



Legislation Text

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Int. No. 55

By Council Members Menin, Hanif, Cabán, Gutiérrez, Holden, Dinowitz, Farías, Marte, Yeger, Ung, Schulman, Narcisse, Sanchez, Lee, Krishnan, Avilés, Won, Ossé, Louis, Ayala, Gennaro, Bottcher, De La Rosa and Carr

A Local Law to amend the administrative code of the city of New York, in relation to the creation of a separate 311 category for COVID-19 testing site complaints

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 COVID-19 testing site complaints. a. Definitions. For the purposes of this section, the following terms have the following meanings:

COVID-19. The term “COVID-19” means the disease caused by the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

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

b. The department shall implement and maintain on its 311 citizen center website and mobile device platforms the capability for the public to file a complaint under the category of “COVID-19 testing site complaint.” Such website and platform shall accept any complaint related to sites that perform COVID-19 diagnostic testing, including inaccurate representation of the wait time for COVID-19 diagnostic test results, and refer each such complaint to the appropriate agency to take action as necessary to address the complaint.

c. The department shall maintain and update daily a public website that reports, for each COVID-19 testing site, identified by the operator and location of the testing site:

1. The number of complaints received;
2. The nature of each complaint received;
3. The agency to which each complaint was referred; and
4. The disposition of each complaint.

d. The agency to which the complaint was referred shall investigate each complaint referred to it within 48 hours of the receipt of such complaint.

§ 2. This local law takes effect 30 days after it becomes law.

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