

**STATEMENT OF JESSICA S. TISCH
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NEW YORK CITY POLICE DEPARTMENT**

**BEFORE THE NEW YORK CITY COUNCIL
COMMITTEE ON PUBLIC SAFETY
COMMITTEE ON FIRE AND EMERGENCY MANAGEMENT
COMMITTEE ON TECHNOLOGY
COUNCIL CHAMBERS, CITY HALL
NOVEMBER 12, 2019**

Good afternoon Speaker Johnson, Chair Richards, Chair Borelli, Chair Holden, and Members of the Council. I am Jessica Tisch, the Deputy Commissioner of Information Technology for the New York City Police Department (NYPD), and I am joined by Assistant Deputy Commissioner for Legal Matters Oleg Chernyavsky, Assistant Commissioner of Life-Safety Systems Steve Harte, and Deputy Chief Richard Napolitano, the Commanding Officer of the Communications Division. On behalf of Police Commissioner James P. O'Neill, we are pleased to join our colleagues from DoITT and FDNY to speak with you today about the NYPD's role in implementing the City's Next Generation 911 and Interim Text-to-911 systems.

As Deputy Commissioner of Information Technology at the NYPD, I oversee all of the NYPD's technology development as well as all 911 call-taking and dispatching operations. The NYPD's participation in the NextGen and Interim Text to 911 systems we are discussing today is primarily in the capacity of the end user, rather than the technology developer.

As I am sure you know, the volume of calls New York's 911 system receives dwarfs that of any other city. The dedicated personnel at our 911 call centers received 8.8 million calls for service last year and 7.7 million so far this year.

Over the past six years, we have been working hard to hone and optimize our operations at the 911 call center, including our collaboration with the Fire Department. These efforts have resulted in a 14.7% decline in response time to Critical Crimes in Progress Citywide between calendar year 2014 and 2018, and a 5.2% decrease in response times to Crimes in Progress over the same period. These gains were hard fought, and greatly aided by this Administration and the Council's support for increased headcount of our Police Communications Technicians, who answer and dispatch all 911 calls. In fact, since 2014, the NYPD's authorized headcount for PCTs, SPCTs, and PPCTs has gone up from 1,398 to 1,590.

Our PCTs are thoroughly trained on how to handle each and every one of the approximately 27,000 daily 911 calls we receive with efficiency and precision. PCTs are given 9 weeks of initial training, dispatchers receive an additional 5 weeks, and in-service trainings are conducted where warranted. Training modules include use of the ICAD system, new code expansions, understanding cross streets and routes, and updates on revised memos or directives system-wide.

If you have never been to our call center in the Bronx, I invite you all to come and spend some time with us. The work of our PCTs is extraordinary, and quite complicated, and something that's best understood by plugging in with them.

The NYPD remains committed to working with our public safety IT partners on the continued improvement of our call centers, to enhance the technology our PCTs use to perform their life-saving work. We have a strong history of doing so.

In 2014, we began working collaboratively with DoITT and FDNY to open a new, long planned Public Safety Answering Center in the Bronx (PSACII). We began taking 911 calls at this facility in 2016. Radio dispatch followed in 2017. I am pleased to report that today, PSAC 2 is the primary 911 call center for all call-taking and NYPD dispatching.

Building on that collaborative success, we began working with DoITT and FDNY on the NextGen 911 program as well as building out Interim Text to 911 in 2016. I will now address each:

NextGen:

Because most 911 systems, New York City's included, were originally built using analog technologies, PSACs across the country are now being upgraded to digital or internet-based protocol, commonly referred to as Next Generation (or NextGen) 911. The purpose of NextGen 911 is to create a 911 system that allows voice, photos, videos and text messages to flow seamlessly from the public to the 911 network. Additionally, NextGen will enable PSACs to receive more precise location information of the caller, as well as enhanced integrations with outside systems, such as alarm companies, that today rely on relay services to call 911. In 2016, NYPD started the process of defining our operational requirements associated with NextGen 911. In the years since, we have been involved in the procurement process as a stakeholder with representation in the vendor evaluation committee. These procurements are led by DoITT's agency chief contracting officer.

Interim Text to 911:

We recognize, however, that we can offer some of these services without waiting for full implementation of NextGen 911. In particular, Interim Text to 911 will allow a member of the public to text back and forth with NYPD call – or “text” – takers, years before full implementation of NextGen. On each tour, we plan to have call-takers dedicated to fielding incoming texts, as opposed to voice calls.

In 2018, we trained 1,289 of our PCTs on Text to 911. Each call-taker received four hours of training, which included a 30-minute module focused on Deaf and hard of hearing cultural sensitivity, with an emphasis on how to text with the Deaf and hard of hearing community and more effectively serve them in their time of emergency. This module was delivered by a member that community, with the assistance of a sign language interpreter. We plan to do a second round of robust training for all members assigned to the Communications Division prior to go-live.

As for the technology development, NYPD and FDNY have worked collaboratively on this program with DoITT, which is the technology lead for the City's 911 system. Together, our

agencies are working to ensure that we roll out a system that is public-safety grade. At the same time, we feel a great sense of urgency to make this life-saving system a resource available to all New Yorkers.

Ultimately, we know that if a text message is sent to 911 in an emergency and it doesn't reach an operator, that person's life could be in peril. That is the standard that the city is holding itself to when designing the new Interim Text to 911 system.

Thank you for the opportunity to speak to these critical issues and we look forward to answering any questions you may have.



**DEPARTMENT OF INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS TESTIMONY BEFORE THE CITY COUNCIL
COMMITTEES ON TECHNOLOGY, PUBLIC SAFETY, AND FIRE AND
EMERGENCY MANAGEMENT
Oversight - New York City's Next Generation 9-1-1 System
TUESDAY, NOVEMBER 12, 2019**

Good afternoon Chairs Holden, Richards, and Borelli, and members of the New York City Council Committees on Technology, Public Safety, and Fire and Emergency Management. My name is Eusebio Formoso and since June 2019 I have been the Interim Commissioner for the Department of Information Technology and Telecommunications, also known as DoITT. Thank you for the opportunity to testify today about Next Generation 911. With me today is Rachel Laiserin, Associate Commissioner for Procurement and Vendor Management.

I'd like to thank the Committees for their attention to this critical project, and I look forward to working with all of you as we continue to implement public safety technology infrastructure on behalf of the New York Police Department and the New York Fire Department. Enhancing the technological functionality of the nation's largest and most complex 911 system is a top priority, and one that must be executed very carefully to ensure the effective delivery of emergency services to all.

As my colleague at NYPD has mentioned, upgrading the 911 system is something we are all fully committed to, particularly for the benefit of the Deaf and hard-of-hearing community, those with speech disabilities, and crime victims unable to make a voice call. That is why we are working on two separate, concurrent projects: Interim Text-to-911 and Next Generation 911. Interim Text-to-911 is being built on the existing legacy analog 911 system, and its purpose is to deliver texting functionality until texting is available in a fully implemented Next Generation 911 system. The Next Generation 911 system will eventually replace the legacy analog 911 system. Next Generation 911 will allow the 911 system to accept different types of digital multimedia from the public, including video and other data transfers, in addition to texts. Information on the progress of both of these projects has been detailed in a report issued annually pursuant to Local Law 78 of 2016.

In addition to the operational advantages of Next Generation 911, there are numerous technical benefits, including:

One: Enhanced support for all communication devices currently capable and/or required to provide 9-1-1 service;

Two: Support for future communication devices and services that may provide 9-1-1 service, providing the requisite technical foundation to serve as a platform for any future enhancements;

Three: Improved system quality, accuracy, and efficiency;

Four: Increased cost-effectiveness by using commercially available, off-the-shelf products, and;

Five: Enhanced system supportability and maintainability through the elimination of out of date products and technologies.

By moving to the Next Generation 911 system, the City will position itself to more effectively and efficiently respond to 911 calls for years to come.

The Administration anticipated that the Next Generation 911 system would take several years to implement, especially given that the scope of New York City's 911 system is incomparable in complexity to any other municipality in the country. Again, Next Generation 911 is a full replacement of the current legacy analog system. After gathering responses from a Request for Information (RFI) in 2016, DoITT, NYPD and FDNY drafted a comprehensive Request for Proposals (RFP), which was released in June of 2017.

The RFP, which is available on DoITT's website, consists of more than 270 pages and covers over 6,000 detailed requirements which vendors must be able to deliver in order to be considered as a prospective vendor for Next Generation 911. Each company responding to the RFP must also prove financial stability, a successful track record implementing Next Generation 911 elsewhere, a long-term commitment to products and services for Next Generation 911 customers, and a business continuity plan. The RFP solicited proposals from companies for three different portions of the Next Generation 911 system. We arranged this into three classes or sub-systems:

1. Class 1: Network Core Infrastructure Services. This section of the RFP solicited vendors with expertise implementing the network infrastructure on which the Next Generation 911 system will be based.
2. Class 2: Logging and Recording (L&R). Vendors were solicited to provide the technology used for logging and recording calls, texts, and other media in order to enable NYPD and FDNY to research incidents, analyze data, and prepare reports.
3. Class 3: Geographic Information System (GIS). This component of the RFP requires a vendor to provide an integrated solution for GIS data management, including the aggregation of address points and emergency service boundaries.

The RFP allows for separate contracts for each class or sub-system, each of which could be awarded to a different vendor.

As the Committees may be aware, the RFP procurement process is governed by Section 3-03 of the Procurement Policy Board rules, which we follow for every procurement under our purview. These rules stipulate RFP content requirements (including relative weights of criteria used for



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evaluation), vendor selection notice requirements, and evaluation committees. Further, this process includes multiple avenues of oversight, including the Mayor's Office of Contract Services, the Law Department, a responsibility determination that includes a Department of Investigation review of a perspective vendor's filings, and ultimately, registration of the final contract by the Office of the Comptroller. We are confident that this diligent and competitive process will ensure that the City gets the best vendor for the job at the best price possible.

