



Legislation Details (With Text)

File #: Int 1830-2019 **Version:** * **Name:** Publication of 311 service level agreements.
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Title: A Local Law to amend the administrative code of the city of New York, in relation to publication of 311 service level agreements

Sponsors: Diana Ayala, Kalman Yeger, Eric A. Ulrich

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Attachments: 1. Summary of Int. No. 1830, 2. Int. No. 1830, 3. December 19, 2019 - Stated Meeting Agenda with Links to Files, 4. Committee Report 1/21/20, 5. Hearing Testimony 1/21/20, 6. Hearing Transcript 1/21/20, 7. Hearing Transcript - Stated Meeting 12-19-19

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	Laid Over by Committee	
1/21/2020	*	Committee on Technology	Hearing Held by Committee	
1/21/2020	*	Committee on Technology	Laid Over by Committee	

Int. No. 1830

By Council Members Ayala, Yeger and Ulrich

A Local Law to amend the administrative code of the city of New York, in relation to publication of 311 service level agreements

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 Service level agreements. The 311 customer service center shall maintain on its website each service level agreement between each agency and the 311 customer service center, which shall set forth the number of days within which each agency will respond to and close a request for service or complaint referred

by the 311 customer service center to each agency.

§ 2. This local law takes effect 30 days after it becomes law.

DFC
LS #10237
12/13/19 4:38 p.m.