

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

Committee on Technology

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March 8, 2024
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HELD AT: 250 Broadway
Committee Room, 16th Floor

B E F O R E: Jennifer Gutiérrez, Chairperson

COUNCIL MEMBERS:
Erik D. Bottcher
Robert F. Holden

A P P E A R A N C E S (CONTINUED)

Matthew Fraser
Chief Technology Officer
City of New York City

Edwin Pemberton
Deputy Commissioner
Management and Budget
Office of Technology and Innovations

Chantal Senatus
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Gregory J. Morris
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Maximum New York, a Civic School

Alex Stein
Citizen of New York

2 SERGEANT AT ARMS Quiet please. Thank you. Good
3 morning and welcome to the New York City Hybrid
4 hearing of the Committee on Technology. Please
5 silence all electronic devices. If you have any
6 questions, please raise your hand, and one of us, the
7 sergeant of arms, will kindly assist you. Please at
8 no time during or after the hearing, please do not
9 approach the dais. Thank you so much for your kind
10 cooperation. Chair, we're ready to begin. GUTIÉRREZ

11 CHAIRPERSON GUTIÉRREZ: Thank you. Good morning,
12 and welcome to FY 25 preliminary budget for the
13 Office of Technology and Innovation, OTI, previously
14 known as the Department of Information and Technology
15 and Telecommunications or DoITT. I'm Jennifer
16 Gutiérrez, Chair of the Committee on Technology OTI's
17 fiscal 2025 preliminary budget totals \$775.2 million,
18 which includes \$161.5 million in personnel services
19 funding to support 1,504 full time positions. The
20 budget also includes nearly \$614 million in other-
21 than-personnel services, of which close to \$280
22 million is allocated to contractual services, the
23 majority of which is allocated for data processing
24 and equipment contracts. In the preliminary plan,
25 OTI's fiscal 2025 budget is \$8.4 million less than

2 its fiscal 2024 adopted budget. The slight decrease
3 of 1% is mainly driven by a reduction in technology
4 services.

5 Additionally, in the preliminary plan OTI's
6 budget introduces significant funding in fiscal 2025
7 for the Big Apple Connect, public safety IT services,
8 and the build out of a technology platform to support
9 the administration's effort on the asylum seekers
10 crisis.

11 At today's hearing we will examine many
12 components of the agency's budget and new projects to
13 ensure that New Yorkers and city agencies received
14 the service they deserve. We would like to focus on
15 a number of topics including funding changes included
16 in the preliminary plan, costs and services
17 associated with the care of asylum seekers, the
18 spending on the agency's capital projects. In
19 addition, we will review the agency's headcount to
20 ensure that the hiring freeze is not impacted
21 operations. And we'll hear from OTI on the update
22 status of the Big Apple Connect and MyCity portal.

23 And finally, we are looking to better understand
24 how our city is preparing safely to embrace the world
25 of artificial intelligence.

2 As always, I'm looking forward to an open
3 conversation with the city's CTO, Commissioner Matt
4 Fraser, on The City's strategy and budget plan moving
5 forward before we begin, there's no other member
6 today. So, I'd like to thank all of you as members
7 of the public and the administration for joining us
8 today. And I want to thank our committee staff for
9 their hard work including Florentine Cabore, Nia
10 Hyatt, Irene Byhovsky, Charles Kim Connor, and my own
11 staff, Anya Lehyr, and Anna Bessendorf. I'd also
12 like to welcome CTO Matt Fraser, Deputy Commissioner,
13 Chantal Senatus-- is that right, Senatus?-- and
14 Deputy Commissioner Ed Pemberton. And before we hear
15 from you all the Committee Counsel will swear you in.

16 COMMITTEE COUNSEL: If you could please raise
17 your right hand. Do you affirm to tell the truth,
18 the whole truth and nothing but the truth in your
19 testimony before this committee and to respond
20 honestly to Councilmember questions?

21 PANEL: I do.

22 CHAIRPERSON GUTIÉRREZ: Mr. Fraser, you can go
23 ahead.

24 MR. FRASER: Oh, fantastic. Good afternoon Chair
25 Gutiérrez and members of the City Council Committee

2 on Technology. My name is Matthew Fraser, and I'm
3 the Chief Technology Officer of New York City. With
4 me is Edwin Pemberton, the Office of Technology and
5 Innovations Deputy Commissioner for Management and
6 Budget, and Chantal Senatus, OTI's Deputy
7 Commissioner for Legal Matters.

8 Thank you for the opportunity today to speak
9 about OTI's fiscal year 25 preliminary budget, our
10 recent accomplishments, and our priorities for the
11 coming year.

12 At the beginning of his administration, Mayor
13 Adams signed Executive Order 3 to consolidate the
14 city's tech agencies into one entity, the Office of
15 Tech and Innovation.

16 Under the Mayor's leadership OTBI convene the
17 city's Information Technology cybersecurity privacy,
18 data, and analytics, and 311 employees under one roof
19 with a clear vision to make New York City government
20 run better and bridge that digital divide.

21 As the city's Chief Technology Officer, I'm proud
22 to lead the citywide projects that democratize access
23 to technology, improves the public interactions with
24 the city government, and help our fellow government
25

2 agencies leverage technology to accomplish their
3 mission.

4 This past year, we also doubled down on our
5 commitment to bridge the digital divide by expanding
6 Big Apple Connect, the nation's largest municipal
7 subsidized Broadband Program. Today we provide
8 access to free internet and basic TV to over 330,000
9 New Yorkers across 220 sites in NYCHA citywide. This
10 program enjoys a nearly 80% subscriber rate.

11 In addition to Big Apple Connect, we launched
12 Gigabit Innovation Centers in Brooklyn and Staten
13 Island. Now with one in each borough, the Gigabit
14 Centers enhance access to free internet, tech devices
15 and digital skills training for students, older
16 adults, and immigrants-- and immigrant workers living
17 in historically underserved communities.

18 This past fall, we released the nation's first
19 comprehensive municipal artificial intelligence
20 action plan. This broad-- This broad plan provides
21 the city agencies the necessary framework to evaluate
22 AI tools and associated risks, help city government
23 employees build knowledge and skills, and support the
24 implementation of these tools to benefit New Yorkers.
25 Within the first year we expect to start a complete

2 29 of the plans 37 key items. As recently announced,
3 we're moving full steam ahead with a crucial short
4 term foundational milestones of the AI action plan,
5 including establishing both and interagency steering
6 committee and an external advisory network, unveiling
7 key AI definitions and terms as part of the beginning
8 the AI Governance Policy.

9 There's much more to come on this soon, and I'd
10 be happy to continue to share our progress with
11 Council.

12 One year ago this month, we launched the MyCity
13 portal, a one-stop shop for essential services and
14 benefits with a simplified childcare subsidy
15 application that made it easier for working families
16 to check out eligibility apply for and track benefits
17 online.

18 Since MyCity's launch, over 50,000 accounts have
19 been created, and 32,000 applications have been
20 submitted resulting in more than 16,000 children
21 potentially receiving subsidies that may have
22 otherwise been difficult to attain or missed
23 altogether.

24 MyCity expanded with the redesign Jobs NYC
25 website, and the new business site, which features

2 the first citywide AI powered Chatbot to date. The
3 chatbot has fielded approximately 12,000 inquiries in
4 in the city's 11 most common languages.

5 Our efforts to leverage technology to make
6 government run better also includes the launch of New
7 York City Smart Cities testbed program in October.
8 This program streamlines and accelerates the process
9 of piloting emerging technologies that tackle major
10 challenges facing city governments in New Yorkers.
11 The initial testbed projects uses drones to lower
12 greenhouse gas emissions, and buildings and air
13 quality improvement monitors to measure real time air
14 quality.

15 We plan on announcing eight new pilots this year.

16 Behind the scenes OTI's also providing space to
17 upskill and reward our city's talented workforce.
18 Within the past year, our Cyber Academy program has
19 graduated employees from over 50 agencies, bolstering
20 the city's cybersecurity workforce and cultivating a
21 closer collaboration between city agents, city
22 agencies in New York City Cyber Command.

23 Additionally for the second year in a row OTI
24 spearheaded the haste innovation prize, which
25 celebrates excellence within city government-- within

2 the city government workforce. Last year 15
3 employees were rewarded with \$1,000 cash prize for
4 using cutting edge technology to improve services
5 across government. This year's winners will be
6 announced next week.

7 Before I get into the budget numbers I want to
8 highlight OTI success in promoting minority and women
9 owned businesses. In fiscal year 23 OTBI processed
10 315 MWBE procurements totaling more than \$245 million
11 in contracts. We also made the most frequent use of
12 any agency of the MWBE noncompetitive small
13 procurement method, capitalizing on the evolution of
14 citywide policies and initiatives and the recent
15 years to diversify the businesses and the business
16 owners receiving contracts from the city.

17 Finally, I'd like to briefly summarize OTI's
18 budget. OTI's fiscal year 25 preliminary budget
19 allocates approximately \$775.2 million and expense
20 funds of this approximately \$161.6 million are for
21 personnel services to support the 1,504 full-time
22 positions, and \$613.6 million are for other-than-
23 personnel services. The preliminary budget had a net
24 increase of \$44.7 million for fiscal year 24, which
25 is largely attributed to OTPs expense funding for

2 capital related projects or capital funding for
3 fiscal year 2025 totals \$227.9 million for projects
4 related to IT modernization, cybersecurity, 311 and
5 emergency communication systems upgrade. The fiscal
6 year 25 preliminary budget revenue plan is
7 approximately \$141.8 million for fiscal year 25.

8 As you're aware, the Mayor recently announced
9 that there will not be a PEG exercise in the
10 executive budget, and is lifting the full hiring
11 freeze, which will allow OTI to continue hiring for
12 the agency's needs. We are continuing to take
13 proactive steps to be good stewards of taxpayer
14 dollars. Last fiscal year, OTI launched nearly \$6
15 million and telecommunication Savings Initiative to
16 reduce the monthly cellular rates and deactivate
17 inactive wireless devices.

18 I thank the Council for the continued partnership
19 and ongoing efforts to leverage technology to build a
20 more connected, equitable, and safe city for all New
21 Yorkers. And I thank you for the opportunity to
22 testify today. I will now take councilmember
23 questions.

24 CHAIRPERSON GUTIÉRREZ: Thank you. Thank you,
25 Commissioner. And thank you to the team once again

2 for testifying this morning. I'd also like to
3 recognize committee member, Councilmember Bob Holden,
4 who is joining us remotely.