Currently, we are still engaged in active negotiations with prospective vendors, and as such, the City has not yet finalized selection of vendors for the subsystems described in the RFP. Any vendors who are selected to deliver any of the three sub-systems will be required to be able to meet our specific criteria as outlined in the RFP; including, but not limited to: cybersecurity, call volume, redundancy, and resiliency.

An evaluation committee of 10 City employees from DoITT, NYPD, and FDNY has been actively engaged in the procurement process, evaluating multiple proposals for each of the three sub-systems. The evaluations included: assessment and functional demonstration of the proposed solution; evaluation of key vendor staff experience and level of organizational capability, which was done through interviews and customer references, as well as the assessment of pricing proposals. The proposals have been evaluated on over 6,000 requirements.

We have been working closely with NYPD and FDNY to ensure that the procurement process results in the selection of the best vendor for each class in the RFP. The City expects to select vendors for this RFP and complete the procurement in early 2020 and implement Next Generation 911 in 2024.

As we work toward implementing Next Generation 911 with our agency partners, we are committed to delivering an interim Text-to-911 solution next year and project that we will roll out interim Text-to-911 by the summer of 2020. To reiterate, Text-to-911 is being built on the existing legacy analog 911 system and its purpose is to provide texting functionality prior to the full implementation of Next Generation 911. Since this interim system is being built to handle the highest 911 call volume in the U.S., getting this system right is a matter of life and death. We are grateful for NYPD and FDNY's diligence in providing requirements and testing support necessary to deploy a product that is ready for public consumption.

DoITT has completed building out the core infrastructure of this project according to NYPD's requirements and has internally released the first version of the software application that manages text sessions. We are currently working with our agency partners, including the Mayor's Office of People with Disabilities to test the system before it goes live. Additionally, to ensure that the Deaf and hard-of-hearing community is represented throughout the process, we have had periodic check-ins with Deaf advocates and have hired a consultant to liaise with the Deaf community on appropriate language usage and to help our teams understand the Text-to-911 communication through the lens of a Deaf or hard-of-hearing individual, which is extremely important.

As with all complex efforts, we have faced challenges integrating the legacy 911 system used for voice calls, which was built in the 1980s, with digital texting technology. All together we are integrating over a dozen legacy systems to allow for the transmission of texts sent during a 911 call. The purpose of this complex integration is to enable NYC's 911 call takers to receive all calls and texts to 911 within the same user interface.

Of equal importance is ensuring that the overall system has strong cybersecurity protections in place to prevent malicious actors from impacting the ability of call takers to properly handle emergency communications. To this end, we have been working with NYC Cyber Command to test for known cybersecurity threats. Our cybersecurity standards are higher than other municipalities who have implemented Text-to-911 systems, which means we are seeking customized solutions tailored to the needs of NYC that have not been deployed elsewhere. We take cybersecurity risks very seriously and will not deploy a system that does not address these concerns.

Finally, I cannot overstate the importance of launching public safety technology through a careful and deliberative process. We agree with our partner agencies that we must be 100 percent ready before rolling anything out to the public. Both projects have the potential to save lives by providing better 911 access to all New Yorkers. We are committed to relentlessly working toward these goals.

I am happy to answer Council Members' questions.

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**Testimony of Genna Teitelbaum
On Behalf of Legal Services NYC and the Deaf Justice Coalition
Before the New York City Council's Committee on Public Safety, Committee on Technology,
and Committee on Fire and Emergency Management**

Oversight Hearing: 911 Services

Tuesday November 12, 2019, 1 P.M.

Good afternoon and thank you for the invitation to testify. My name is Genna Teitelbaum, and I am a Senior Staff Attorney in the Family Law/Domestic Violence (DV) unit of Staten Island Legal Services, a division of Legal Services NYC. Legal Services NYC is the largest provider of free civil legal services in the country, with offices in all five boroughs serving over 100,000 New Yorkers annually. I represent LSNYC on the Deaf Justice Coalition (DJC), whose mission is to improve access to police and other government services for New Yorkers who are d/Deaf or h/Hard of h/Hearing (“DHH”). In my testimony, I will describe the challenges that domestic violence survivors - particularly Deaf survivors – face when trying to access emergency responders. I will address the problems inherent in relying on a third party intermediary to contact 911, as well as the impact that inability to access police may have on a survivor’s cases in family court.

Domestic violence is a pattern of behavior where one partner in an intimate relationship maintains power and control over another. Physical violence is one component; the pattern may also include intimidation, isolation, economic abuse, and other tactics. The most dangerous time for DV survivors is when they are trying to leave the relationship, and many create safety plans for how they will extricate themselves and their children as safely as possible. These plans may include accessing police, DV service providers, or other third parties to help in an emergency.

In the Deaf community, domestic abusers frequently isolate their partners by controlling access to interpreters, assistive listening devices, or by acting as a linguistic intermediary. Working with Deaf survivors, I have seen my clients struggle to access services, including emergency police services, that are critical to surviving and escaping their abusive partners. For example, I had a Deaf client who was brutally beaten by her boyfriend in Brooklyn. Unable to call 911, she took a bus from Brooklyn to my office in Staten Island, where she could communicate in ASL, and where I helped her make a police report. On another occasion, a Deaf client reported to me that, after hitting her, her husband stole her identity documents and forcibly left the home with their child. The client could not contact 911. Only after several months of litigation, were we able to return the child and IDs to the client. The situation might have been avoidable had she been able to access 911 during the incident. Even hearing survivors cannot always call 911 during a DV incident; many survivors do not call 911 because they fear the violence would escalate if the abuser overheard the call.

For Deaf and hearing DV survivors alike, being able to communicate directly with the 911 dispatcher is critically important. When texting is the only - or only safe - option, survivors may not seek help at all or they rely on third parties seek help on their behalf. This creates unnecessary barriers such as: (1) the third party may not respond right away; (2) the third party may have conflicting allegiance to the abuser; (3) the third party may not have all pertinent information; (4) the call may not be routed to the appropriate dispatcher, depending on where it originates. Perhaps most importantly, Deaf and hearing DV survivors alike deserve autonomy, equal access, and the opportunity to advocate for themselves without additional gatekeepers, particularly in an emergency.

Being able to safely and effectively contact 911 may have implications for DV survivors even beyond the initial emergency. Whether or not a survivor contacted 911 is often used as a litmus test for credibility in the courts. Unfortunately, where survivors failed to reach out to the police

during or immediately following a DV incident, courts will often doubt the veracity of their claims. This impacts not only the likelihood that the perpetrator will be held accountable in criminal court, but may also impact a survivor's ability to get an order of protection in family court or win custody of any children in common. Just this summer, the 2nd Department upheld a Staten Island Family Court decision in which an abusive husband was granted full custody of a child, finding that the wife's claims of domestic violence were not credible because she did not call 911 or seek medical attention.

Text to 911 would significantly improve accessibility of emergency services to Deaf and hearing DV survivors. Such access is critical and potentially lifesaving, and may have implications far beyond the initial point of emergency. Thank you again for the opportunity to testify today and for your dedication to making 911 services available to all New Yorkers.



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**Testimony of Maureen Belluscio
On Behalf of New York Lawyers for the Public Interest and the Deaf Justice Coalition
Before the New York City Council's Committee on Public Safety, Committee on
Technology, and Committee on Fire and Emergency Management**

Oversight Hearing: 911 Services (November 12, 2019)

New York Lawyers for the Public Interest (“NYLPI”) and the Deaf Justice Coalition (“DJC”), of which NYLPI is a member, appreciate the opportunity to provide testimony regarding lack of access to 911 services in New York City, and the urgent need for New York City to implement “Text-to-911.” I have included an addendum with additional background information about the history of 911 and New York City’s dangerous delays in providing this service.

New York City must implement Text-to-911 immediately. Now. Right away. Every single day that New York City delays implementing this service is another day that New Yorkers’ very lives hang in the balance. Text-to-911 would finally make 911 services accessible to the estimated 208,000 Deaf and Hard of Hearing people who live and work in New York City, to say nothing of those who regularly visit the city.¹ But that is not all. Text-to-911 truly benefits everyone.

Call-based 911 Services Are Inaccessible to the Deaf and Hard of Hearing Communities

Text-to-911 is an interim service that New York City promised to implement by 2017 to make 911 more accessible to New Yorkers who are Deaf or Hard of Hearing while New York City began undertaking the lengthy process of developing and implementing NextGen 911. Any City Council oversight of the NextGen 911 implementation that does not include interim Text-to-911 leaves the Deaf and Hard of Hearing communities in the lurch.

The issue is stark. Current 911 services are not accessible to the Deaf and Hard of Hearing communities in New York City. New York City promised to implement Text-to-911 to make 911 services more accessible. It is our understanding that New York City has both developed the technology to make Text-to-911 possible, and also that New York City has trained 911 staff on

¹ Daniel Krieger, *Deaf and Hard of Hearing Fight to be Heard*, N.Y. TIMES, May 25, 2016, <https://www.nytimes.com/2016/03/27/nyregion/deaf-and-hard-of-hearing-fight-to-be-heard.html>.

Text-to-911 protocols. The Deaf and Hard of Hearing Communities and all New Yorkers deserve answers:

- When will Text-to-911 be implemented?
- What else needs to happen?
- What is taking so long?

A recent article in *The City* reported that the New York City agencies with overlapping jurisdiction over 911 are blaming each other's bureaucratic processes for the ongoing delays.² This explanation is unacceptable. We demand that New York City no longer use bureaucratic quagmire as an excuse for not providing accessible services.

