



Legislation Text

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Int. No. 22

By Council Members Dinowitz, Menin, Louis, Yeger, Williams, Joseph, Riley and Restler

A Local Law to amend the administrative code of the city of New York, in relation to creating a mobile application to support the efficient handling of 311 service requests by city employees

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 Mobile application to support efficient handling of 311 service requests. a. Definitions. For purposes of this section, the following terms have the following meanings:

311 service request. The term “311 service request” means a request for service or a complaint submitted to the 311 customer service center.

Department. The term “department” means the department of information technology and telecommunications.

Mobile application. The term “mobile application” means a type of application software designed to run on a mobile device, such as a smartphone or tablet computer.

b. Mobile application required. No later than 180 days following the effective date of the local law that added this section, the department shall create a mobile application that may be used by a city employee in carrying out work to respond to a 311 service request. At a minimum, the mobile application shall be designed:

1. To provide a city employee to whom a 311 service request is assigned with relevant information necessary to complete the work for the 311 service request; and

2. To indicate when a 311 service request has been completed.

c. Assistance of other agencies. In developing the mobile application required by subdivision b, the department shall consult with agencies responsible for carrying out 311 service requests, and such agencies shall cooperate with, and provide assistance to, the department as necessary in developing such application.

d. Privacy protections. 1. The mobile application required by subdivision b shall not:

(a) Retain internet protocol addresses or data regarding the device operating system;

(b) Have access to data or information stored on the mobile device;

(c) Have access to microphones, cameras or Bluetooth on the mobile device; or

(d) Be able to activate or deactivate Wi-Fi on the mobile device.

2. Any data collected by such mobile application shall not be retained for more than six months from the date of completion of the applicable 311 service request.

§ 2. This local law takes effect immediately.

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