Legislation Details (With Text)

File #:	Int 0542-2018 **Version:** A	**Name:**	Service satisfaction surveys.
Type:	Introduction	**Status:**	Enacted
		In control:	Committee on Women and Gender Equity
On agenda:	2/14/2018		
Enactment date:	2/24/2019	**Enactment #:**	2019/040
Title:	A Local Law to amend the administrative code of the city of New York, in relation to service satisfaction surveys		
Sponsors:	Rory I. Lancman, Helen K. Rosenthal, Laurie A. Cumbo, Vanessa L. Gibson, Ben Kallos, Diana I. Ayala, Brad S. Lander, Margaret S. Chin, Stephen T. Levin, I. Daneek Miller		
Indexes:	Oversight, Report Required		
Attachments:	1. Summary of Int. No. 542-A, 2. Summary of Int. No. 542, 3. Int. No. 542, 4. February 14, 2018 - Stated Meeting Agenda, 5. Hearing Transcript - Stated Meeting 02-14-2018, 6. Minutes of the Stated Meeting - February 14, 2018, 7. Committee Report 10/24/18, 8. Hearing Testimony 10/24/18, 9. Hearing Transcript 10/24/18, 10. Proposed Int. No. 542-A - 1/23/19, 11. Committee Report 1/23/19, 12. Hearing Transcript 1/23/19, 13. January 24, 2019 - Stated Meeting Agenda with Links to Files, 14. Hearing Transcript - Stated Meeting 1-24-19, 15. Minutes of the Stated Meeting - January 24, 2019, 16. Int. No. 542-A (FINAL), 17. Fiscal Impact Statement, 18. Legislative Documents - Letter to the Mayor, 19. Local Law 40		

Date	Ver.	Action By	Action	Result
2/14/2018	*	City Council	Introduced by Council	
2/14/2018	*	City Council	Referred to Comm by Council	
10/24/2018	*	Committee on Women and Gender Equity	Hearing Held by Committee	
10/24/2018	*	Committee on Women and Gender Equity	Laid Over by Committee	
1/23/2019	*	Committee on Women and Gender Equity	Hearing Held by Committee	
1/23/2019	*	Committee on Women and Gender Equity	Amendment Proposed by Comm	
1/23/2019	*	Committee on Women and Gender Equity	Amended by Committee	
1/23/2019	A	Committee on Women and Gender Equity	Approved by Committee	Pass
1/24/2019	A	City Council	Approved by Council	Pass
1/24/2019	A	City Council	Sent to Mayor by Council	
2/24/2019	A	Administration	City Charter Rule Adopted	
2/26/2019	A	City Council	Returned Unsigned by Mayor	

Int. No. 542-A

By Council Members Lancman, Rosenthal, Cumbo, Gibson, Kallos, Ayala, Lander, Chin, Levin and Miller

A Local Law to amend the administrative code of the city of New York, in relation to service satisfaction surveys

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Be it enacted by the Council as follows:

Section 1. Subchapter 7 of chapter 1 of title 3 of the administrative code of the city of New York, as added by a local law for the year 2019 amending the charter and administrative code of the city of New York, relating to reporting on certain domestic violence initiatives, indicators, and factors, as proposed in introduction number 351, is amended by adding a new section 3-173 to read as follows:

§ 3-173 Service satisfaction surveys. The office shall provide all individuals receiving services at family justice centers with service satisfaction surveys during client visits. The family justice centers shall post a sign regarding the availability of this survey in a conspicuous place. Completion of such surveys shall be anonymous and shall not be mandatory. Not later than November 1, 2019, and annually thereafter, the office shall submit to the speaker of the council and post on its website the service satisfaction survey questions and all data aggregated from the service satisfaction surveys, completed from July 1 of the prior year to June 30 of the current year, disaggregated by borough. Such data shall include, where available, the type of service received by the individual completing the survey, whether the individual completing the survey utilized interpretation services and if so, in what language, and any other factors that may be appropriate.

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

ACK / BM
LS#3165 / Int. 660-2015
LS#163
1/16/2019 6:00 pm