

**LOCAL LAWS  
OF  
THE CITY OF NEW YORK  
FOR THE YEAR 2021**

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**No. 20**

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Introduced by Council Members Cabrera, Louis, Brannan, Kallos, Ayala, Yeger, Adams, Levin, Rivera and Ulrich.

**A LOCAL LAW**

**To amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement**

*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 23-305 to read as follows:

*§ 23-305 Service level agreements. The 311 customer service center shall notify the applicable agency when a customer's request for service, or complaint, referred by the 311 customer service center to such agency has not been closed within the time specified by such agency's service level agreement. For purposes of this section, the term "service level agreement" means the maximum number of hours or days within which an agency has committed to review, take action on and close a particular category of requests for service or complaints referred by the 311 customer service center to such agency.*

§ 2. This local law takes effect 1 year after it becomes law.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on January 28, 2021 and returned unsigned by the Mayor on March 1, 2021.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 20 of 2021, Council Int. No. 1832-B of 2019) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.