



Legislation Text

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Int. No. 587-A

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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 request for service or complaint is closed and to publish 311 request and survey data each month

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] submit requests for service or complaints to the 311 customer service center and to determine their overall level of satisfaction with [311 call intake] the resolution of any such request or complaint by the agency to which such center refers such request or complaint.

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

b. The 311 customer service center shall [annually conduct at least five campaigns in which] send a customer satisfaction [surveys are sent to individuals who have contacted] survey to any individual who submits a request for service or complaint to the 311 customer service center [in the previous six months] after such request for service or complaint has been designated as resolved, complete, or closed by the agency to which such center referred such request or complaint. The 311 customer service center shall send such survey

to the email address or mobile phone number such individual provided to such center at the time the individual submitted the request for service or complaint. The survey shall provide, at minimum, the ability for the individual:

1. To request that the request for service or complaint be reopened, provided the 311 customer service center shall forward any such request to reopen to the agency to which such center referred such request or complaint;

2. To evaluate the individual's satisfaction with the agency's response; and

3. To provide written feedback on the resolution of the request or complaint by such 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. [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 the results of each survey required by subdivision b of this section, disaggregated by the language in which such survey was conducted] The 311 customer service center shall, each month, publish on the website of such center:

1. The number of requests for service or complaints received during the preceding month, disaggregated by: (i) type of request for service or complaint, and (ii) agency to which such center referred such request or complaint;

2. The rate at which each such agency designated each such type of request for service or complaint as resolved, complete, or closed;

3. The rate at which any individual requested that each such type of request for service or complaint be reopened; and

4. The levels of individuals' satisfaction with each agency's response for each such type of request for service or complaint.

§ 2. This local law shall take effect immediately.

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JG

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Session 12

APM

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