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Int. No. 484

By Council Members Ung and Louis

A Local Law to amend the administrative code of the city of New York, in relation to domestic violence related calls to 311

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 Domestic violence related 311 calls. a. Definitions. For purposes of this section, the following terms have the following meanings:

Department. The term "department" means the department of information technology and telecommunications.

Domestic violence. The term "domestic violence" means any crime or violation, as defined in the penal law, alleged to have been committed by any family or household member against any member of the same family or household, as the term family or household member is defined in the social services law.

New York city domestic violence hotline. The term "New York city domestic violence hotline" means the hotline coordinated by the office to end domestic and gender based violence, to connect survivors of domestic violence and gender based violence with resources.

b. The department shall implement on its 311 citizen service center website, telephone and mobile device platforms a policy whereby complaints related to domestic violence are immediately transferred to the New York city domestic violence hotline.

c. The department shall also implement on its 311 citizen service center telephone platform the

capability for callers to directly connect with the New York city domestic violence hotline from the menu.

§ 2. This local law takes effect immediately after it becomes law.

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