Governmental Operations Committee Staff

Christopher Murray, *Legislative Counsel*

Emily Forgione, *Senior Legislative Policy Analyst*

Elizabeth Kronk, *Senior Legislative Policy Analyst*

Sebastian Bacchi, *Senior Finance Analyst*



## THE COUNCIL

# **COMMITTEE REPORT OF THE GOVERNMENTAL AFFAIRS Division**

Jeffrey Baker*, Legislative Director*

Rachel Cordero*, Deputy Director, Governmental Affairs*

**COMMITTEE ON GOVERNMENTAL OPERATIONS**

Hon. Fernando Cabrera*, Chair*

#### January 28, 2021

**Int. No. 1420-C**: By Council Members Matteo, Holden, Ayala, Yeger, Louis and Ulrich

**Title**: A Local Law in relation to requiring a study and report on 311 complaints resulting in unconfirmed conditions

**Int. No. 1832-B:** By Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger, Adams and Ulrich

**Title:** 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

**Administrative Code**: Adds new section 23-305

**Int. No. 1994-A:**  By Council Members Ampry-Samuel, Kallos, Yeger, Dromm, Van Bramer, Reynoso, Powers, Chin, Barron, Louis, Ayala, Levin, Constantinides, Rosenthal, Lander, Adams, Rivera, Levine, Cabrera, Miller, Moya, Vallone, Gibson, Cornegy, Koo and the Public Advocate (Mr. Williams)

**Title:** A Local Law in relation to a voter education campaign regarding ranked choice voting

# **Introduction**

On January 28, 2021, the Committee on Governmental Operations, chaired by Council Member Cabrera, held a second hearing and a vote on the following pieces of legislation: Proposed Int. No. 1420-C, sponsored by Council Members Matteo and Holden, in relation to requiring a study and report on 311 complaints resulting in unconfirmed conditions; Proposed Int. No. 1832-B, sponsored by Council Member Cabrera, 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; and Proposed Int. No. 1994-A, sponsored by Council Member Ampry-Samuel, in relation to a voter education campaign regarding ranked choice voting. The bills were approved by the Committee with 9 votes in the affirmative, and 0 in the negative.

# **Background - 311**

* 1. ***311 Overview***

The 311 Customer Service Center (“311”) is a citywide program providing non-emergency government services to New York City residents, visitors, and businesses.[[1]](#footnote-2) 311 is housed within the Department of Information Technology & Telecommunications (“DoITT”), the agency responsible for providing information technology, infrastructure, and telecommunications services to City agencies, boards, and offices. 311 was first launched in 2003 as a call center.[[2]](#footnote-3) Prior to its establishment by former Mayor Michael Bloomberg, the City relied on approximately 40 agency help lines and a general mayoral phone line, almost all of which were folded into 311.[[3]](#footnote-4) Today, 311 is available 24 hours a day, seven days a week, via multiple channels.[[4]](#footnote-5)

In Fiscal Year 2020, 311 received over 21 million calls, a more than 10 percent increase over the year before.[[5]](#footnote-6) In addition, over 420,000 text messages were sent to 311, representing an increase of 68 percent.[[6]](#footnote-7) About 2.2 million inquiries were made via the 311 mobile app, and the 311 website had approximately 10.5 million visits.[[7]](#footnote-8) The average wait time for a 311 caller was one minute and 38 seconds during peak hours, and one minute and three seconds during off-peak hours.[[8]](#footnote-9) From March 13 to April 16—during the peak of first wave of the COVID-19 pandemic in New York City—311 received more than 180,000 calls per day, and average wait times were significantly longer: six minutes and 38 seconds during peak hours, and four minutes and 27 seconds during off-peak hours.[[9]](#footnote-10)

* 1. ***Agency service level agreements***

A customer contact with 311 generally generates either a service request, when the customer is seeking a City agency to take an action, or an informational request, when the customer has a question regarding a City service.[[10]](#footnote-11) There are datasets for both types of requests on the City’s Open Data portal.[[11]](#footnote-12) Once a customer makes a complaint or request, a unique number is generated which is shared with the customer and can be used to track the resolution of the case.[[12]](#footnote-13) Service requests are submitted to appropriate City agencies, based on complaint type.[[13]](#footnote-14)

