



Legislation Text

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**File #:** Int 1830-2019, **Version:** \*

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Int. No. 1830

By Council Members Ayala, Yeger and Ulrich

A Local Law to amend the administrative code of the city of New York, in relation to publication of 311 service level agreements

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 Service level agreements. The 311 customer service center shall maintain on its website each service level agreement between each agency and the 311 customer service center, which shall set forth the number of days within which each agency will respond to and close a request for service or complaint referred by the 311 customer service center to each agency.

§ 2. This local law takes effect 30 days after it becomes law.

DFC  
LS #10237  
12/13/19 4:38 p.m.