



Legislation Text

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Int. No. 206

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

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
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