



Legislation Details (With Text)

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|------------------------|---|---------------------|----------|--------------------|--------------------------------------|
| File #: | Int 0542-2018 | Version: | A | Name: | Service satisfaction surveys. |
| Type: | Introduction | Status: | Enacted | In control: | Committee on Women and Gender Equity |
| On agenda: | 2/14/2018 | | | | |
| Enactment date: | 2/24/2019 | Enactment #: | 2019/040 | | |
| Title: | A Local Law to amend the administrative code of the city of New York, in relation to service satisfaction surveys | | | | |
| Sponsors: | Rory I. Lancman, Helen K. Rosenthal, Laurie A. Cumbo, Vanessa L. Gibson, Ben Kallos, Diana I. Ayala, Brad S. Lander, Margaret S. Chin, Stephen T. Levin, I. Daneek Miller | | | | |
| Indexes: | Oversight, Report Required | | | | |
| Attachments: | 1. Summary of Int. No. 542-A, 2. Summary of Int. No. 542, 3. Int. No. 542, 4. February 14, 2018 - Stated Meeting Agenda, 5. Hearing Transcript - Stated Meeting 02-14-2018, 6. Minutes of the Stated Meeting - February 14, 2018, 7. Committee Report 10/24/18, 8. Hearing Testimony 10/24/18, 9. Hearing Transcript 10/24/18, 10. Proposed Int. No. 542-A - 1/23/19, 11. Committee Report 1/23/19, 12. Hearing Transcript 1/23/19, 13. January 24, 2019 - Stated Meeting Agenda with Links to Files, 14. Hearing Transcript - Stated Meeting 1-24-19, 15. Minutes of the Stated Meeting - January 24, 2019, 16. Int. No. 542-A (FINAL), 17. Fiscal Impact Statement, 18. Legislative Documents - Letter to the Mayor, 19. Local Law 40 | | | | |

| Date | Ver. | Action By | Action | Result |
|------------|------|--------------------------------------|-----------------------------|--------|
| 2/14/2018 | * | City Council | Introduced by Council | |
| 2/14/2018 | * | City Council | Referred to Comm by Council | |
| 10/24/2018 | * | Committee on Women and Gender Equity | Hearing Held by Committee | |
| 10/24/2018 | * | Committee on Women and Gender Equity | Laid Over by Committee | |
| 1/23/2019 | * | Committee on Women and Gender Equity | Hearing Held by Committee | |
| 1/23/2019 | * | Committee on Women and Gender Equity | Amendment Proposed by Comm | |
| 1/23/2019 | * | Committee on Women and Gender Equity | Amended by Committee | |
| 1/23/2019 | A | Committee on Women and Gender Equity | Approved by Committee | Pass |
| 1/24/2019 | A | City Council | Approved by Council | Pass |
| 1/24/2019 | A | City Council | Sent to Mayor by Council | |
| 2/24/2019 | A | Administration | City Charter Rule Adopted | |
| 2/26/2019 | A | City Council | Returned Unsigned by Mayor | |

Int. No. 542-A

By Council Members Lancman, Rosenthal, Cumbo, Gibson, Kallos, Ayala, Lander, Chin, Levin and Miller

A Local Law to amend the administrative code of the city of New York, in relation to service satisfaction surveys

Be it enacted by the Council as follows:

Section 1. Subchapter 7 of chapter 1 of title 3 of the administrative code of the city of New York, as added by a local law for the year 2019 amending the charter and administrative code of the city of New York, relating to reporting on certain domestic violence initiatives, indicators, and factors, as proposed in introduction number 351, is amended by adding a new section 3-173 to read as follows:

§ 3-173 Service satisfaction surveys. The office shall provide all individuals receiving services at family justice centers with service satisfaction surveys during client visits. The family justice centers shall post a sign regarding the availability of this survey in a conspicuous place. Completion of such surveys shall be anonymous and shall not be mandatory. Not later than November 1, 2019, and annually thereafter, the office shall submit to the speaker of the council and post on its website the service satisfaction survey questions and all data aggregated from the service satisfaction surveys, completed from July 1 of the prior year to June 30 of the current year, disaggregated by borough. Such data shall include, where available, the type of service received by the individual completing the survey, whether the individual completing the survey utilized interpretation services and if so, in what language, and any other factors that may be appropriate.

§ 2. This local law takes effect 120 days after it becomes law.

ACK / BM
LS#3165 / Int. 660-2015
LS#163
1/16/2019 6:00 pm