



Legislation Text

File #: Int 1832-2019, **Version:** B

Int. No. 1832-B

By Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger, Adams, Levin, Rivera and Ulrich

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

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 23-305 to read as follows:

§ 23-305 Service level agreements. 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. 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. This local law takes effect 1 year after it becomes law.

DFC/cjm
LS #9975
01/20/2021