Service level agreements (“SLAs”) outline the time frame within which an agency is expected to respond to a particular service request.[[14]](#footnote-15) Some SLAs are as short as an hour while others can span several days, depending on the severity of the threat to public safety.[[15]](#footnote-16) 311 communicates this information to customers so they have an expectation for when the service request will be fulfilled. However, 311 is unable to follow an agency’s workflow for each request. It relies on each agency to document a clear resolution for each request and mark each request as closed.[[16]](#footnote-17)

During a Committee oversight hearing on February 4, 2019, the Departments of Environmental Protection (“DEP”), Buildings (“DOB”), Finance (“DOF”), Health and Mental Hygiene (“DOHMH”), Transportation (“DOT”) and Housing Preservation and Development (“HPD”), and the Taxi and Limousine Commission (“TLC”), each testified to how they prioritize and respond to disparate requests relayed by 311.[[17]](#footnote-18) Each agency has numerous complaint types, each with an assigned response time under an SLA. For example, DEP has 123 unique complaint types, DOB has nearly 100 and HPD has more than 150.[[18]](#footnote-19) Agencies testified that the majority of service requests are responded to within the time provided in their SLAs.[[19]](#footnote-20) However, not all are responded to in a timely fashion. For example, DOF reported that 67 percent of its requests were closed within the SLA timeframe in Fiscal Year 2018.[[20]](#footnote-21) DOHMH reported that it responded to rodent complaints within its 10-business day SLA target 81 percent of the time.[[21]](#footnote-22)

Both 311 representatives and members of the public can look up the status of a request if they have the corresponding service request number, and can see the SLA deadline for that request.[[22]](#footnote-23) Tracking service requests is possible through 311’s website and smartphone application for iOS and Android.[[23]](#footnote-24) The following is a screenshot (Figure No. 1) of what members of the public would see online, with the SLA complaint type and “SLA remaining days” highlighted:

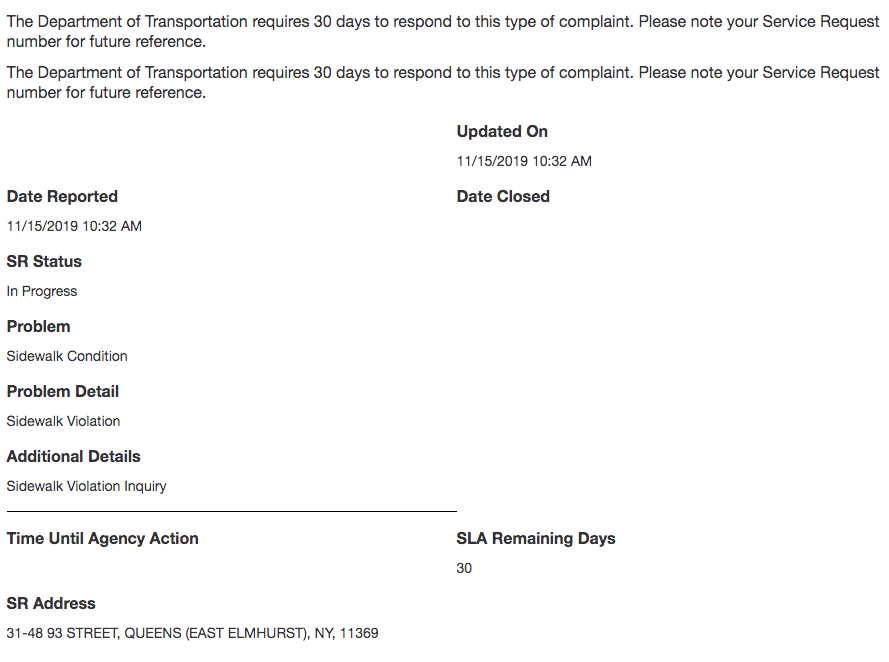


Figure No. 1

Currently, 311 does not notify an agency when a service request remains open beyond the SLA time frame.[[24]](#footnote-25)

# **Anonymous complaint harassment**

While 311 is intended to be a way for New Yorkers to request agencies to address legitimate complaints, there is concern that it occasionally has been used as a tool for harassment, whereby a caller makes repeated, anonymous, unsubstantiated complaints against a private property. Such abuse is not only detrimental to the subject of the anonymous complaints, but also a drain on City resources that could be used to respond to valid complaints.

