



Legislation Text

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Int. No. 820

By Council Members Holden, Brannan, Louis, Avilés, Borelli and Paladino

A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application

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 Service requests or complaints. Any website or mobile device application used by the 311 customer service center for the intake of service requests or complaints from the public shall allow the direct submission of such request or complaint by a member of the public with no more than four steps to input such request or complaint.

§ 2. This local law takes effect 180 days after it becomes law.

Session 13

LS 5157
1/11/2024

Session 12

IB
LS 5157
3/17/2022 11:30 pm