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Int. No. 852

By Council Members Williams, Wong, Aldebol and Morano

A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint and implement protocols providing proof of action

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 Agency response to service requests and complaints. a. If an agency that receives a request for service or complaint through the 311 customer service center is unable to take action on such request for service or complaint within 24 hours, the 311 customer service center shall indicate in the description of the action taken on such request for service or complaint that the responding agency is currently unable to respond to the request for service or complaint. The responding agencies shall indicate to the 311 customer service center if they are unable to take action on a request for service or complaint.

b. The 311 customer service center, in consultation with relevant agencies, shall develop and implement protocols for responding agencies to provide proof of any action taken by the responding agency once a request for service or complaint is resolved. The responding agencies shall provide proof to the 311 customer service center of any action taken pursuant to protocols developed pursuant to this subdivision.

§ 2. This local law takes effect immediately.

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