



Legislation Details (With Text)

File #: Int 0206-2022 **Version:** * **Name:** Requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter.

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Title: A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter

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Indexes: Report Required

Attachments: 1. Summary of Int. No. 206, 2. Int. No. 206, 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. 206

By Council Members Ung, Joseph, Cabán, Stevens, Hanif, Brewer, Dinowitz, Won, Marte Abreu, Williams, Avilés and De La Rosa

A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter

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 Report on wait times for interpreters. a. Definitions. As used in this section, the term “wait time” means the time, in minutes and seconds, from when an individual who calls the 311 customer service center requests an interpreter to when such individual is connected to an interpreter.

b. Beginning September 15, 2022, and no later than the fifteenth day of each month thereafter, the commissioner of technology and telecommunications shall submit to the mayor and the speaker of the council a report on the wait times for individuals with limited English proficiency who place a call to the 311 customer service center.

c. Each report submitted under this section shall include the following information on wait times for the preceding month:

1. The wait time for each call for which an interpreter is requested;
2. The native language of the caller for each call for which an interpreter is requested; and
3. The average wait time for calls for which an interpreter is requested, for each requested language.

§ 2. This local law takes effect immediately.

JB
LS #7246
3/30/22