5 I'd like to start commissioner on new needs that
6 we're anticipating are just changes to the FY 25
7 preliminary budget. Can you provide any details on
8 the OTPS spending of the \$44.8 million according to
9 specific capital projects?

10 MR. FRASER: For that question, I defer to our
11 Deputy Commissioner for Management And Budget, Edwin
12 Pemberton.

13 CHAIRPERSON GUTIÉRREZ: All right.

14 DEPUTY COMMISSIONER PEMBERTON: Good afternoon,
15 Chair. OMB and OTI, we work on a capital plans. And
16 each capital project may have expense impacts. So,
17 at the time that we make the agreement on the-- on
18 the capital-- CP actually getting approved, the
19 money is added to your budget. So, \$44.8 million was
20 dedicated to 311 applications, cyber infrastructure
21 projects that was already in the queue. And that's
22 when the money is added. So, in addition to the
23 capital budget, the expense budget is added and
24 increased to support the CP request.

2 CHAIRPERSON GUTIÉRREZ: So-- But those new needs
3 are-- the capital projects are just 311 and Cyber
4 Command?

5 DEPUTY COMMISSIONER PEMBERTON: Right. Well,
6 there's like five-- five different projects, five
7 different applications.

8 CHAIRPERSON GUTIÉRREZ: Can you share what they
9 are?

10 DEPUTY COMMISSIONER PEMBERTON: So 311, including
11 in their capital request was \$104,000, was added to--
12 for their projects, applications, \$8 million was--
13 was added. Cyber had \$5.1 million added for Cyber.
14 Infrastructure had \$27.4, and Public Safety had \$3.9
15 million added.

16 CHAIRPERSON GUTIÉRREZ: Million. So, only-- 311
17 was \$104,000?

18 DEPUTY COMMISSIONER PEMBERTON: Right.

19 CHAIRPERSON GUTIÉRREZ: And do you know what
20 that's for specifically?

21 DEPUTY COMMISSIONER PEMBERTON: It was probably
22 tied to-- most-- most of the time, all capital
23 projects may be-- like, it could be 80% capital and
24 20% expense. So, the majority of that work would
25 probably be tied to maintenance.

2 CHAIRPERSON GUTIÉRREZ: Okay.

3 MR. FRASER: Yeah.

4 CHAIRPERSON GUTIÉRREZ: Is that right?

5 MR. FRASER: Yeah. So, over the last year, we
6 upgraded 311's backend systems, both from a
7 telecommunications and a case management perspective.

8 CHAIRPERSON GUTIÉRREZ: Mm-hmm.

9 MR. FRASER: So as Deputy Commissioner Pemberton
10 just pointed, after you complete these programs,
11 there is maintenance that goes along with that,
12 although the lion's share of the program was done
13 under capital funding, there's still some residual
14 expense funding to maintain licenses and services
15 that aren't capital eligible. So, that was added to
16 the budget.

17 CHAIRPERSON GUTIÉRREZ: Thank you, \$27.9 or \$27.4
18 million.

19 MR. FRASER: Yeah. 27--

20 CHAIRPERSON GUTIÉRREZ: Point 9?

21 DEPUTY COMMISSIONER PEMBERTON: It's about point
22 5.

23 MR. FRASER: 27.447.

24 CHAIRPERSON GUTIÉRREZ: Oh. It is my own
25 handwriting. Can you detail a little bit more?

1 MR. FRASER: Sure. So, from the infrastructure,
2
3 it's a pretty big bucket. So, over the last year we-
4 - we've had a number of programs that focused on
5 upgrading the city's infrastructure.

6 CHAIRPERSON GUTIÉRREZ: Okay.

7 MR. FRASER: We upgraded the city's backbone
8 network, and we took that from 40 gig to 100 gig. We
9 also made some upgrades to the infrastructure in the
10 backend in our data centers. So, we have a program
11 called FIN, the Foundational Infrastructure
12 Management program. That's taking all of the legacy
13 infrastructure out of the city and replacing that
14 with newer-- newer infrastructure that's under
15 support.

16 Now associated with those programs, each one of
17 those have maintenance or recurring maintenance costs
18 that goes along with that. As part of the capital
19 purchase, we may get licenses, or we may get an
20 initial year of support. But when you look at out-
21 year support, that funding typically isn't baselined
22 in the account until it's actualized. So, the new
23 needs funding that we got from an infrastructure
24 perspective went to cover licenses, services, and
25

2 maintenance for the equipment that we purchased and
3 we implemented over the last two years.

4 CHAIRPERSON GUTIÉRREZ: Okay. And then on the
5 safety-- or-- yeah--

6 MR. FRASER: Public safety?

7 CHAIRPERSON GUTIÉRREZ: Yeah, public safety.

8 MR. FRASER: Yeah. So, public safety is related
9 to the next gen-- next generation 911 upgrade.

10 CHAIRPERSON GUTIÉRREZ: Okay.

11 MR. FRASER: So there's components of that-- that
12 capital eligible, and there's also components that
13 are not, very similar to what you heard from
14 infrastructure and-- and 311.

15 So, the-- the money that was added was to cover
16 the non-capital eligible items as part of that
17 upgrade.

18 CHAIRPERSON GUTIÉRREZ: Thank you. And is there
19 a process for a prioritization for these specific,
20 like capital projects, for example?

21 MR. FRASER: Yeah, so the way that we try to
22 measure what we do first, it really depends on impact
23 to our constituency. So, we spent a lot of time
24 looking at the initiatives that we have in flight,
25 especially given some of our fiscal challenges due

2 to, you know, the migrant crisis. So, we've-- we've
3 shifted priorities around to focus on the things that
4 are most impactful to people. And we continuously do
5 that exercise to ensure that we're-- we're spending
6 money in the places that makes the most sense.

7 CHAIRPERSON GUTIÉRREZ: Are you-- How are you
8 determining that? Do you-- Does the agency have like
9 a specific matrix to evaluate impact on
10 constituencies?

11 MR. FRASER: So it's largely driven as-- OTI is a
12 tech authority. We work in concert with the
13 authorities that actually run the lines of businesses
14 to determine what's most important to them. So, we--
15 we, in many cases, outside of the tech space, any
16 decision or any program that we support is largely
17 driven by the constituency and their feedback-- our
18 agencies and their feedback around what's important
19 to their constituency.

20 CHAIRPERSON GUTIÉRREZ: Okay. And on Cyber
21 Command, \$5.1 million. Is that the same?

22 MR. FRASER: Yeah, so Cyber Command is
23 interesting, because a lot of that is the same, but
24 in some cases it may not be. A lot of the
25 cybersecurity tools are not-- Some of these things

2 are cloud based, and depending on how they're
3 procured, some of them may not be capital eligible.
4 So, in that Cyber Command, five point-- what was is?
5 What was the number?

6 DEPUTY COMMISSIONER PEMBERTON: Five point one.

7 MR. FRASER: Yeah. So the \$5.1 million, that may
8 actually include the acquisition of products that we
9 just couldn't share with-- with capital. So it's
10 maintenance.

11 CHAIRPERSON GUTIÉRREZ: So it's-- is it majority
12 expense?

13 MR. FRASER: Yes.

14 CHAIRPERSON GUTIÉRREZ: Majority expense. Okay.

15 And is there a particular reason with why the
16 agency is using capital dollars to replace expense,
17 and not the other way around? Like what-- like
18 you're doing with Cyber Command?

19 MR. FRASER: Well, some of the Cyber Command
20 services-- When you look at Capital eligibility, it's
21 determined by control of Directive 10. And directive
22 10 has parameters that allows us to capitalize some
23 assets, and others it won't. As the technology
24 landscape evolves and technology evolves, the
25 manufacturers of technology tend to shift licenses,

2 and the costs associated with those things, and the
3 things that are-- in the ways that are most
4 profitable for them. And that doesn't always align
5 with The City's capital procurement guidelines. So,
6 we just have to stay within the letter of the law
7 that we can.

8 CHAIRPERSON GUTIÉRREZ: Okay. And is this in
9 these buckets, is Cyber Command the only one that
10 really utilizes this funding swap in this way?

11 MR. FRASER: It really depends on the services
12 that we're procuring, but the vast majority of
13 services that are capital, we try to stay in that
14 capital bucket unless something makes them capital
15 ineligible.

16 CHAIRPERSON GUTIÉRREZ: Okay. kay. Can I ask
17 about Project Cupid?

18 MR. FRASER: Project Cupid? Sure, I'd also defer
19 to the Deputy Commissioner.

20 CHAIRPERSON GUTIÉRREZ: Yeah. No, no, please.
21 So, I just want to understand how the addition of \$1
22 million for licenses and technical support was
23 determined? And is there any new technology being
24 integrated? And just maybe tell us what it is just
25 for folks that don't know.

2 DEPUTY COMMISSIONER PEMBERTON: So Project Cupid
3 was a program that started during COVID. It was
4 pretty much for carrying online marriage licenses to
5 help people, you know, so they didn't have to
6 actually come in. So, it was-- it was definitely
7 something that was needed at that time. We're
8 carrying the oversight of the project. It's a system
9 build. We will engage with the City Clerk to help
10 build that program very quickly. And it's something
11 that we wanted to get funded as-- as the program, you
12 know, decisions are made whether to keep the program
13 going. We are getting reimbursed from OMB.

14 CHAIRPERSON GUTIÉRREZ: Okay. And -- the--
15 Well, I've heard pretty-- in the last like two years--
16 - I know the first year that it rolled out was a
17 little bumpy, but I've heard pretty good feedback
18 about it. But is the idea to maintain this as in
19 perpetuity that New Yorkers can attain their license
20 virtually using Project Cupid?

21 DEPUTY COMMISSIONER PEMBERTON: So we're working
22 with OMB and the City Clerk to decide exactly what
23 the future would be.

24 CHAIRPERSON GUTIÉRREZ: Mm-hmm.

2 DEPUTY COMMISSIONER PEMBERTON: And again, it was
3 a system that was just an interim process. So, City
4 Clerk will be working with OMB to decide how to keep
5 that program going.

6 CHAIRPERSON GUTIÉRREZ: Okay. Okay. So, you're
7 not sure or if it's going to be a permanent program
8 beyond 2025?

9 DEPUTY COMMISSIONER PEMBERTON: Right. We
10 support them. Right.

11 CHAIRPERSON GUTIÉRREZ: Okay, and so can you
12 tell me how the \$1 million for-- for Project Cupid
13 was determined? As far as-- that's what we have in
14 our-- I see that Commissioner Fraser is raising his
15 eyebrows. But can you tell me-- Yeah, how did you
16 land on the \$1 million for-- Especially not-- not
17 necessarily knowing that it's going to be permanent,
18 and if there's any new technology that you're going
19 to be integrated, or that will be integrated into the
20 program?

