



Legislation Details (With Text)

**File #:** Int 0880-2023 **Version:** \* **Name:** Requiring the 311 customer service center to provide live chat functionality.  
**Type:** Introduction **Status:** Filed (End of Session)  
**In control:** Committee on Technology

**On agenda:** 1/19/2023

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

**Title:** A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to provide live chat functionality

**Sponsors:**

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**Attachments:** , , , ,

Date	Ver.	Action By	Action	Result
1/19/2023	*	City Council	Introduced by Council	
1/19/2023	*	City Council	Referred to Comm by Council	
12/31/2023	*	City Council	Filed (End of Session)	

Int. No. 880

By Council Members Dinowitz, Cabán, Louis, Stevens, Hanif, Hudson, Farías, Ung, Holden, Richardson Jordan and Riley

A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to provide live chat functionality

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 23-312 to read as follows:

§ 23-312 Service requests or complaints; live chat. Any website or mobile device application used by the 311 customer service center for the intake of 311 requests from the public shall be capable of live chat functionality in connection with all requests for service or complaints. Such live chat functionality shall include, at minimum, a text-based instant messaging service that allows for synchronous written communication with a natural person. The department of information technology and telecommunications shall transmit live chat logs to relevant agencies and shall make such logs available to inspectors or other relevant

persons within such agencies.

§ 2. This local law takes effect 120 days after it becomes law.

Session 12

NAW

LS #6332

12/5/2022 12:06 PM

Session 11

NAW

LS #18190