



Legislation Text

File #: Int 0753-2022, **Version:** *

Int. No. 753

By Council Members Dinowitz, Bottcher, Mealy, Joseph, Hudson, Farias, Schulman, Hanif and Abreu

A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to conduct customer satisfaction surveys after each 311 call intake is closed and to publish agency report cards

Be it enacted by the Council as follows:

Section 1. Section 23-306 of the administrative code of the city of New York, as added by local law number 26 for the year 2021, is amended to read as follows:

§ 23-306 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 their overall level of satisfaction with 311 call intake.

Designated citywide languages. The term “designated citywide languages” has the same meaning as such term is defined in section 23-1101

<<https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYCAadmin/0-0-0-42850>>.

b. [The 311 customer service center shall annually conduct at least five campaigns in which customer satisfaction surveys are sent to individuals who have contacted the 311 customer service center in the previous six months.] The 311 customer service center shall conduct customer satisfaction surveys, sent to the individual who contacted the 311 customer service center, once each complaint is designated “closed.” The survey shall, at minimum, provide the customer (i) the opportunity to indicate whether the complaint has been prematurely closed and (ii) the option to provide written feedback. When a customer indicates that a complaint has been prematurely closed, the 311 customer service center shall automatically resubmit the complaint for review by the relevant city agency.

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. The 311 customer service center shall maintain on the 311 website and app agency report cards, to be updated quarterly. The agency report card shall indicate the satisfaction and resolution rates, number of cases, and complaint type of each city agency that addresses 311 complaints.

[d] e. No later than July 1 of each year, the department of information technology and telecommunications shall issue a report to the speaker of the council and the mayor [including] summarizing the aggregate results of [each survey] the surveys required by subdivision b of this section, disaggregated by the language in which such survey was conducted, and the most recent agency report cards.

§ 2. This local law shall take effect immediately.

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LS #6333/9223
8/9/22