



2025-07-31

To: Technology and Innovation, NYC Office of (OTI)

From: Municipal Library Staff

The New York City Charter, Chapter 49, Section 1133, requires that agencies submit to the Department of Records and Information Services (DORIS) all reports, documents, studies and publications required by local law, executive order, or mayoral directive to be published, issued, or transmitted to the City Council or Mayor, within 10 business days of their publication. For any report that is not received within 10 business days of the publication date, DORIS is required to email the agency to request the report, and to provide the text of that email in place of the report in the Government Publications Portal.

Consistent with these requirements, DORIS hereby requests the transmission of the report shown below, which DORIS has not received as of 2025-07-31. Please submit this report to the Government Publications Portal. If you have questions, please contact staff at the Municipal Library at munilib@records.nyc.gov.

Mandated Report Type: Annual Report on Language Service Identification Protocol

Report Description: Protocol for identifying the language spoken by a caller to the 311 customer service center
Description: Protocol for identifying the language spoken by a caller to the 311 customer service center

Reporting Frequency: Every 1 Year

Report Due Date: 2024-07-15

Authorizing Resource (Charter and Code): New York City Administrative Code Title 23, Section 310

Authorizing Resource (Local Law): LL 98/2022