The New York City Council

City Hall
New York, NY 10007

Legislation Details (With Text)

File #:	Int 0528-2011	**Version:** A	**Name:**	Improving 311 service during emergencies.
Type:	Introduction		**Status:**	Enacted
			In control:	Committee on Public Safety
On agenda:	3/23/2011			
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Title: A Local Law to amend the administrative code of the city of New York, in relation to improving 311 service during emergencies.

Sponsors: Jumaane D. Williams, Fernando Cabrera, Margaret S. Chin, Lewis A. Fidler, Letitia James, G. Oliver Koppell, Rosie Mendez, James G. Van Bramer, Jessica S. Lappin, Domenic M. Recchia, Jr., Peter F. Vallone, Jr., Vincent J. Gentile, James F. Gennaro, Mathieu Eugene, Daniel J. Halloran III, Peter A. Koo, Robert Jackson, Ruben Wills, Melissa Mark-Viverito, Charles Barron, David G. Greenfield

Indexes:

Attachments: 1. Int. No. 528 - 3/23/11, 2. Committee Report 3/9/11, 3. Hearing Testimony 3/9/11, 4. Hearing Transcript 3/9/11, 5. Committee Report 4/6/11, 6. Hearing Transcript 4/6/11, 7. Hearing Transcript - Stated Meeting 4-6-11, 8. Fiscal Impact Statement, 9. Mayor's Letter, 10. Local Law

Date	Ver.	Action By	Action	Result
3/9/2011	*	Committee on Sanitation and Solid Waste Management	Hearing on P-C Item by Comm	
3/9/2011	*	Committee on Sanitation and Solid Waste Management	P-C Item Laid Over by Comm	
3/9/2011	*	Committee on Public Safety	Hearing on P-C Item by Comm	
3/9/2011	*	Committee on Public Safety	P-C Item Laid Over by Comm	
3/9/2011	*	Committee on Transportation	Hearing on P-C Item by Comm	
3/9/2011	*	Committee on Transportation	P-C Item Laid Over by Comm	
3/23/2011	*	City Council	Introduced by Council	
3/23/2011	*	City Council	Referred to Comm by Council	
4/6/2011	*	Committee on Sanitation and Solid Waste Management	Hearing Held by Committee	
4/6/2011	*	Committee on Sanitation and Solid Waste Management	Amendment Proposed by Comm	
4/6/2011	*	Committee on Sanitation and Solid Waste Management	Amended by Committee	
4/6/2011	A	Committee on Sanitation and Solid Waste Management	Approved by Committee	
4/6/2011	*	Committee on Public Safety	Hearing Held by Committee	
4/6/2011	*	Committee on Public Safety	Amendment Proposed by Comm	
4/6/2011	*	Committee on Public Safety	Amended by Committee	
4/6/2011	A	Committee on Public Safety	Approved by Committee	Pass
4/6/2011	A	City Council	Approved by Council	Pass
4/6/2011	A	City Council	Sent to Mayor by Council	

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5/7/2011 A Administration City Charter Rule Adopted

Int. No. 528-A

By Council Member Williams, Cabrera, Chin, Fidler, James, Koppell, Mendez, Van Bramer, Lappin, Recchia, Vallone, Gentile, Gennaro, Eugene, Halloran, Koo, Jackson, Wills, Mark-Viverito, Barron and Greenfield

A Local Law to amend the administrative code of the city of New York, in relation to improving 311 service during emergencies.

Be it enacted by the Council as follows:

Section 1. Title 23 of the administrative code of the city of New York is amended by adding a new chapter 3 to read as follows:

Chapter 3. NON-EMERGENCY CITY SERVICES

§23-301 Tracking Information Provided.

§23-302 High Call Volume Protocol.

§23-301 Tracking information provided. 311 customer service center call takers shall provide the caller with a unique identifier for such call taker at the beginning of every call and a tracking number for every call that results in a request for service or complaint being filed with a city agency.

§23-302 High call volume protocol. a. No later than September 30, 2011, 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.

b. A copy of such protocol shall be provided to the council.

§ 2. This local law shall take effect one hundred eighty days after its enactment, except that the director of the mayor's office of operations shall take such measures as are necessary for its implementation, including the promulgation of rules, prior to such effective date.

jtb/jjh
LS #2037

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