



Legislation Details (With Text)

**File #:** Int 0525-2003 **Version:** \* **Name:** 311 Citizen Service Center hotline.  
**Type:** Introduction **Status:** Filed  
**In control:** Committee on Governmental Operations

**On agenda:** 8/19/2003

**Enactment date:** **Enactment #:**

**Title:** A Local Law to amend the New York city charter, in relation to requiring the department of information technology and telecommunications to submit to the council and make available on the city’s official website periodic reports regarding data collected from the 311 Citizen Service Center hotline.

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**Indexes:**

**Attachments:**

Date	Ver.	Action By	Action	Result
8/19/2003	*	City Council	Introduced by Council	
8/19/2003	*	City Council	Referred to Comm by Council	
12/31/2003	*	City Council	Filed (End of Session)	

Int. No. 525

By Council Members Brewer, Comrie, Fidler, Gentile, Gioia, Koppell, Liu, Lopez, Monserrate, Nelson, Quinn, Rivera, Seabrook, Sears, Serrano, Stewart, Vann, Weprin and Jackson

A Local Law to amend the New York city charter, in relation to requiring the department of information technology and telecommunications to submit to the council and make available on the city’s official website periodic reports regarding data collected from the 311 Citizen Service Center hotline.

Be it enacted by the Council as follows:

Section 1. Chapter 48 of the New York city charter, as added by vote of the electors at the general election held on November 9, 1989, is amended by adding thereto a new section 1075 to read as follows:

§1075. 311 citizen service center hotline reports. a. Within seven business days from the end of each month, the department shall submit to the speaker of the council and make available on the city’s official website, a report regarding complaints and requests for service received at the 311 citizen service center for the fiscal year to date and for the immediately preceding fiscal year disaggregated on a month-by-month basis. This

report shall be submitted in an electronic spreadsheet format and shall include the data set forth in subdivision b of this section.

b. The report required by subdivision a of this section shall include, but not be limited to (1) the total number of complaints and requests for service received with respect to activity and locations within each community district and council district; (2) the type of each complaint or request for service received for each community district and council district; and (3) information regarding how each complaint or request for service has been or is being addressed.

§2. This local law shall take effect sixty days after its enactment into law, except that the commissioner of information technology and telecommunications shall take such steps as are necessary for its implementation prior to such effective date. The first report required by section 1075 of the new york city charter, as added by section one of this local law, shall be required within seven business days subsequent to the end of the first full month after its effective date.

LS# 2793  
DGD 7/21/03 6:50 pm