



Legislation Text

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Int. No. 542-A

By Council Members Lancman, Rosenthal, Cumbo, Gibson, Kallos, Ayala, Lander, Chin, Levin and Miller

A Local Law to amend the administrative code of the city of New York, in relation to service satisfaction surveys

Be it enacted by the Council as follows:

Section 1. Subchapter 7 of chapter 1 of title 3 of the administrative code of the city of New York, as added by a local law for the year 2019 amending the charter and administrative code of the city of New York, relating to reporting on certain domestic violence initiatives, indicators, and factors, as proposed in introduction number 351, is amended by adding a new section 3-173 to read as follows:

§ 3-173 Service satisfaction surveys. The office shall provide all individuals receiving services at family justice centers with service satisfaction surveys during client visits. The family justice centers shall post a sign regarding the availability of this survey in a conspicuous place. Completion of such surveys shall be anonymous and shall not be mandatory. Not later than November 1, 2019, and annually thereafter, the office shall submit to the speaker of the council and post on its website the service satisfaction survey questions and all data aggregated from the service satisfaction surveys, completed from July 1 of the prior year to June 30 of the current year, disaggregated by borough. Such data shall include, where available, the type of service received by the individual completing the survey, whether the individual completing the survey utilized interpretation services and if so, in what language, and any other factors that may be appropriate.

§ 2. This local law takes effect 120 days after it becomes law.

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