Between 2006 and 2014, the Staten Island Borough President’s district office recorded more than 50 reports of 311 harassment, including one homeowner who was the subject of nine anonymous complaints about various conditions in and around his home in 2013, five of which were made over just two days, and seven of which were deemed baseless upon inspection.[[25]](#footnote-26) Local elected officials believed these repeated anonymous calls were the result of neighbor-versus-neighbor disputes.[[26]](#footnote-27) In 2017, a Bronx homeowner reported that he had received 68 summonses for conditions in and around his home over the past two years, all arising from anonymous calls to 311.[[27]](#footnote-28) Local State Assembly Member Michael Benedetto said that 66 of the 68 complaints were dismissed.[[28]](#footnote-29) That case also appeared to involve a neighbor-versus-neighbor dispute.[[29]](#footnote-30)

News reporting indicates that there has also been 311 harassment against businesses. In 2012, D’Amico, a coffee and specialty food store in Carroll Gardens, Brooklyn, was the subject of repeated anonymous complaints over the smell of roasting coffee beans coming from their shop.[[30]](#footnote-31) The caller then began calling the Fire Department, which could have diverted important City resources away from responding to true emergencies.[[31]](#footnote-32)

The Council passed Local Law 70 of 2017 to require DoITT to create a notification system whereby business owners can be informed of any 311 complaints lodged against them.[[32]](#footnote-33) Participation is voluntary. Business owners can sign up to receive notifications via text message or email.[[33]](#footnote-34) Such notifications must be made available in the ten designated citywide languages.[[34]](#footnote-35)

1. **Background – Ranked Choice Voting**

On November 5, 2019, New York City voters overwhelming approved a ballot measure to adopt three election-related amendments to the New York City Charter.[[35]](#footnote-36) The most significant of these amendments was the addition of section 1057-G, instituting ranked choice voting (“RCV”) for local special and primary elections.[[36]](#footnote-37) Under RCV, instead of voting for a single candidate in each contest, voters may rank up to five candidates in their order of preference.[[37]](#footnote-38) If one candidate receives more than 50 percent of the first-choice votes, that candidate will be declared the winner.[[38]](#footnote-39) If no candidate receives 50 percent of the first-choice votes, the last-place candidate will be eliminated, and voters who ranked the last-place candidate first will be treated as having voted for their second-choice candidate.[[39]](#footnote-40) This process will repeat until only two candidates remain, at which point the candidate with the most votes will be declared the winner.[[40]](#footnote-41)

Under section 1057-G of the Charter, RCV will be used for all primary and special elections for Mayor, Public Advocate, Comptroller, Borough President, and City Council.[[41]](#footnote-42) RCV will not be used for local general elections, or for elections for any other office.[[42]](#footnote-43) Section 1057-G became effective on January 1, 2021, meaning that all local primary and special elections going forward will be required to utilize RCV.[[43]](#footnote-44)

The first RCV election in the City will be the special election to fill the vacant City Council seat in District 24. This election has been scheduled for Tuesday, February 2, 2021,[[44]](#footnote-45) although early voting began on January 23.[[45]](#footnote-46) An additional RCV election to fill a vacancy in Council District 31 has been scheduled for February 23,[[46]](#footnote-47) and two more—to fill vacancies in Districts 11 and 15—have been scheduled for March 23.[[47]](#footnote-48) New Yorkers who do not live in one of these four Council Districts will likely have their first opportunity to vote in an RCV election in June, when the City will conduct primary elections for the offices of Mayor, Comptroller, Public Advocate, Borough President, and City Council.

