



2020-07-17

To: Operations, Mayor's Office of (OPS)

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 2020-07-17. 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](mailto:munilib@records.nyc.gov).

**Required Report Type:** Standardized agency inspector customer service training curriculum

**Report Description:** Standardized customer service training curriculum to be used, to the extent practicable, by relevant agencies for training agency inspectors. After 2013, report shall provide any substantive changes to the standardized customer service training curriculum and shall report the number of agency inspector training programs that were reviewed and the number of such programs that were certified by the office of operations during the prior year

**Reporting Frequency:** Every 1 Year

**Report Due Date:** 2020-07-01

**Authorizing Resource (Charter and Code):** New York City Charter Chapter 1, Section 15(g)(3)

**Authorizing Resource (Local Law):** LL 33/2013