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|  | **The Council of the City of New York**  **Finance Division**  Tanisha S. Edwards. esq., Chief financial officer & deputy chief of staff to the Speaker  **Fiscal Impact Statement**  **Proposed Intro. No:**  240-A  **Committee:**  **Technology** |
| **Title:** 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 | **Sponsor(s):** 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, Ariola |

**Summary of Legislation:** Proposed Intro. No. 240-A would require the Department of Information Technology and Telecommunications (DoITT) to update the complaint types on the 311 customer service center website and mobile device platforms and notify 311 customer service center call takers of such complaint type, by the effective date of a local law that involves a request for service. This bill would also require DoITT to semiannually report to the Mayor and the Speaker of the Council on the updating of 311 complaint types.

**Effective Date:** This local law would take effect 60 days after it becomes law.

**Fiscal Year In Which Full Fiscal Impact Anticipated:** Fiscal 2024

**Fiscal Impact Statement:**

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|  | **Effective FY23** | **FY Succeeding**  **Effective FY24** | **Full Fiscal**  **Impact FY24** |
| **Revenues** | $0 | $0 | $0 |
| **Expenditures** | $0 | $0 | $0 |
| **Net** | $0 | $0 | $0 |

**Impact on Revenues:** It is estimated that this bill would have no impact on revenues.

**Impact on Expenditures:** It is anticipated that there would be no impact on expenditures resulting from the enactment of this legislation as the agency responsible for carrying out its requirements would be able to use existing resources to fulfill the requirements of this legislation.

**Source of Funds To Cover Estimated Costs:** N/A

**Source of Information:** New York City Council Finance Division

**Estimate Prepared by:** Florentine Kabore, Finance Analyst

**Estimate Reviewed by:** Crilhien Francisco, Unit Head

Jonathan Rosenberg, Managing Deputy Director

Kathleen Ahn, Counsel to the Finance Division

**Legislative History:** This legislation was introduced by the Council on April 28, 2022 as Int. No. 240 and was referred to the Committee on Technology (Committee). At a hearing by the Committee, joint with the Committee on Governmental Operations and the Committee on Public Housing on June 30, 2022, the bill was heard and laid over. Upon successful vote by the Committee on September 29, 2022, the bill will be submitted to the full Council for a vote on September 29, 2022.

**Date Prepared:** September 21, 2022