Under the Charter and the New York State Election Law, the Board of Elections in the City of New York (“NYCBOE”) is responsible for administering RCV elections. The New York City Campaign Finance Board (“CFB”), meanwhile, is required to “conduct a voter education campaign to familiarize voters with ranked choice voting.”[[48]](#footnote-49)

# **Legislative Analysis**

## Int. No. 1420-C

Int. No. 1420-C (Matteo) would require an office or agency designated by the Mayor to collaborate with DEP, DOB, DOHMH, the Department of Sanitation, and the Police Department to study the frequency of anonymous 311 complaints referred to these agencies and whether such complaints are more likely than other complaints to be unsubstantiated. Such study would also seek to identify patterns of unsubstantiated complaints against specific properties. A report on the findings of the study would be due to the Council on December 1, 2021. Such report would be required to include recommendations on the types of 311 complaints that agencies should allow to be made anonymously. This bill would take effect immediately.

## Int. No. 1832-B

Int. No. 1832-B (Cabrera) would require 311 to notify each agency when a customer’s request for service or complaint has not been closed within the number of days specified by such agency’s SLA. This bill would take effect one year after becoming law.

**Int. No. 1994-A**

As discussed above, the Charter currently requires the CFB to conduct a voter education campaign to familiarize voters with ranked choice voting. Int. No. 1994-A (Ampry-Samuel) would specify the steps that the CFB must take in conducting such campaign. Specifically, the bill would require the CFB to create and maintain information on its website regarding RCV. Such information would need to be available in each of the designated voter guide languages determined pursuant to section 1053(d) of the Charter.[[49]](#footnote-50) Such information would need to include, at a minimum, a fact sheet, a sample RCV ballot, and a brief video. The bill would also require the CFB to disseminate print and digital information materials on RCV as part of its NYC Votes campaign and include information on RCV in its Voter Guide.

Int. No. 1994-A would also require the CFB to produce educational materials regarding RCV and distribute such materials to each agency designated as a participating voter registration agency pursuant to section 1057-A of the Charter.[[50]](#footnote-51) Such materials would need to include fact sheets, language suitable for print and digital communications, a brief video, and explanatory graphics suitable for use in print and digital communications.

Each agency receiving RCV educational materials from the CFB would be required to distribute such materials as part of its program for distributing voter registration forms. In addition, each agency would be required to submit a semi-annual report on its implementation of section 1057-A of the Charter and would be required to include in such report the number of printed educational materials it distributed. The Mayor’s Office of Operations would, in turn, be required to include this information in its report required by section 1057-A.

Under Int. No 1994-A, the CFB would also be required to establish training programs for employees of agencies designated as a participating voter registration agencies pursuant to section 1057-A, and employees of such agencies’ contracted service providers, to receive guidance on how to incorporate RCV awareness into employees’ interactions with the public. In addition, every agency receiving educational materials from CFB would be required to prominently display them on its website and in physical locations occupied or controlled by the agency and distribute such materials to its employees and the public.

Int. No. 1994-A would also require CFB to conduct a citywide media campaign, collaborate with community-based organizations in all five boroughs, and conduct targeted outreach to voters in council districts where special elections have been scheduled to take place prior to June 22, 2021, the date of the first citywide election to use RCV.

In addition, Int. No 1994-A would require the Civic Engagement Commission to include RCV education as part of its poll site language interpreter training pursuant to section 3202 of the Charter.

This bill would take effect immediately and would be deemed repealed on December 31, 2025.

Int. No. 1420-C

By Council Members Matteo, Holden, Ayala, Yeger and Ulrich

..Title

A Local Law in relation to requiring a study and report on 311 complaints resulting in unconfirmed conditions

..Body

Be it enacted by the Council as follows:

Section 1. Reporting on 311 complaints. a. Definitions. For the purposes of this section the following terms have the following meanings:

Covered agency. The term “covered agency” means the department of environmental protection, the department of buildings, the department of health and mental hygiene, the department of sanitation, the police department and any other city agency designated as a covered agency by an office or agency as may be designated by the mayor.

Covered service request. The term “covered service request” means any service request made to the 311 customer service center during the reporting period that was referred to a covered agency.

Reporting period. The term “reporting period” means the period beginning on January 1, 2016 and ending on December 31, 2020.