21 DEPUTY COMMISSIONER PEMBERTON: So the system was
22 built, and constantly there was enhancements, that
23 has to be done throughout the-- throughout the
24 process. So, as we maintain and actually interact
25 with City Clerk, we-- You know, we have consultants

2 who are actually taking care of all the enhancements
3 while the system is going. So, it pretty much pays
4 to support the system.

5 CHAIRPERSON GUTIÉRREZ: Okay, but-- And the \$1
6 million was proposed by OTI or the City Clerk?

7 DEPUTY COMMISSIONER PEMBERTON: It was proposed
8 by OTI to maintain the system.

9 CHAIRPERSON GUTIÉRREZ: Okay, so it's just for
10 maintenance?

11 DEPUTY COMMISSIONER PEMBERTON: Right.
12 Maintaining the current system that was built.

13 CHAIRPERSON GUTIÉRREZ: Geez. Okay. It feels
14 like a lot. And do you have any sense of how many
15 how-- what are the numbers? Like, how often-- Like,
16 what are the numbers of folks utilizing this
17 application for licenses? So, it feels like people
18 are trying to go in person, but...

19 DEPUTY COMMISSIONER PEMBERTON: Right. And we
20 did look into it with City Clerk, and there was
21 still, I'd say 40% people were using it.

22 CHAIRPERSON GUTIÉRREZ: Oh, 40%.

23 DEPUTY COMMISSIONER PEMBERTON: But then there
24 were some-- there were some issues on-- are these
25 people disabled? You know, we have to determine

2 before we turn it off what-- what's the impact to
3 society? So that's where it's-- it's back to how to
4 maintain this, maybe at a lesser cost. But to make
5 sure we-- we keep ability to have services for all.

6 CHAIRPERSON GUTIÉRREZ: Yeah. Do you have a
7 sense of when you will know if it's going to remain
8 as a permanent program?

9 DEPUTY COMMISSIONER PEMBERTON: Between now and
10 the Exec Plan?

11 CHAIRPERSON GUTIÉRREZ: Oh, okay.

12 DEPUTY COMMISSIONER PEMBERTON: So, we will-- we
13 will finalize who is going to maintain it and how
14 much projected services are impacted.

15 CHAIRPERSON GUTIÉRREZ: Wonderful. Okay, I think
16 it's a cute title.

17 I just want to ask about HRO or Housing Recovery
18 Office. The Mayor's Office of Housing Recovery
19 Operations, HRO, administers the Build It Back
20 Program, which has helped approximately 12,500
21 families recover from Hurricane Sandy. I know that
22 some agencies manage their own tech infrastructure.
23 What is the role of OTI related to homeowners'
24 services?

2 DEPUTY COMMISSIONER PEMBERTON: So HRO is under
3 OTI, and we received a million dollars this plan to
4 fund software licenses and telecommunication--
5 telecommunication costs.

6 OTI provides administrative services for this
7 agency, and we are definitely supportive of them for
8 all their systems, including HR functions, and those
9 things that they need for the administration.

10 CHAIRPERSON GUTIÉRREZ: It's just a million--
11 it's a million dollars for just administration,
12 administrative services?

13 DEPUTY COMMISSIONER PEMBERTON: Well, a million
14 dollars covers the software and licenses and
15 telecommunication cost that they need.

16 CHAIRPERSON GUTIÉRREZ: Okay. You've got
17 something to add?

18 MR. FRASER: That's right. So, HRO, the entire
19 office, there is the tech side of the operation, and
20 then there is the business side. As OTI does for
21 many entities, we serve the technical arm of the
22 Housing Recovery Office.

23 CHAIRPERSON GUTIÉRREZ: Mm-hmm.

24 MR. FRASER: So, when it comes to building their
25 case management system, when it comes to providing

2 them with support on the tech end of the spectrum,
3 that's where we come in for that office. And the
4 million dollars is-- is to support the licenses
5 associated with their CMS, and-- and the other
6 telecommunication services associated with that.

7 CHAIRPERSON GUTIÉRREZ: Okay. Great. Thank you.

8 I wanted to ask about other adjustments. The
9 preliminary plan included-- includes city funds, and
10 \$580,320 in FY 24, and \$1.5 million in FY 25, as well
11 as in the out years for costs associated with 13
12 additional information technology positions for the
13 Office of Economic Opportunity. Can you share a
14 little bit about what the rationale behind the
15 addition of 13 of those positions?

16 MR. FRASER: For the Office of Economic
17 Opportunity?

18 CHAIRPERSON GUTIÉRREZ: Yeah.

19 MR. FRASER: So what-- what essentially happened,
20 as we performed the consolidation, what we found was
21 there were a number of resources that were focused on
22 tech-related functions, but they weren't in a tech
23 agency. So, the Office of Economic Opportunity, they
24 had a number of data scientists that were working on
25 public-benefits-related programs. And instead of

2 having those data scientists live in an island where
3 they were only working with them-- with their selves,
4 we consolidated them with the Office of Data and
5 Analytics, and we pulled those resources in so that
6 they get to work on citywide programs using the same
7 tools and tactics that they would put in place on the
8 public benefit side and bringing that value across
9 the entire city's tech portfolio.

10 CHAIRPERSON GUTIÉRREZ: So they're working in the
11 Brooklyn office as well?

12 MR. FRASER: That's is correct. That is correct.

13 CHAIRPERSON GUTIÉRREZ: Okay. And what-- Can you
14 expand on what the type of positions that are going
15 to be added?

16 MR. FRASER: So they-- These were resources that
17 were already in place. So, they are database
18 analysts, they were-- they were data scientists, some
19 of them were systems engineers. These are resources
20 that are there.

21 CHAIRPERSON GUTIÉRREZ: So, these are not new
22 positions, necessarily?

23 MR. FRASER: Not new positions?

24 CHAIRPERSON GUTIÉRREZ: That's what I'm asking,
25 because you said that these were positions that were

2 already in place. My understanding was that it was
3 13 additional information technology positions for
4 the Office of Economic Opportunity.

5 MR. FRASER: Right. So, the 13 additional
6 positions that came into OTI were transferred from
7 another agency because they weren't at OTI.

8 CHAIRPERSON GUTIÉRREZ: So they were just-- I
9 see. I see. I see. Okay.

10 MR. FRASER: That is correct.

11 CHAIRPERSON GUTIÉRREZ: Okay, and then-- I'm
12 Sorry, I interrupted you-- the types of position you
13 said it's data analysts?

14 MR. FRASER: It's data scientists, business
15 analysts, folks that are working on building programs
16 and systems associated with-- with economic
17 opportunities portfolio. So we just-- we just
18 consolidated them into ODA.

19 CHAIRPERSON GUTIÉRREZ: Okay. I'd like to ask
20 about PEGs, specifically the-- the civil-- Civic
21 Engagement Commission. So, the preliminary plan
22 includes OTBS reduction of \$366,000 in FY 2024, \$1.6
23 million in FY 2025, and \$1.1 beginning FY 26. What
24 can you tell me about why CEC funding is reduced

2 through these fiscal years, particularly with the
3 upcoming citywide elections?

4 MR. FRASER: So, I would love to provide more
5 insight on that. Unfortunately, we can't do that
6 without the head of Civic Engagement Commission being
7 here.

8 CHAIRPERSON GUTIÉRREZ: Okay.

9 MR. FRASER: So, I would defer the Council to the
10 head of CEC to talk about the prioritization of the
11 efforts on that end.

12 CHAIRPERSON GUTIÉRREZ: Okay. Is there-- What--
13 Is there a connection between CEC and OTI though? Is
14 it you assist...?

15 MR. FRASER: So CEC headcount and-- headcount and
16 administratively sits under OTI, alright? It-- For
17 the City, it makes sense to have one-- fewer shops
18 that are focused on HR, fewer shops that are focused
19 on administration, and bringing them into one. So,
20 that's where they under OTI right now. But in terms
21 of prioritizing the business aspects of it, the CEC
22 works very closely with our Deputy Mayor of Economic
23 Development to sort of prioritize the things that
24 are-- that are important for them.

2 CHAIRPERSON GUTIÉRREZ: Okay, so you can't speak
3 to any of their budget.

4 MS. FRASER: Unfortunately, I cannot speak to
5 that without them present.

6 CHAIRPERSON GUTIÉRREZ: Okay. No worries. We'll
7 get it to them. Still in the preliminary plan
8 includes PEG savings of \$356k in FY 24 related to OTI
9 contracts that were renegotiated with vendors for
10 better rates and discounts. Can you share how that
11 PEG savings was calculated?

12 MR. FRASER: So what we-- what we basically did
13 was we took a look at our-- our largest contracts,
14 and we looked at the city's volume spend, and we went
15 back to the providers of the technology, the
16 providers of the services, and we renegotiated a
17 deal.

18 One of the things that we looked at as we put the
19 Office of Tech and Innovation together was the fact
20 that the city didn't take advantage of its total
21 buying power. So, every agency approached the
22 contract, every agency approached the vendor as an
23 individual entity. And because of that there was a
24 large disparity in the number of-- the volume of
25 discounts that we're getting as a city.

2 So, when we did simple things like taking a look
3 at our telecommunication savings, we went to the
4 major carriers AT&T, Verizon, and T Mobile, and we
5 renegotiated the amount that we're paying on just
6 pure wireless services. Our average discount across
7 the carriers went down by over \$5 a month. And those
8 total savings netted us in the tens of millions
9 annually, right? So, for us, I think, when you-- in
10 terms of how that was accomplished, it was looking at
11 the years where we spent the most, and just going to
12 renegotiate as the City, versus as an individual
13 entity.

14 CHAIRPERSON GUTIÉRREZ: And do you do-- did you
15 do the same with all your vendors or just with your
16 largest vendors?

17 MR. FRASER: So, we're in the process of doing
18 that across the entire spectrum. And in addition to
19 that, we're also looking at how we can get more
20 competitive agreements in place for services that we
21 know we're going to purchase, and services that we
22 purchased in large volume, instead of you know, the
23 traditional rates that we see on OGS or GSA rates,
24 getting them to become more competitive because of
25 the City size and volume.

2 CHAIRPERSON GUTIÉRREZ: Yeah. And from those
3 negotiations, have there been any, like best
4 practices or lessons learned from the way that the
5 city approaches these negotiations. Obviously this
6 year and last year with the pressure of a PEG, but
7 how are you thinking through the longevity of these
8 like negotiations moving forward?

