



Legislation Details (With Text)

File #: Int 1525-2019 **Version:** A **Name:** Conducting 311 customer satisfaction surveys in designated citywide languages.

Type: Introduction **Status:** Laid Over in Committee

In control: Committee on Governmental Operations

On agenda: 4/18/2019

Enactment date: **Enactment #:**

Title: A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages

Sponsors: Peter A. Koo, Fernando Cabrera, Diana Ayala, Eric A. Ulrich

Indexes: Report Required

Attachments: 1. Summary of Int. No. 1525-A, 2. Summary of Int. No. 1525, 3. Int. No. 1525, 4. April 18, 2019 - Stated Meeting Agenda with Links to Files, 5. Hearing Transcript - Stated Meeting 4-18-19, 6. Minutes of the Stated Meeting - April 18, 2019, 7. Proposed Int. No. 1525-A - 12/11/19, 8. Committee Report 1/21/20, 9. Hearing Testimony 1/21/20, 10. Hearing Transcript 1/21/20

Date	Ver.	Action By	Action	Result
4/18/2019	*	City Council	Introduced by Council	
4/18/2019	*	City Council	Referred to Comm by Council	
12/11/2019	A	City Council	Re-referred to Committee by Council	
1/21/2020	*	Committee on Governmental Operations	Hearing Held by Committee	
1/21/2020	*	Committee on Governmental Operations	Amendment Proposed by Comm	
1/21/2020	*	Committee on Governmental Operations	Laid Over by Committee	
1/21/2020	*	Committee on Technology	Hearing Held by Committee	
1/21/2020	*	Committee on Technology	Amendment Proposed by Comm	
1/21/2020	*	Committee on Technology	Laid Over by Committee	

Proposed Int. No. 1525-A

By Council Members Koo, Cabrera, Ayala and Ulrich

A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages

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 23-304 to read as follows:

§ 23-304 Customer satisfaction survey. a. Definitions. As used in this section, the following terms have

the following meanings:

Customer satisfaction survey. The term “customer satisfaction survey” means a survey used to evaluate the experiences of individuals who contact the 311 customer service center and to determine the overall level of satisfaction with 311 service.

Designated citywide languages. The term “designated citywide languages” has the same meaning as used in section 23-1101.

b. The 311 customer service center shall annually conduct at least five customer satisfaction surveys.

c. Every customer satisfaction survey administered by the 311 customer service center or by an entity contracting with the city to conduct such customer satisfaction survey shall be made available in all designated citywide languages.

d. No later than July 1 of each year, the mayor’s office of operations shall issue a report to the speaker of the council and the mayor including the results of each survey required by subdivision b of this section, disaggregated by the language in which such survey was conducted.

§ 2. This local law takes effect 90 days after it becomes law.

AS/dfc
LS # 9782
12/10/19 6:34 p.m.