Unconfirmed condition. The term “unconfirmed condition” means a status assigned to a service request for which there was not enough evidence for an enforcement official from the responding agency to determine whether or not the reported incident occurred, or a service request for which the reported condition was not found by an enforcement official from the responding agency. Such term does not include a service request for which the responding agency was unable to investigate the reported incident or condition because such official was denied access to private property.

b. An office or agency designated by the mayor shall collaborate with each covered agency to conduct a study of all covered service requests to determine the proportion of such service requests that were made anonymously and whether anonymous covered service requests were more likely to result in unconfirmed conditions than were other covered service requests. Such study shall also examine anonymous covered service requests to identify patterns of service requests resulting in unconfirmed conditions against specific private properties or residences, if any.

c. No later than December 1, 2021, the office or agency designated by the mayor to conduct the study required by subdivision b of this section shall submit to the council, and post conspicuously on its website, a report summarizing the findings of such study. Such report shall include recommendations, based on such study, regarding the types of service requests for which agencies should allow anonymous service requests. Such report shall not contain personally identifying information.

§ 2. This local law takes effect immediately.

JG/cjm

LS # 7628

01/20/2021

Int. No. 1832-B

By Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger and Ulrich

..Title

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

..Body

Be it enacted by the Council as follows:

Section 1. Chapter 3 of title 23 of the administrative code of the city of New York is amended by adding a new section 23-305 to read as follows:

§ 23-305 Service level agreements. The 311 customer service center shall notify the applicable agency when a customer’s request for service, or complaint, referred by the 311 customer service center to such agency has not been closed within the time specified by such agency’s service level agreement. For purposes of this section, the term “service level agreement” means the maximum number of hours or days within which an agency has committed to review, take action on and close a particular category of requests for service or complaints referred by the 311 customer service center to such agency.

§ 2. This local law takes effect 1 year after it becomes law.

DFC/cjm

LS #9975

01/20/2021

Int. No. 1994-A

By Council Members Ampry-Samuel, Kallos, Yeger, Dromm, Van Bramer, Reynoso, Powers, Chin, Barron, Louis, Ayala, Levin, Constantinides, Rosenthal, Lander, Adams, Rivera, Levine, Cabrera, Miller, Moya, Vallone, Gibson, Cornegy, Koo and the Public Advocate (Mr. Williams)

..Title

A Local Law in relation to a voter education campaign regarding ranked choice voting

..Body

Be it enacted by the Council as follows:

Section 1. a. The campaign finance board shall create and thereafter maintain information on its website regarding ranked choice voting in primary and special elections pursuant to section 1057-g of the charter. Such information shall be available, at minimum, in each of the designated voter guide languages as determined pursuant to subdivision (d) of section 1053 of the charter. Such information shall include, but need not be limited to:

1. A fact sheet explaining ranked choice voting;

2. A sample ranked choice ballot; and

3. By no later than March 15, 2021, a brief video explaining ranked choice voting.

b. The campaign finance board and the voter assistance advisory committee shall include ranked choice voting information on any print and digital educational materials provided to the public in connection with a ranked choice election as defined in section 1057-g(a) of the charter, including but not limited to materials provided as part of NYC Votes youth and community voter outreach and engagement programs.

c. The voter guide published by the campaign finance board pursuant to subdivision b of section 1052 of the New York city charter shall include information explaining ranked choice voting, including information explaining that a voter may rank as many or as few candidates as a ballot allows, and further including a sample ranked choice ballot.

d. By no later than May 1, 2021, the campaign finance board shall produce educational materials regarding ranked choice voting and distribute such materials to each agency designated as a participating voter registration agency pursuant to section 1057-a of the charter, including community boards. Educational materials shall be available, at minimum, in each of the designated voter guide languages as determined pursuant to subdivision (d) of section 1053 of the charter. Such educational materials shall include, but need not be limited to, the following:

1. A fact sheet explaining ranked choice voting, including a large-print edition made available to the department of the aging;

2. A sample ranked choice ballot;

3. Language suitable for use in print and digital communications explaining ranked choice voting;

4. A brief video suitable for use on websites and social media explaining ranked choice voting; and

5. Explanatory graphics suitable for use in print and digital communications directing the public to information on the campaign finance board website created pursuant to subdivision a.

