

**OFFICE OF TECHNOLOGY AND INNOVATION TESTIMONY BEFORE THE NEW
YORK CITY COUNCIL COMMITTEE ON TECHNOLOGY**

Int 0138-2024 in relation to sign language public service announcements for persons who are deaf or hard of hearing on LinkNYC kiosks.

Int 0197-2024 in relation to requiring text to 911 and next generation 911 to be available in the designated citywide languages.

Int 0646-2024 in relation to accessibility for the deaf, hard of hearing, or deaf-blind community in the implementation of text-to-911.

November 25, 2024

Good afternoon, Chair Gutiérrez and members of the City Council Committee on Technology. My name is Robert Barbera, and I am the Deputy Commissioner of Public Safety and Emergency Management for the Office of Technology and Innovation (OTI). Thank you for the opportunity to discuss our progress on Next Generation 9-1-1 (NG9-1-1) and future opportunities to expand language access for our city's 9-1-1 system.

OTI, in collaboration with the New York Police Department (NYPD) and the Fire Department of the City of New York (FDNY), oversees the technology underpinning New York City's vast 9-1-1 system. Our city's 9-1-1 system is the largest and most complex emergency communications system in the nation, receiving over 9 million calls and handling nearly 45,000 text sessions a year. For several years, all three agencies have been collaborating to migrate the legacy 9-1-1 system to a modern, IP-based, all-digital network called Next Generation 9-1-1. This project is essential to ensure a resilient and modern technical foundation of one of our city's most critical services while continuing to provide essential, uninterrupted emergency response services.

The establishment of critically-needed modern infrastructure can also pave the way for other enhancements and benefits, including the acceptance of multimedia data (e.g., text, photos, video, etc.), improved interoperability between all public safety agencies that share a 9-1-1 system, improved call routing between neighboring jurisdictions, and greater accuracy when identifying a caller's location.

While we knew the full implementation of NG9-1-1 would take years, we also recognized the urgency behind establishing Text-to-9-1-1 within the legacy 9-1-1 system in the intervening period. To that end, we launched Interim Text-to-9-1-1 in June of 2020. Since then, NYPD has

fielded over 175,000 text sessions. Although NG9-1-1 has not yet been completed, the public has been able to text 9-1-1 for over four years, which has proven to be a worthwhile investment.

Since the last update we provided the Council and the public via our annual progress report on the implementation of NG9-1-1 pursuant to Local Law 78 of 2016, we had projected that the full launch of NG9-1-1 would happen by the end of 2025. We are still on track to achieve this goal, cutting over systems in phases. In October, we completed the cutover of the location database, which call takers use to identify the location of a caller. Just last week, we also began cutting over originating service providers from selective routing, which will happen incrementally through May 2025. Other core system components on track to be completed by July 2025 include: network core infrastructure services; 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; and the integrated solution for GIS data management, including the aggregation of address points and emergency service boundaries. Finally, call handling is on track to be fully cutover by end of December 2025.

I will now turn to the legislation on today's docket.

Introduction 138 would require a certain percentage of the city's public service announcements on LinkNYC kiosks to be in American Sign Language. Since my role at OTI focuses on the provision of emergency communications, I would have to defer to other colleagues on the merit of this particular proposal given the technical limitations of LinkNYC kiosks. However, I'd be happy to collaborate with NYPD and MOPD on a Text-to-9-1-1 public awareness campaign on LinkNYC kiosks as a way to test and evaluate how PSAs in ASL may be implemented in the future.

Next, **Introduction 197** proposes to require OTI to report on the future availability of Text-to-9-1-1 in the designated citywide languages. Today, onsite language translation support for 9-1-1 callers and texters is in Spanish, with other language translation services supported through Language Line. There is no anticipated change to language availability when the first phase of NG9-1-1 is completed next year. However, one of the major advantages of Next Generation 9-1-1 is that the foundation of a modern system allows us to evaluate newer technologies to continue to enhance callers' and texters' experiences. While our focus and priority at this stage in implementation is to make a seamless cutover to the new IP-based system, acquiring technology that would be able to translate texts to 9-1-1 in real time is in our roadmap for future enhancements. Reporting our progress on this endeavor can be folded into our existing reporting schedule to keep the Council and the public informed.

