



Legislation Details (With Text)

File #: Int 0820-2024 **Version:** * **Name:** Number of steps to submit service requests or complaints on the 311 website and mobile application.

Type: Introduction **Status:** Committee

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On agenda: 4/18/2024

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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

Sponsors:

Indexes:

Attachments: 1. Summary of Int. No. 820, 2. Int. No. 820, 3. April 18, 2024 - Stated Meeting Agenda, 4. Hearing Transcript - Stated Meeting 4-18-24, 5. Committee Report 4/25/24, 6. Hearing Testimony 4/25/24, 7. Hearing Transcript 4/25/24, 8. Minutes of the Stated Meeting - April 18, 2024

Date	Ver.	Action By	Action	Result
4/18/2024	*	City Council	Introduced by Council	
4/18/2024	*	City Council	Referred to Comm by Council	
4/25/2024	*	Committee on Technology	Hearing Held by Committee	
4/25/2024	*	Committee on Technology	Laid Over by Committee	

Int. No. 820

By Council Members Holden, Brannan, Louis, Avilés, Borelli and Paladino

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 23-308 to read as follows:

§ 23-308 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.

Session 13

LS 5157

1/11/2024

Session 12

IB

LS 5157

3/17/2022 11:30 pm