

The New York City Council

*City Hall
New York, NY 10007*



Meeting Minutes

Tuesday, January 21, 2020

10:30 AM

Jointly with the Committee on Technology

250 Broadway - Committee Rm, 14th Fl.

Committee on Governmental Operations

Fernando Cabrera, Chair

*Members: Ben Kallos, Alan N. Maisel, Bill Perkins,
Keith Powers, Ydanis A. Rodriguez and Kalman Yeger*

Roll Call

Present: Cabrera, Kallos, Maisel, Perkins, Powers, Rodriguez and Yeger

Other Council Members Attending: Koo, Holden, Matteo, Ayala, Adams, Constantinides and Ulrich

T2020-5595

Oversight – 311

Attachments: Committee Report, Hearing Transcript

This Oversight was Hearing Held by Committee

Attachments: Committee Report, Hearing Transcript

This Oversight was Filed, by Committee

Int 0062-2018

A Local Law to amend the administrative code of the city of New York, in relation to requiring that the 311 website, app, and phone line allow for 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. 62, Int. No. 62, January 31, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 62, Int. No. 62, January 31, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Laid Over by Committee

Int 0462-2018

A Local Law to amend the New York city charter, in relation to requiring the 311 call center to log complaints about locations without street addresses

Attachments: Summary of Int. No. 462, Int. No. 462, February 14, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 462, Int. No. 462, February 14, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Laid Over by Committee

Int 1420-2019

A Local Law in relation to requiring a study and report on unsubstantiated 311 complaints

Attachments: Summary of Int. No. 1420-B, Summary of Int. No. 1420-A, Summary of Int. No. 1420, Int. No. 1420, February 13, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 2-13-19, Proposed Int. No. 1420-A - 9/9/19, Proposed Int. No. 1420-B - 12/17/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

Proposed Int. No. 1420-B

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 1420-B, Summary of Int. No. 1420-A, Summary of Int. No. 1420, Int. No. 1420, February 13, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 2-13-19, Proposed Int. No. 1420-A - 9/9/19, Proposed Int. No. 1420-B - 12/17/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Amendment Proposed by Comm

Attachments: Summary of Int. No. 1420-B, Summary of Int. No. 1420-A, Summary of Int. No. 1420, Int. No. 1420, February 13, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 2-13-19, Proposed Int. No. 1420-A - 9/9/19, Proposed Int. No. 1420-B - 12/17/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Laid Over by Committee

Int 1525-2019

A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages

Attachments: Summary of Int. No. 1525-A, Summary of Int. No. 1525, Int. No. 1525, April 18, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 4-18-19, Minutes of the Stated Meeting - April 18, 2019, Proposed Int. No. 1525-A - 12/11/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

Proposed Int. No. 1525-A

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 1525-A, Summary of Int. No. 1525, Int. No. 1525, April 18, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 4-18-19, Minutes of the Stated Meeting - April 18, 2019, Proposed Int. No. 1525-A - 12/11/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Amendment Proposed by Comm

Attachments: Summary of Int. No. 1525-A, Summary of Int. No. 1525, Int. No. 1525, April 18, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 4-18-19, Minutes of the Stated Meeting - April 18, 2019, Proposed Int. No. 1525-A - 12/11/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

This Introduction was Laid Over by Committee

Int 1830-2019

A Local Law to amend the administrative code of the city of New York, in relation to publication of 311 service level agreements

Attachments: Summary of Int. No. 1830, Int. No. 1830, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 1830, Int. No. 1830, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19

This Introduction was Laid Over by Committee

Int 1832-2019

A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement

Attachments: Summary of Int. No. 1832-A, Summary of Int. No. 1832, Int. No. 1832, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19, Proposed Int. No. 1832-A - 1/27/20

Proposed Int. No. 1832-A

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 1832-A, Summary of Int. No. 1832, Int. No. 1832, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19, Proposed Int. No. 1832-A - 1/27/20

This Introduction was Amendment Proposed by Comm

Attachments: Summary of Int. No. 1832-A, Summary of Int. No. 1832, Int. No. 1832, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19, Proposed Int. No. 1832-A - 1/27/20

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