



Legislation Text

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A Local Law to amend the New York city charter, in relation to mandating that the Mayor's Management Report include citizen satisfaction survey responses.

Be it enacted by the Council as follows:

Section 1. Subdivision c of section 12 of the New York city charter is amended by adding a new paragraph (7) to read as follows:

c. The management report shall include a review of the implementation of the statement of needs as required by subdivision h of section two hundred four and shall contain for each agency

(1) program performance goals for the current fiscal year and a statement and explanation of performance measures;

(2) a statement of actual performance for the entire previous fiscal year relative to program performance goals;

(3) a statement of the status of the agency's internal control environment and systems, including a summary of any actions taken during the previous fiscal year, and any actions being taken during the current fiscal year to strengthen the agency's internal control environment and system;

(4) a summary of rulemaking actions undertaken by the agency during the past fiscal year including

(a) the number of rulemaking actions taken,

(b) the number of such actions which were not noticed in the regulatory agenda prepared for such fiscal year, including a summary of the reasons such rules were not included in such regulatory agenda, and

(c) the number of such actions which were adopted under the emergency rulemaking procedures;

(5) a summary of the procurement actions taken during the previous fiscal year, including: (i) for each of the procurement methods specified in section three hundred twelve, the number and dollar value of the procurement contracts entered into during such fiscal year; and (ii) for all procurement contracts entered into pursuant to a procurement method other than that specified in paragraph one of subdivision a of section three hundred twelve, the number and dollar value of such procurement contracts by each of the reasons specified in paragraph one of subdivision b of section three hundred twelve; [and]

(6) an appendix indicating the relationship between the program performance goals included in the management report pursuant to paragraph two of this subdivision and the corresponding expenditures made pursuant to the adopted budget for the previous fiscal year[.]; and

(7) for those agencies that provide services to the public, the results of a citizen satisfaction survey or surveys conducted pursuant to subdivision h of section 15 of the charter gauging how the those who are served by such agencies perceive the effectiveness of the services provided.

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

h. The office of operations shall conduct an annual citizen satisfaction survey or surveys gauging how those who are served by agencies that provide services to the public perceive the effectiveness of the services provided.

§ 3. This local law shall take effect 90 days after enactment.

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