



Legislation Text

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Int. No. 1328

By Council Members Menchaca, Rosenthal, Ayala, Kallos, Levin, Rivera, Brannan, Adams, Levine, Chin, Reynoso, Lander, Van Bramer and The Public Advocate (Mr. Williams)

A Local Law to amend the administrative code of the city of New York, in relation to the identification of languages spoken by callers to the 311 customer service center

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 to add a new section 23-304 to read as follows:

§ 23-304 Identification of spoken language. a. The 311 customer service center shall implement a protocol for identifying the language spoken by a telephone caller to the 311 customer service center.

b. Such protocol shall include the use of automated language recognition software to assist in the identification, either for an automated message system or for the call taker, of the language possibly spoken by the caller.

c. The 311 customer service center shall examine every call that disconnects during the process of identifying the caller's language without having completed such process, determine the cause of such disconnection, and implement remedies for such disconnections where appropriate to ensure that callers to the 311 system in any language are properly addressed. By January 30 of each year, the department of information technology and telecommunications shall submit to the council and post on its website a report summarizing such causes and remedies.

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

BJR

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