



Legislation Text

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Int. No. 296-A

By Council Members Ung, Hanif, Brewer, Stevens, Velázquez, Williams, Yeger, Farías, Restler, Abreu, Krishnan, Nurse, Louis, Avilés, De La Rosa, Won, Cabán, Lee, Hudson, Menin, Sanchez, Riley, Narcisse and Gennaro

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 by adding a new section 23-310 to read as follows:

§ 23-310 Identification of spoken language. a. The 311 customer service center shall implement a protocol for identifying the language spoken by a caller to the 311 customer service center, and shall consider including in such protocol the use of processes that do not require a caller to make a verbal request for interpretation services. The 311 customer service center shall post on its website a description of such protocol within seven days after it is implemented.

b. 1. If during a call to the 311 customer service center a caller makes a request for interpretation services and the wait time, as defined in subdivision a of section 23-308, experienced by such caller is 300 seconds or longer, the 311 customer service center shall review such call to determine whether the wait time was due to a failure of such protocol.

2. No later than July 1, 2023, and every July 1 thereafter, the 311 customer service center shall update such protocol based on a review of all calls for which the 311 customer service center determined that there was such a failure of such protocol. The 311 customer service center shall update the description of such protocol on its website within seven days after any update to such protocol.

c. By July 1, 2023, and every July 1 thereafter, the 311 customer service center shall submit to the mayor and speaker of the council a report on such protocol that includes a description of the implementation of such protocol; any updates or changes to such protocol since the previous report, if applicable; and any plans to update such protocol in the future.

§ 2. This local law takes effect 120 days after it becomes law.

Session 12

AV/IB

LS #8680

9/6/2022 9:34 p.m.

Session 11

BJR

LS #8859

Int. #1328-2019