



Legislation Details (With Text)

**File #:** Int 1002-2018 **Version:** \* **Name:** Requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint.

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

**In control:** Committee on Governmental Operations

**On agenda:** 6/28/2018

**Enactment date:** **Enactment #:**

**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

**Sponsors:**

**Indexes:**

**Attachments:** 1. Summary of Int. No. 1002, 2. Int. No. 1002, 3. June 28, 2018 - Stated Meeting Agenda with Links to Files, 4. Hearing Transcript - Stated Meeting 6-28-18, 5. Minutes of the Stated Meeting - June 28, 2018, 6. Committee Report 2/4/19, 7. Hearing Testimony 2/4/19, 8. Hearing Transcript 2/4/19

| Date       | Ver. | Action By                            | Action                      | Result |
|------------|------|--------------------------------------|-----------------------------|--------|
| 6/28/2018  | *    | City Council                         | Introduced by Council       |        |
| 6/28/2018  | *    | City Council                         | Referred to Comm by Council |        |
| 2/4/2019   | *    | Committee on Governmental Operations | Hearing Held by Committee   |        |
| 2/4/2019   | *    | Committee on Governmental Operations | Laid Over by Committee      |        |
| 12/31/2021 | *    | City Council                         | Filed (End of Session)      |        |

Int. No. 1002

By Council Members Holden, Yeger, Koo, Cabrera, Brannan, Salamanca, Powers, Menchaca, Reynoso, Cornegy, Perkins and Maisel

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

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 23-304 to read as follows:

§ 23-304 Response to service requests and complaints. 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, the 311 customer service center shall indicate in the description of the action taken on such request for service or complaint in the 311 computer system that the responding agency is currently unable to respond to the request for service or complaint.

§ 2. This local law takes effect immediately.

MHL  
LS #6499  
06/14/18