Finally, **Introduction 646** would require OTI to expand our annual NG9-1-1 reporting to include outreach efforts to D/deaf and hard-of-hearing experts, in addition to public education plans related to text-to-9-1-1. As mentioned earlier, Text-to-9-1-1 was fully implemented in June of 2020, and the complete cutover to Next Generation 9-1-1 will not significantly impact how the public interacts with the 9-1-1 system. Since we have already begun the cutover, we are not currently consulting any outside parties on requirements to include in the system when launched. However, as we look towards Phase 2 of NG9-1-1, we will be gathering information on potential future enhancements, which will include outreach to the D/deaf and hard-of-hearing communities. Our annual report has already included information about our consultation with deaf advocates to gather requirements for the Interim Text-to-9-1-1 solution. Therefore, we would agree to including information about such outreach in future reporting about the program.

Thank you once again for your attention to this critical program. I will now take any questions you have.

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Dear Elected Officials,

First, thank you for your servitude in these difficult times. We write on behalf of all the everyday people who are Havana Syndrome or Anomalous Health Incident victims - some knowingly and others unknowingly. With the glaring awareness of the benefits afforded to our diplomat counterparts, we certainly hold fast to the notion that one day, we too will be recognized and compensated. And one day, we'll be FREE again. FREE from torture, pain and invisibility.

Everyday People, Havana Syndrome Victims (EPHSV) is comprised of diagnosed Havana Syndrome Victims who have been unlawfully included in the TSDB, and subsequently targeted in various nefarious manners. These heinous crimes include, but are not limited to: organized stalking, smear campaigns, noise harassment, electronic assaults from directed energy weapons, nonconsensual human experimentation and Voice-to-Skull technology also known as V2K.

We, your constituents, are asking for a brief appointment to create a collaborative measure which would support our unique situation. Below is a sampling of who we are.

Please peruse each brief introduction and reach out to thejusticeactionmeeting@proton.me or thejamproject@proton.me to move forward with this initiative.

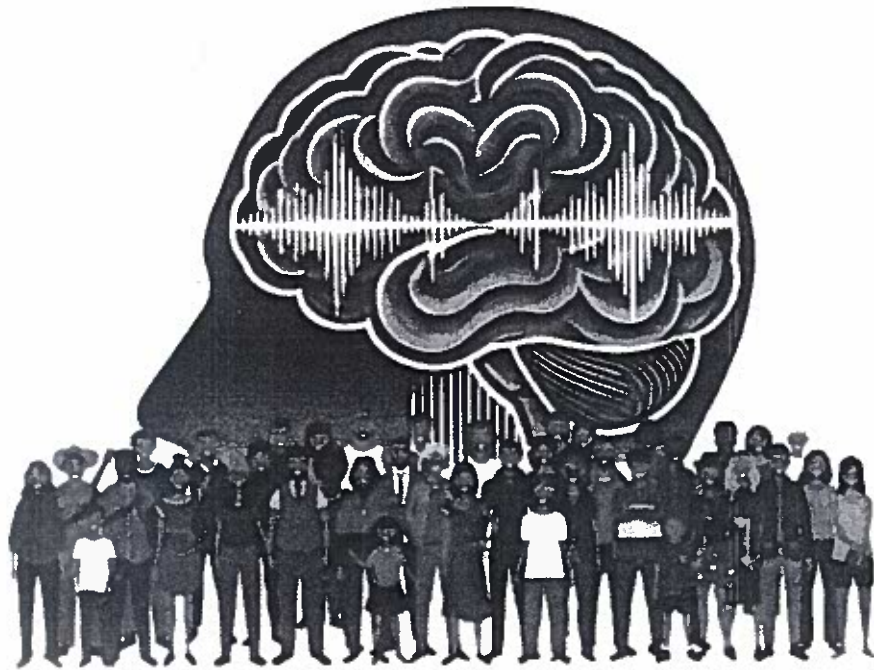
Thank you in advance for you interest, support and commitment to justice.

Signed with Sincerity,
Everyday People HSV
thejusticeactionmeeting@proton.me

HAVANA Act stands for "Helping American Victims Afflicted by Neurological Attacks".

References:

1. [New Report Assesses Illnesses Among U.S. Government Personnel and Their Families at Overseas Embassies](#)
2. [Microwave pulses caused bizarre 'Havana syndrome,' report suggests](#)
3. [Mystery Solved: 2020 NAS Report Links Diplomats Neurologic Symptoms from "Havana Syndrome" to Directed Microwave Radiation Similar to Electromagnetic Illness](#)
4. [DNI Haines and DDCIA Cohen established the IC Experts Panel on Anomalous Health Incidents \(AHIs\)](#)



**EVERYDAY PEOPLE WITH
HAVANA SYNDROME**

OCTOBER 2024

PRESS RELEASE

For Immediate Release

Gogi Justice
thejamproject@proton.me
thejusticeactionmeeting@proton.me
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One region in the United States of America adopting a proclamation to bring awareness to Havana Syndrome Victims during the month of October is a far cry from being adequate, but it's certainly a step in the right direction. "If San Buenaventura can make steps to bring awareness to the hurt and harm caused by directed energy weapons, why can't NY?" asks Feretta Odom.

