

EXECUTIVE ORDER NO. 31

DECEMBER 4, 2002

TRANSFER OF CALL-RECEIPT FUNCTIONS OF SPECIFIED AGENCIES TO  
DEPARTMENT OF INFORMATION TECHNOLOGY AND  
TELECOMMUNICATIONS

WHEREAS, the merger of certain call-receipt functions within one agency would generally provide residents, businesses and visitors with one point of contact to obtain information on a variety of non-emergency services in the City of New York;

WHEREAS, New York City 3-1-1 will provide residents, businesses and visitors with improved accessibility and ease in obtaining responses and referrals to City services;

WHEREAS, section 1072(p) of the Charter grants the Department of Information Technology and Telecommunications power to perform such responsibilities with respect to information technology and telecommunications as the Mayor shall direct;

WHEREAS, the transfer of call-receipt functions from the designated agencies to the Department of Information Technology and Telecommunications will take place in phases, of which this phase is the first, in order to ensure that the transfer occurs efficiently without disruption to City services; and

WHEREAS, the future phases of the transfer of functions to the Department of Information Technology and Telecommunications may include other agencies and functions not designated in this Order;

NOW, THEREFORE, by the power vested in me as Mayor of the City of New York, it is hereby ordered:

Section 1. Effective January 6, 2003, or as soon as practicable thereafter, the function of receiving calls in a call-taking unit or center from the public and providing responses and appropriate referrals (including forwarding service requests), at the agencies specified in this section shall be transferred to the Department of Information Technology and Telecommunications, except as specifically provided as follows:

- a. Department of Buildings, except the function of receiving calls to schedule plan examiner appointments;
- b. Department of Environmental Protection, except the function of receiving calls regarding water and sewer billing, and calls regarding metering;
- c. Department of Transportation;
- d. Department of Sanitation;
- e. Department of Consumer Affairs, except the function of receiving calls from persons: (i) who have already logged complaints with the Department; (ii) who have or had licenses issued by the Department; or (iii) who are inquiring about business histories;
- f. Department of Housing Preservation and Development, except the function of receiving calls from persons with housing questions that do not relate to requests for inspections by such department; and
- g. Mayor's Action Center.

§ 2. The following functions ancillary to the function described in Section 1 shall also be transferred to the Department of Information Technology and Telecommunications:

- a. Providing administrative and computer support within the call-taking unit to be transferred at the Department of Housing Preservation and Development; and
- b. Directly supervising the call-taking operations at the agencies specified in Section 1.

§ 3. The Department of Citywide Administrative Services, the Department of Information Technology and Telecommunications, and all other affected agencies shall take all steps necessary, consistent with applicable law, to implement Sections 1 and 2 of this Order, including ensuring the transfer, pursuant to section 70(2) of the Civil Service Law, of employees substantially engaged in the performance of the functions described in Sections 1 and 2. Employees who are subject to pending disciplinary charges on the date of the functional transfer, or against whom a disciplinary penalty has been assessed but not yet served or paid on or prior to such date, shall be retained in the employment of their agencies until the resolution of the adjudicative or administrative proceedings and until any outstanding disciplinary penalty has been served or paid.

§ 4. This Order shall take effect immediately.

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Michael R. Bloomberg  
Mayor