



Legislation Text

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Int. No. 966

By Council Members Holden and Carr

A Local Law to amend the administrative code of the city of New York, in relation to requiring that persons making 311 complaints or requests for service provide the 311 customer service center with identifying information

Be it enacted by the Council as follows:

Section 1. Section 23-301 of the administrative code of the city of New York, is amended by adding new subdivisions c and d to read as follows:

c. A person making a 311 complaint or request for service, whether by telephone, e-mail, electronic message, mobile device platform, or otherwise, shall be required to provide the following information when making such complaint or request:

1. The person's full legal name;
2. The person's telephone number;
3. The person's e-mail address (optional); and
4. The person's reason for making the complaint or request for service.

d. The 311 customer service center may only use the identifying information provided pursuant to this section to verify the identity of the person making the 311 complaint or request for service, to screen false complaints or requests for service, and for other internal auditing and authentication purposes. The 311 customer service center may share such identifying information with responding agencies only upon request and representation by the responding agencies that necessary and appropriate steps will be taken to protect the privacy of such information. The 311 customer service center shall anonymize information about complaints or

requests for service in the event that such information is made available to the public, and otherwise shall not share identifying information collected under this section with third parties unless authorized by this section or other law.

§ 2. This local law takes effect 60 days after it becomes law.

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