



Legislation Details

**File #:** Int 0584-2024 **Version:** A **Name:** Providing an estimated wait time to 311 call center customers.

**Type:** Introduction **Status:** Enacted  
**In control:** Committee on Technology

**On agenda:** 3/7/2024

**Enactment date:** 6/22/2024 **Enactment #:** 2024/072

**Title:** A Local Law to amend the administrative code of the city of New York, in relation to providing an estimated wait time to 311 call center customers

**Sponsors:** Eric Dinowitz, Shahana K. Hanif, James F. Gennaro, Gale A. Brewer, Farah N. Louis, Julie Menin, Lynn C. Schulman, Kamillah Hanks, Amanda Farías, Julie Won, Carlina Rivera, Inna Vernikov

**Indexes:**

**Attachments:** 1. Summary of Int. No. 584-A, 2. Summary of Int. No. 584, 3. Int. No. 584, 4. March 7, 2024 - Stated Meeting Agenda, 5. Hearing Transcript - Stated Meeting 3-7-24, 6. Committee Report 4/25/24, 7. Hearing Testimony 4/25/24, 8. Hearing Transcript 4/25/24, 9. Proposed Int. No. 584-A - 5/20/24, 10. Committee Report 5/23/24, 11. Hearing Transcript 5/23/24, 12. Committee Report - Stated Meeting, 13. May 23, 2024 - Stated Meeting Agenda, 14. Hearing Transcript - Stated Meeting 5-23-24, 15. Int. No. 584-A (FINAL), 16. Fiscal Impact Statement, 17. Legislative Documents - Letter to the Mayor, 18. Local Law 72

Date	Ver.	Action By	Action	Result
3/7/2024	*	City Council	Introduced by Council	
3/7/2024	*	City Council	Referred to Comm by Council	
4/25/2024	*	Committee on Technology	Hearing Held by Committee	
4/25/2024	*	Committee on Technology	Laid Over by Committee	
5/23/2024	*	Committee on Technology	Hearing Held by Committee	
5/23/2024	*	Committee on Technology	Amendment Proposed by Comm	
5/23/2024	*	Committee on Technology	Amended by Committee	
5/23/2024	A	Committee on Technology	Approved by Committee	Pass
5/23/2024	A	City Council	Approved by Council	Pass
5/23/2024	A	City Council	Sent to Mayor by Council	
6/22/2024	A	Administration	City Charter Rule Adopted	
6/24/2024	A	City Council	Returned Unsigned by Mayor	