



## Legislation Text

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### Int. No. 174-A

By Council Members Brewer, Comrie, Fidler, Gentile, Gioia, Koppell, Liu, Lopez, Monserrate, Nelson, Quinn, Rivera, Seabrook, Sears, Stewart, Vann, Weprin, Jackson, Avella, Jennings, Martinez, McMahon, Recchia, Yassky, Gerson, Gennaro, DeBlasio, James, Boyland, Vallone and The Public Advocate (Ms. Gotbaum)

A Local Law to amend the New York city charter, in relation to requiring the department of information technology and telecommunications to make available periodic reports regarding data collected from the 311 Citizen Service Center.

Be it enacted by the Council as follows:

Section 1. Chapter 48 of the New York city charter, as added by vote of the electors at the general election held on November 9, 1989, is amended by adding thereto a new section 1075 to read as follows:

§1075. “311 citizen service center reports.” (a). Definitions. For the purposes of this section, the term “department” shall mean the department of information technology and telecommunications. The term “directory assistance call” shall mean any call received by the 311 citizen service center that is entered into the 311 computer system in the directory assistance category. The term “request for service” shall mean any call received by the 311 citizen service center that is entered into the 311 computer system in the request for service category.

b. Within seven business days from the end of each month, the department shall submit in electronic format to the speaker of the council, the public advocate and each community board, and shall make available on the city’s official website, a report regarding requests for service received by the 311 citizen service center since April 1, 2004, disaggregated on a month-by-month and fiscal year-by-year basis. Such report shall include, but not be limited to, the following information: (1) the total number of requests for service received in each request for service category by each agency or agencies to which the requests for service were directed;

(2) the total number of requests for service received in each resolution status category by each request for service category and by each agency or agencies to which the requests for service were directed, where such information can be directly accessed by the 311 citizen service system; and (3) the average resolution time for each request for service category by the agency or agencies to which requests for service were directed, where such information can be directly accessed by the 311 citizen service system. The data contained in the report shall be provided citywide and disaggregated by zip code, community district, council district and borough.

c. Within seven business days from the end of each month, the department shall submit in electronic format to the speaker of the council, the public advocate and each community board and shall make available on the city's official website a report regarding directory assistance calls received by the 311 citizen service center since April 1, 2004, disaggregated on a month-by-month and fiscal year-by-year basis. Such report shall include, but not be limited to, the following information: the total number of directory assistance calls received for each directory assistance category by each agency or agencies to which the directory assistance calls were directed.

d. Within seven business days from the end of each month, the department shall submit in electronic format to each community board a list setting forth all requests for service that were identified to have occurred in the respective community district received by the 311 citizen service center during the immediately preceding month, as well as all unresolved requests for service from prior months. Such report shall include, but not be limited to, the following information for each request for service: (1) the request for service category; (2) the agency or agencies to which the request for service was directed; and, (3) the current status of the request for service, where such information can be directly accessed by the 311 citizen service system.

e. The department shall convene a quarterly meeting of representatives from each of the community boards within the city to discuss the content and format of the reports required to be prepared pursuant to this chapter.

§2. This local law shall take effect ninety days after its enactment into law, except that the commissioner

of information technology and telecommunications shall take such actions as are necessary for its implementation, including the promulgation of rules, prior to such effective date.

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