To date, the government, general practitioners, and the powers-that-be, ignore claims of civilians who experience the same symptoms as diplomats. Yet, GoGi Justice, organizer of Everyday People Are Havana Syndrome Victims, remarks "it's a sad state of affairs when leaders are allowed to run from this controversial issue instead of taking a deep dive to rightfully divide the causes and begin to formulate solutions."

Diplomats who are diagnosed still face unwarranted circumstances when disclosing their truth. However, once revealed, it is validated. The average person is not so lucky.

Two members of Everyday People HSV, Sara and Torrey, have experienced major health crises over the past few years and report being grossly misdiagnosed, leading to improper treatment. Despite their clear symptoms of Havana Syndrome, they, like many others, are left invisible and without proper medical care.

In response, members of Everyday People HSV are taking action this October. The group will attend various town hall meetings, make calls, and write letters to encourage New York leaders to take a stand on behalf of Havana Syndrome victims. The group currently has 20 members diagnosed with Anomalous Health Incidents (AHI), also known as Havana Syndrome, and they are ready to share their stories.

Everyday People HSV is actively seeking interviews and support. For more information or to arrange interviews, please contact:

Email: thejamproject@proton.me



Proclamation

Whereas, Havana Syndrome are the first reported injuries of directed energy.

Whereas, Havana Syndrome was 1st reported in 2016 by United States American Embassy Workers, their family members, civilians and military personnel worldwide, where the injuries in some cases have been so profound that individuals have been forced to end their careers in public service prematurely.

Whereas, research has shown the injuries are as a result of directed energy, radio frequencies and possibly some form of pulsed microwave radiation attacks.

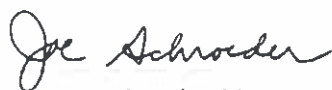
Whereas, the brave men and women of the United States Armed Forces, who proudly serve the nation and risk their lives to protect our freedom must be informed and reminded annually about the importance that they must report these symptoms, injuries immediately.

Whereas, Havana Syndrome injuries include debilitating cognitive impairment and long-term neurological damage. (Headaches, fatigue, hearing and vision loss, severe and debilitating cognitive impairment, soporific, tinnitus, brain fog, vertigo, hair breakage – from electroshocks, chills that feel like electric currents throughout the body, also loss of motor control, hot and cold flashes, chronic sinusitis and dry eyes. It also impairs thinking, reduced situational awareness, long-term neurological damage, brain injury, often accompanied by unexplained sounds of buzzing, grinding, or piercing noise. some victims have described being bombarded by waves of pressure in their heads. While a few reported sounds like an immense swarm of cicadas filling their heads. Others portray the effects as a wall of sound, in one place but not another, as if they are deliberately stalked. Several have stated hearing outside voices as if beamed into their head from some kind of voice weapon, with no way of turning it off, and cloud normal cognitive functions. Havana Syndrome injuries are complex, painful, and inconsistent).

Now, *Therefore*, I, Joe Schroeder, Mayor of the City of Ventura, do hereby proclaim October 2024 as Havana Syndrome Awareness Month in City of Ventura, California.

Whereas, despite its prevalence, Havana Syndrome remains shrouded in stigma, preventing many from seeking help.

Be It Resolved, the month of October each year is designated as "Havana Syndrome Awareness Month".



Joe Schroeder, Mayor
City of Ventura

October 1, 2024

Date



Mary Nelson, Delaware

A 65 year old retired member of the New York State and local Retirement System.

Pat Williamson, Indiana

I'm retired military, forced into retirement as a Real Estate Broker tortured since 2020 and discovered that relocating does not alleviate the problem.

Liliana De Lucca-Connor, New York

I'm a 72-year-old dual citizen of the U.S. and Argentina. For over 20 years, I have endured relentless electronic assaults and non-consensual experimentation. In 2023, I was diagnosed with Havana Syndrome, and I continue to fight for my rights and an end to these violations.

Feretta, New York

I'm a retired Analyst and I live in New York. For years I have suffered from tinnitus, pressure in my ears and head, headaches, confusion, memory loss plus other symptoms and being miss diagnosed. In December 2023, I was diagnosed with Havana Syndrome and we are asking to be recognized and to get the support needed.





