



**THE COUNCIL OF THE CITY OF NEW YORK  
FINANCE DIVISION  
PRESTON NIBLACK, DIRECTOR  
FISCAL IMPACT STATEMENT**

**PROPOSED INTRO. No. 528-A**

**COMMITTEE:** Public Safety

**TITLE:** To amend the administrative code of the city of New York, in relation to improving 311 service during emergencies.

**SPONSORS:** By Council Members Williams, Cabrera, Chin, Fidler, James, Koppell, Mendez, Van Bramer, Lappin, Recchia, Jr., Vallone, Jr., Gentile, Gennaro, Halloran III, and Koo

**SUMMARY OF LEGISLATION:** This legislation would require that 311 customer service center call takers provide the caller with a unique identifier for such call taker at the beginning of every call and a tracking number for every call that results in a request for service or complaint being filed with a city agency.

The legislation would also require the 311 customer service center to implement a protocol for responding to high call volume which would include, but not be limited to: “(i) a system to efficiently and effectively answer, direct and track all calls; (ii) increased utilization of automated telephone messages, short message services, social media, email alerts, and the city’s website to disseminate information and to reduce non-critical information requests; and (iii) a plan to ensure adequate staffing both in anticipation of, and in response to, high call volume incidents.”

**EFFECTIVE DATE:** This local law would take effect one hundred eighty days after its enactment, except that the director of the Mayor’s Office of Operations would take such measures as are necessary for its implementation, including the promulgation of rules, prior to such effective date.

**FISCAL YEAR IN WHICH FULL FISCAL IMPACT ANTICIPATED:** Fiscal 2012

**FISCAL IMPACT STATEMENT:**

	<b>Effective FY12</b>	<b>FY Succeeding Effective FY13</b>	<b>Full Fiscal Impact FY12</b>
<b>Revenues (+)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Expenditures (-)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Net</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**IMPACT ON REVENUES:** This local law would generate no additional revenues for the City.

**IMPACT ON EXPENDITURES:** There would be no impact on expenditures as a result of this legislation since existing resources could be used to develop new 311 service protocols.

**SOURCE OF FUNDS TO COVER ESTIMATED COSTS:** N/A

**SOURCE OF INFORMATION:** New York City Council Finance Division  
Mayor’s Office of City Legislative Affairs

**ESTIMATE PREPARED BY:** John Russell, Senior Legislative Financial Analyst  
Andy Grossman, Deputy Director

**HISTORY:** On March 9, 2011, a joint hearing of the Committees on Sanitation and Solid Waste, Public Safety, and Transportation was held on a pre-considered version of this bill, which was laid over. The legislation was subsequently introduced to the full Council on March 23, 2011 as Int. 528 and referred to the Committee on Public Safety. An amended version of the legislation, Proposed Intro. 528-A, will be considered by the Committee on April 6<sup>th</sup>, 2011.