



Legislation Text

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Int. No. 2303

By Council Members Dromm, Rosenthal, Kallos, Yeger and Dinowitz

A Local Law to amend the administrative code of the city of New York, in relation to the department of information technology and telecommunications updating 311 complaint types and reporting on such updates

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 23-307 to read as follows:

§ 23-307 Updating 311 complaint types. a. By no later than the effective date of any local law that involves a request for service, the commissioner of information technology and telecommunications shall add the associated complaint type to the 311 customer service center website and mobile device platforms, and notify the 311 customer service center call takers of such complaint type.

b. For the purposes of subdivision a of this section, a local law involves a request for service if such local law:

1. Requires the department of information technology and telecommunications to implement the capability to file a complaint on the 311 customer service center website and mobile device platforms;
2. Establishes a program or requires an agency to provide information or services to the public;
3. Establishes or expands a right or a protection for a business or person; or
4. Prohibits conduct by an agency, business or person.

c. Report. No more than 180 days after the effective date of the local law that added this section, and semiannually thereafter, the commissioner of information technology and telecommunications shall report to the mayor and the speaker of the council on updating complaint types on the 311 customer service center

website and mobile device platforms. Such report shall be posted on the website of the department of information technology and telecommunications and the 311 customer service center and shall include:

1. Data regarding the updating of complaint types on the 311 customer service center website and mobile device platforms after the enactment of a local law that involves a request for service, including, but not limited to, the number of complaint types that the department of information technology and telecommunications added by such local law's effective date;

2. A list of the local laws enacted during the reporting period that involve a request for service, along with (i) the complaint type that each local law added, (ii) when such complaint type was added to the 311 customer service center website and mobile device platforms and (iii) an explanation of any delays, if applicable, in adding the complaint type to the 311 customer service center website and mobile device platforms; and

3. Any challenges that the department of information technology and telecommunications faced in timely updating the complaint types on the 311 customer service center website and mobile device platforms and any efforts to address such challenges.

§ 2. This local law takes effect 60 days after it becomes law.

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