

The New York City Council

*City Hall
New York, NY 10007*



Meeting Minutes

Thursday, April 25, 2024

10:00 AM

Council Chambers - City Hall

Committee on Technology

*Jennifer Gutiérrez, Chair
Members: Erik D. Bottcher, Robert F. Holden,
Vickie Paladino and Julie Won*

Roll Call

Present: Gutiérrez, Bottcher, Holden and Paladino

Parental : Won

Other Council Members Attending: De La Rosa, Dinowitz and Brewer

T2024-1806

Oversight - 311

Attachments: Committee Report

This Oversight was Hearing Held by Committee

Attachments: Committee Report

This Oversight was Filed, by Committee

Int 0131-2024

A Local Law to amend the administrative code of the city of New York, in relation to adding a 311 complaint category for noise from sirens

Attachments: Summary of Int. No. 131, Int. No. 131, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 131, Int. No. 131, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0422-2024

A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to create a separate 311 category for rooftop activity complaints and to report annually regarding such complaints, and to require the commissioner of buildings to report annually regarding certain rooftop spaces

Attachments: Summary of Int. No. 422, Int. No. 422, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 422, Int. No. 422, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0461-2024

A Local Law to amend the administrative code of the city of New York, in relation to requiring human translation of the 311 app

Attachments: Summary of Int. No. 461, Int. No. 461, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 461, Int. No. 461, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0485-2024

A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to provide assistance relating to affordable internet programs

Attachments: Summary of Int. No. 485, Int. No. 485, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 485, Int. No. 485, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0582-2024

A Local Law to amend the administrative code of the city of New York, in relation to creating a mobile application to support the efficient handling of 311 service requests by city employees

Attachments: Summary of Int. No. 582, Int. No. 582, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 582, Int. No. 582, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0583-2024

A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to provide live chat functionality

Attachments: Summary of Int. No. 583, Int. No. 583, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 583, Int. No. 583, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0584-2024

A Local Law to amend the administrative code of the city of New York, in relation to providing an estimated wait time to 311 call center customers

Attachments: Summary of Int. No. 584, Int. No. 584, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 584, Int. No. 584, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0588-2024

A Local Law to amend the administrative code of the city of New York, in relation to 311 transmitting image and video data for service requests or complaints

Attachments: Summary of Int. No. 588, Int. No. 588, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 588, Int. No. 588, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0589-2024

A Local Law to amend the administrative code of the city of New York, in relation to requiring that 311 allow persons to request snow and ice removal on pedestrian bridges and that those reports be routed to the appropriate agency

Attachments: Summary of Int. No. 589, Int. No. 589, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 589, Int. No. 589, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0602-2024

A Local Law to amend the administrative code of the city of New York, in relation to reports of illegal towing to 311

Attachments: Summary of Int. No. 602, Int. No. 602, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 602, Int. No. 602, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0626-2024

A Local Law to amend the administrative code of the city of New York, in relation to the use of global positioning system coordinates for 311 complaints and service requests

Attachments: Summary of Int. No. 626, Int. No. 626, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 626, Int. No. 626, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0634-2024

A Local Law to amend the administrative code of the city of New York, in relation to 311 transmitting image and video data for housing service requests or complaints

Attachments: Summary of Int. No. 634, Int. No. 634, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 634, Int. No. 634, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0640-2024 **A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to accept requests for service and complaints using video call functionality**

Attachments: Summary of Int. No. 640, Int. No. 640, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 640, Int. No. 640, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0673-2024 **A Local Law to amend the administrative code of the city of New York, in relation to adding a 311 complaint category for dog runs**

Attachments: Summary of Int. No. 673, Int. No. 673, March 19, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-19-24, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 673, Int. No. 673, March 19, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-19-24, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0820-2024 **A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application**

Attachments: Summary of Int. No. 820, Int. No. 820, April 18, 2024 - Stated Meeting Agenda, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 820, Int. No. 820, April 18, 2024 - Stated Meeting Agenda, Committee Report 4/25/24

This Introduction was Laid Over by Committee

Int 0822-2024 **A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint and implement protocols providing proof of action**

Attachments: Summary of Int. No. 822, Int. No. 822, April 18, 2024 - Stated Meeting Agenda, Committee Report 4/25/24

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 822, Int. No. 822, April 18, 2024 - Stated Meeting
Agenda, Committee Report 4/25/24

This Introduction was Laid Over by Committee