The Americans with Disabilities Act prohibits state and local governments from discriminating on the basis of disability in the services and programs that they offer, including 911 services. State and local civil rights laws also prohibit disability discrimination and require that New York City provide accessible services, including 911 services. But even with litigation by our colleagues Disability Rights New York for the city's failure to provide accessible 911 service, New York City still fails to act.

Text-to-911 Benefits Everyone

While NYLPI's work on this issue focuses largely on access for the Deaf and Hard of Hearing communities, there are other disability communities who would greatly benefit from Text-to-911, including people who have communications or speech disabilities. My colleague Christopher Schuyler has submitted separate testimony in this regard.

And the benefits are not limited to disability communities. Text-to-911 would also benefit people who need to contact emergency services without alerting those around them. These groups include people experiencing domestic violence and people being held in an active shooter, home invasion, or hostage situation.

New York City's failure to implement Text-to-911 is also a language access issue. It has the promise to further expand access to 911 services for people who have Limited English Proficiency when speaking, but are able to communicate in written English. It would also greatly advantage those with heavy accents that may not be familiar to 911 operators.

The benefits of Text-to-911 do not stop there. This service would also provide increased access to any person who simply can text more easily than they can make a phone call – which definitely would include Generations X, Y, and Z.

² Reuvan Blau, *Text-to-911 Caught in Life-or-Death Battle Between NYPD and Tech Agency*, THE CITY, September 23, 2019, <https://thecity.nyc/2019/09/text-to-911-hopes-crash-amid-nypd-doitt-technology-dispute.html>.

The benefits of Text-to-911 are obvious. Text-to-911 has been implemented in approximately 2,000 municipalities, cities, and counties across the United States.³ It is time for New York City to stop lagging behind other parts of the country and implement Text-to-911 immediately. New Yorkers' safety, security, and health depend on it.

About New York Lawyers for the Public Interest

NYLPI is a community-driven civil rights organization with a robust disability rights practice, and access to government services for people with disabilities is an important part of our work. For more than 40 years, NYLPI has been a leader in advocating for marginalized New Yorkers, working to accomplish equality of opportunity for all. We utilize a community lawyering model to bridge gaps between traditional civil legal services and civil rights advocacy, and to fortify capacity for both individual solutions and long-term impact.

Our work encompasses comprehensive organizing, policy campaigns, impact litigation, and individual legal services, and we are guided by the priorities of our communities as we advocate for the rights of people with disabilities, equal access to health care, immigrant opportunity, invigorated local nonprofits, and environmental justice for low-income communities and communities of color.

NYLPI's Disability Justice Program has represented thousands of individuals and triumphed in numerous campaigns improving the lives of New Yorkers with disabilities. NYLPI represents people with disabilities in matters involving the need for reasonable accommodations, such as communication access on behalf of members of the Deaf and Hard of Hearing communities, as well as other related discrimination issues. NYLPI's landmark victories include advocating for the New York City Police Department to use interpreter service during interactions with members of the Deaf community, and multiple successful individual cases on behalf of Deaf individuals regarding failures to provide interpreting services in various settings.

About the Deaf Justice Coalition

The DJC, of which NYLPI is a member, is a community-based coalition that address a wide range of pressing issues impacting New Yorkers who are Deaf or Hard of Hearing. The Deaf Justice Coalition's advocacy centers on access to police, emergency, and other government services, which includes access to 911 services.

The Deaf Justice Coalition was instrumental in the launch of a pilot program in 2017 by the New York City Police Department (NYPD) aimed at improving access to law enforcement services for people who are Deaf or Hard of Hearing. Several years of negotiations between the Deaf Justice

³ Text-911 Master PSAP (Public Safety Answering Point) Registry published by the United States Federal Communications Commission, *available at* <https://www.fcc.gov/files/text-911-master-psap-registryxlsx> (last visited November 11, 2019).

Coalition and the NYPD led to the creation of this program in three police precincts in Manhattan, Queens, and Staten Island. The program required the NYPD to provide in-person, on-site American Sign Language (ASL) interpreters upon request and to equip officers with handheld tablets for video-based ASL interpreting. As of early 2019, this pilot program was expanded to include handheld access for video-based ASL interpreting for every officer at all police precincts in New York City.

Ongoing Support from NYLPI and the Deaf Justice Coalition

We thank the City Council for convening this important hearing, and we appreciate the opportunity to provide this testimony on behalf of individuals with disabilities who seek and deserve equal access to 911 services. Please feel free to contact us for further information at (212) 244-4664 or mbelluscio@nylpi.org.

NYC: Implement Text-to-911 Now!

New York Lawyers for the Public Interest prepared this Addendum to our November 12, 2019 Testimony before the New York City Council's Committee on Public Safety, Committee on Technology, and Committee on Fire and Emergency Management to address the crisis of New York City's 911 emergency system being wholly unavailable to the Deaf and Hard of Hearing communities, as well as others with and without disabilities. Access to 911 is required by law and is critical to New Yorkers' very lives. For years, New York City has expressed its intention to make Text-to-911 a reality for New Yorkers, but the City has continually failed to implement this service. Text-to-911 is available in thousands of municipalities throughout the United States, and New Yorkers should have Text-to-911 now.

What is Text-to-911?

Text-to-911 is the ability to send a text message to reach 911 emergency services.¹ Since at least 2014, the United States Federal Communications Commission (FCC) has encouraged 911 emergency centers throughout the United States to accept text messages.²

Text-to-911, unlike Call-in 911, is accessible to the Deaf and Hard of Hearing communities. Text-to-911 also improves accessibility of 911 services for many other communities in need. New York City, which only has Call-in 911, lags behind towns, counties, and cities throughout the United States that have Text-to-911.³ New York City's repeated delays in implementing Text-to-911 are both dangerous and discriminatory. Lives hang in the balance.

The Text-to-911 mantra backed by the National Emergency Number Association (NENA) is "call if you can, text if you can't," where calling is still the primary option, but texting is an alternative in various situations such as "where a victim must remain quiet due to the nature of an emergency."⁴ For example, in Nebraska, the first person to use the State's Text-to-911 system was a woman reporting domestic abuse.⁵

While this memorandum focuses on the City's failure to provide the Deaf and Hard of Hearing communities, and other people with disabilities, access to 911, Text-to-911 is critical for everyone. Text-to-911 allows people to contact emergency services in situations where they are not able to make a phone call. This includes anyone confronting a situation where they must remain silent, such as a hostage situation, an active shooter, and domestic violence. This also

includes people who have Limited English Proficiency, people who have speech impairments, and anyone else who simply texts more easily than they can call.

The time for New York City to implement Text-to-911 is long overdue, and we all must join the call for New York City to implement Text-to-911 now!

Why is Text-to-911 Critical for the Deaf and Hard of Hearing Communities?

Text-to-911 is absolutely essential because Call-in 911 is plainly inaccessible to the Deaf and Hard of Hearing communities, as well as many other people with communication-related disabilities. Text-to-911 would finally make emergency 911 services available for people who are Deaf or Hard of Hearing by eliminating the need to communicate using spoken language and by eliminating the need for an intermediary to receive responses from 911.

There are myriad examples of lives saved as a result of Text-to-911. In Oakland County, Michigan, which has had Text-to-911 since 2015,⁶ a Deaf person sent the following text to 911⁷: “I’m deaf, I can’t talk on the phone, need fire department immediately.” The fire department arrived on the scene and saved his life.

In North Carolina, which has had Text-to-911 since 2013, a fifteen-year-old girl texted 911 to report that she had been repeatedly sexually assaulted by a truck driver.⁸ The girl was able to give information via text that allowed emergency services to find her and arrest the truck driver.⁹

In Hernando County, Florida, which has had Text-to-911 since at least 2017, when a local woman texted 911 to report a home invasion, emergency services responded and arrested the home invader.¹⁰ The woman was able to escape with her two children.¹¹

People are Texting 911 all over the United States.

Approximately 2,000 911 services across the United States, including New York’s Suffolk County, are equipped with Text-to-911, with more than 350 Text-to-911 services implemented in 2018 alone.¹² Text-to-911 was first implemented in Black Hawk County, Iowa in 2009.¹³ In 2014, Vermont became the first state to provide statewide coverage of Text-to-911.¹⁴ New York City, however, is sadly still missing in action.

In 2016, the National Association of the Deaf brought federal claims against the State of Arizona regarding the state’s failure to provide Text-to-911.¹⁵ In 2018, the matter settled, bringing the promise of Text-to-911 to every county in Arizona.¹⁶ In just one year’s time, multiple counties in Arizona, including some of the most populated ones, have implemented Text-to-911.¹⁷

Notably, other call-in services in New York City have long ago implemented a text-based communication option. For example, in 2011 New York City implemented Text-to-311 to make its City-wide information services available to the Deaf community by simply texting 311-692.¹⁸

New Yorkers have been able to contact New York City's mental health crisis services (NYC-Well) by text since inception in 2016.¹⁹ The entire conversation with an NYC-Well representative can take place through text.²⁰ People can also contact various City and State agencies by texting 711, which results in a translator relaying the message in voice to the dispatcher.²¹ But 711 is explicitly not for emergency services.²²

New York City's Chaotic History of Attempting to Establish Text-to-911.

New York City first implemented emergency 911 services in 1968. 911 emergency services systems were originally developed for landline telephones. Now, over 50 years later approximately 80 percent of 911 calls in the United States come from cell phones.²³ Major efforts to modernize New York City's 911 services began in the 1990s,²⁴ including renovating borough offices, building a back-up 911 call center adjacent to One Police Plaza, and updating the City's computer-aided dispatch systems.²⁵

In 2004 then-New York City Mayor Rudolph Giuliani launched the "Emergency Communications Transformation Program," following extensive delays and increased costs to revamp the system. New York City began these efforts in earnest in the aftermath of 9/11. The goal of this program was to consolidate and modernize New York City's emergency 911 services by establishing a back-up facility, improving data-sharing among City agencies, and enhancing coordination and deployment of resources during emergencies.²⁶ Although the City had already long been required under federal, state, and local anti-discrimination laws to make all services accessible for people with disabilities, Mayor Giuliani's program did not address access to 911 services for New York City's Deaf and Hard of Hearing communities or others with disabilities.

