The New York City Council

City Hall
New York, NY 10007

Legislation Details (With Text)

File #:	Int 0723-2015	**Version:**	A	**Name:**	Development of protocols for inspector interactions with non-English speakers during agency inspections.
Type:	Introduction			**Status:**	Enacted
				In control:	Committee on Small Business
On agenda:	3/31/2015				
Enactment date:	6/29/2015			**Enactment #:**	2015/065

Title: A Local Law to amend the New York city charter, in relation to the development of protocols for inspector interactions with non-English speakers during agency inspections

Sponsors: Melissa Mark-Viverito, Robert E. Cornegy, Jr., Maria Del Carmen Arroyo, Fernando Cabrera, Costa G. Constantinides, Mathieu Eugene, Corey D. Johnson, Brad S. Lander, Mark Levine, Rosie Mendez, Deborah L. Rose, Andrew Cohen, Carlos Menchaca, Margaret S. Chin, Ydanis A. Rodriguez, Daniel Dromm, Peter A. Koo, Karen Koslowitz, Ruben Wills, Antonio Reynoso, Chaim M. Deutsch, Paul A. Vallone, Helen K. Rosenthal, Ben Kallos, Inez D. Barron, Stephen T. Levin, Eric A. Ulrich

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Attachments: 1. Summary of Int. No. 723-A, 2. Summary of Int. No. 723, 3. Int. No. 723 - 3/31/15, 4. March 31, 2015 - Stated Meeting Agenda with Links to Files, 5. Committee Report 4/14/15, 6. Hearing Testimony 4/14/15, 7. Committee Report 6/8/15, 8. Hearing Transcript 6/8/15, 9. June 10, 2015 - Stated Meeting Agenda with Links to Files, 10. Fiscal Impact Statement, 11. Mayor's Letter, 12. Hearing Transcript - Stated Meeting 6-10-15, 13. Minutes of the Stated Meeting - June 10, 2015, 14. Local Law 65

Date	Ver.	Action By	Action	Result
3/31/2015	*	City Council	Introduced by Council	
3/31/2015	*	City Council	Referred to Comm by Council	
4/14/2015	*	Committee on Small Business	Hearing Held by Committee	
4/14/2015	*	Committee on Small Business	Laid Over by Committee	
4/14/2015	*	Committee on Governmental Operations	Hearing Held by Committee	
4/14/2015	*	Committee on Governmental Operations	Laid Over by Committee	
4/14/2015	*	Committee on Consumer Affairs	Hearing Held by Committee	
4/14/2015	*	Committee on Consumer Affairs	Laid Over by Committee	
6/8/2015	*	Committee on Small Business	Hearing Held by Committee	
6/8/2015	*	Committee on Small Business	Amendment Proposed by Comm	
6/8/2015	*	Committee on Small Business	Amended by Committee	
6/8/2015	A	Committee on Small Business	Approved by Committee	Pass
6/10/2015	A	City Council	Approved by Council	Pass
6/10/2015	A	City Council	Sent to Mayor by Council	
6/23/2015	A	Mayor	Hearing Held by Mayor	
6/29/2015	A	Mayor	Signed Into Law by Mayor	
6/29/2015	A	City Council	Recved from Mayor by Council	

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Int. No. 723-A

By The Speaker (Council Member Mark-Viverito) and Council Members Cornegy, Arroyo, Cabrera, Constantinides, Eugene, Johnson, Lander, Levine, Mendez, Rose, Cohen, Menchaca, Chin, Rodriguez, Dromm, Koo, Koslowitz, Wills, Reynoso, Deutsch, Vallone, Rosenthal, Kallos, Barron, Levin and Ulrich

A Local Law to amend the New York city charter, in relation to the development of protocols for inspector interactions with non-English speakers during agency inspections

Be it enacted by the Council as follows:

Section 1. Paragraph one of subdivision f of section 15 of the New York city charter, as amended by local law number 132 for the year 2013, is amended to read as follows:

f. 1. The office of operations shall develop a business owner's bill of rights. The bill of rights shall be in the form of a written document, drafted in plain language, that advises business owners of their rights as they relate to agency inspections. Such written document shall include translations of the bill of rights into at least the six languages most commonly spoken by limited English proficient individuals, as those languages are determined by the department of city planning. The bill of rights shall include, but not be limited to, notice of every business owner's right to: i) consistent enforcement of agency rules; ii) compliment or complain about an inspector or inspectors, and information sufficient to allow a business owner to do so; iii) contest a notice of violation before the relevant local tribunal, if any; iv) an inspector who behaves in a professional and courteous manner; v) an inspector who can answer reasonable questions relating to the inspection, or promptly makes an appropriate referral; vi) an inspector with a sound knowledge of the applicable laws, rules and regulations; vii) access information in languages other than English; and viii) request language interpretation services for agency inspections of the business.

§ 2. Paragraph one of subdivision g of section 15 of the New York city charter, as added by local law 33 for the year 2013, is amended to read as follows:

g. 1. The office of operations shall develop a standardized customer service training curriculum to be used, to the extent practicable, by relevant agencies for training agency inspectors. Such training shall include specific protocols for such inspectors to follow when interacting with non-English speakers to ensure that such

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inspectors provide language translation services during inspections. Such training shall also include culturally competent instruction on communicating effectively with immigrants and non-English speakers during inspections. For purposes of this subdivision, relevant agencies shall include the department of buildings, the department of consumer affairs, the department of health and mental hygiene, the department of environmental protection, the department of sanitation, and the bureau of fire prevention of the fire department.

§ 3. This local law shall take effect thirty days following enactment.

JHC
LS#1303
6/2/15