File #: Int 0584-2024, **Version:** A

Int. No. 584-A

By Council Members Dinowitz, Hanif, Gennaro, Brewer, Louis, Menin, Schulman, Hanks, Farías, Won, Rivera and Vernikov

A Local Law to amend the administrative code of the city of New York, in relation to providing an estimated wait time to 311 call center customers

Be it enacted by the Council as follows:

Section 1. Subdivision a of section 23-302 of the administrative code of the city of New York, as added by local law number 29 for the year 2011, is amended to read as follows:

§ 23-302 High call volume protocol. a. No later than September 30, 2011, the 311 customer service center shall implement a protocol for responding to high call volume. Such protocol shall include, but not be limited to, (i) a system to efficiently and effectively answer, direct and track all calls; (ii) increased utilization of automated telephone messages, short message services, social media, email alerts, and the city's website to disseminate information and to reduce non-critical information requests; [and] (iii) a plan to ensure adequate staffing both in anticipation of, and in response to, high call volume incidents; and (iv) a virtual queue system that provides an estimated wait time to callers when the estimated wait time is more than 60 seconds.

§ 2. This local law takes effect on June 30, 2025.

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IB
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