e. Each agency receiving materials pursuant to subdivision d shall, as part of its program of distribution of voter registration forms, distribute such educational materials. Each designated participating voter registration agency required to submit semi-annual reports on their implementation of section 1057-a of the charter shall report the number of printed educational materials it distributed, and the mayor’s office of operations shall include this information in its report required by section 1057-a of the charter.

f. The campaign finance board shall establish training programs for employees of agencies designated as participating voter registration agencies pursuant to section 1057-a of the charter, and employees of such agencies’ contracted service providers, to receive guidance on how to incorporate ranked choice voting awareness into employees’ interactions with the public.

g. Within ten days of receiving education materials regarding ranked choice voting produced by the campaign finance board pursuant to subdivision d, every agency required to receive such materials, including community boards, shall:

1. Identify physical locations occupied or controlled by such agency, or by contracted service providers, where educational materials regarding ranked choice voting produced by the campaign finance board pursuant to subdivision d may be made available and where campaign finance board staff or volunteers can educate the public about ranked choice voting; and

2. Use such educational materials regarding ranked choice voting produced by the campaign finance board pursuant to subdivision d to:

(a) Prominently display digital education materials on such agency’s website, or prominently display, with a specific reference to ranked choice voting, a button directing the public to the information on the campaign finance board website created pursuant to subdivision a;

(b) Prominently display educational materials at physical locations occupied or controlled by such agency that have been identified pursuant to paragraph 1 of this subdivision, including making printed educational materials available to the public, and, to the extent practicable and consistent with programmatic needs, displaying digital materials on electronic screens controlled by each such agency and visible to the public;

(c) Include educational materials in appropriate print and electronic communications such agency distributes to the public; and

(d) Distribute educational materials to employees of such agency.

h. By no later than May 24, 2021, the campaign finance board shall distribute a postcard explaining ranked choice voting to each household in the city of New York in which there is at least one registered voter.

i. By no later than May 1, 2021, the campaign finance board shall conduct a citywide media campaign to familiarize voters with ranked choice voting. Such campaign shall include, but need not be limited to, advertisements published in community and ethnic media outlets.

j. The campaign finance board shall collaborate with community-based organizations in all five boroughs to ensure that voters are familiar with ranked choice voting. Such organizations shall include, but need not be limited to: civil rights organizations; disability rights organizations; organizations serving public housing residents; organizations serving categories of residents that are underrepresented among those who vote or among those who are registered to vote; and organizations serving voters who are limited in English proficiency, including voters who primarily speak languages other than the designated voter guide languages as determined pursuant to subdivision (d) of section 1053 of the charter.

k. The campaign finance board shall conduct targeted outreach to explain ranked choice voting to voters in any council district in which a special election to fill a vacant city council seat has been scheduled to take place prior to June 22, 2021.

l. The civic engagement commission shall include ranked choice voting education as part of its poll site language interpreter training established pursuant to subparagraph (g) of paragraph 4 of subdivision a of section 3202 of the charter.

§ 2. This local law takes effect immediately and is deemed repealed on December 31, 2025

