



Legislation Text

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Int. No. 240-A

By Council Members Gutiérrez, Joseph, Brooks-Powers, Stevens, Yeger, Menin, Williams, Schulman, Riley, Narcisse, Barron, Ossé, Ayala, Restler, Cabán, Abreu, Richardson Jordan, Nurse, Louis, Avilés, De La Rosa, Won, Hudson, Hanif, Sanchez, Dinowitz, Gennaro and Ariola

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 23-309 to read as follows:

§ 23-309 Updating 311 request for service or complaint types. a. Within 30 days of the effective date of a local law that the commissioner or head of any agency or office determines would provide an individual with the opportunity to make a new request for service from such agency or office, such commissioner or head shall notify the commissioner of information technology and telecommunications and the 311 customer service center of the potential need to add a request for service or complaint type to, or update a request for service or complaint type on, the 311 customer service center, website and mobile device platforms.

b. No later than February 1, 2024, and every February 1 thereafter, the director of the 311 customer service center shall report to the mayor and speaker of the council all requests for service or complaint types that were added to or updated on the 311 customer service center, website and mobile device platforms during the previous year in accordance with this section. Such report shall be posted on the website of the 311 customer service center and shall include (i) the date when each such request for service or complaint type was added to or updated on the 311 customer service center, website and mobile device platforms and (ii) an explanation of any obstacles experienced by the 311 customer service center or relevant agency in adding such

request for service or complaint types to, or updating such request for service or complaint types on, the 311 customer service center, website and mobile device platforms.

c. Beginning February 1, 2024, the director of the 311 customer service center shall make publicly available a dataset on the submission of correspondence by the public requesting the addition of, or an update to, a request for service or complaint type. Such dataset shall be available on the city's website, updated semiannually, and include, but need not be limited to, the following information for each such submission made on or after August 1, 2023:

1. The date and time of the submission;
2. The subject of the correspondence;
3. The office or agency to which such submission was communicated for response; and
4. Whether such request was implemented.

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

Session 12  
BG/IB  
LS #8578  
9/21/2022 at 11:38 pm

Session 11  
NLB  
LS #13404  
Int. #2303-2021