New York City's Department of Investigation issued a report in 2015 highlighting numerous deficiencies in the City's 911 services and offering seven recommendations. A huge disappointment to the disability community was that notwithstanding extensive advocacy efforts, the issue of texting 911 was not even mentioned in this report, let alone made a part of the recommendations.²⁷ Also in 2015, the New York City Council held a hearing regarding 911 services, but once again, it appears that Text-to-911 was not even considered.²⁸

In 2017 New York City officials finally promised to launch Text-to-911 by early 2018.²⁹ Almost two more years have passed, and the City continues to delay implementing Text-to-911.

What could possibly be taking New York City so long to implement Text-to-911? According to a recent article in *The City*, "New York City's long-promised 911 texting system has been stalled by a bitter dispute between technology agency officials and the NYPD – with each blaming the other for delays."³⁰ The City beta tested the Text-to-911 technology in July 2019, and yet New York City still has not implemented Text-to-911.³¹

It's the law!

For decades, federal, state, and local anti-discrimination laws have required that all of New York City's services, including emergency 911 services, be accessible. New York City's failure to implement accessible 911 services is ongoing disability discrimination against people who are Deaf, Hard of Hearing, or have other disabilities.

The New York State Human Rights Law has prohibited disability discrimination since 1945, the New York City Human Rights Law has done the same since 1955,³² and federal law has prohibited disability discrimination since 1973.³³ These laws apply to emergency 911 services, and all other services New York City provides.³⁴ The NYCHRL has been successfully used to advocate for meaningful and equal access to other New York City's emergency services for people with disabilities.³⁵ When the ADA was enacted in 1990, Congress specifically stated that the ADA required emergency services to be accessible to the Deaf and Hard of Hearing communities.³⁶

New York City has also been sued multiple times by advocates attempting to force the City to make 911 accessible to the Deaf community. Federal courts in New York have allowed disability discrimination claims to proceed against the City for its failure to provide accessible communication by emergency services and the police.³⁷ Two of these lawsuits are particularly instructive for where we are now.

In a 2010 lawsuit New York City was a defendant in an access claim involving the City's attempts to de-activate street alarm boxes and replace them with "E-911."³⁸ "E911 system" means an enhanced emergency telephone service which automatically connects a person dialing the digits 9-1-1 to the answering point established within the New York city police department, and includes automatic number and automatic location identification.³⁹ The street alarm boxes are equipped with two buttons: a red one for fire service and a blue one for police service. This simple system allowed people to intuitively select what they needed. During this lawsuit, the City claimed that people who are Deaf or Hard of Hearing should use public pay telephones to report an emergency from the street, using a "tapping protocol," similar to Morse Code. Although the lawsuit mandated that the alarm boxes be retained on New York City's streets, alarm boxes, alone, are not sufficient to provide meaningful access to 911 for Deaf and Hard of Hearing communities.⁴⁰

Most recently, in a 2017 lawsuit, Disability Rights New York (DRNY) filed a complaint in the United States District Court for the Eastern District of New York against the City for failing to make its 911 services accessible to people who are Deaf and Hard of Hearing.⁴¹ Despite this pending lawsuit New York City has failed to make its 911 services accessible to New Yorkers who are Deaf or Hard of Hearing.

Everyone Benefits from Text-to-911.

As is often the case with accessibility issues, what people with disabilities need (and are required to have) can also benefit society at large.

For example, during an active shooting, calling 911 and speaking with an operator on the phone is incredibly dangerous. There have been multiple mass shootings in recent years which tragically demonstrate this issue. For example, during the 2018 Pulse nightclub mass shooting in Orlando, victims texted friends and family members for help, afraid that a phone call would alert the shooter.⁴² Likewise, during the February 2018 mass shooting in Parkland, Florida, students texted their families for help.⁴³ Notably, Broward County, Florida, where Parkland is located, implemented Text-to-911 services shortly after the Parkland tragedy.⁴⁴

Text-to-911 could also be life-saving during domestic violence incidents where the survivor needs to discreetly contact emergency 911 services. The same applies to home invasions where individuals must remain silent, or any situation where someone wants to be discreet.

Text-to-911 can also help people who have Limited English Proficiency but can text simple words such as the name of a location to a 911 center. It would also be useful in the case of someone temporarily unable to speak – for example, due to an asthma attack – or those with heavy accents that may not be familiar to 911 operators.

Text-to-911 can also help people with speech impairments such as stuttering. Those who stutter are not always able to convey a message on command. During an emergency, when time may be of the essence, Text-to-911 could be life-saving.

In 2019, where many people text more easily than they can make a phone call, Text-to-911 can benefit everyone!

Do it now!

New York Lawyers for the Public Interest stands with the Deaf and Hard of Hearing communities in the fight for accessible 911 services in New York City. There is no justification for the delay in implementing Text-to-911, especially since the existing 911 system has been under scrutiny for modernization and readjustment for well over a decade. And critically, failure to provide accessible emergency services, such as Text-to-911, is a clear violation of federal, state, and local anti-discrimination laws. People's very lives are at stake! NYLPI encourages New York City to take the following steps immediately:

- **Implement Text-to-911 right away;**
- **Broadly advertise Text-to-911⁴⁵; and**
- **Provide intensive training to all 911 employees, including training in Deaf culture and interaction with the Deaf community and other people with disabilities.**

About the Deaf Justice Coalition.

The Deaf Justice Coalition addresses a wide range of pressing issues impacting New Yorkers who are Deaf or Hard of Hearing. The Deaf Justice Coalition's advocacy centers around access to police, emergency, and other government services for people who are Deaf or Hard of Hearing, including access to 911 services.

The Deaf Justice Coalition's member organizations include Barrier Free Living, Bronx Independent Living Services, Empire State Association of the Deaf, Harlem Independent Living Center, Legal Services New York City, The New York Center for Law & Justice, New York City Metro Registry of Interpreters for the Deaf, NYLPI, and Staten Island Club of the Deaf.

About New York Lawyers for the Public Interest.

NYLPI is a community-driven, multidisciplinary civil rights organization. Inspired by an era of urban protests, the need to combat racial injustice, and rapid expansion of legal rights, young lawyers joined with leaders of the bar to launch NYLPI in 1976. Their vision: use the resources of the private bar to turn rights on paper into real opportunities for New Yorkers in need. NYLPI utilizes a community lawyering model to bridge gaps between traditional civil legal services and civil rights advocacy, to achieve both individual solutions and long-term impact. NYLPI is guided by the priorities of the communities it works with as it strives to achieve equality of opportunity, self-determination and independence for people with disabilities, create equal access to health care, ensure immigrant opportunity, invigorate local non-profits, and defend environmental justice for low-income communities of color.

NYLPI's Disability Justice Program has a robust disability rights practice, that has represented thousands of individuals and triumphed in numerous campaigns that have improved the lives of New Yorkers with disabilities. Access to government services for people with disabilities is an important part of our work. NYLPI represents people with disabilities in matters involving the need for reasonable accommodations, such as communication access on behalf of members of the Deaf and Hard of Hearing communities, as well as other related discrimination issues. We have represented several clients regarding medical providers' failures to obtain interpreter service during medical appointments and the NYPD's failure to provide interpreters during interactions with the Deaf community. In response to patterns of discrimination against members of the Deaf community, NYLPI first helped to convene a coalition of organizations—the Deaf Justice Coalition (DJC)—in 2010 to identify communication and cultural barriers, organize with the Deaf community and advocates, and develop legal and legislative responses to pervasive failures by New York City government with respect to the Deaf community.

For more information, please visit us at www.nylpi.org, on Twitter [@nylpi](https://twitter.com/nylpi), or email Maureen Belluscio at mbelluscio@nylpi.org.

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- ² Federal Communications Commission, PSAP (Public Safety Answering Point) Text-to-911 Readiness and Certification Form, available at <https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form> (last visited November 11, 2019).
- ³ Federal Communications Commission, Text-911 Master PSAP (Public Safety Answering Point) Registry, available at <https://www.fcc.gov/files/text-911-master-psap-registryxlsx> (last visited November 11, 2019).
- ⁴ National Emergency Number Association (NENA), Text-to-911 Public Education Plan Reference Document, available at https://cdn.vmeaws.com/www.nena.org/resource/resmgr/Standards/NENA-REF-003.1-2015_Texting_.pdf (last visited November 11, 2019).
- ⁵ Riley Johnson, *Text-to-911 capabilities launch in 16 Nebraska counties*, LINCOLN JOURNAL STAR, January 25, 2019, available at <https://www.govtech.com/dc/Text-to-911-Capabilities-Launch-in-16-Nebraska-Counties.html> (last visited November 11, 2019).
- ⁶ Robert Allen, *Text-to-911 coming to Oakland County*, DETROIT FREE PRESS, January 25, 2015, <https://www.freep.com/story/news/local/michigan/oakland/2015/01/25/text-oakland/22321439/>.
- ⁷ Jermont Terry, *Deaf man's 911 text saves house from fire*, CLICKONDETROIT, July 1, 2016, <https://www.clickondetroit.com/news/2016/07/02/deaf-mans-911-text-saves-house-from-fire/>.
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- ¹⁰ Adam Winer, *Hernando mom texts 911 as escaped inmate hides from deputies in her home*, ABC ACTION NEWS, August 17, 2017, <https://www.abcactionnews.com/news/local-news/hernando-mom-texts-911-as-escaped-inmate-hides-from-deputies-in-her-home>.
- ¹¹ Id.
- ¹² Text-911 Master PSAP (Public Safety Answering Point) Registry published by the United States Federal Communications Commission, available at <https://www.fcc.gov/files/text-911-master-psap-registryxlsx> (last visited November 11, 2019).
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- ¹⁷ Federal Communications Commission, Text-911 Master PSAP (Public Safety Answering Point) Registry, available at <https://www.fcc.gov/files/text-911-master-psap-registryxlsx> (last visited November 11, 2019).
- ¹⁸ Garth Johnston, *No Need to Talk, Now You Can Text 311 Your Questions!*, GOTHAMIST, May 4, 2011, <https://gothamist.com/2011/05/04/no-need-to-talk-now-you-can-text-311.php> <https://www1.nyc.gov/311/connect-with-us.page>.
- ¹⁹ NYC Well, <https://nycwell.cityofnewyork.us/en/> (last visited November 11, 2019).
- ²⁰ Id.
- ²¹ Id.
- ²² Id.
- ²³ Trisha Thadani, *911, What's Your Emergency? For Dispatchers, it's Locating Callers*, SAN FRANCISCO CHRONICAL, June 19, 2018, available at <https://www.govtech.com/em/disaster/-911-Whats-Your-Emergency-For-Dispatchers-its-Locating-Callers.html>.
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- ²⁶ Garth Johnston, *NYC's New 911 System Will Be 7 Years Late, \$1 Billion Over Budget*, GOTHAMIST, March 21, 2012, <https://gothamist.com/news/nycs-new-911-system-will-be-7-years-late-1-billion-over-budget>.

