



Legislation Details (With Text)

**File #:** Int 0167-2022 **Version:** \* **Name:** Number of steps to submit service requests or complaints on the 311 website and mobile application.

**Type:** Introduction **Status:** Laid Over in Committee  
**In control:** Committee on Technology

**On agenda:** 4/14/2022

**Enactment date:** **Enactment #:**

**Title:** A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application

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**Indexes:**

**Attachments:** 1. Summary of Int. No. 167, 2. Int. No. 167, 3. April 14, 2022 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 4-14-22, 5. Committee Report 6/30/22, 6. Hearing Testimony 6/30/22, 7. Minutes of the Stated Meeting - April 14, 2022

Date	Ver.	Action By	Action	Result
4/14/2022	*	City Council	Introduced by Council	
4/14/2022	*	City Council	Referred to Comm by Council	
6/30/2022	*	Committee on Technology	Hearing Held by Committee	
6/30/2022	*	Committee on Technology	Laid Over by Committee	
6/30/2022	*	Committee on Governmental Operations	Hearing Held by Committee	
6/30/2022	*	Committee on Governmental Operations	Laid Over by Committee	
6/30/2022	*	Committee on Public Housing	Hearing Held by Committee	
6/30/2022	*	Committee on Public Housing	Laid Over by Committee	

Int. No. 167

By Council Members Holden, Won, Yeger, Bottcher, Avilés and De La Rosa

A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application

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 23-308 to read as follows:

§ 23-308 Service requests or complaints. Any website or mobile device application used by the 311

customer service center for the intake of service requests or complaints from the public shall allow the direct submission of such request or complaint by a member of the public with no more than four steps to input such request or complaint.

§ 2. This local law takes effect 180 days after it becomes law.

Session 12  
IB  
LS 5157  
3/17/2022 11:30 pm

Session 11  
IB  
LS 15966  
8/27/2020  
Int. 2077-2020