DFC/cjm

LS #14046

01/20/2021

1. The Official Website of the City of New York, NYC311, <https://portal.311.nyc.gov> (last accessed Dec. 9, 2019). [↑](#footnote-ref-2)
2. Committee Report, Committees on Governmental Operations and Technology, New York City Council, (Jan. 17, 2019), at page 2, *available at* <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=3723063&GUID=82CF9499-67A5-48FB-BAF1-2E230611B69B&Options=&Search>. [↑](#footnote-ref-3)
3. New York City Budget Office, Fiscal Brief: 311 Customer Service Center: More Calls and a Growing Budget, April 2008, p. 1-2, *available at* <http://www.ibo.nyc.ny.us/iboreports/311Apr08.pdf>. Examples of entities not incorporated into 311 are areas of New York City operated by certain authorities, such as the New York City Housing Authority, the Battery Park City Authority and the Roosevelt Island Operating Corporation. *See* Rachel Holliday Smith, *What’s the 311? Stranded in New York’s Service Hotline Deserts*, The City (Apr. 24, 2019), <https://thecity.nyc/2019/04/whats-the-311-stranded-in-n-y-s-service-hotline-deserts.html>. [↑](#footnote-ref-4)
4. Mayor’s Office of Operations, Mayor’s Management Report (Sept. 2019) at 134, *available at* <https://www1.nyc.gov/assets/operations/downloads/pdf/mmr2018/311.pdf>. [↑](#footnote-ref-5)
5. Mayor’s Office of Operations, Mayor’s Management Report (Sept. 2020) at 144, *available at* <https://www1.nyc.gov/assets/operations/downloads/pdf/mmr2020/311.pdf>. [↑](#footnote-ref-6)
6. *Id.* [↑](#footnote-ref-7)
7. *Id.* [↑](#footnote-ref-8)
8. *Id.* [↑](#footnote-ref-9)
9. *Id.* [↑](#footnote-ref-10)
10. Jan. 17, 2019 Committee Report, *supra* note 5 at 2. [↑](#footnote-ref-11)
11. *See* NYC OpenData, 311 Service Requests from 2010 to present, <https://data.cityofnewyork.us/Social-Services/311-Service-Requests-from-2010-to-Present/erm2-nwe9> (last accessed Dec. 10, 2019); NYC OpenData, 311 Call Center Inquiry, <https://data.cityofnewyork.us/City-Government/311-Call-Center-Inquiry/tdd6-3ysr> (last accessed Dec. 10, 2019). [↑](#footnote-ref-12)
12. Committee Report, Committee on Governmental Operations, New York City Council, (Feb. 4, 2019), at page 4, *available at* <https://nyc.legistar.com/LegislationDetail.aspx?ID=3840384&GUID=0F7E3CF0-3DB1-49D3-8280-63036A475EE7&Options=&Search>. [↑](#footnote-ref-13)
13. *Id*. [↑](#footnote-ref-14)
14. Testimony of 311 Exec. Dir. Joseph R. Morrisroe before the Committee on Governmental Operations, New York City Council, (Feb. 4, 2019), *available at* <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=3541118&GUID=B2312F00-2894-40AC-9DEF-A54C44F9FCBC&Options=&Search>. [↑](#footnote-ref-15)
15. *Id*. [↑](#footnote-ref-16)
16. *Id*. [↑](#footnote-ref-17)
17. *See generally* Feb. 4testimony, *supra* note 20; Andrew Millman, *In Second 311 Oversight Hearing, City Council Examines Agency Responsiveness*, Gotham Gazette (Feb. 10, 2019), <https://www.gothamgazette.com/city/8271-in-second-311-oversight-hearing-council-examines-agency-responsiveness>. [↑](#footnote-ref-18)
18. Feb. 4testimony, *supra* note 20. [↑](#footnote-ref-19)
19. *See id*. [↑](#footnote-ref-20)
20. *Id*. [↑](#footnote-ref-21)
21. *Id*. [↑](#footnote-ref-22)
22. *See* The Official Website of the City of New York, NYC311 Look Up Service Requests, <https://portal.311.nyc.gov/check-status> (last accessed Dec. 9, 2019). [↑](#footnote-ref-23)
23. *See id*.; The Official Website of the City of New York, NYC311 Mobile App, <https://portal.311.nyc.gov/article/?kanumber=KA-01025> (last accessed Dec. 15, 2019). [↑](#footnote-ref-24)
24. Nov. 19, 2019 email correspondence with the Mayor’s Office of City Legislative Affairs, on file with Governmental Operations Committee staff. [↑](#footnote-ref-25)
25. Anna Sanders, *New City Council bill targets 311 'harassment,’* Metro, (Mar. 20, 2014), <https://www.metro.us/local/new-york-city-looks-to-end-harassment-via-311-complaint-hotline/tmWncs---b47PDHLFQBMqs>. [↑](#footnote-ref-26)