²⁷ Testimony of Mark G. Peters, Commissioner, New York City Department of Investigation, concerning examining the New York City Department of Investigation Report on the City's Program to Overhaul the 911 System. February 25, 2015, available at <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=2171680&GUID=509AC152-F56D-4AD7-8F28-1DCDC6065471&Options=&Search=> (last visited November 11, 2019).

²⁸ Hearing transcript of the City Council of the City of New York, Committee on Fire and Criminal Justice Services Jointly with the Committee on Public Safety, The Committee on Oversight and Investigation and the Committee on Contracts. February 25, 2015, available at <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=2171680&GUID=509AC152-F56D-4AD7-8F28-1DCDC6065471&Options=&Search=> (last visited November 11, 2019).

²⁹ NYC Department of Information Technology & Telecommunications Commences NextGeneration 911 Project, <https://www1.nyc.gov/site/doitt/about/press-releases/nextgeneration-911-project.page> (last visited November 11, 2019).

³⁰ Reuvan Blau, *Text-to-911 Caught in Life-or-Death Battle Between NYPD and Tech Agency*, THE CITY, September 23, 2019, <https://thecity.nyc/2019/09/text-to-911-hopes-crash-amid-nypd-doitt-technology-dispute.html>.

³¹ Id.

³² N.Y. Exec. Law § 296(2)(a).

³³ Section 504 of the Rehabilitation Act specifically requires that public services, such as emergency 911 services, be accessible to people with disabilities. 29 U.S.C. § 794(a). Title II of the American with Disabilities Act (ADA) also prohibits public entities, such as New York City, from discriminating against people with disabilities in any services the entity provides. 42 U.S.C. § 12131(1).

³⁴ See *Loeffler v. Staten Island Univ. Hosp.*, 582 F.3d 268, 278 (2d Cir.2009) (applying the NYCHRL under an independent liberal construction to find that the hospital, as a place of public accommodation, failed to make reasonable accommodations for people with disabilities by not providing interpreter services) and *Williams v. New York City Hous. Auth.*, 61 A.D.3d 62, 74, 872 N.Y.S.2d 27, 36 (2009) (establishing the NYCHRL's liberal construction that reflect the broad and remedial purposes of the statute).

³⁵ In *Brooklyn Center for Independence of Disabled v. Bloomberg*, the U.S. District Court in the Southern District of New York held that the City's emergency preparedness program failed to sufficiently accommodate people with disabilities' needs in evacuating buildings and accessing the City's services after an emergency, in violation of Title II of the ADA, Section 504, and the NYCHRL. *Brooklyn Ctr. for Indep. of Disabled v. Bloomberg*, 980 F. Supp. 2d 588, 650 (S.D.N.Y. 2013).

³⁶ H.R. Rep., No 485, Part 2, 101st Cong., 2d Sess. (1990) at 84, 85.; See also, *Alexander v. Choate*, 469 U.S. 287, 304, 105 S. Ct. 712, 83 L. Ed. 2d 661 (1985).

³⁷ In *Green v. City of New York*, the Second Circuit reversed the dismissal of a claim alleging discrimination pursuant to the NYSHRL when emergency personnel from the New York City fire and police departments failed to accommodate a person with disabilities' non-verbal communication refusing medical assistance. *Green v. City of New York*, 465 F.3d 65, 85 (2d Cir. 2006). More recently, in *Williams v. State of New York*, the U.S. District Court in the Southern District of New York held that the NYSHRL, along with Title II of the ADA and NYCHRL, applied to police interactions where the police failed to provide an American Sign Language interpreter or any auxiliary aid to effectively communicate with a Deaf or Hard of Hearing person. *Williams v. State of New York*, 121 F. Supp. 3d 354, 363-69 (S.D.N.Y. 2015). Accordingly, the Court held that the City's responsibility to provide any accommodation to people who have hearing impairments cannot be limited.

³⁸ *Civic Assn. of the Deaf of NY City, Inc. v City of NY*, 2011 US Dist. LEXIS 90645 (SDNY Aug. 12, 2011).

³⁹ N.Y.C. Admin. Code § 11-2322(a).

⁴⁰ *Civic Assn. of the Deaf of NY City, Inc. v City of NY*, 2011 US Dist. LEXIS 90645 (SDNY Aug. 12, 2011).

⁴¹ *Logerfo v. City of New York, et al.* EDNY, Case No. 2:17-CV-00010.

⁴² Michael Sallah, Monique O. Madan, Mary Ellen Klas, and Glenn Garvin, *What happened between 2 and 5 a.m.? The Orlando massacre, minute by minute*, MIAMI HERALD, June 21, 2016, <https://www.miamiherald.com/news/state/florida/article84076637.html>.

⁴³ Anne Geggis, Lisa J. Huriash, and Erika Pesantes, *Texts capture heartbreaking farewells as Parkland students hid from shooter*, SUN SENTINEL, March 9, 2018, <https://www.sun-sentinel.com/local/broward/parkland/florida-school-shooting/fl-florida-school-shooting-text-messages-20180307-story.html>.

⁴⁴ Howard Cohen, *Broward Joins 32 Other Florida Counties with Text-to-911*, MIAMI HERALD, April 3, 2019, available at <https://www.govtech.com/public-safety/Broward-Joins-32-Other-Florida-Counties-with-Text-to-911.html>.

⁴⁵ Samples of such public education include: for Massachusetts, available at <https://www.wvlp.com/news/massachusetts/you-can-now-text-911-in-massachusetts/> (last visited November 11,

2019), and for West Palm Beach 911: *Call If You Can, Text If You Can't*, available at <https://vimeo.com/277101309> (last visited November 11, 2019).

**Testimony of Christopher Schuyler, Senior Staff Attorney
New York Lawyers for the Public Interest, Disability Justice Program
To the New York City Council, Jointly with the Committee on Fire and Emergency
Management and the Committee on Technology
Regarding the Implementation of New York City’s Text-to-911 System (Nov. 12, 2019)**

For people for who stutter and those with other speech disabilities, the option to text 911 is more than a matter of convenience – it’s absolutely essential.

Good afternoon. My name is Christopher Schuyler and I am a Senior Staff Attorney with New York Lawyers for the Public Interest, Disability Justice Program. I am also a person who stutters and an active member of the National Stuttering Association.

Stuttering affects 1% of the general population; there are approximately 85,000 New York City residents who stutter, not to mention scores of others who work in or visit the city every day. While the root cause of stuttering is believed to be neurological and physiological – rather than psychological – it can be triggered by emotional or situational factors.¹ For instance, some people who stutter experience increased difficulty speaking in situations when time is of the essence.² It’s also not uncommon for people who stutter to experience heightened difficulties when referring to proper nouns, such as names and places.³ These communication challenges, while inconvenient in everyday life, can be life-threatening in a true emergency.

Text-to-911 is imperative for people who stutter because it would remove very real risks of miscommunication. When reporting an emergency, specific details are important – such as location, specific individuals involved, and what is happening. If a person who stutters is unable to verbalize these details, they may not receive the assistance they need in a timely manner.

Additionally, operators that are relatively unexposed to stuttering are liable to misunderstand a person who stutters. Accuracy and clarity in communications is of

¹ National Stuttering Association, <https://westutter.org/what-is-stuttering/>.

² *Id.*

³ *Id.*

paramount importance during an emergency. Text-to-911 would alleviate these major and unnecessary barriers to effective communication.

Notably, the benefits of Text-to-911, including increased accuracy and clarity in crucial moments, are benefits shared by groups outside of those with speech disabilities. The increased accuracy and clarity provided by Text-to-911 would also benefit the Deaf and Hard of Hearing communities, visitors with Limited English Proficiency, as well as individuals who need to text subtly, such as people experiencing domestic violence or active shooter situations – as my colleague, Maureen Belluscio testified to in greater detail.

Text-to-911 has been implemented by hundreds of call centers around the country.⁴ By failing to implement Text-to-911, New York City is placing countless people at risk every day. New York City must implement Text-to-911 without further delay.

