



Legislation Details (With Text)

File #: Int 0908-2023 **Version:** * **Name:** Providing an estimated wait time to 311 call center customers.
Type: Introduction **Status:** Filed (End of Session)
In control: Committee on Technology
On agenda: 2/2/2023
Enactment date: **Enactment #:**
Title: A Local Law to amend the administrative code of the city of New York, in relation to providing an estimated wait time to 311 call center customers
Sponsors:
Indexes:
Attachments: 1. Summary of Int. No. 908, 2. Int. No. 908, 3. February 2, 2023 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 2-2-23, 5. Minutes of the Stated Meeting - February 2, 2023

Date	Ver.	Action By	Action	Result
2/2/2023	*	City Council	Introduced by Council	
2/2/2023	*	City Council	Referred to Comm by Council	
12/31/2023	*	City Council	Filed (End of Session)	

Int. No. 908

By Council Members Dinowitz, Yeger, Cabán, Hanif, Riley, Abreu, Brewer, Richardson Jordan and Ung

A Local Law to amend the administrative code of the city of New York, in relation to providing an estimated wait time to 311 call center customers

Be it enacted by the Council as follows:

Section 1. Subdivision a of section 23-302 of the administrative code of the city of New York, as added by local law 29 for the year 2011, is amended to read as follows:

§ 23-302 High call volume protocol. a. No later than [September 30, 2011] August 31, 2023, the 311 customer service center shall implement a protocol for responding to high call volume. Such protocol shall include, but not be limited to, (i) a system to efficiently and effectively answer, direct and track all calls; (ii) increased utilization of automated telephone messages, short message services, social media, email alerts, and the city's website to disseminate information and to reduce non-critical information requests; [and] (iii) a plan to ensure adequate staffing both in anticipation of, and in response to, high call volume incidents; and (iv) a

virtual queue system that provides estimated wait time to callers.

§ 2. This local law takes effect immediately.

JLB
LS #11547
1/26/2023 11:09 AM