



The New York City Council

City Hall
New York, NY 10007

Committee Green Sheet Committee on Governmental Operations

Fernando Cabrera, Chair
Members: Ben Kallos, Alan N. Maisel, Bill Perkins,
Keith Powers, Ydanis A. Rodriguez and Kalman Yeger

Tuesday, January 21, 2020

10:30 AM

250 Broadway - Committee Rm, 14th Fl.

- T2020-5595** Oversight – 311
- Int 0062-2018** A Local Law to amend the administrative code of the city of New York, in relation to requiring that the 311 website, app, and phone line allow for persons to request snow and ice removal on pedestrian bridges and that those reports be routed to the appropriate agency
- Int 0462-2018** A Local Law to amend the New York city charter, in relation to requiring the 311 call center to log complaints about locations without street addresses
- Int 1420-2019** A Local Law in relation to requiring a study and report on unsubstantiated 311 complaints
Proposed Int. No. 1420-B
- Int 1525-2019** A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages
Proposed Int. No. 1525-A
- Int 1830-2019** A Local Law to amend the administrative code of the city of New York, in relation to publication of 311 service level agreements
- Int 1832-2019** A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed

within the number of days specified by such agency's service level agreement

Proposed Int. No. 1832-A

Jointly with the Committee on Technology