



Legislation Details (With Text)

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Title:	A Local Law to amend the administrative code of the city of New York, in relation to improving accessibility to the 311 system.				
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Int. No. 325

By Council Members Brewer, Felder, Gonzalez, James, Koppell, Mark-Viverito, Recchia Jr., Sanders Jr., Stewart, Vacca, White Jr., Foster and Liu

A Local Law to amend the administrative code of the city of New York, in relation to improving accessibility to the 311 system.

Be it enacted by the Council as follows:

Section 1. Title 23 of the administrative code of the city of New York is amended by adding a new chapter 3 to read as follows:

Chapter 3. NON-EMERGENCY CITIZEN SERVICES

§23-301. Accessibility of database. The database or collection of information regarding government and private services used by 311 call center operators when responding to calls, shall be available to the public, on or through the official city of New York web site, in an indexed and searchable format.

§23-302. E-mail; on-line interactive technology. 311 call center operators shall have the ability to receive and respond to questions from the public through e-mail or online interactive technology.

§2. This local law shall take effect one hundred eighty days after its enactment into law, except that the department of

information technology and telecommunication shall take such measures as are necessary to implement its provisions prior to such effective date.

JTB
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