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About New York Lawyers for the Public Interest

For over 40 years, NYLPI has been a leading civil rights and legal services advocate for New Yorkers marginalized by race, poverty, disability, and immigration status. Through our community lawyering model, we bridge the gap between traditional civil legal services and civil rights, building strength and capacity for both individual solutions and long-term impact. Our work integrates the power of individual representation, impact litigation, organizing, and policy campaigns. Guided by the priorities of our communities, we strive to achieve equality of opportunity and self-determination for people with disabilities, create equal access to health care, ensure immigrant opportunity, secure environmental justice for low-income communities of color, and strengthen local nonprofits.

⁴ Text-911 Master PSAP (public safety answering point) Registry of the Federal Communications Commission, <https://www.fcc.gov/files/text-911-master-psap-registryxlsx>.



Committee on Technology jointly with the Committee on Fire and Emergency Management and the Committee on Public Safety, Tuesday November 12 at 1PM, Council Chambers.

Thank you for the opportunity to testify before this committee.

My name is Katherine Bouton and I am President of the New York City Chapter of the Hearing Loss Association of America. Our organization represents the tens of thousands of New Yorkers who have a hearing loss, many of them elderly.

Nowhere is the ability to hear more important than in an emergency. Many people with hearing loss, even when it is corrected with hearing aids or cochlear implants, cannot hear on the telephone. The problem is exacerbated when using a cell phone outdoors on a city street or on public transportation.

The inability to report an emergency endangers everyone – the affected individual as well as others in the area. Text 911 also allows someone to notify officials in situations where silence might be life-saving – in a domestic abuse case or a hostage crisis. But it is a special hardship on the deaf and hard of hearing, who are essentially denied this life-saving technology.

We are trained from the moment we learn to talk to call 911 in an emergency. Smart 911 and Rapid SOS can help someone with hearing loss, but those systems require training and forethought. Who thinks of that kind of alternative in an emergency? As an advocate for people with hearing loss, I have repeatedly requested Text 911 through the Mayor’s Office for People with Disabilities. The disputes that have kept this vital service from New Yorkers must be resolved, so that all New Yorkers can be served by the 911 system.

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**Statement of Marc J. Fliedner, Director, Protection & Advocacy for
Individual Rights, Disability Rights New York**

**City Council Committees on Public Safety, Technology, and Fire and
Emergency Management**

Tuesday, November 12, 2019

Good morning and thank you for conducting this hearing. I'm Marc Fliedner of Disability Rights New York, the Protection and Advocacy system for people with disabilities in the State of New York. Nearly three years ago, my Program, entitled Protection and Advocacy for Individual Rights, was compelled to file suit against the City of New York and the New York City Police Department requiring these entities to provide direct, immediate and equal access to emergency services through the activation of already existing text-to-911 technology. It is our position that failure to do so violates Title II of the Americans With Disabilities Act and Section 504 of the Rehabilitation Act of 1973. But enough with the lawyer talk.

Let's talk about the reality for the people we serve. Our plaintiff is deaf and, while she is able to dial 911, she cannot hear and respond to the list of critical follow-up questions that the 911 operator needs to ask in order to initiate emergency response. She can quickly type them. When she was in a car accident this August, years after we filed our suit, she had to leave her car and find a pedestrian to make the call for her. In addition to those who are deaf or hard of hearing, many folks, due to cognitive issues, traumatic brain injury, post-traumatic stress disorder or other disabilities are not able to process and verbally respond to the questions an operator is required to ask, particularly while experiencing an emergency, but they are able to type. These folks face safety emergencies, medical emergencies, weather emergencies every single day in New York City and cannot communicate the information necessary to get assistance for themselves and others, even though such systems are in place in other cities and municipalities around the country and have been for years.

Counsel for NYPD and the City have expressed a desire and intent to settle this matter with us, but the question that seems never to be answered is, "When?" At a case status conference held at the United States District Court for the Eastern District of New York this past June, counsel told me and the Court that the City made a decision to implement Text to 911 in 2015, and that they have a plan for a "fully digital NexGen system," but that such system will not be ready for roll-out until the middle of next year. Unfortunately, DRNY and the Court have reason for

concern about the accuracy of such representations because they've been made before and the date keeps moving. At a similar conference before the same Judge in November of 2017, the City represented that Text-to-911 would be available to the public in January of 2018.

I respectfully suggest that the delays tell us the City has simply not made the task a priority. In doing so, the City is abdicating its responsibility to people with disabilities and all others who would daily benefit from a Text-to-911 system for the reasons brought to light today.

During the recent status conference I mentioned, counsel for the City recognized its legal obligation, calling the issue, and I quote, "a matter of life and death for New Yorkers." Counsel went on to say, "With lives on the line, every second matters." I couldn't agree more. It appears we all believe it; the question remains when we'll see it. I respectfully ask that this Committee, on behalf of the City Council, now turn to those who are charged with implementation of the plan and ask, on behalf of all of us, "When?"



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Center for Independence of the Disabled, NY

November 12, 2019

Hearing on: Oversight – NYC’s Next Generation 911

To the New York City Council Committee on Public Safety
Jointly with the Committee on Fire and Emergency
Management and the Committee on Information Technology
and Telecommunications

Lourdes I. Rosa-Carrasquillo, Esq.
Director of Advocacy

My name is Lourdes I. Rosa-Carrasquillo, Esq., Director of Advocacy, for the Center for Independence of the Disabled, NY (CIDNY).

I would like to thank the New York City Council Committee on Public Safety, Fire and Emergency Management, Committee on Information Technology and Telecommunications for holding this hearing.

CIDNY with people with all types of disabilities, including people who are Deaf, and Hard of Hearing and those who are Deaf/Blind. The issue of Text-to-911 is a critical one for New Yorkers with disabilities, many of whom cannot communicate using voice dependent systems.

CIDNY is submitting this testimony because of its concern that the intent of local law 78 of 2016 amending NYC administrative code section 10-173 was not to allow the Commissioner of Information Technology & Telecommunications to present implementation reports on Text-To-911 indefinitely. The ultimate goal was to have Text-To-911 implemented. Due to so much delay, the agencies responsible for implementation are now focusing on Next Generation 911 system that we expect to be implemented in 2020.

The delay to Text-To-911 has a major impact on the Deaf/d, Hard of Hearing and Blind-Deaf communities. Without Text-to-911 people's safety and even lives are put into danger because the only way they have to communicate with 911 is through TTY or a relay service, both of which take up precious minutes to implement. Being able to reach police or fire departments quickly is important to saving lives and

mitigating harm from crime, disasters or other life threatening events. Effective access to police and fire is important to all New Yorkers, even more so to those who are Deaf, Hard of Hearing and Deaf/Blind. The City has the responsibility to protect all of its citizens in the most effective and timely manner possible.

While the City could have been proud of developing a Text-to-911 system that will serve the population at large, delays in implementing the service continues to place Deaf/d, Hard of Hearing and Blind-Deaf people at a much greater risk than their non-disabled peers.

TTY and relay are antiquated systems but currently the only ones available to us in an emergency. For me, a person who is Hard of Hearing, TTY and relay are not options. I have already experienced two occasions where I attempted to communicate via 911 in an emergency. Because I am Hard of Hearing and the lack of an adequate system that accommodates me, I was delayed getting to the hospital. This was because I could not understand what operators, in both cases were asking me. Being Hard of Hearing is not only an issue of volume. For me the major issues are the pitch of someone's voice and the pronunciation of words. If I had had a text option, the operator and I, both, could have exchanged important information.

There have been meetings with the Department of Information Technology & Telecommunications, the police and fire departments from January 2017 through June of 2018 in which the Community was promised Text-To-911 by 2018. On the month Text-To-911 was to implemented, the City agencies stated it would be deferred until further notice –

without a reason. On February 11, 2019, the community was told the service was being deferred until further notice yet again. It seems that the issue of training operators was the reason for delay. Yet, training was mentioned in both the 2016 and 2018. Time for training should have already been factored with a process developed. This excuse is unacceptable.

The last meeting with the City agencies was on July 22 of this year. A demo was presented to a few of us. But, yet again, we were informed that it would not be ready for a year and a half. When asked why, we were told they did not have the authority to state why. The NYC police and NYC Fire departments, key parties, were not there to respond. How is that possible?

The statement that they lacking authority to respond is unacceptable and disrespectful. The Deaf/d, Hard of Hearing, and Blind-Deaf communities believed that NYC Information Technology & Telecommunications, Police and Fire Departments were disclosing relevant information to us for our input. These delays continue to put the members of our communities at unacceptable risk and we deserve a valid answer. Continuing the delays in implementing this much needed service cannot continue.

Thank you for considering my testimony. If you have any questions, please feel free to contact me at 646-442-4153 or Irosacarrasquillo@cidny.org

911 Texting - Luci Joseph Smith Testimony

911 Services are an important part of city life. When you call you hope the person on the other end of the line understands you. And when seconds count, do you really want your words relayed through a translator? What about people who aren't deaf or don't know sign language but still cannot speak? Someone with high anxiety who can barely type out 911 but talking is too much as they are in throws of an attack? Someone who is going through anaphylaxis shock? With their throat closed who can't speak? Someone like me - who has arthritis in their ribcage and when it gets too much cannot breathe and if you can't breathe you can't speak.

Texting 911 is a normal evolution of the service and it will help people beyond the community people think of when they think texting 911 could help. Much like elevators in subway stations, texting to 911 is not something that can just benefit the people who MUST have it - those who cannot speak, it will also benefit others who struggle in a medical emergency for whatever reason.

There are other reasons why texting might be preferred beyond medical. School shootings come to mind. Quietly texting on a muted phone is a lot less likely to get the attention of a shooter than speaking to 911. Someone thrown in the trunk of a car texting for help is less likely to get attention of kidnappers texting 911 rather than calling. The lady who's husband is threatening her (or vice versus) who is trying not to anger them any further until help can arrive, can covertly text 911 for aid.

