File #: Int 0744-2024, **Version:** *

Int. No. 744

By Council Members Dinowitz, Powers and Ariola

A Local Law to amend the administrative code of the city of New York, in relation to duplicate 311 requests for service and complaints

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 Duplicate 311 service requests or complaints. a. Definitions. As used in this section, the term "duplicate request" means a 311 request for service or complaint that requests the same action or relates to the same set of circumstances in the same location as a previously submitted 311 request for service or complaint.

b. No agency shall close a 311 request for service or complaint on the sole basis that the agency has identified it as a duplicate request.

§ 2. This local law takes effect 120 days after it becomes law.

KF
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