26. *Id.* [↑](#footnote-ref-27)
27. Jessica Moore, *Bronx Man Claims Neighbor Is Using 311 Complaint Hotline to Harass Him*, CBS N.Y. (Aug. 10, 2017), <https://newyork.cbslocal.com/2017/08/10/311-complaint-harassment/>. [↑](#footnote-ref-28)
28. *Id.* [↑](#footnote-ref-29)
29. *Id.* [↑](#footnote-ref-30)
30. Katia Kelly, *‘D’Amico To Anonymous 311 Caller In New Message: Stop Calling DEP And Fire Department,’* Pardon Me For Asking (blog) (April 20, 2012), <https://pardonmeforasking.blogspot.com/2012/04/damico-to-anonymous-311-caller-in-new.html>. [↑](#footnote-ref-31)
31. *Id.* [↑](#footnote-ref-32)
32. N.Y.C. Admin. Code § 23-303. [↑](#footnote-ref-33)
33. *Id*. [↑](#footnote-ref-34)
34. *Id*. [↑](#footnote-ref-35)
35. *See* Board of Elections in the City of New York, Statement and Return Report for Certification, General Election 2019 (2019), <https://legistar.council.nyc.gov/View.ashx?M=F&ID=7953071&GUID=1CB8282C-EC0E-48BC-8386-0130F05D2A5A>. [↑](#footnote-ref-36)
36. *See* Charter § 1057-G. [↑](#footnote-ref-37)
37. Charter § 1057-G(d)(1). [↑](#footnote-ref-38)
38. Charter § 1057-G(e)(1). [↑](#footnote-ref-39)
39. Charter § 1057-G(e)(2). [↑](#footnote-ref-40)
40. *Id.* [↑](#footnote-ref-41)
41. *See* Charter § 1057-G(a) (definition of “ranked choice election”). [↑](#footnote-ref-42)
42. *Id.* [↑](#footnote-ref-43)
43. Charter § 1057-G. [↑](#footnote-ref-44)
44. Office of the Mayor, Mayor de Blasio Declares Special Election Date for the 24th Council District in Queens (November 2020), <https://www1.nyc.gov/office-of-the-mayor/news/767-20/mayor-de-blasio-declares-special-election-date-the-24th-council-district-queens>. [↑](#footnote-ref-45)
45. *See* N.Y. Elec. Law § 8-600(1). [↑](#footnote-ref-46)
46. Office of the Mayor, Mayor de Blasio Declares Special Election Date for the 31st Council District in Queens (December 4, 2020), <https://www1.nyc.gov/office-of-the-mayor/news/835-20/mayor-de-blasio-declares-special-election-date-the-31st-council-district-queens>. [↑](#footnote-ref-47)
47. Office of the Mayor, Mayor de Blasio Declares Special Election Date for the 15th and 11th Council Districts in The Bronx, <https://www1.nyc.gov/office-of-the-mayor/news/001-21/mayor-de-blasio-declares-special-election-date-the-15th-11th-council-districts-the-bronx>. [↑](#footnote-ref-48)
48. Charter § 1057-G(h). [↑](#footnote-ref-49)
49. Currently, the designated voter guide languages are English, Spanish, Chinese, Bengali, and Korean. *See* Campaign Finance Board, 2021 City Council District 24 Special Election Voter Guide*,* <https://www.nyccfb.info/nyc-votes/vgwelcome/council-district-24-special-election-2021>. [↑](#footnote-ref-50)
50. The following agencies are designated as a participating voter registration agencies pursuant to section 1057-A of the Charter: the Administration for Children's Services, the Business Integrity Commission, the City Clerk, the Civilian Complaint Review Board, the Commission on Human Rights, Community Boards, the Department of Small Business Services, the Department for the Aging, the Department of Citywide Administrative Services, the Department of City Planning, the Department of Consumer and Worker Protection, the Department of Correction, the Department of Cultural Affairs, the Department of Environmental Protection, the Department of Finance, the Department of Health and Mental Hygiene, the Department of Homeless Services, the Department of Housing Preservation and Development, the Department of Parks and Recreation, the Department of Probation, the Department of Records and Information services, the Taxi and Limousine Commission, the Department of Transportation, the Department of Youth and Community Development, the Fire Department, and the Human Resources Administration.  [↑](#footnote-ref-51)