



## Legislation Text

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**File #:** Int 0941-2012, **Version:** A

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Int. No. 941-A

By Council Members Brewer, Jackson, Chin, Gentile, Gonzalez, James, Koo, Koppell, Mendez, Palma, Recchia, Rose, Williams, Lappin, Arroyo, Vallone, Reyna, Levin, Dromm, Van Bramer, Barron, Eugene, Gennaro, Greenfield and Ulrich

A Local Law to amend the New York city charter, in relation to standardized customer service training for agency inspectors.

Be it enacted by the Council as follows:

Section 1. Section 15 of the New York city charter is amended by adding a new subdivision g to read as follows:

g. 1. The office of operations shall develop a standardized customer service training curriculum to be used, to the extent practicable, by relevant agencies for training agency inspectors. Such training shall include instruction on communicating effectively with non-English speakers during inspections. For purposes of this subdivision, relevant agencies shall include the department of buildings, the department of consumer affairs, the department of health and mental hygiene, the department of environmental protection, the department of sanitation, and the bureau of fire prevention of the fire department.

2. The office of operations shall review each relevant agency's inspector training program to ensure that such program includes customer service training and, to the extent practicable, includes the standardized customer service training curriculum developed by the office of operations pursuant to paragraph one of this subdivision. After completing such review, the office of operations shall certify an agency's inspector training program if it includes, to the extent practicable, the standardized customer service training curriculum developed by the office of operations pursuant to paragraph one of this subdivision. Any such certification shall be provided to the speaker of the council upon request.

3. No later than July 1, 2013, the office of operations shall submit to the mayor and the speaker of the council a copy of the standardized customer service training curriculum developed pursuant to paragraph one of this subdivision and shall report the number of agency inspector training programs reviewed by the office of operations and the number of such programs that were certified. No later than January 1, 2014 and annually thereafter, the office of operations shall submit to the mayor and the speaker of the council any substantive changes to the standardized customer service training curriculum and shall report the number of agency inspector training programs that were reviewed and the number of such programs that were certified by the office of operations during the prior year.

§2. This local law shall take effect thirty days following enactment.

SAG/dss  
LS #3494  
3.7.13