



Legislation Text

---

**File #:** Int 1832-2019, **Version:** A

---

Proposed Int. No. 1832-A

By Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger and Ulrich

A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement

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 Notification to agencies. The 311 customer service center shall notify the applicable agency when a customer's request for service or complaint referred by the 311 customer service center to such agency has not been closed within the number of days specified by such agency's service level agreement. For purposes of this section, the term "service level agreement" means an agreement between an agency and the 311 customer service center which sets forth the number of days within which such agency will respond to and close a request for service or complaint referred by the 311 customer service center to such agency.

§ 2. This local law takes effect 1 year after it becomes law.

DFC  
LS #9975  
12/23/19 3:56 p.m.