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NYC 311 RELEASES RESOLUTION SATISFACTION DASHBOARD (RSAT) AS A RESULT OF COUNCIL MEMBER DINOWITZ'S BILL, BRINGING TRANSPARENCY AND ACCOUNTABILITY TO 311 SYSTEM

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Bronx, NY — On Saturday, February 22nd, Local Law 13 of 2025 (previously known as Int. No. 0587A-2024), requiring the 311 Customer Service Center to conduct customer satisfaction surveys after each individual call is deemed resolved, complete, or closed, and to provide the customer with an option to ask for the request or complaint to be reopened, was adopted into New York City law. The legislation was introduced and championed by **Council Member Eric Dinowitz** beginning in March 2024, and unanimously approved by the full City Council last month.

With this enactment into the New York City Charter, [the 311 Resolution Satisfaction \(RSAT\) Online Dashboard](#) is now available to the public. This tool compiles feedback from New Yorkers on how well city agencies resolve their 311 complaints, providing real data on service effectiveness across different issue areas. Additionally, the passage of this bill into law **ensures that City agencies are held accountable for the services they provide**, while empowering residents with a greater role in evaluating government responsiveness. The dashboard aggregates 311 users' satisfaction rating with the agency resolution to the service request, and calculates a score by service request type based on these ratings. The dashboard can now be accessed through the following link: [Ericdinowitz.nyc/311Dashboard](https://ericdinowitz.nyc/311Dashboard).



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“All too often I've heard that cases are closed prematurely or the result says "resolved" when it hasn't been,” said **Council Member Eric Dinowitz**. “The newly unveiled 311 RSAT provides valuable insight into how New Yorkers perceive the resolution of their service requests. With an average satisfaction score of 36 out of 100, the data underscores the need for improved responsiveness and resolution quality across city agencies. Because of my bill, 311 users can voice whether they were satisfied with how the complaint was handled AND let you see the data of the survey. That’s good government in action.”

“The launch of the 311 Resolution Satisfaction (RSAT) Dashboard is a game-changer for accountability in city services—and a real leap forward for the future of 311,” said **Council Member Jennifer Gutiérrez, Chair of the Technology Committee**. “For too long, New Yorkers have felt like their service requests went into a black hole. Now, they’ll have the power to see how agencies are responding and hold the city accountable. I’m proud to support tools like this that make government more transparent, data-driven, and ultimately, more responsive to the people we serve.”

“The launch of the 311 Resolution Satisfaction Dashboard, made possible by Local Law 13, is a major step forward for government transparency and accountability,” said **Council Member Erik Bottcher**. “311 is a vital lifeline connecting New Yorkers to essential city services, and these satisfaction surveys will help ensure the system is truly working for them. To rebuild trust in government, we must guarantee that 311 cases are resolved fully and efficiently. This legislation brings us closer to that goal. Thank you to Council Member Dinowitz for his leadership on this critical issue!”

“The launch of the 311 Resolution Satisfaction Dashboard marks an important milestone in strengthening public trust in local government,” says **Bronx Community Board 7 District Manager Karla Cabrera Carrera**. This new tool will provide Bronx residents with greater insight into how their concerns are being addressed. We commend Council Member Dinowitz for his dedication to ensuring our communities have the resources to stay informed and engaged.”

“Local Law 13 is a significant step forward in improving government transparency and responsiveness,” said **Bronx Community Board 8 District Manager, Farrah Kule Rubin**. “This online dashboard will empower our residents by providing a clear and accessible way to track how their concerns are being addressed. This initiative ensures that our communities are not only heard but see real accountability in action.”

“The enactment of Local Law 13 is a major step forward in strengthening government accountability and transparency for our communities,” said **Bronx Community Board 12 District Manager, George Torres**. We commend Council Member Dinowitz for authoring and championing this legislation, ensuring that community concerns are not just heard but actively addressed. This is a win for good governance and for the people of the Bronx.”



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