



Legislation Text

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Int. No. 461

By Council Members Ung, Lee, Menin, Louis, Restler and Schulman

A Local Law to amend the administrative code of the city of New York, in relation to requiring human translation of the 311 app

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 23-311 to read as follows:

§ 23-311 Human translation. a. Definitions. For purposes of this section, the following terms have the following meanings:

App store. The term “app store” means a mobile device platform that allows smartphone users to locate and download mobile device applications.

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

b. No later than January 31, 2024, the department of information technology and telecommunications shall ensure that its 311 mobile device platforms are human translated into the designated citywide languages required pursuant to section 23-1101, and that the translated platforms are available for download on its website and in app stores.

§ 2. Subdivisions a and b of section 23-309 of the administrative code of the city of New York are amended to read as follows:

a. Within 30 days of the effective date of a local law that the commissioner or head of any agency or office determines would provide an individual with the opportunity to make a new request for service from

such agency or office, such commissioner or head shall notify the commissioner of information technology and telecommunications and the 311 customer service center of the potential need to add a request for service or complaint type to, or update a request for service or complaint type on, the 311 customer service center, website and mobile device platforms. All additions or updates pursuant to this subdivision shall be translated in conformity with the requirements of section 23-311 within 30 days of the date on which a request for service or complaint type was added or updated.

b. No later than February 1, 2024, and every February 1 thereafter, the director of the 311 customer service center shall report to the mayor and speaker of the council all requests for service or complaint types that were added to or updated on the 311 customer service center, website and mobile device platforms during the previous year in accordance with this section. Such report shall be posted on the website of the 311 customer service center and shall include (i) the date when each such request for service or complaint type was added to or updated on the 311 customer service center, website and mobile device platforms; [and] (ii) an explanation of any obstacles experienced by the 311 customer service center or relevant agency in adding such request for service or complaint types to, or updating such request for service or complaint types on, the 311 customer service center, website and mobile device platforms; and (iii) the date on which the added or updated request for service or complaint type was translated in conformity with the requirements of section 23-311.

§ 3. This local law takes effect immediately.

Session 13  
LS #10070  
1/19/2024

Session 12  
JLB  
LS #10070  
4/19/2023 8:09 PM