

The New York City Council

*City Hall
New York, NY 10007*



Meeting Minutes

Thursday, June 30, 2022

1:00 PM

Jointly with the Committee on Technology and the Committee on
Public Housing.

HYBRID HEARING - Council Chambers - City Hall

Committee on Governmental Operations

Sandra Ung, Chair

*Members: Gale A. Brewer, Shahana K. Hanif,
Lincoln Restler and Lynn C. Schulman*

Roll Call

Present: Ung, Brewer, Hanif and Schulman

Absent: Restler

Other Council Members Attending: Abreu, Menin, Schulman, Paladino, Kagan Ossé, Bottcher, Sanchez, Holden, Barron, Gutiérrez and Aviles

T2022-1506

Oversight - Ensuring Equal Access to 311 – Reviewing the Experience of Limited-English Proficient New Yorkers and NYCHA Residents.

Attachments: Committee Report, Hearing Testimony, Hearing Transcript

This Oversight was Hearing Held by Committee

Attachments: Committee Report, Hearing Testimony, Hearing Transcript

This Oversight was Filed, by Committee

Int 0055-2022

A Local Law to amend the administrative code of the city of New York, in relation to the creation of a separate 311 category for COVID-19 testing site complaints

Attachments: Summary of Int. No. 55, Int. No. 55, February 24, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-24-22, Minutes of the Stated Meeting - February 24, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 55, Int. No. 55, February 24, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-24-22, Minutes of the Stated Meeting - February 24, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Laid Over by Committee

Int 0167-2022

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

Attachments: Summary of Int. No. 167, Int. No. 167, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 167, Int. No. 167, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Laid Over by Committee

Int 0206-2022

A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter

Attachments: Summary of Int. No. 206, Int. No. 206, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 206, Int. No. 206, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Laid Over by Committee

Int 0240-2022

A Local Law to amend the administrative code of the city of New York, in relation to the department of information technology and telecommunications updating 311 complaint types and reporting on such updates

Attachments: Summary of Int. No. 240, Int. No. 240, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 240, Int. No. 240, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Laid Over by Committee

Int 0296-2022

A Local Law to amend the administrative code of the city of New York, in relation to the identification of languages spoken by callers to the 311 customer service center

Attachments: Summary of Int. No. 296, Int. No. 296, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Hearing Held by Committee

Attachments: Summary of Int. No. 296, Int. No. 296, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Introduction was Laid Over by Committee

Res 0068-2022

Resolution calling upon the New York State Legislature and U.S. Department of Housing & Urban Development to take strong action and increase NYCHA accountability by auditing the responsiveness of NYCHA managers to tenants.

Attachments: Res. No. 68, March 10, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-10-22, Minutes of the Stated Meeting - March 10, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Resolution was Hearing Held by Committee

Attachments: Res. No. 68, March 10, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-10-22, Minutes of the Stated Meeting - March 10, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

This Resolution was Laid Over by Committee