



Legislation Details (With Text)

File #: Int 1832-2019 **Version:** B **Name:** Requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement.

Type: Introduction **Status:** Enacted
In control: Committee on Governmental Operations

On agenda: 12/19/2019

Enactment date: 2/28/2021 **Enactment #:** 2021/020

Title: A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement

Sponsors: Fernando Cabrera, Farah N. Louis, Justin L. Brannan, Ben Kallos, Diana I. Ayala, Kalman Yeger, Adrienne E. Adams, Stephen T. Levin, Carlina Rivera, Eric A. Ulrich

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Date	Ver.	Action By	Action	Result
12/19/2019	*	City Council	Introduced by Council	
12/19/2019	*	City Council	Referred to Comm 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	
1/28/2021	*	Committee on Governmental Operations	Hearing Held by Committee	
1/28/2021	*	Committee on Governmental Operations	Amendment Proposed by Comm	
1/28/2021	*	Committee on Governmental Operations	Amended by Committee	
1/28/2021	B	Committee on Governmental Operations	Approved by Committee	Pass
1/28/2021	B	City Council	Approved by Council	Pass

1/28/2021	B	City Council	Sent to Mayor by Council
2/28/2021	B	Administration	City Charter Rule Adopted
3/1/2021	B	City Council	Returned Unsigned by Mayor

Int. No. 1832-B

By Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger, Adams, Levin, Rivera and Ulrich

A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement

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 23-305 to read as follows:

§ 23-305 Service level agreements. The 311 customer service center shall notify the applicable agency when a customer's request for service, or complaint, referred by the 311 customer service center to such agency has not been closed within the time specified by such agency's service level agreement. For purposes of this section, the term "service level agreement" means the maximum number of hours or days within which an agency has committed to review, take action on and close a particular category of requests for service or complaints referred by the 311 customer service center to such agency.

§ 2. This local law takes effect 1 year after it becomes law.

DFC/cjm
LS #9975
01/20/2021