



Legislation Text

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Int. No. 1525-B

By Council Members Koo, Cabrera, Ayala, Kallos, Brannan, D. Diaz, Lander, Barron and Ulrich

A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages

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 23-306 to read as follows:

§ 23-306 Customer satisfaction survey. a. Definitions. As used in this section, the following terms have the following meanings:

Customer satisfaction survey. The term “customer satisfaction survey” means a survey used to evaluate the experiences of individuals who contact the 311 customer service center and to determine their overall level of satisfaction with 311 call intake.

Designated citywide languages. The term “designated citywide languages” has the same meaning as such term is defined in section 23-1101.

b. The 311 customer service center shall annually conduct at least five campaigns in which customer satisfaction surveys are sent to individuals who have contacted the 311 customer service center in the previous six months.

c. Every customer satisfaction survey administered by the 311 customer service center or by an entity contracting with the city to conduct such customer satisfaction survey shall be made available in all designated citywide languages.

d. No later than July 1 of each year, the department of information technology and telecommunications

shall issue a report to the speaker of the council and the mayor including the results of each survey required by subdivision b of this section, disaggregated by the language in which such survey was conducted.

§ 2. This local law takes effect 90 days after it becomes law.

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