9 MR. FRASER: So one of the things we put in place
10 across the city was a spend review, a _____ spend
11 review. So, any procurement that's going through
12 over, I believe, thresholds, of a million dollars,
13 they will-- the Office of Tech and Innovation gets
14 its eyes on it first.

15 CHAIRPERSON GUTIÉRREZ: Okay.

16 MR. FRASER: So, it gives us the ability to
17 create a catchall. So, if an agency is looking to do
18 an initiative, and one case we saw an agency looking
19 to purchase network equipment, and we were able, just
20 by reviewing the order, and renegotiating the
21 agreement, we were able to save over a million
22 dollars in terms of costs. Because we saw the volume
23 of discount that a large agency got. We were able to
24 bring that into smaller agency. So, in terms of the
25 best practices that we've seen, it's being more

2 mindful of where we're spending, and actually
3 reviewing the procurements before they go out, and
4 stop the process of every agency just buying on their
5 own, and leverage the City's total buying power.

6 CHAIRPERSON GUTIÉRREZ: On the-- In your opening
7 remarks you mentioned the successful promotion of
8 MWBE contracts. Can you share with any of those that
9 were in your \$245 million in contracts. Are these
10 new contracts? Or are these are included in, sort
11 of, the renegotiation for PEG savings as well?

12 MR. FRASER: So, I defer to the Deputy
13 Commissioner for Management and Budget.

14 DEPUTY COMMISSIONER PEMBERTON: So as the city's
15 threshold increases, we're allowed now to bring in
16 more vendors, and we're targeting MWBE vendors with
17 The Mayor's Office to make sure that they are getting
18 a fair share. What happens in our procurement role
19 is even though you're a prime contractor, we now are
20 requiring prime contractors to sub with MWBEs. So,
21 yes, they used to get 100% of a certain volume of
22 manufacturing products or services. We're adding in
23 requirements in these contracts that they must sub to
24 MWBEs. That helps grow the amount of participation
25 and program, plus we're pulling together smaller

2 groups of products to bid only to MWBE. So, we're
3 able to take information, data, and target these
4 smaller groups, and now have them to increase the
5 volume for the City.

6 CHAIRPERSON GUTIÉRREZ: So, thank you. And just
7 so that I understand the-- the sequence. I'm
8 certainly supportive of the 315 MWBE total
9 procurements. I think that's really great. The--
10 Did that come from the PEG savings assessment
11 specifically, where you're--?

12 DEPUTY COMMISSIONER PEMBERTON: No. No.

13 CHAIRPERSON GUTIÉRREZ: Okay. Okay. Do you have
14 a sense of how many vendors that were assessed under
15 the PEG savings program? Of them, how many of them
16 were MWBE vendors already existing, not part of the
17 new procurement?

18 DEPUTY COMMISSIONER PEMBERTON: Oh, we'll have to
19 get back to you. On the 356?

20 CHAIRPERSON GUTIÉRREZ: No, no. So-- No,
21 because the 356-- the 356 seems to me like it's kind
22 of a newer integration, which is great. I'm asking
23 specifically about the vendors that you were all
24 assessing as part of the PEG savings program. How

2 many of those that you're now renegotiating with are
3 MWBEs?

4 DEPUTY COMMISSIONER PEMBERTON: So we would
5 definitely have to come back to you with that.

6 CHAIRPERSON GUTIÉRREZ: Okay.

7 DEPUTY COMMISSIONER PEMBERTON: As I said, we
8 don't have it on hand.

9 CHAIRPERSON GUTIÉRREZ: Yeah. Okay. I would
10 like to-- no one else is here. Okay. I would like
11 to just shift over to asylum seeker support. I know
12 we've had a number of conversations around this. So
13 as much as you can expand. The preliminary plan
14 includes \$80.7 million in FY 2024, with the sum of
15 \$90 million in FY 2025 for costs associated with the
16 city's care for asylum seekers. And there is a \$60
17 million difference in funding between FY 2025
18 preliminary budget, and FY 2024 adopted budget of \$30
19 million. Can you explain the large increase, and
20 what it will cover?

21 MR. FRASER: So a lot of what's-- A lot of what
22 we're experiencing with the asylum seeker program is
23 that the rules and policies governing the program not
24 just at a city level, but at a federal and state
25 level are shifting. And as the landscape shifts, we

2 have to update the applications and services to both
3 track and enhance what we're providing to that
4 community of people.

5 For us, over the last year, we went from work
6 authorization all the way through the influx of
7 additional people coming in, and having more entities
8 involved in the pipeline. And due to those reasons,
9 we had to make subsequent updates to the system to
10 accommodate that.

11 The additional costs is to handle the projected
12 volume and the-- and the upcoming enhancements around
13 both city policies and federal policies around the
14 folks that are in this particular community. And
15 that's pretty much what that is: a reflection of
16 building a ship as you're driving it, right?

17 CHAIRPERSON GUTIÉRREZ: Yeah. So, okay. I-- So
18 I-- Maybe we're getting different numbers though,
19 because my understanding is they're projecting less--
20 less of migrants. So, I'm just curious on where you
21 all see the-- the increase of services or the-- the
22 increase in the budget, despite there being less
23 migrants expected.

24 MR. FRASER: Right. So, although there are less
25 people coming through the door, there's still a

2 significant number of people in the system. So, how
3 do you graduate people out of the system? Once
4 people are out of the system, how do you also
5 graduate them into short-term housing, long-term
6 housing? How do you graduate them into employment
7 options, so that they don't return back into the
8 system?

9 In addition to that, for everyone that's coming
10 in and coming out as the federal policies also
11 change, how do we stay in constant communication to
12 make sure that information is shared forward? The
13 business end of the aspect from the asylum seeker
14 program, I would love to go into further detail. But
15 we're limited because again, we operate the
16 technology arm.

17 CHAIRPERSON GUTIÉRREZ: Yeah.

18 MR. FRASER: The decisions behind what drives the
19 program, and what drives our priorities comes from
20 the portfolio for the Deputy Mayor of Health and
21 Human Services. So, I would think we would need a
22 consortium of people to talk about what-- what drives
23 those-- those priorities.

24

25

2 CHAIRPERSON GUTIÉRREZ: And are the services
3 purely technology? Yeah, that's the only thing in
4 there. Yup.

5 CHAIRPERSON GUTIÉRREZ: And can you expand a
6 little bit on what it is just from like
7 infrastructure at shelters, like devices, like what--
8 specifically what?

9 MR. FRASER: Sure. It's everything from the case
10 management system to the Wi Fi that's at the
11 shelters, to the underlying infrastructure that
12 provides telecommunication services so people can
13 maintain in contact and call back home.

14 CHAIRPERSON GUTIÉRREZ: Mm-hmm.

15 MR. FRASER: In addition to that, it may-- it may
16 provide devices. I mean, it's-- it's pure
17 technology.

18 CHAIRPERSON GUTIÉRREZ: And are shelters, does
19 part of the OTI contract also include any like IT or
20 technical support back at the specific locations, at
21 the specific shelters or HERRCs?

22 MR. FRASER: Yes, it does.

23 CHAIRPERSON GUTIÉRREZ: Okay. Do you-- Can you
24 share a little-- Just to aggregate what-- how much
25 funding goes where. So, do you have a sense of how

2 much funding is specifically for Wi Fi setup and how
3 much is specifically for the case management
4 application?

5 MR. FRASER: For the budget details, I defer to
6 the Deputy Commissioner for Management and Budget.

7 DEPUTY COMMISSIONER PEMBERTON: So, in that
8 budget includes facilities build-up from tent
9 operations to like-- as CTO Fraser just said,
10 telecom, Wi Fi, running-- running cables.

11 So, right now we have close to \$10 million, or \$9
12 million dedicated to just facility-related work.

13 Then, in addition to that, we have site costs,
14 which supports close another \$10 million. The rest
15 is-- is in more software and technology systems,
16 creating a tracking, case management system to
17 monitor the intake.

18 CHAIRPERSON GUTIÉRREZ: Okay. So about-- about
19 \$60 million is just for software maintenance?

20 DEPUTY COMMISSIONER PEMBERTON: Well, system--
21 system buildouts, especially when each-- each
22 facility has like different parameters that must be
23 built. So, when-- when you get to the site, there's
24 always these enhancement and modification to the

2 current system. So, it covers every time that they
3 launch a new site.

4 CHAIRPERSON GUTIÉRREZ: Sure. Sure. I'm just
5 trying to-- of the eighty-- \$81 million, let's say,
6 in the preliminary plan, I'm just trying to
7 understand what goes where. So based on your
8 response, around \$9 million is just for the facility?

9 DEPUTY COMMISSIONER PEMBERTON: The facility
10 buildouts, right.

11 CHAIRPERSON GUTIÉRREZ: Uh-huh. And then \$9
12 million is for the site?

13 DEPUTY COMMISSIONER PEMBERTON: The site costs,
14 support.

15 CHAIRPERSON GUTIÉRREZ: Okay, that's the-- that's
16 the application that they use for case management
17 or...?

18 DEPUTY COMMISSIONER PEMBERTON: I think more like
19 the-- the resources, personnel. And then we have
20 more software and technology that's built into the
21 remaining funds.

22 CHAIRPERSON GUTIÉRREZ: Okay, does that feel-- I
23 don't-- okay, I feel-- Do you have something to add?

24 MR. FRASER: Yeah. If you look at it in three
25 big buckets, we have-- when we arrive at a site,

2 there's building out an entire site. So, from the
3 moment we walk in, making sure that there's
4 connectivity, making sure that the cameras that are
5 in the site are actually operational, making sure
6 that people will have telecommunication services--
7 Like that's the site build out. Post site build out,
8 then there's also services that are-- that are
9 allocated to ensure that the things that are there,
10 keep running. So, we have resources on the ground at
11 each shelter, or each I shouldn't say shelter, but
12 each site, to ensure that if there are any issues
13 during normal operating hours that we have resources
14 that can help maintain and triage issues as they
15 arise.

16 And in addition to those two, you have the site
17 buildout, and you have the site maintenance, right?
18 Site buildout is the initial cost that it takes to
19 put everything up. Site maintenance includes the
20 monthly recurring costs to keep things running.

21 Plus this-- that includes professional services,
22 maintenance on the equipment, and the actual-- the
23 monthly recurring costs on network charges and things
24 along that line.

2 Outside of those two buckets, then you have
3 application development efforts, which build the
4 system that we commonly refer to as host. And that
5 builds-- that's the case management system that
6 manages between the three coordinating entities
7 within the City, manages the asylum seekers as they
8 come into the system and out of the system.

