



Legislation Details (With Text)

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Title: A Local Law to amend the New York city charter, in relation to standardized customer service training for agency inspectors.

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Attachments: 1. Int. No. 941 - 10/11/12, 2. Committee Report 2/28/13, 3. Hearing Testimony 2/28/13, 4. Hearing Transcript 2/28/13, 5. Committee Report 4/8/13, 6. Hearing Transcript 4/8/13, 7. Fiscal Impact Statement, 8. Hearing Transcript - Stated Meeting 4-9-13, 9. Mayor's Letter, 10. Local Law 33

Date	Ver.	Action By	Action	Result
10/11/2012	*	City Council	Introduced by Council	
10/11/2012	*	City Council	Referred to Comm by Council	
2/28/2013	*	Committee on Governmental Operations	Hearing Held by Committee	
2/28/2013	*	Committee on Governmental Operations	Laid Over by Committee	
2/28/2013	*	Committee on Small Business	Hearing Held by Committee	
2/28/2013	*	Committee on Small Business	Laid Over by Committee	
4/8/2013	*	Committee on Governmental Operations	Hearing Held by Committee	
4/8/2013	*	Committee on Governmental Operations	Amendment Proposed by Comm	
4/8/2013	*	Committee on Governmental Operations	Amended by Committee	
4/8/2013	A	Committee on Governmental Operations	Approved by Committee	Pass
4/9/2013	A	City Council	Approved by Council	Pass
4/9/2013	A	City Council	Sent to Mayor by Council	
4/23/2013	A	Mayor	Hearing Held by Mayor	
4/23/2013	A	Mayor	Signed Into Law by Mayor	
4/23/2013	A	City Council	Recved from Mayor by Council	

Int. No. 941-A

By Council Members Brewer, Jackson, Chin, Gentile, Gonzalez, James, Koo, Koppell, Mendez, Palma,

Recchia, Rose, Williams, Lappin, Arroyo, Vallone, Reyna, Levin, Dromm, Van Bramer, Barron, Eugene, Gennaro, Greenfield and Ulrich

A Local Law to amend the New York city charter, in relation to standardized customer service training for agency inspectors.

Be it enacted by the Council as follows:

Section 1. Section 15 of the New York city charter is amended by adding a new subdivision g to read as follows:

g. 1. The office of operations shall develop a standardized customer service training curriculum to be used, to the extent practicable, by relevant agencies for training agency inspectors. Such training shall include instruction on communicating effectively with non-English speakers during inspections. For purposes of this subdivision, relevant agencies shall include the department of buildings, the department of consumer affairs, the department of health and mental hygiene, the department of environmental protection, the department of sanitation, and the bureau of fire prevention of the fire department.

2. The office of operations shall review each relevant agency's inspector training program to ensure that such program includes customer service training and, to the extent practicable, includes the standardized customer service training curriculum developed by the office of operations pursuant to paragraph one of this subdivision. After completing such review, the office of operations shall certify an agency's inspector training program if it includes, to the extent practicable, the standardized customer service training curriculum developed by the office of operations pursuant to paragraph one of this subdivision. Any such certification shall be provided to the speaker of the council upon request.

3. No later than July 1, 2013, the office of operations shall submit to the mayor and the speaker of the council a copy of the standardized customer service training curriculum developed pursuant to paragraph one of this subdivision and shall report the number of agency inspector training programs reviewed by the office of operations and the number of such programs that were certified. No later than January 1, 2014 and annually thereafter, the office of operations shall submit to the mayor and the speaker of the council any substantive

changes to the standardized customer service training curriculum and shall report the number of agency inspector training programs that were reviewed and the number of such programs that were certified by the office of operations during the prior year.

§2. This local law shall take effect thirty days following enactment.

SAG/dss
LS #3494
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