Just like elevators benefit not only wheelchair users and people who cannot take the stairs, elevators also benefit the wider society by allowing safe travel for bikes, strollers, and people who have just had a very long day. Text will aid more than people we can imagine in this little meeting on the subject.

City 911 needs an upgrade beyond just texting though. I have had required medical emergency services on more than one occasion. Every time I inform the operator that I am in a power wheelchair. And once police and medical personnel arrive, I get told every time that they will take my wheelchair to the police precinct where I can pick it up. It is only after refusing transport until they can get the wheelchair to the hospital as well do they finally relent and take my wheelchair to the hospital. I will ask "What am I supposed to do? Crawl to the precinct? That's my legs!" I get shamed for it, which is unacceptable. "Don't you have anyone who can pick it up for you?" I want to say "No dumb ass, I am the only person from my family who lives here." I don't, but I want to. No other New Yorker would be shamed for coming to New York alone to create a new life for themselves and I shouldn't have to be subjected to that either. Just because I am disabled doesn't mean I have any less of a right to make my life where I see fit and I love this city. My wheelchair is my legs, legally and emotionally.

So 911 definitely can use some improvements. I believe text 911 is necessary and logical evolution of 911. I also believe 911 needs improvements on handling solo wheelchair users. It is not our friend's jobs to get our legs to us when there has been an emergency. You would not expect any other person's legs to go anywhere but wherever they are going - wheelchair users are no different.

Dear City Council Members,

I am writing to submit written comments regarding today's joint meeting between City Council and Public Safety, Technology, and Fire and Emergency Management. The essential need for text to 911 Services could not be more important. As an equal access issue to emergency services it is also an infrastructural questions that ALL New Yorkers should be able to reach emergency workers at any time to ensure their own safety or the safety of another person. Not only will text capacity ensure a Deaf or HOH person can reach emergency services, but there are so many reasons texting is an access need for people in multiple situations. Additionally, someone who can be better understood by text or have limited English need to contact 911 on their own behalf, they will need to on behalf of another person and they may be the only person with the person needing emergency response.

This infrastructural will increase people's access to basic emergency services.

Thank you very much for adding this letter to the solicitation for community comments.

Sincerely,

Park McArthur

<pamcarthur@gmail.com>

"Text 911" is necessary

Hello,

I recieved the email regarding today's hearing as a member on the CCD75 (Citywide Council for District 75) But on this matter wheter I was a member on this Council or not I would automatically say yes Text 911 has to be implemented. Text to 911 will save more lives and include more than exclude! This needs to take effect immediatly. I have encountered a great number of students with speech impediments who would benefit from such in case of an emergency along with many others with different challenges/abilities.

-Tiesha Groover

<tieshagroover@gmail.com>

STATEMENT OF
ALBERT FOX CAHN, ESQ.
EXECUTIVE DIRECTOR
SURVEILLANCE TECHNOLOGY OVERSIGHT PROJECT, INC.
BEFORE THE
COMMITTEE ON PUBLIC SAFETY
&
COMMITTEE ON TECHNOLOGY
&
COMMITTEE ON FIRE AND EMERGENCY MANAGEMENT
NEW YORK CITY COUNCIL
FOR A HEARING CONCERNING,
OVERSIGHT - NEW YORK CITY'S NEXT GENERATION 9-1-1 SYSTEM
SUBMITTED
November 12, 2019

My name is Albert Fox Cahn, and I serve as Executive Director of the Surveillance Technology Oversight Project (“S.T.O.P.”) at the Urban Justice Center. S.T.O.P. advocates and litigates for New Yorker’s privacy rights, fighting discriminatory surveillance. I commend Chairs Borelli, Richards, and Holden for today’s hearing, and for the opportunity to discuss the privacy implications of Next Generation 9-1-1 systems (“NG911”)

I. The Promise and Peril of NG911

For decades, 9-1-1 has provided a vital lifeline. From coast to coast, Americans dial the same three digits for help, replacing the need to memorize individual fire, police and ambulance service numbers. Now in the smartphone and smart device era, we welcome additional forms of connectivity to help the public reach emergency responders

Elements of NG911, have been contemplated for more than 15 years, such as adding SMS texting connectivity. Such functionality makes a great deal of sense, given both the increasing dominance of text-based communication and the range of situations where victims would be able to text, but not call, for help. Unfortunately, NG911 includes numerous other features that pose a clear cost but give an uncertain benefit.

According to the 2018 Annual Report on Implementation of New Generation 9-1-1 in New York City, NG911 will enable the public to transmit digital information to emergency responders, including “data, photos, and video” and integrate with internet of things (“IOT”) devices. While there are a limited array of situations where photos and videos may be helpful to the public, there must be safeguards to prevent abuse and NG911’s transformation into a mass surveillance tool.

The concerns for NG911 in the criminal justice context are stark. Whether its neighbors in our own apartment buildings, or strangers on the street, NG911 will make it easier than ever to turn each and every smartphone into a government surveillance tool. With a few clicks, video, photos, and location data can be sent to the NG911 system, all without any notice to the person being surveilled.

We fear that NG911’s expansion of citizen surveillance will disproportionately impact the Black, Latin/x, Arab, Asian, and immigrant New Yorkers who have long been overpoliced. After all, this is the enduring legacy of stop-and-frisk, and broken windows policing.¹ We must be watchful to ensure that we never again allow the tools of public safety to transform into the mechanism for racial profiling.

The parallels are even more direct when we see the toll taken by public surveillance programs like “See Something, Say Something.” These public reporting schemes can give the veneer of governmental legitimacy to plain racial profiling and fearmongering, reports that reveal more about the prejudices of the caller than the behavior of those being reported.

¹ Floyd v. the City of New York <https://ccrjustice.org/sites/default/files/assets/files/Floyd-Liability-Opinion-8-12-13.pdf>. The NYPD made millions of stops throughout the life of program, nearly 90% of which targeted Black and Latino males. District Judge Scheindlin found “the city adopted a policy of indirect racial profiling by targeting racially defined groups for stops based on local crime suspect data”

In a recent Massachusetts case, an entire subway line was delayed for a police investigation when riders merely “noticed two people that appeared to be Middle Eastern.”² In California, the ACLU has documented numerous individuals who were listed in Suspicious Activity Reports for simply being of “Middle Eastern Descent” or “speaking a foreign language.”³ And just a few weeks ago, a New York City ferry operator kicked Muslim families offboard for being a “security risk”⁴

One can only imagine how many New Yorkers will have their videos and photos submitted through the NG911 system when the same biased public is given this new monitoring tool. The question then becomes what safeguards will be added to ensure NG911 data protects, and doesn't profile, New Yorkers.

II. Unanswered questions about NG911 data retention and use.

During the design and development of the NG911 system, City and private sector stakeholders should actively engage with the public to provide detailed and accessible information on how NG911 will promote and protect New Yorkers' privacy. The following is a list of key questions that remain unanswered at the time this testimony is being prepared, but there are certain to be additional questions as the program goes forward.

Data Retention:

- How long will photos and videos be stored?
- Who will have access to the videos or pictures allegedly documenting “suspicious activity”?
- What safeguards will be in place to prevent disclosure of such videos to the public or press, including, but not limited to, access controls, digital watermarking, and access logs?

Data Sharing:

- Will photos and videos, including those revealing third parties' personally identifying information, be shared with all officers, just responding officers, or some other subset of officers?
- Will such data be shared with other agencies, including via the joint-terrorism task force, High Intensity Drug Trafficking Area program, or other information sharing agreements?
- Will data be shared with other state and local agencies?
- Will Data be shared in real time, or will historical data be available as well?

Augmentation and Coordination:

- Will videos and photos be used by the NYPD's facial identification section as facial recognition probe images?

² MBTA: Scare Over Praying Muslims a 'Misunderstanding', Boston Magazine, <https://www.bostonmagazine.com/news/2016/06/17/muslims-praying-t-incident/>

³ Revision of Suspicious Activity Reporting Functional Standard, ACLU, https://www.aclunc.org/sites/default/files/asset_upload_file444_12586.pdf

⁴ NYC Ferry Denied 3 Muslim Families Boarding Over 'Security Issue': Complaint, NBC New York, <https://www.nbcnewyork.com/news/local/NYC-Ferry-Denied-Muslim-Families-Boarding-Over-Security-Issue-Complaint-563270222.html>

- Will videos and photos be analyzed using any other form of biometric analysis?
- Will data from the NG911 system be integrated into information flows analyzed by either the Domain Awareness System or Real Time Crime Center.

The answers to the forgoing questions are currently unclear, and they will depend on the countless design choices made during the development of NG911. It is essential that the City partner with impacted communities and civil society groups to ensure that the system we create will protect all New Yorkers.

III. Sanctuary City Protections

These queries bring me to my final topic: New York City's commitment to being a sanctuary city. The information collection enabled by NG911 potentially poses a risk to New York City's undocumented and mix-status families. The photos and videos submitted by bystanders could easily be scanned by U.S. Immigration and Customs Enforcement's ("ICE's") facial recognition systems. Within a matter of minutes, a bystander video could become a targeting point for ICE agents.

Unfortunately, New York City's 2017 sanctuary city laws largely exempt the NYPD, leaving them unbound by the privacy guarantees that we hoped would safeguard immigrant New Yorkers. Initiatives 1557-A and 1588-A enacted comprehensive protections against information-sharing with third parties, including the federal government, but then completely carve out information relating to law enforcement investigations.⁵ Similarly, these measures would not apply to any data received by the NG911 system in connection with a police investigation.