9 CHAIRPERSON GUTIÉRREZ: And then back in. Is it-
10 - It's the same application?

11 MR. FRASER: It's the same application.

12 CHAIRPERSON GUTIÉRREZ: Okay. Okay. Was-- Is
13 there any additional-- anything additional in those
14 examples where, as you know, there's the 30/60 day
15 rule now. Is there anything-- Did you have to
16 contract separately or any kind of a separate system
17 for after-- after those announcements were made, to
18 be-- to make sure we were capturing information for
19 these folks?

20 MR. FRASER: Yeah. So, as-- That's a very good
21 example. As the 30-day rule was put in place, the
22 60-day rule, as it was put in place for us, we had to
23 make updates to the system so that we could, one,
24 identify the population of people that were already
25 at that threshold, and how do we start a countdown

2 clock to make sure that anyone that was at that
3 threshold, that we could monitor them going forward;
4 make sure that anyone that came in, we kept a running
5 clock; and then if they showed up at a different site
6 after leaving one, that we could ensure that they
7 weren't-- they weren't getting duplicate benefits by
8 trying to use the-- the scale and volume of the
9 system to go to different sites to get that that
10 clock restarted every time.

11 So, we had to make updates in the system to look
12 at where people went, look at where-- how long they
13 had been there, and to ensure that across every
14 system, between DSS, NYSOM, and Health+Hospitals, the
15 three cordoning entities, making sure that between
16 all three of those places that we had one common view
17 at the same person coming in and out of the system.

18 CHAIRPERSON GUTIÉRREZ: Yeah. And so this-- Was
19 this an example of where you needed to-- was this--
20 Is this system in-house, or this is a vendor that
21 works on-- on the host?

22 MR. FRASER: It's a mixture. A mixture of the
23 two.

24

25

2 CHAIRPERSON GUTIÉRREZ: Okay. And was this an
3 example of like, we need to do more, so we're going
4 to have to pay more for this?

5 MR. FRASER: It's-- We've built something, and
6 now there's something that we've built that now needs
7 to change to conform to a new rule. And that-- that
8 has to be paid for. So, we had to upgrade. Yup.

9 CHAIRPERSON GUTIÉRREZ: Yeah. So we're paying
10 more to kick people out within 30 days?

11 MR. FRASER: Uh, I wouldn't say that we're--
12 we're paying--

13 CHAIRPERSON GUTIÉRREZ: We are. I get what
14 you're saying. But we are though.

15 MR. FRASER: I mean-- I mean, it's semantics.
16 You can say we are but doesn't necessarily--

17 CHAIRPERSON GUTIÉRREZ: You just said it. It's
18 not semantics.

19 MR. FRASER: No, that's not what I said. I said
20 we are we had to update the system to accommodate the
21 business process.

22 CHAIRPERSON GUTIÉRREZ: Right. Right. And then
23 I asked you, "Does that mean you're-- are we paying
24 more? Are we paying a vendor? Is it a combination
25 of OTI or a vendor that's managing this whole site?"

2 And are we having to do more, are we having to pay
3 more to be able to make those changes?" Which is--
4 that's fine, if that's what it is.

5 MR. FRASER: I mean, "paying more to kick people
6 out" is, I think, an oversimp--

7 CHAIRPERSON GUTIÉRREZ: We are paying more to
8 accommodate-- to respond to this rule.

9 MR. FRASER: We're-- We're paying more to conform
10 with new business policies--

11 CHAIRPERSON GUTIÉRREZ: Of the rule?

12 MR. FRASER: Of many rules.

13 CHAIRPERSON GUTIÉRREZ: Okay. I'm asking you
14 specifically about this one. My-- I mean, my concern
15 is the-- initially my-- amongst many concerns was,
16 yeah, it was-- Just how is it going to look when
17 people leave, you know, in the first round the
18 HERRCs, and then they're going to go to the-- St.
19 Bridget's, and then back. And so, in my head, I was
20 like, this just feels like it's like a lot more for
21 the folks kind of managing the system. So, that--
22 that's where I'm-- that's where I'm coming from.

23 MR. FRASER: Okay. So, I think a better way to
24 look at it perhaps is that if you have someone that
25 comes in to a system, then you have a catalogue of

2 city services that you ,can as they leave the system,
3 graduate them into shorter-term and longer-term care.
4 I think that's-- that's where we prioritize.

5 CHAIRPERSON GUTIÉRREZ: Yeah, I get I get The
6 Administration's perspective. I got it. I got it.

7 Can you share what the-- the vendors are that
8 you're working with, specific to the asylum-- asylum
9 response?

10 MR. FRASER: Sure. For that I defer to the
11 Deputy Commissioner for Management and Budget.

12 DEPUTY COMMISSIONER PEMBERTON: So the vendors
13 that we primarily use are MTX, IBC, Mason for
14 technology, and I think-- hold on a second. I think
15 that's probably the main three.

16 MR. FRASER: So our top 3 in terms of mainintaing
17 the host, the-- the case management system is MTX.
18 In addition to MTX, we have IBC which is used for
19 both QA support and data. And Mason, which was just
20 mentioned, is used for site buildout and
21 infrastructure. So, when you think about running
22 cable, there are Local 3 electricians.

23 CHAIRPERSON GUTIÉRREZ: When you get there.

24

25

2 MR. FRASER: Yes, they are Local 3 electricians
3 that go in the ground and actually run the cable for
4 us.

5 CHAIRPERSON GUTIÉRREZ: Oh, okay. Okay. And are
6 these vendors that you've contracted-- that you've
7 worked with before, that OTI has worked with before?

8 MR. FRASER: Yeah, so many of the vendors that--
9 Many of the vendors that are in place are vendors
10 that sat on city requirements contracts that have
11 experienced doing programs of similar size and skill.

12 CHAIRPERSON GUTIÉRREZ: Okay. But you had-- I'm
13 just-- there had been a vetting process, because
14 you'd had existing vendor relationships, is what I'm
15 asking, prior to the asylum response.

16 MR. FRASER: Right. Right. Right.

17 CHAIRPERSON GUTIÉRREZ: Okay.

18 MR. FRASER: So, there's a pre-vet to get on the
19 requirements contracts. And then depending on the
20 type of services, there's a bid to get someone in.

21 CHAIRPERSON GUTIÉRREZ: Okay. Um, there's-- and
22 MDX, I'm sorry, is the vendor that does host?

23 MR. FRASER: That is correct. They are one of.

24 CHAIRPERSON GUTIÉRREZ: Oh, okay. And then you
25 said, OTI does some of it as well?

2 MR. FRASER: OTI does some of it. It's a-- It's
3 an initiative that's run between-- Like, vendors
4 can't operate in a vacuum. So, we have city
5 resources that work in concert with them to develop,
6 deliver the systems.

7 CHAIRPERSON GUTIÉRREZ: And the contracts are,
8 how long-- for how long?

9 MR. FRASER: So it depends on each scope of work.
10 When we started the program, we did not know how long
11 we would expect to be there. So, I think, to get to
12 that level of detail, we'd be glad to go through with
13 the Council each contract and the date and the
14 duration of the contract, the end date. We can
15 provide a detailed list shortly following this.

16 CHAIRPERSON GUTIÉRREZ: Okay, great. And on MTX,
17 is this a vendor that you'd used-- in what capacity
18 had the city had a relationship with them? Do you
19 know, before?

20 MR. FRASER: I'd say our relationship with them
21 to actually be like any relationship that we have
22 with the vendor. They sit on a requirements
23 contract. Some of the notable work that they've done
24 prior to this includes work around our response to
25

2 COVID, which is prior to the start of this
3 administration.

4 CHAIRPERSON GUTIÉRREZ: Mm-hmm. Okay.

5 MR. FRASER: They helped build the recovery
6 portal that recovered the vaccination portal on the
7 COVID end. And then a number of other things across
8 the city, but that's the most notable thing of size
9 and scale.

10 CHAIRPERSON GUTIÉRREZ: Yeah, I've-- I think I've
11 heard of them. And is this particular contract with--
12 - this is-- Do you know if this one is a year?

13 MR. FRASER: [TO DEPUTY COMMISSIONER PEMBERTON:]
14 Do you?

15 DEPUTY COMMISSIONER PEMBERTON: Yup. One year.

16 MR. FRASER: It's a one year-- one year contract.

17 CHAIRPERSON GUTIÉRREZ: Okay. Okay. Do you have
18 a feeling-- Do you think that there is any use for
19 city agencies to use this technology, or just like
20 reconvert this system, when The City doesn't need to
21 use it moving forward?

22 MR. FRASER: 100%. So, I think a lot of what
23 we're building now is very similar. I mean, earlier,
24 we spoke about the Office of Housing Recovery
25 Operations. I mean, you look at something like

2 Sandy, it hits the city, you have billions of dollars
3 of damage, and there's no way to manage the recovery
4 of that effort. So, one of the lessons that we
5 learned post Sandy, was that instead of
6 decommissioning after, you know, you're finished with
7 the emergency, decommissioning of systems, figuring
8 out the agencies that should own it long-term and
9 build it into their operations to maintain it should
10 The City ever needed again.

11 So, a lot of the infrastructure that we're
12 building out is-- it lays foundational updates on
13 other systems, like CARES and other things like that
14 that manage our existing shelter system today.

15 Should we see something like this again, in the
16 future, we would have the capability to respond to
17 it.

18 CHAIRPERSON GUTIÉRREZ: Great. And my last
19 question on the asylum seeker support: With the
20 second phase of cuts on an asylum seeker cost, does
21 OTI anticipate there will be a reduction in asylum
22 seeker funding and the executive plan?

23 MR. FRASER: I defer to the Deputy Commissioner
24 for Management and Budget.

2 DEPUTY COMMISSIONER PEMBERTON: So we have worked
3 with OMB on some proposals, where we're trying to
4 reduce the cost of these spends. A lot of the costs
5 will be looked at as: Is there a way to either
6 renegotiate the current contracts, or re-bid certain
7 services included in some of these terms?

8 CHAIRPERSON GUTIÉRREZ: Do you anticipate-- How
9 much do you anticipate will be will be reduced?

10 DEPUTY COMMISSIONER PEMBERTON: Well that-- Well
11 that's-- that's the goal. We're trying to get to--
12 the Mayor announced reductions and we're trying to
13 meet those targets by renegotiating current contracts
14 or resource the thing via the proposals.

