



Legislation Text

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Int. No. 206-A

By Council Members Ung, Joseph, Cabán, Stevens, Hanif, Brewer, Dinowitz, Won, Marte, Abreu, Williams, Avilés, De La Rosa, Powers, Hudson, Lee, Louis, Menin, Sanchez, Riley, Nurse, Velázquez, Narcisse and Gennaro

A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter

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 23-308 to read as follows:

§ 23-308 Data on wait times for interpreters. a. Definitions. As used in this section, the term “wait time” means the time, in number of seconds, from when an individual who calls the 311 customer service center requests an interpreter to when such individual is connected to an interpreter.

b. Beginning February 15, 2023, and updated no less than once each month thereafter, the commissioner of information technology and telecommunications shall make publicly available a dataset on the wait times experienced by individuals who request an interpreter during their calls to the 311 customer service center.

c. Such dataset shall be available on the city’s website, and shall include, but need not be limited to, the following information for each such call made on or after January 1, 2023:

1. The date and time of the call;
2. The language requested for interpretation services; and
3. The wait time during the call.

§ 2. This local law takes effect immediately.

JB/IB
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