



Legislation Details (With Text)

**File #:** Int 2077-2020 **Version:** \* **Name:** Number of steps to submit service requests or complaints on the 311 website and mobile application.

**Type:** Introduction **Status:** Filed (End of Session)  
**In control:** Committee on Technology

**On agenda:** 9/16/2020

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**Title:** A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application

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**Indexes:**

**Attachments:** 1. Summary of Int. No. 2077, 2. Int. No. 2077, 3. September 16, 2020 - Stated Meeting Agenda with Links to Files, 4. Hearing Transcript - Stated Meeting 9-16-20, 5. Minutes of the Stated Meeting - September 16, 2020, 6. Committee Report 10/27/21, 7. Hearing Testimony 10/27/21, 8. Hearing Transcript 10/27/21

Date	Ver.	Action By	Action	Result
9/16/2020	*	City Council	Introduced by Council	
9/16/2020	*	City Council	Referred to Comm by Council	
10/27/2021	*	Committee on Technology	Hearing Held by Committee	
10/27/2021	*	Committee on Technology	Laid Over by Committee	
12/31/2021	*	City Council	Filed (End of Session)	

Int. No. 2077

By Council Members Holden, Yeger, Adams and Dinowitz

A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application

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 requests or complaints. Any website or mobile device application used by the 311 customer service center for the intake of service requests or complaints from the public shall allow the direct submission of such request or complaint by a member of the public with no more than four steps to input such

request or complaint.

§ 2. This local law takes effect 180 days after it becomes law.

IB  
LS 15966  
8/27/2020