15 CHAIRPERSON GUTIÉRREZ: So, you're trying to meet
16 the--

17 DEPUTY COMMISSIONER PEMBERTON: The targets,
18 yeah.

19 CHAIRPERSON GUTIÉRREZ: Okay. I am going to
20 shift to Big Apple Connect.

21 MR. FRASER: I love that.

22 CHAIRPERSON GUTIÉRREZ: Okay. I want it to
23 succeed. I think-- I think I'm encouraged by what
24 you mentioned in your opening remarks: 80% of public
25 housing tenants, right? Just about?

2 MR. FRASER: That's correct.

3 CHAIRPERSON GUTIÉRREZ: --connected which is
4 great. Obviously, you know, we're in the longer
5 fight for ACP as well. So, I think Big Apple Connect
6 plays a really crucial role in maintaining
7 connectivity when federal dollars are-- are not-- not
8 serving the-- this particular need.

9 Our understanding is that the program has
10 expanded to cover all NYCHA residents. That is
11 correct?

12 MR. FRASER: That is correct.

13 CHAIRPERSON GUTIÉRREZ: All NYCHA developments?

14 MR. FRASER: That is correct.

15 CHAIRPERSON GUTIÉRREZ: That's great, but not--

16 MR. FRASER: With the exception of RAD.

17 CHAIRPERSON GUTIÉRREZ: Of RAD. Okay. Okay. So
18 roughly how many-- how many NYCHA developments is
19 that?

20 MR. FRASER: 220.

21 CHAIRPERSON GUTIÉRREZ: 220. Are there are
22 conversations about extending into developments, RAD?

23 MR. FRASER: So we've had-- we've had some
24 conversations on that front. As part of the

2 management agreement. There's a broadband, high
3 speed broadband--

4 CHAIRPERSON GUTIÉRREZ: The whole time?

5 MR. FRASER: There's a high speed broadband
6 entitlement that's a part of that. And we're trying
7 to examine, as the new-- as the management companies
8 take over how quickly can they provide that service,
9 or if they have something comparable? We don't want
10 to be in a position where the city is expending
11 capital through paying a management agreement that
12 includes the fees for broadband, and then we cover it
13 under the Big Apple Connect side.

14 So, it's a constant conversation, or there is a
15 conversation in place between NYCHA and those that
16 are taking over the management end to see what we can
17 do by pushing the program forward on that end as
18 well.

19 CHAIRPERSON GUTIÉRREZ: And is it NYCHA
20 specifically, or would it be through the individual
21 management companies at those NYCHA developments?

22 MR. FRASER: So the-- the agreements are extended
23 between NYCHA in the management companies, but the
24 commitment is in the agreement with the management
25 companies to provide the service.

2 CHAIRPERSON GUTIÉRREZ: Okay. So, at this point,
3 when the-- the 220 developments, which are all NYCHA-
4 non-RAD, they've all been connected as of FY 24?

5 MR. FRASER: That is correct.

6 CHAIRPERSON GUTIÉRREZ: Okay. And now, we did
7 see there's an increased budget for Big Apple Connect
8 in FY 25. Can you explain why?

9 MR. FRASER: Because as adoption goes up, we
10 incur additional costs. Remember what we pay
11 annually-- what we pay annually, we're not paying--
12 We only pay for what people actually consume. So,
13 that 80% adoption rate, that's what we're actually
14 incurring the costs for. So, as adoption continues
15 to increase, then the cost of the program will go up,
16 according with that, as well.

17 CHAIRPERSON GUTIÉRREZ: Okay. And then the
18 providers of the internet service remain Altice...

19 MR. FRASER: And Charter Communication.

20 CHAIRPERSON GUTIÉRREZ: And Charter. Okay. Has
21 there been any progress in working with Verizon or
22 any of the other providers or smaller providers?

23 MR. FRASER: It's a-- we-- the foundation of Big
24 Apple Connect is built off the city's cable franchise
25 agreement, because it's more than just broadband

2 connectivity. It is broadband and basic TV. We've
3 had conversations with Verizon, but in--
4 unfortunately, at this moment, we haven't been in a
5 space where the conversations have yielded anything
6 that puts us in a position to move in that direction.

7 Our foundational-- in addition to providing
8 connectivity, we have to be fiscally responsible.
9 And the providers that we are currently contracted
10 with allows us to provide the service at a cost that
11 The City-- The City can justify.

12 CHAIRPERSON GUTIÉRREZ: Okay. Does The
13 Administration plan to renew its contracts with those
14 two providers after the three year period concludes
15 next fall, this fall?

16 MR. FRASER: Its next fall.

17 CHAIRPERSON GUTIÉRREZ: Next fall. Are you going
18 to renew?

19 MR. FRASER: Yeah, so we-- Our intention is to
20 continue to maintain the service. We-- It's a
21 critical service. And as we saw during the pandemic,
22 and even in today's modern era, we had a couple-- a
23 couple of weeks ago, we had a snow day where kids had
24 to go home. Imagine being in public housing, you
25 went home and you didn't have access to broadband,

2 that's not a reality that any kid should face. So,
3 until we have a viable alternative to the program, we
4 will continue to push the program forward.

5 CHAIRPERSON GUTIÉRREZ: Okay, and just kind of
6 foreshadowing every year this program potentially
7 could-- could cost more every year.

8 MR. FRASER: You would reach a cap at a point
9 when you reach 100% adoption. And we have the
10 forecast for that number. For us, a lot of the
11 funding-- or the funding that supports Big Apple
12 Connect comes from legacy NYS1 funding. NYS-1 had
13 about \$42 million baselined in what was then DoITTs
14 operating expense budget and Big Apple Connect still
15 fall short of that baseline operating expense.

16 CHAIRPERSON GUTIÉRREZ: Thank you. And can you
17 share-- do you have it now-- what that would look
18 like with 100% connectivity?

19 MR. FRASER: We can go through the projections
20 and then we can go through the projections with
21 regular market increases, and we can provide that
22 after-- after this.

23 One of the things that we're talking about with
24 Big Apple Connect, I just think it's important to
25 emphasize: This administration, among the many

2 things that we've done, that was smart, we've made a
3 very smart decision with Big Apple Connect, because
4 as we can see, recently on the national level, ACP,
5 they've announced that funding will be discontinued.

6 CHAIRPERSON GUTIÉRREZ: Yeah.

7 MR. FRASER: So, at a time when we were pushing a
8 municipal Broadband Program there were many that said
9 we should rely on ACP. Many. And I think that the
10 residents of NYCHA and public housing in New York
11 City as that program sunsets, now live in a reality
12 where it doesn't mean their quality of life is
13 impacted. So, I think it's just an important thing
14 to know that's cool.

15 CHAIRPERSON GUTIÉRREZ: It's your flowers,
16 Commissioner.

17 Well, I think-- And we had that hearing, I think
18 probably in this room in the fall, the same day that
19 it was announced. And I think there was concern
20 about the-- the lifeline of what we could be-- what
21 The City was, was going to be able to pay moving
22 forward. Certainly with this ominous, like, we've
23 got to make cuts, cuts, cuts, obviously the
24 Administration's tune as changed because of, you
25 know, like, just different revenue. And I think,

2 certainly a priority from you and many colleagues
3 here of like this, "if it works, we want to be able
4 to invest in it." So, I think that was-- like a lot
5 of it was like, "Hey, ACP is out here."

6 But I agree, I think it's been a really good
7 system to ensure that-- that we're thinking about
8 connectivity for everybody, starting with public
9 housing tenants. Of course, I'd like to see more.
10 And I know we've had preliminary conversations where
11 the pocket of need is, yes, in public housing, but in
12 a lot of other parts of the city.

13 So, what is the approach there for-- I know, very
14 like, preliminarily, we're like, what about for
15 developments, like project based Section 8
16 developments that are-- I get it. It's-- we can
17 track it in that way. But how have those
18 conversations evolved since launching Big Apple
19 Connect? What is the agency thinking? How can they
20 do more?

21 MR. FRASER: So in addition to Big Apple Connect,
22 we have the LinkNYC program, where we also, in
23 addition to running the largest municipal in-building
24 broadband program, we run the largest municipal
25 public Wi Fi program. And that continues to be a

2 great success. I mean, month-to-month, we see usage
3 go up. We see the number of calls made from those
4 devices also go up. And in addition to that, we've
5 launched a Gigabit Center in every borough. I mean,
6 one in every borough is not enough, we'll continue to
7 push the envelope to see what else we can do in that
8 space.

9 And we're also looking at, as you mentioned,
10 programs like Section 8, how can we extend the plans
11 that we get with Big Apple Connect to buildings that
12 out that are eligible in that space?

13 We as a city, and as part of the Mayor's
14 administration, the Mayor ran on a working people's
15 agenda. And it's ensuring that the people of the
16 city that are our constituents, they benefit from the
17 capital that the city extends. To that end, we've
18 worked very closely with folks at public housing,
19 folks at HPD, folks at-- folks at the Office of
20 Economic Opportunity to take a look at services that
21 we render, where we can piggyback on those services
22 and also add digital services to that.

23 So, I think within the next year or so we're
24 going to make-- we're going to-- certainly within
25 next year, we're going to make some major strides in

2 many of these areas. And I'd be glad to give the
3 Council an update once we get to one of those points.
4 But we've got-- we've got we've got plans.

5 CHAIRPERSON GUTIÉRREZ: Yeah, no, I'm excited. I
6 think it's really important. We would love to hear
7 more about that. Certainly, the LinkNYC kiosks,
8 obviously, I think-- I think they're very helpful.
9 We've-- the city board has just been here a number
10 of times, and I'm really encouraged by kind of their
11 long-term thinking as well.

12 But I think the whole conversation around Big
13 Apple Connect, ACP even raised this very important
14 idea that it's-- it's like a utility. The internet
15 is not a luxury, right? And so, has OTI thought
16 about how to connect with those folks that are
17 enrolled in ACP, that are going to be, you know,
18 losing a service if they can't afford to keep it, to
19 pay for it on their own? Are you-- Are you thinking
20 through that? And are you all thinking about how to
21 capture that last 20% of NYCHA residents that are not
22 connected? What is-- What are some of the reasons--
23 And I had-- I've had some chats with Charter, for
24 example, but just curious, kind of like, what are

2 some of the reasons folks are not able to connect and
3 be enrolled in the program?

4 MR. FRASER: I think one of the big reasons is
5 the fact that we live in New York City and most
6 people are skeptical of anything that's free. So,
7 like, "You're give me a free service at no cost?
8 Nah, I don't believe it."

