30/22, 8. Hearing Testimony 6/30/22, 9. Hearing Transcript 6/30/22, 10. Proposed Int. No. 206-A - 9/8/22, 11. Committee Report 9/29/22, 12. Hearing Transcript 9/29/22, 13. Committee Report - Stated Meeting, 14. September 29, 2022 - Stated Meeting Agenda, 15. Hearing Transcript - Stated Meeting 9-29-22, 16. Minutes of the Stated Meeting - September 29, 2022, 17. Int. No. 206-A (FINAL), 18. Fiscal Impact Statement, 19. Legislative Documents - Letter to the Mayor, 20. Local Law 96

Date	Ver.	Action By	Action	Result
4/14/2022	*	City Council	Introduced by Council	
4/14/2022	*	City Council	Referred to Comm by Council	
6/30/2022	*	Committee on Technology	Hearing Held by Committee	
6/30/2022	*	Committee on Technology	Laid Over by Committee	
6/30/2022	*	Committee on Governmental Operations	Hearing Held by Committee	
6/30/2022	*	Committee on Governmental Operations	Laid Over by Committee	
6/30/2022	*	Committee on Public Housing	Hearing Held by Committee	
6/30/2022	*	Committee on Public Housing	Laid Over by Committee	
9/29/2022	*	Committee on Technology	Hearing Held by Committee	
9/29/2022	*	Committee on Technology	Amendment Proposed by Comm	
9/29/2022	*	Committee on Technology	Amended by Committee	
9/29/2022	A	Committee on Technology	Approved by Committee	Pass
9/29/2022	A	City Council	Approved by Council	Pass
9/29/2022	A	City Council	Sent to Mayor by Council	

10/30/2022	A	Administration	City Charter Rule Adopted
10/31/2022	A	City Council	Returned Unsigned by Mayor

Int. No. 206-A

By Council Members Ung, Joseph, Cabán, Stevens, Hanif, Brewer, Dinowitz, Won, Marte, Abreu, Williams, Avilés, De La Rosa, Powers, Hudson, Lee, Louis, Menin, Sanchez, Riley, Nurse, Velázquez, Narcisse and Gennaro

A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter

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 23-308 to read as follows:

§ 23-308 Data on wait times for interpreters. a. Definitions. As used in this section, the term “wait time” means the time, in number of seconds, from when an individual who calls the 311 customer service center requests an interpreter to when such individual is connected to an interpreter.

b. Beginning February 15, 2023, and updated no less than once each month thereafter, the commissioner of information technology and telecommunications shall make publicly available a dataset on the wait times experienced by individuals who request an interpreter during their calls to the 311 customer service center.

c. Such dataset shall be available on the city’s website, and shall include, but need not be limited to, the following information for each such call made on or after January 1, 2023:

1. The date and time of the call;
2. The language requested for interpretation services; and
3. The wait time during the call.

§ 2. This local law takes effect immediately.

LS #7246  
8/30/2022 6:15 pm