



## Legislation Details (With Text)

**File #:** Int 1832-2019 **Version:** B **Name:** 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.

**Type:** Introduction **Status:** Enacted  
**In control:** Committee on Governmental Operations

**On agenda:** 12/19/2019

**Enactment date:** 2/28/2021 **Enactment #:** 2021/020

**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

**Sponsors:** Fernando Cabrera, Farah N. Louis, Justin L. Brannan, Ben Kallos, Diana I. Ayala, Kalman Yeger, Adrienne E. Adams, Stephen T. Levin, Carlina Rivera, Eric A. Ulrich

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**Attachments:** 1. Summary of Int. No. 1832-B, 2. Summary of Int. No. 1832-A, 3. Summary of Int. No. 1832, 4. Int. No. 1832, 5. December 19, 2019 - Stated Meeting Agenda with Links to Files, 6. Hearing Transcript - Stated Meeting 12-19-19, 7. Minutes of the Stated Meeting - December 19, 2019, 8. Committee Report 1/21/20, 9. Hearing Testimony 1/21/20, 10. Hearing Transcript 1/21/20, 11. Proposed Int. No. 1832-A - 1/27/20, 12. Proposed Int. No. 1832-B - 1/21/21, 13. Committee Report 1/28/21, 14. Hearing Transcript 1/28/21, 15. Committee Report - Stated Meeting, 16. January 28, 2021 - Stated Meeting Agenda with Links to Files, 17. Hearing Transcript - Stated Meeting 1-28-21, 18. Minutes of the Stated Meeting - January 28, 2021, 19. Int. No. 1832-B (FINAL), 20. Fiscal Impact Statement, 21. Legislative Documents - Letter to the Mayor, 22. Local Law 20

Date	Ver.	Action By	Action	Result
12/19/2019	*	City Council	Introduced by Council	
12/19/2019	*	City Council	Referred to Comm 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	
1/28/2021	*	Committee on Governmental Operations	Hearing Held by Committee	
1/28/2021	*	Committee on Governmental Operations	Amendment Proposed by Comm	
1/28/2021	*	Committee on Governmental Operations	Amended by Committee	
1/28/2021	B	Committee on Governmental Operations	Approved by Committee	Pass
1/28/2021	B	City Council	Approved by Council	Pass

1/28/2021	B	City Council	Sent to Mayor by Council
2/28/2021	B	Administration	City Charter Rule Adopted
3/1/2021	B	City Council	Returned Unsigned by Mayor

Int. No. 1832-B

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

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

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