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Int. No. 1525

By Council Members Koo and Cabrera

A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages

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 23-304 to read as follows:

§ 23-304 Customer satisfaction survey. a. Definitions. As used in this section, the following terms have the following meanings:

Customer satisfaction survey. The term "customer satisfaction survey" means a survey used to evaluate the experiences of individuals who contact the 311 customer service center and to determine the overall level of satisfaction with 311 service.

Designated citywide languages. The term "designated citywide languages" has the same meaning as used in section 23-1101.

b. The 311 customer service center shall annually conduct at least five customer satisfaction surveys.

c. Every customer satisfaction survey administered by the 311 customer service center or by an entity contracting with the city to conduct such customer satisfaction survey shall be made available in all designated citywide languages.

d. No later than July 1 of each year, the commissioner of information technology and telecommunications shall issue a report to the speaker of the council and the mayor including the results of each survey required by subdivision b of this section, disaggregated by the language in which such survey was

conducted.

§ 2. This local law takes effect 90 days after it becomes law.

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