9 CHAIRPERSON GUTIÉRREZ: Yeah.

10 MR. FRASER: All right? Well, we've-- Over the
11 last year we gained a lot of momentum, especially in
12 the summer. We went out to NYCHA family days. We
13 had mass enrollment events. And because of that, and
14 working in concert with you and the members--

15 CHAIRPERSON GUTIÉRREZ: Yeah, we did.

16 MR. FRASER: --we were able to get the word out.
17 So, we're going to continue to push very heavily in
18 areas like through our community boards. We're going
19 to push using our community affairs arm. And we're
20 going to get out into developments with the TAs to
21 make sure that we make sure that people that don't
22 know the programs available, let them know that it's
23 available, and let them hear some of the success that
24 their residents and their partners have had. I think
25 tthat's-- that's going to be our path to success,

2 working to get mailers out under every door so that
3 they know that's available. It's going to be our
4 traditional, like, grassroots way, getting out and
5 knocking on doors.

6 CHAIRPERSON GUTIÉRREZ: Is that that engagement
7 piece, is that up to OTI or the particular service
8 provider in that development?

9 MR. FRASER: So it's-- it's a combination effort,
10 right? In the words of the Mayor, "If you don't
11 inspect what you expect, everything is suspect."

12 CHAIRPERSON GUTIÉRREZ: Ohhhh, god.

13 [CHUCKLES]

14 MR. FRASER: People like that, right? Yeah. All
15 right.

16 CHAIRPERSON GUTIÉRREZ: That's it. That's what
17 the laughing is about.

18 MR. FRASER: Yeah. I'm a student of Adams. But
19 if-- it's-- there's a lot of truth behind that,
20 right? If you don't inspect what you expect, it's
21 suspect.

22 CHAIRPERSON GUTIÉRREZ: No, no. I understand
23 that.

24 MR. FRASER: So we get out with the--

25

2 CHAIRPERSON GUTIÉRREZ: I'm just asking, like,
3 the role that I'm-- Like, you know, I didn't know
4 you guys had a good engagement arm, you know, OTI.
5 So, that was my question. And like-- yeah.

6 MR. FRASER: Sure. When I say an engagement arm,
7 we work in concert with the various agencies'
8 engagement arms. So, when I say community affairs,
9 there are Community Board meetings. And then we have
10 representatives from public housing, we have
11 representatives from public safety, we have
12 representatives-- when I say public safety, places
13 like NYCHA plus NYPD that have massive community--
14 community affairs arms, unifying the message around--

15 CHAIRPERSON GUTIÉRREZ: So it's stakeholders that
16 are doing that.

17 MR. FRASER: Exactly. Using them to magnify the
18 message.

19 CHAIRPERSON GUTIÉRREZ: And, okay. I think
20 that's great. Are there any-- Maybe I don't-- I
21 don't-- Maybe you don't have this today. But what
22 are some of the-- I'm just thinking about, like my
23 developments, for example, Borinquen, I think it's
24 like 82% of residents speak only Spanish, right?

2 So are you are you hearing that in those
3 developments? It's like maybe there's-- maybe it is
4 a language issue. Kind of, how are you looking to be
5 able to combat that? Is there any, you know,
6 households that are like, "We don't have devices?
7 So, like, why would we need the internet?" Again,
8 what happens with that information, once they're once
9 they've closed the door and they said, "We don't want
10 this." Is there anything captured from that
11 engagement that-- that you look at to be like, "We
12 really care about this household being connected,
13 these are some of the things that we can help with."

14 MR. FRAZER: Right. So, I'd like to say it's--
15 it's a good conversation to have. I feel like we're
16 a victim of our success. 20% left, we're going to
17 get in many cases, we have representatives that are
18 on the ground, that speak multiple languages. So,
19 when we have Charter Communications come out, or
20 Altice, they come out with support that-- that
21 supports more than just one language.

22 In addition to that the mailers, the flyers that
23 we have also come in multiple languages as well. We
24 don't-- I can't speak definitively about it. But I
25 can't tell you that I've heard or I've seen that

2 language is the barrier for adoption. I think it's
3 more about awareness and skepticism.

4 CHAIRPERSON GUTIÉRREZ: Yeah. I'm just curious
5 what it is. I'm not-- I don't know that it's just
6 language. But, what are--

7 MR. FRASER: I believe-- I believe it's
8 awareness. Some people may not-- may not be aware
9 that it's available. But in addition to that, I
10 think of that percentage, there's a large portion of
11 people that may be skeptical. Like they think that
12 there's a-- there's some cash that comes along with
13 the program.

14 CHAIRPERSON GUTIÉRREZ: Yeah. If you could-- I
15 mean, I don't know if this is like-- if this is done
16 through like surveys, but obviously one of the big
17 pushes here is digital literacy. And so curious if
18 in those engagements, either with stakeholders or
19 Charter or now Altice, if they're able to capture
20 instances where people are just like, "We don't-- we
21 wouldn't know how to like..." This is real. Like,
22 "We don't-- we don't know, we don't have a device."
23 Or, "I'm this-- I'm this, you know, age and I don't
24 want a device." I think it's going to help us
25 advocate for those programs at those-- at the

2 centers. It's just really important. So, I don't
3 know to what extent you can help with that. But I
4 think that would be really meaningful to have any and
5 all of that data, where it's like, we think there's
6 an issue of just like training and knowing how to
7 utilize this product and how we can help support
8 that.

9 MR. FRASER: Yeah. I think you-- you're spot on,
10 right? The challenge-- If you look at the digital
11 divide or digital equity, it's more than just access.
12 If you look at it-- there's an old proverb, a
13 biblical proverb maybe, "you give a person a fish,
14 they'll eat for a day, you teach them how to fish,
15 they'll eat for a lifetime." Giving somebody one-
16 time access to broadband walking into a center and
17 using a computer, that's a one-time thing. But then
18 giving them access in their home, giving them a
19 device where they can use it. And then giving them
20 the skills so that they know how to use the device to
21 get the things that they need, to get upskill, to get
22 employment, to do schoolwork, I think like that's--
23 that's the space that we need to get to.

24 So, I'm happy to say that across the public
25 housing space, we've solved the access challenge.

2 Access is now a thing that we can put on the back on
3 the back seat. Now we can look at how we can get
4 more devices in hands, and also bring some of those
5 skills programs together.

6 So, the folks in our franchise administration arm
7 are working very closely with the folks in workforce
8 development to see how we can get some of those
9 skills programs native into the developments
10 themselves. So, instead of having to travel
11 somewhere bring the program to you so that you don't
12 have to leave to get it. And then by doing that, you
13 may have more people that will partake because it's
14 local.

15 CHAIRPERSON GUTIÉRREZ: And who-- And I'm sorry,
16 who is doing this work? You said partners, or who
17 is...?

18 MR. FRASER: Yeah. So this work is being led by
19 Brett Sikoff on my team. He's my Director for
20 Franchise Administration.

21 CHAIRPERSON GUTIÉRREZ: I know him, yeah.

22 MR. FRASER: Yeah. Brett's a very good-- a very
23 good person.

24 CHAIRPERSON GUTIÉRREZ: He's hanging out back
25 there.

2 MR. FRASER: He's hanging out back there, but
3 he's also-- And this is-- this is where--

4 CHAIRPERSON GUTIÉRREZ: Is there-- Is it safe to
5 say there's a component of, like, literacy and
6 training that you are all taking on now?

7 MR. FRASER: 100%?

8 CHAIRPERSON GUTIÉRREZ: Okay.

9 MR. FRASER: 100%? Yes, there is.

10 CHAIRPERSON GUTIÉRREZ: Okay. This is new.

11 MR. FRASER: So, I-- It's a new approach,
12 because if you--

13 CHAIRPERSON GUTIÉRREZ: Specific to OTI. I know
14 that-- because in the past, there's agen-- you said
15 that there are agencies that do this, so... Okay.

16 MR. FRASER: Yeah. It's new for OTI to embark
17 into this territory. But if you want something that
18 you've never had, you have to do things that you've
19 never done. And that's-- that's what we're doing.

20 CHAIRPERSON GUTIÉRREZ: Got it. I'd like to
21 acknowledge Councilmember Eric Bottcher who's joined
22 us. Welcome.

23 And can you just-- For the households that are
24 currently enrolled with ACP, is there any specific
25 work that OTI is doing to keep them connected?

2 MR. FRASER: Yeah. So we're continuing to lobby
3 at the federal level to let them know how important
4 the program is. In addition to that, we're taking a
5 hard look at how we can get programs like Big Apple
6 Connect, at least the right plans, extended out.

7 Because of the ACP programs, most of these-- most
8 of the telecommunications providers have a lifeline
9 service package that gives you internet service at a
10 very, very low rate. But that internet service may--
11 may not be at the threshold that Big Apple Connect
12 this.

13 So, continuing to push the envelope with our
14 partners to see if we can get Big-Apple-Connect-like
15 services at Big-Apple-Connect-like rates available to
16 those that are using ACP, it may not be able to solve
17 the entire challenge, but it lightens the burden on
18 those individuals that are now losing a benefit that
19 they depend on.

20 CHAIRPERSON GUTIÉRREZ: Yeah. Yeah, absolutely.
21 Thank you. One second.

22 Yeah, I'm going to pass it to a Councilmember
23 Bottcher your his questions and give you a break.

24 MR. FRASER: Okay. I like this.

2 COUNCILMEMBER BOTTCHER: Good afternoon. The
3 preliminary plan includes \$2.7 million more for 311
4 operations in fiscal 2025 as compared to the fiscal
5 2024 adopted budget. What accounts for the increase
6 in the budget for 311 in particular.

7 MR. FRASER: So for 311, there's a number of
8 things that are not baseline and 311's operating
9 expense. During the-- during the pandemic, with the
10 increased call volume that we saw, and the wait times
11 that we saw, one of the things that we also brought
12 in was a third-party support vendor to help support
13 311 phone calls during that surge. So, we have
14 periods of times with 311 call volume searches, we
15 would bring in a third party vendor, they help feed
16 some of-- field some of those calls. And that gives
17 us the capability to bring down the total wait time
18 across the entire 311 call population.

19 And in addition to that, there's some upgrades
20 that we're making to 311's core systems. So, we
21 recently put some systems in place. Agencies have
22 policy updates that change the level of service that
23 people get out of 311. So, we also have to update
24 the back end to support that.

2 COUNCILMEMBER BOTTCHER: What's your opinion of
3 311? When you when you came in-- in January of 2022,
4 took a look at 311, what were your thoughts on it
5 then, and what areas of improvement do you think
6 existed then, and how do you think it's improved in
7 the last couple of years?