We must enact the statutory and regulatory protections to ensure that NYPD and other public safety agencies will never permit ICE or federal agencies who share information with ICE to weaponize NG911 against immigrant communities. As we have seen with numerous other bills pending before the council, data collection raises unique safety concerns for immigrant communities. These concerns motivated Introduction 1706-2019, which is currently pending before the Council, and which would prevent City agencies from adding radio frequency tracking chips to New York's IDNYC cards. As with potential aspects of NG911, the danger to our immigrant neighbors simply outweighed any conceivable benefit.

Rather than risk the sort of debate and controversy that has emerged with the IDNYC tracking chip, the agencies developing NG911 can prevent any public pushback before it starts by maintaining open lines of communication and robust avenues of engagement with impacted communities. Similarly, we believe that the Council's ongoing oversight will be essential in ensuring that this new platform helps every single New Yorker feel safer.

Let me be clear, I do not oppose NG911. Rather, I urge the City to integrate the safeguards against abuse, misuse, and mission creep that are needed to ensure NG911 remains a public safety protection and not a perpetual surveillance web. I thank you for giving me the opportunity to address this urgent issue, and I look forward to working with the Council on NG911 deployment.

⁵ N.Y.C. Admin. Code. § 23-1202(d)(1)(a) "This subdivision shall not require any such notification where the collection or disclosure is by or to the police department in connection with an open investigation of criminal activity;"

I would like to thank the New York City Council for allowing me to express my perspective today, and I would like to recognize the community members and allies who advocate for systems like Text-to-911. I hope we all support these incredible individuals who fight for pertinent structures like Text-to-911 in solidarity.

My name is Grace Schleck (pronouns in use: she/her/hers), and I am an 18-year-old, first-year student at Columbia University. I am hearing, and I identify as an ally for those who are differently abled. I am an American Sign Language student, as well.

I am a licensed New Jersey Emergency Medical Technician-B, and I have responded to emergency 911 medical calls for over two years in New Jersey as a volunteer. I support Text-to-911. As someone who responds to 911 medical emergencies, I believe Text-to-911 is unequivocally necessary to create equity and justice in healthcare and emergency preparedness. New York City must incorporate Text-to-911 as a part of its emergency response system. I believe Text-to-Emergency Services should be incorporated as a part of every 911 or comparable response system---regardless of state or nation.

Government officials have the duty to listen to their constituents and act upon their constituents' concerns to the best of their abilities. Many government and administrative officials are failing to effectively and efficiently implement important policies and systems like Text-to-911. Elected officials occupy the spaces now to maximize community organizers' and activists' impacts. Use the spaces you occupy as elected officials to do so. We entrust you as elected officials to advocate for people who do not hold your spaces. Our perspectives are incredibly impactful and needed. We ask you to include everyone in the conversation. Work alongside people---regardless of their ages or abilities---to successfully and quickly implement promised systems like Text-to-911. The activists and panelists demand change now.

As an Emergency Medical Technician and American Sign Language student, I support Text-to-911. It is a basic right for a person to contact emergency services when needed. I ask administrative and government officials and employees to listen to those who advocate for Text-to-911. Please work alongside community members to deliver your promises. Thank you.

Wednesday, November 13, 2019
Catherine O'Brien, Undergraduate
Barnard College of Columbia University
3009 Broadway, New York, NY 10027

Written Testimony for Text-to-911 Town Hall

After hearing the testimonies at yesterday's Text-to-911 meeting, I would like to express my support for the program and for those affected by the failures of the current 911 system. Text-to-911 is not simply an improvement to the current services; it is an essential modification to an inaccessible and ineffective system. Yesterday's discussion demonstrated to me how long and how hard the Deaf community and other groups have been fighting for this service, and how little has been done to meet their needs. There are over 2,000 Deaf individuals in New York City, and the city has been doing them a grave disservice by making this essential program utterly inaccessible. What is a Deaf person in a medical emergency to do? Yesterday, I learned of several horrific situations that have already occurred because of this failure of the 911 system, and the Deaf community cannot afford to lie in wait and in danger as this project continues to be postponed.

I myself have had to call 911 several times in my life. Once, when my mother and I were taking a walk, she began profusely bleeding as a result of uterine fibroids, and I had to call an ambulance. Luckily, the paramedics arrived within minutes and took her to the hospital, where she received the care she needed and was able to leave the hospital later that day. I cannot imagine what might have happened if I, like so many of those who testified yesterday, had not been able to call 911. What would have happened if my mother had sat for longer in her condition, letting out blood as I struggled to figure out how to get her medical attention? That is the unjust reality for New York City's Deaf community, and the city has an urgent responsibility to right this wrong.

One story that particularly stuck with me was one told by Genna Teitelbaum regarding a Deaf woman in a situation of domestic abuse. After surviving a violent incident from her partner, this woman was not able to call 911 to receive the medical attention she needed. Instead, she took the bus all the way to Teitelbaum's office in her condition to receive help. No one should be forced to go through what this woman did; all people should have expedient access to quality medical care, and New York is failing its Deaf residents in this manner.

Furthermore, in this and other situations of domestic violence, or in an active shooter scenario, the victim, whether or not he or she is physically able to effectively communicate over the phone, is not always able to have a phone conversation aloud because of the imminent threat. People in these situations may be hiding and risk being found out should they communicate aloud. They may also fear retaliation by the abuser or shooter and thus cannot take the risk that making a phone call poses.

Additionally, Text-to-911 is also essential for myriad other communities, including those with communication-related differences such as stutters, nonverbalism, or low English proficiency, who may not be able to effectively communicate over the phone.

There are so many situations and people for whom the current 911 services are simply not enough, and the city has waited too long to right these wrongs. I have reiterated the points made yesterday not with the intention of speaking over those who are affected by these issues, but to express my solidarity with them. In submitting this testimony, I am fulfilling my civic duty as a resident of New York and

making my voice heard to my government. I expect that my government, in turn, will listen to me and all of those who testified yesterday and implement this crucial program in a timely manner. This city is doing an injustice to vulnerable members of its community by postponing Text-to-911, and I will not stand for it.

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Grace Schleck

Address: _____

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Greg Whitman

Address: _____

I represent: G-One-Quantum

Address: _____

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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11-12-14

(PLEASE PRINT)

Name: Deputy Chief Richard Napolitano

Address: ①

I represent: WYPD

Address: _____

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THE CITY OF NEW YORK**

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[]

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in favor in opposition

Date: _____

(PLEASE PRINT)

Name: BRUCE JACOB

Address: 448 ROCKAWAY BEACH BLVD

I represent: COALITION OF THE ROCKAWAY

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

[]

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11/12/2017

(PLEASE PRINT)

Name: Albert Fox CARR

Address: _____

I represent: Surveillance Tech. Oversight Project

Address: 40 Rock St, NY, NY 10006

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

[]

I intend to appear and speak on Int. No. 7 Res. No. _____

in favor in opposition

Date: 11/12/19

(PLEASE PRINT)

Name: Genna Tettebaum

Address: 36 Richmond Ter Ste 205 SI NY 10301

I represent: SI Legal Services / LSNYC (disability justice)

Address: 36 Richmond Ter Ste 205 SI NY 10301

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 2 Res. No. _____

in favor in opposition

Date: 11-12-19

(PLEASE PRINT)

Name: Margaret Arnold

Address: 626 1st Ave #W22F NY NY 10016

I represent: CLIC Court Legal Interpreting

Address: Coalition

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Appearance Card

I intend to appear and speak on Int. No. 1 Res. No. _____

in favor in opposition

Date: 11/12/19

(PLEASE PRINT)

Name: Nicolyn Plummer

Address: Confidential

I represent: Barrier Free Living

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Luci Joseph Smith

Address: _____

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 3 Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Dennis Martin

Address: _____

I represent: Advocate

Address: 287 St. Nicholas Ave. New York, NY 10012

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 4 Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Vincent J. ...

Address: 620 East ...

I represent: Earl ...

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. 5 Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: LOURDES I. ROSA-CARRASQUILLO

Address: 841 BROADWAY # 301 301

I represent: CENTER INDEPENDENCE OF DISABLED, NY
CLIC

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11/12/2019

(PLEASE PRINT)

Name: John Paul Huges, Deputy Commissioner Dispatch

Address: Operations & Public Safety Technology, 9 Metrotech

I represent: FDNY

Address: 9 Metrotech Center

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11/12

(PLEASE PRINT)

Name: Christopher Schuyler

Address: _____

I represent: New York Lawyers for the Public Inter

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Rachel Larsen

Address: 2 Metrotech, 5th Comm

I represent: DO ITT

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11/12/19

(PLEASE PRINT)

Name: JOHN WINKER

Address: 175 Genivl St SI NY 10308

I represent: Do ITT

Address: 15 MTC Bklyn NY

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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Seb Formoso, Commissioner

Address: 2 Metrick 5th Floor

I represent: Do ITT

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11-12-19

(PLEASE PRINT)

Name: Assistant Deputy Commissioner Oleg Chernigovsky

Address: 1 Police Plaza, NY NY 10038

I represent: NYPD

Address: _____

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11-12-19

(PLEASE PRINT)

Name: Deputy Commissioner TASSICA TISCH

Address: 1 Police Plaza, NY, NY 10038

I represent: NYPD

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 11-12-19

(PLEASE PRINT)

Name: Maureen Belluscio

Address: _____

I represent: New York Lawyers For The Public Interest

Address: Disability Justice

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: KATHERINE BOUTON

Address: 180 Riverside Dr.

I represent: Hearing Loss Assn. of America

Address: _____

Please complete this card and return to the Sergeant-at-Arms

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Text to 911

Date: _____

(PLEASE PRINT)

Name: Mark Friedner

Address: _____

I represent: Disability Rights New York

Address: 25 Chapel St, 1005, Brooklyn

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Kelly Grace Price

Address: 534 W 87th St NY NY

I represent: Close Roles

Address: www.CloseRoles.org

▶ Please complete this card and return to the Sergeant-at-Arms ◀