

## The New York City Council

## Legislation Details (With Text)

File #: Int 0174-2004 Version: A Name: 311 Citizen Service Center Hotline

Type: Introduction Status: Enacted

> In control: Committee on Technology in Government

On agenda: 2/26/2004

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Title: A Local Law to amend the New York city charter, in relation to requiring the department of information

technology and telecommunications to make available periodic reports regarding data collected from

the 311 Citizen Service Center.

Sponsors: Gale A. Brewer, Leroy G. Comrie, Jr., Lewis A. Fidler, Vincent J. Gentile, Eric N. Gioia, G. Oliver

> Koppell, John C. Liu, Margarita Lopez, Hiram Monserrate, Michael C. Nelson, Christine C. Quinn, Joel Rivera, Larry B. Seabrook, Helen Sears, Kendall Stewart, Albert Vann, David I. Weprin, Robert Jackson, Tony Avella, Allan W. Jennings, Jr., Miguel Martinez, Michael E. McMahon, Domenic M. Recchia, Jr., David Yassky, Alan J. Gerson, James F. Gennaro, Bill De Blasio, Letitia James, Tracy L.

Boyland, Peter F. Vallone, Jr., Betsy Gotbaum

Indexes:

Attachments: 1. Committee Report 6/3/04, 2. Hearing Transcript 6/3/04, 3. Committee Report 9/22/04, 4. Hearing

Transcript 9/22/04, 5. Fiscal Impact Statement-A, 6. Committee Report 5/2/05, 7. Hearing Transcript

5/2/05, 8. Local Law, 9. Hearing Transcript - Stated Meeting 5/11/05

Ver.	Action By	Action	Result
*	City Council	Introduced by Council	
*	City Council	Referred to Comm by Council	
*	Committee on Technology in Government	Hearing Held by Committee	
*	Committee on Technology in Government	Laid Over by Committee	
*	Committee on Technology in Government	Hearing Held by Committee	
*	Committee on Technology in Government	Laid Over by Committee	
*	Committee on Technology in Government	Hearing Held by Committee	
*	Committee on Technology in Government	Amendment Proposed by Comm	
*	Committee on Technology in Government	Amended by Committee	
*	Committee on Technology in Government	Approved by Committee	Pass
Α	City Council	Approved by Council	Pass
Α	City Council	Sent to Mayor by Council	
Α	Mayor	Hearing Held by Mayor	
Α	Mayor	Signed Into Law by Mayor	
Α	City Council	Recved from Mayor by Council	
	* * * * * * A A A A	* City Council  * City Council  * Committee on Technology in Government  A City Council  A Mayor  A Mayor	* City Council Introduced by Council  * City Council Referred to Comm by Council  * Committee on Technology in Government  * Committee on Technology in Hearing Held by Committee  * Committee on Technology in Government  * Committee on Technology in Hearing Held by Committee  * Committee on Technology in Government  * Committee on Technology in Hearing Held by Committee  * Committee on Technology in Government  A City Council Approved by Committee  A City Council Sent to Mayor by Council  A Mayor Signed Into Law by Mayor

By Council Members Brewer, Comrie, Fidler, Gentile, Gioia, Koppell, Liu, Lopez, Monserrate, Nelson, Quinn, Rivera, Seabrook, Sears, Stewart, Vann, Weprin, Jackson, Avella, Jennings, Martinez, McMahon, Recchia, Yassky, Gerson, Gennaro, DeBlasio, James, Boyland, Vallone and The Public Advocate (Ms. Gotbaum)

A Local Law to amend the New York city charter, in relation to requiring the department of information technology and telecommunications to make available periodic reports regarding data collected from the 311 Citizen Service Center.

## Be it enacted by the Council as follows:

Section 1. Chapter 48 of the New York city charter, as added by vote of the electors at the general election held on November 9, 1989, is amended by adding thereto a new section 1075 to read as follows:

§1075. "311 citizen service center reports." (a). Definitions. For the purposes of this section, the term "department" shall mean the department of information technology and telecommunications. The term "directory assistance call" shall mean any call received by the 311 citizen service center that is entered into the 311 computer system in the directory assistance category. The term "request for service" shall mean any call received by the 311 citizen service center that is entered into the 311 computer system in the request for service category.

b. Within seven business days from the end of each month, the department shall submit in electronic format to the speaker of the council, the public advocate and each community board, and shall make available on the city's official website, a report regarding requests for service received by the 311 citizen service center since April 1, 2004, disaggregated on a month-by-month and fiscal year-by-year basis. Such report shall include, but not be limited to, the following information: (1) the total number of requests for service received in each request for service category by each agency or agencies to which the requests for service were directed; (2) the total number of requests for service received in each resolution status category by each request for service category and by each agency or agencies to which the requests for service were directed, where such information can be directly accessed by the 311 citizen service system; and (3) the average resolution time for each request for service category by the agency or agencies to which requests for service were directed, where such information can be directly accessed by the 311 citizen service system. The data contained in the report

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shall be provided citywide and disaggregated by zip code, community district, council district and borough.

c. Within seven business days from the end of each month, the department shall submit in electronic

format to the speaker of the council, the public advocate and each community board and shall make available

on the city's official website a report regarding directory assistance calls received by the 311 citizen service

center since April 1, 2004, disaggregated on a month-by-month and fiscal year-by-year basis. Such report shall

include, but not be limited to, the following information: the total number of directory assistance calls received

for each directory assistance category by each agency or agencies to which the directory assistance calls were

directed.

d. Within seven business days from the end of each month, the department shall submit in electronic

format to each community board a list setting forth all requests for service that were identified to have occurred

in the respective community district received by the 311 citizen service center during the immediately

preceding month, as well as all unresolved requests for service from prior months. Such report shall include,

but not be limited to, the following information for each request for service: (1) the request for service

category; (2) the agency or agencies to which the request for service was directed; and, (3) the current status of

the request for service, where such information can be directly accessed by the 311 citizen service system.

e. The department shall convene a quarterly meeting of representatives from each of the community

boards within the city to discuss the content and format of the reports required to be prepared pursuant to this

chapter.

§2. This local law shall take effect ninety days after its enactment into law, except that the commissioner

of information technology and telecommunications shall take such actions as are necessary for its

implementation, including the promulgation of rules, prior to such effective date.

LS# 2793

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