



Legislation Details

**File #:** Int 1832-2019 **Version:** B **Name:** Requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement.

**Type:** Introduction **Status:** Enacted  
**In control:** Committee on Governmental Operations

**On agenda:** 12/19/2019

**Enactment date:** 2/28/2021 **Enactment #:** 2021/020

**Title:** A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement

**Sponsors:** Fernando Cabrera, Farah N. Louis, Justin L. Brannan, Ben Kallos, Diana I. Ayala, Kalman Yeger, Adrienne E. Adams, Stephen T. Levin, Carlina Rivera, Eric A. Ulrich

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**Attachments:** 1. Summary of Int. No. 1832-B, 2. Summary of Int. No. 1832-A, 3. Summary of Int. No. 1832, 4. Int. No. 1832, 5. December 19, 2019 - Stated Meeting Agenda with Links to Files, 6. Hearing Transcript - Stated Meeting 12-19-19, 7. Minutes of the Stated Meeting - December 19, 2019, 8. Committee Report 1/21/20, 9. Hearing Testimony 1/21/20, 10. Hearing Transcript 1/21/20, 11. Proposed Int. No. 1832-A - 1/27/20, 12. Proposed Int. No. 1832-B - 1/21/21, 13. Committee Report 1/28/21, 14. Hearing Transcript 1/28/21, 15. Committee Report - Stated Meeting, 16. January 28, 2021 - Stated Meeting Agenda with Links to Files, 17. Hearing Transcript - Stated Meeting 1-28-21, 18. Minutes of the Stated Meeting - January 28, 2021, 19. Int. No. 1832-B (FINAL), 20. Fiscal Impact Statement, 21. Legislative Documents - Letter to the Mayor, 22. Local Law 20

Date	Ver.	Action By	Action	Result
12/19/2019	*	City Council	Introduced by Council	
12/19/2019	*	City Council	Referred to Comm by Council	
1/21/2020	*	Committee on Governmental Operations	Hearing Held by Committee	
1/21/2020	*	Committee on Governmental Operations	Amendment Proposed by Comm	
1/21/2020	*	Committee on Governmental Operations	Laid Over by Committee	
1/21/2020	*	Committee on Technology	Hearing Held by Committee	
1/21/2020	*	Committee on Technology	Amendment Proposed by Comm	
1/21/2020	*	Committee on Technology	Laid Over by Committee	
1/28/2021	*	Committee on Governmental Operations	Hearing Held by Committee	
1/28/2021	*	Committee on Governmental Operations	Amendment Proposed by Comm	
1/28/2021	*	Committee on Governmental Operations	Amended by Committee	
1/28/2021	B	Committee on Governmental Operations	Approved by Committee	Pass
1/28/2021	B	City Council	Approved by Council	Pass

1/28/2021	B	City Council	Sent to Mayor by Council
2/28/2021	B	Administration	City Charter Rule Adopted
3/1/2021	B	City Council	Returned Unsigned by Mayor