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Testimony in Support of Expanding Emergency Resources for the Deaf, Hard of Hearing, and Deaf-Blind Community

November 27, 2024

To the Committee on Technology:

My name is Molly Senack, and I am testifying today on behalf of the Center for Independence of the Disabled, New York (CIDNY) as their Education and Employment Community Organizer. This testimony is supported by Sharon McLennon Wier, Ph.D., MEd., CRC, LMHC, Executive Director of CIDNY.

People with disabilities face often disproportionate barriers during emergency situations, because many of the things most impacted by emergencies- access to transportation, to healthcare, to food, to air that is safe to breathe, to shelter, etc.- already might require additional preparation and accommodation to use equitably. Whether the scope of the emergency is public or personal, there is still a disparity in the availability of accessible resources in times of crisis. Language access should not be an additional barrier.

The NYC Council is currently considering several bills that will expand language access to emergency resources and services for the over 175,000 New Yorkers who are deaf, hard of hearing, or deaf-blind:

- **Int 0138-2024**, which will require that 5% of LinkNYC Kiosk programming administered on behalf of NYC be used to provide information for the benefit of the deaf, hard of hearing, or deaf-blind community, including city resources available to them, and information on public service announcements in American Sign Language and text-to-911.
- **Int 0197-2024**, which will require text-to-911 and Next Generation 911 to be available in the designated citywide languages, and will require the publication of an annual report on usage of the service.
- **Int 0646-2024**, which will expand the reporting requirements regarding text-to-911 to include both outreach efforts geared to the hiring and retaining of accessibility experts in the deaf, hard of hearing, or deaf-blind community when implementing next generation 911 and those geared towards educating the public on the availability of next generation 911.

We ask the Council for their support in passing these bills, as they will help ensure that people with hearing-related disabilities have equitable access to resources that, while always crucial, become especially so when navigating emergency situations.

Thank you for your time and effort.

Sincerely,

Molly Senack (She/Her)
Education and Employment Community Organizer
Center for Independence of the Disabled, New York
Email: mсенack@cidny.org Phone: [REDACTED]

Disability Rights New York Urges the New York City Council to Pass Proposed Local Laws Int. 0197-2024 and Int. 0646-2024 to Make Text-to-911 Emergency Services More Effective and Accessible for People in New Yorker City.

Disability Rights New York (DRNY) submits the following in support of New York City Council's Proposed Local Laws Int. 0197-2024 and Int. 0646-2024.

DRNY is the Protection and Advocacy system for the State of New York and works to empower, protect, and advance the rights of individuals with disabilities. DRNY provides legal assistance and direct advocacy to people with disabilities who need accommodation. We advocate to ensure governments are providing necessary effective communication tools so that individuals who are deaf or hard of hearing can effectively communicate and receive information. We work to ensure that text-to-911 systems are effective and accessible to readily report emergency situations.

Text-to-911 is a vital service for those who have communication-related disabilities and who speak languages other than English.

Proposed Local Laws Int. 0197-2024 and Int. 0646-2024 require text-to-911 and Next Generation 911 be made available in all designated citywide languages and require the city to report publicly usage by language. Proposed Local Law Int. 0646-2024 also requires the City to incorporate individuals who are deaf, hard of hearing, or deaf-blind in the proposed transition and implementation process. This includes outreach efforts for hiring or retaining deaf, hard of hearing, or deaf-blind accessibility experts, information on deaf, hard of hearing, or deaf-blind subject matter experts hired or retained for the implementation of Next Generation 911, and a description of public education plans for informing people who are deaf, hard of hearing, or deaf-blind on the availability of Next Generation 911, including text-to-911.

By expanding language access and reporting requirements, and by incorporating people with lived experience and expertise in the creation and implementation, Proposed Local Laws 0197-2024 and Int. 0646-2024 enhance the safety of New Yorkers with deafness and hearing loss. DRNY supports this needed improvement to the city's text-to-911 system. We urge all Councilmembers to vote "Yes" on both Proposed Local Laws.

We welcome the opportunity to provide additional education or to speak about our position in greater detail. We are available at PAAT@drny.org or (518) 432-7861.



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**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: Deputy Commissioner ROBERT BERBERO

Address: _____

I represent: NYC OFFICE of Technology & INNOVATION

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: November 25 2024

(PLEASE PRINT)

Name: miakala [redacted] lead4humanity6

Address: [redacted] @gmail.com

I represent: globe.mil.org + lead4humanity

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: 11/25/24

(PLEASE PRINT)

Name: _____

Address: Raul Rivers

I represent: _____

Address: [redacted]

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