



Legislation Details

File #: Int 0587-2024 **Version:** * **Name:** Requiring the 311 customer service center to conduct customer satisfaction surveys after each 311 call intake is closed and to publish agency report cards.

Type: Introduction **Status:** Laid Over in Committee

In control: Committee on Governmental Operations, State & Federal Legislation

On agenda: 3/7/2024

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 conduct customer satisfaction surveys after each 311 call intake is closed and to publish agency report cards

Sponsors:

Indexes: Report Required

Attachments: 1. Summary of Int. No. 587, 2. Int. No. 587, 3. March 7, 2024 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 3-7-24, 5. Minutes of the Stated Meeting - March 7, 2024, 6. Committee Report 9/19/24, 7. Hearing Testimony 9/19/24, 8. Hearing Transcript 9/19/24

Date	Ver.	Action By	Action	Result
3/7/2024	*	City Council	Introduced by Council	
3/7/2024	*	City Council	Referred to Comm by Council	
9/19/2024	*	Committee on Governmental Operations, State & Federal Legislation	Hearing Held by Committee	
9/19/2024	*	Committee on Governmental Operations, State & Federal Legislation	Laid Over by Committee	