



2021-05-13

To: Information Technology and Telecommunications, Department of (DOITT)

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 2021-05-13. 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:** Monthly Report on Service Request Calls

**Report Description:** Statistical report on number of service request calls made through 311, distributed by category and agency, disaggregated by service category, status and time for resolution. Monthly service requests are available for viewing and downloading at the [nyc.gov](https://nyc.gov) 311 Reporting webpage under the Service Requests tab.

**Reporting Frequency:** Every 1 Month

**Report Due Date:** 2021-04-28

**Authorizing Resource (Charter and Code):** New York City Charter Chapter 48, Section 1075, Sub-section (b)

**Authorizing Resource (Local Law):** LL47/2005