



Section 1. a. The 311 customer service center shall:

1. Post on the single web portal described in section 23-502 of the administrative code of the city of New York each agency's service level agreements;

2. Provide a link to such posting in a conspicuous location on the 311 customer service center's website; and

3. Create and maintain on a separate page of the 311 customer service center's website information about service level agreements.

b. For purposes of this section, the term "service level agreement" means the maximum number of hours or days within which an agency has committed to review, take action on and close a particular category of requests for service or complaints referred by the 311 customer service center to such agency.

§ 2. Section 23-305 of the administrative code of the city of New York, as added by a local law for the year 2021 amending the administrative code of the city of New York, relating 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, as proposed in introduction number 1832 for the year 2019, is amended to read as follows:

§ 23-305 Service level agreements. a. Publication. The 311 customer service center shall:

1. Post on the single web portal described in section 23-502 of this code each agency's service level agreements;

2. Provide a link to such posting in a conspicuous location on the 311 customer service center's website; and

3. Create and maintain on a separate page of the 311 customer service center's website information about service level agreements.

b. Notification to agencies. The 311 customer service center shall notify the applicable agency when a customer's request for service, or complaint, referred by the 311 customer service center to such agency has not

been closed within the time specified by such agency's service level agreement.

c. Definition. For purposes of this section, the term "service level agreement" means the maximum number of hours or days within which an agency has committed to review, take action on and close a particular category of requests for service or complaints referred by the 311 customer service center to such agency.

§ 3. This local law takes effect 120 days after it becomes law, provided, however that section one of this local law is deemed repealed, and section two of this local law takes effect, on the date on which the local law for the year 2021 amending the administrative code of the city of New York, relating 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, as proposed in introduction number 1832 for the year 2019, takes effect.

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