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COMMITTEE ON TECHNOLOGY

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CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON TECHNOLOGY

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September 29, 2022

Start: 10:09 a.m.

Recess: 10:13 a.m.

HELD AT: COUNCIL CHAMBERS - CITY HALL

B E F O R E: Jennifer Gutiérrez, Chairperson

COUNCIL MEMBERS:

Shaun Abreu

Robert F. Holden

2 SERGEANT-AT-ARMS: This is a microphone
3 check. Today's date is September 29, 2022, on the
4 Committee on Technology recorded by Steven Sadowsky
5 and located in Council Chambers.

6 CHAIRPERSON GUTIERREZ: [GAVEL] Good
7 morning. I am Council Member Jennifer Gutiérrez,
8 Chair of the Committee on Technology. I would like to
9 thank my Colleagues from the Technology Committee for
10 joining today, Council Member Shaun Abreu and Council
11 Member Bob Holden.

12 Today, we will be voting on three bills
13 related to New York City's 3-1-1 service. The package
14 of bills represent a step in improving New York
15 City's 3-1-1 service for all New Yorkers and
16 promoting transparency between the city agencies and
17 the public.

18 NYC 3-1-1 is the primary means of non-
19 emergency communication between New Yorkers and the
20 City and has proven absolutely critical to
21 maintaining quality of life in New York City, serving
22 millions of callers every year while being available
23 24/7. As New York City continues to grow and advance,
24 we must do our due diligence in ensuring that one of
25 its most important communication networks can

2 adequately support all its residents and all their
3 diversity. New York City is the most diverse city in
4 the world with more than 150 countries represented
5 and over 200 languages spoken in our five boroughs.
6 The strength and resilience we gain from our
7 diversity clearly demonstrates that every voice
8 matters, and we must do our utmost to continue
9 working to ensure that our city services are not
10 leaving anyone behind. Particularly with NYC 3-1-1,
11 perhaps the most public and interactive of our city
12 services, it is essential to engage with the public
13 to address their needs as well as increase
14 transparency so that the public can better understand
15 where and how their needs are being met. As such, the
16 City Council is voting on these three bills today.

17 Intro 206-A sponsored by Council Member
18 Ung requires the Commissioner of Information
19 Technology and Telecommunications to make publicly
20 available a dataset on the wait times experienced by
21 individuals who request an interpreter during their
22 calls to the 3-1-1 customer service center and would
23 also include information on the date and time of the
24 calls and the language requested by the caller for
25 interpretation services.

2 Intro 296-A sponsored by Council Member
3 Ung requires an implementation of a protocol for
4 identifying the languages spoken by callers to 3-1-1
5 and would also require the 3-1-1 customer service
6 center to annually update this protocol based on a
7 review of all calls for which interpretation services
8 were requested, the wait time exceeded 300 seconds,
9 and the center determined there was a failure of the
10 protocol. The center would be required to submit an
11 annual report on the protocol and any updates or
12 changes to the Mayor and the Speaker of the Council.

13 Lastly, Intro 240-A which I am sponsoring
14 requires that an agency head notify the Commissioner
15 and 3-1-1 of the possible need to update or add a new
16 3-1-1 service request or complaint type and would
17 also require 3-1-1 to submit an annual report on
18 newly added or updated 3-1-1 service requests or
19 complaint types along with the creation of a publicly
20 available dataset on public submissions of requests
21 to update or create 3-1-1 service requests and
22 complaint types. This dataset would be updated semi-
23 annually.

24 With that, I will now turn it over to the
25 Clerk to roll call.

1 COMMITTEE ON TECHNOLOGY

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2 WILLIAM MARTIN, COMMITTEE CLERK: Good
3 morning. William Martin, Committee Clerk. Roll call
4 vote Committee on Technology. Items are coupled.
5 Chair Gutiérrez.

6 CHAIRPERSON GUTIERREZ: I vote aye.

7 WILLIAM MARTIN, COMMITTEE CLERK: Holden.

8 COUNCIL MEMBER HOLDEN: I vote aye.

9 WILLIAM MARTIN, COMMITTEE CLERK: Abreu.

10 COUNCIL MEMBER ABREU: Aye.

11 WILLIAM MARTIN, COMMITTEE CLERK: By a
12 vote of three in the affirmative, zero in the
13 negative, and no abstentions, all items have been
14 adopted by the Committee.

15 CHAIRPERSON GUTIERREZ: Awesome. Thank
16 you. [GAVEL] Thank you so much. Thank you,
17 Colleagues. Thank you for waiting.

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C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date October 15, 2022