8 MR. FRASER: Okay, so I think one of the things
9 that you can look at as the stats around 311. So
10 every year for the last-- it's been more than the
11 last three years, but it's been the last decade:
12 every year consistently, public sentiment and
13 satisfaction around 311 has gone up. So, here's a
14 fun fact for those that don't know: Now you see--
15 you see, Councilmember, you got to-- you got to be
16 open.

17 CHAIRPERSON GUTIÉRREZ: [inaudible]

18 MR. FRASER: All right. So, I'll give you-- I'll
19 give you some fun facts around 311. 311, it's of
20 course, a call center run by New York City, but we
21 have the highest rating in terms of center
22 satisfaction with our call center agents than even
23 Fortune 50 companies and their call center lines.

24 Now there's a big difference between public
25 satisfaction with 311 and public satisfaction with

2 the service that they get as a result of calling 311.
3 The folks that are under the Office of Tech and
4 Innovation answer the coals, takes the information,
5 and routes it to the agencies. Public satisfaction
6 around how the agencies respond, are not as good as
7 they feel about the people who are answering the
8 phone calls.

9 So out of the surveys that we do, every person
10 that gets a 311 phone call, we give them an option to
11 participate in a survey. Nine out of ten people that
12 take that survey rates 311, call center agents, a 10-
13 - well, 10 is the top number, a 10. So, nine out of
14 ten people in New York that take that survey believe
15 that 311 call center agents are doing a great job.

16 Getting nine out of ten people in New York to
17 agree on anything is nothing short of a miracle. But
18 they agree that 311 is okay.

19 COUNCILMEMBER BOTTCHER: I love the 311 agents.
20 I think they're great. And they always have been,
21 they're really, really wonderful to speak to and
22 super helpful and responsive in my personal
23 experience.

2 But arguably a more important piece is what
3 happens after. And can you tell us what-- how your
4 surveys capture that level of satisfaction?

5 MR. FRASER: Yes. So we've recently put in a
6 dashboard across the administration so we can start
7 to take a look at public sentiment around our
8 response to 311 jobs. We call it our Resolution
9 Satisfaction Dashboard.

10 And very similar to how we rate our call center
11 agents after a call is concluded, after a service has
12 been marked as concluded, we send a survey out to
13 those that opt in so that they can give us their
14 level of satisfaction.

15 What you'd be-- you wouldn't be surprised to find
16 that their level of satisfaction with the work that's
17 been completed is very different than their level of
18 satisfaction with the call center agents, as you just
19 mentioned.

20 So, when we looked at this, we had the
21 information coming in, and we realized that there
22 wasn't a vehicle or a venue for agencies to look at
23 it. So, the Mayor has talked very publicly about a
24 program called NYC Stat, where he'd like the ability

2 to look at the operating metrics of The City so that
3 he can lead the city ship in a better direction.

4 Now, for the first time ever, we have a dashboard
5 where we can look at public satisfaction and
6 sentiment in real time around our responses to 311
7 jobs, and we can use that to correct some of that.

8 Now, there, there's a number of factors that come
9 into play here. I think some of them is a
10 misalignment in terms of in terms of expectations.
11 When the agency believes to be-- what an agency
12 believes to be a completed service, versus what the
13 public believes to be a completed service. And that
14 misalignment of expectation leads us into a position
15 where many people are not satisfied. So, I think the
16 dashboard gives us insight into how people are
17 feeling. And it tells us the story of what we can do
18 about our response to make that better.

19 COUNCILMEMBER BOTTCHER: Is the dashboard data
20 available on the open data portal?

21 MR. FRASER: So all data is available on Open
22 Data, but we-- we leave it-- it's open and people can
23 analyze it. But the dashboard that we built
24 internally, very soon we'll have a public version of
25

2 that that's coming out to the public and save
3 themselves.

4 COUNCILMEMBER BOTTCHER: Great. When do you
5 think that'll be ready?

6 MR. FRASER: I wish I could tell you when then
7 will be now, but I believe by the end of the second
8 quarter of this year. Latest by the end of third
9 quarter it'll be-- it'll be ready.

10 COUNCILMEMBER BOTTCHER: That's exciting. And
11 it'd be great to have a briefing of the
12 Councilmembers of how we could look at that and
13 interact with that. That'd be very helpful to us in
14 our district offices.

15 MR. FRASER: Sure thing. So, what we will do is,
16 following this, is we will set up a demonstration so
17 you can see how it looks, so you can see the feedback
18 that we're getting back, and we gladly give an early
19 preview to anyone that wants it.

20 COUNCILMEMBER BOTTCHER: Thank you.

21 MR. FRASER: Thank you.

22 CHAIRPERSON GUTIÉRREZ: Thank you. Thanks,
23 Councilmember Bottcher. I'd like to ask some
24 questions from Committee Member Councilmember Bob
25 Holden.

2 MR. FRASER: Bob Holden.

3 CHAIRPERSON GUTIÉRREZ: In his voice, okay? No.

4 [laughter]

5 No, I'm kidding.

6 First question is: Can you provide an update on
7 the current status of the implementation of Local Law
8 66 of 2021, particularly regarding the assessment of
9 the 311 interactive maps' location accuracy?

10 MR. FRASER: For that, I'll defer to my General
11 Counsel.

12 CHAIRPERSON GUTIÉRREZ: Local Law 66 of 2021.

13 DEPUTY COMMISSIONER SENATUS: Actually--

14 CHAIRPERSON GUTIÉRREZ: Do you know what? We're
15 going to pull it. Give it--

16 DEPUTY COMMISSIONER SENATUS: Great, thank you.

17 CHAIRPERSON GUTIÉRREZ: Alright. In the
18 meantime-- in the meantime let's-- let's come back.

19 Um, can I ask about the MyCity Portal.

20 MR. FRASER: Sure.

21 CHAIRPERSON GUTIÉRREZ: And thank you. I go to
22 do kind of an early mock simulation of the app, and
23 I'm, again, encouraged by the remarks in your opening
24 testimony about you know, how many people created
25 accounts, how many people applied, and how many

2 people have been connected to childcare, for example.
3 I think that's really positive.

4 Now, I understand that in the preliminary plan
5 the program is funded at \$6.2 million, and then in FY
6 2025 \$35.6 million less than FY 2024 adopted budget
7 of \$41.8 million. Can you-- Can you explain the
8 large decrease, and why?

9 MR. FRASER: So for the decrease in the specific
10 metrics, I'll defer to the Deputy Commissioner of
11 Management and Budget.

12 CHAIRPERSON GUTIÉRREZ: Yeah. And I can provide
13 more context. I just-- Those are the numbers that I
14 have, and the preliminary plan program is funded at
15 \$6.2 million for FY 2025, \$35.6 million less than FY
16 2024 of \$41.8 million.

17 DEPUTY COMMISSIONER PEMBERTON: Right. So
18 currently, OTI is funded at, like, \$41.8 million. We
19 are always reviewing budgets with OMB, because we--
20 we have to look at the overall cost. And so there's
21 never a final number for '25 until like, between, Jan
22 and Exec, we will be able to share what the new
23 projections will be in out years.

24 CHAIRPERSON GUTIÉRREZ: Sure. I mean, just \$35.6
25 million is significant. So, is there anything-- I

2 mean, we'll wait obviously for the Executive Plan.

3 It just seems like a really large gap, where \$35.6 is
4 projected in the preliminary plan. But do you have
5 any sense of why-- now why it's-- why there's such a
6 difference? Is there anything changing to the
7 surfaces or...?

8 DEPUTY COMMISSIONER PEMBERTON: It wasn't a
9 decrease. It was-- I think it was one-time funding
10 that was given to '24 and not extended in '25. So,
11 it's really just that OMB is constantly reviewing
12 each project, and funding is added to the plan on an
13 as needed basis.

14 CHAIRPERSON GUTIÉRREZ: So, do you-- do you have
15 a sense of what the cost to operate the app is right
16 now?

17 DEPUTY COMMISSIONER PEMBERTON: We're budgeted
18 for \$41.8, and that's the--

19 CHAIRPERSON GUTIÉRREZ: In FY 24, yeah.

20 DEPUTY COMMISSIONER PEMBERTON: For '24.

21 MR FRASER: When we look at the universe of
22 MyCity, MyCity isn't just one app or one service.
23 It's a collection, or consortium of services. So, we
24 have childcare, we have the business portal, and we
25 have the jobs portal, but behind that we have other

2 programs that were once independent programs that
3 have been pulled into the MyCity universe.

4 So, when we look at things like DataBridge and
5 legacy DataBridge that provides the data shared
6 between agencies, that the infrastructure surrounding
7 that is-- is decades old. And we're in the process
8 of upgrading those, and putting in things like Master
9 Data Management Tools, so that we can manage the
10 large amount of data that goes through the agencies.
11 And that's all covered under the MyCity universe,
12 because at the back end, you have to build a
13 foundation that's strong enough to support the future
14 mission and use that to support the existing stuff as
15 well.

16 CHAIRPERSON GUTIÉRREZ: Thank you. Um, I'm going
17 to just go back.

18 MR. FRASER: Sure. Sure.

19 CHAIRPERSON GUTIÉRREZ: Did you get any more
20 background on the Local Law?

21 I saw I saw a phone being passed around so
22 maybe...

23 [STAFF TALKING TO CHAIRPERSON]

24 Okay. So Local Law 66 of 2021 required DoITT to
25 conduct an assessment of the interactive map

2 accessible through the 311 website, or mobile device
3 application that is used for the intake of 311
4 service requests and complaints in order to determine
5 the feasibility. Can you update us on-- on--
6 particularly regarding the assessment of 311
7 interactive maps location accuracy?

8 MR. FRASER: Yeah, so we're currently working
9 very closely with our partners at-- at ESRI. And
10 we're taking a look at not just the 311 interactive
11 maps with New York City NYC maps. I mean, a lot of
12 that stuff, again, is infrastructure that was put in
13 a long time ago.

14 We are currently on the hunt for a unified
15 solution across the city that would give us one
16 mapping layer-- one map that would have multiple
17 layers that would provide every sort of-- every sort
18 of service, every sort of incident, anything that you
19 can see on the City end. And we're currently in the
20 scoping phase of that. I believe, we're maybe about
21 a year out from seeing something tangible.

22 CHAIRPERSON GUTIÉRREZ: Okay, and you're in just
23 in the scoping, but you've already assessed kind of
24 what needs to be upgraded?

25 MR. FRASER: Yes, we have.

2 CHAIRPERSON GUTIÉRREZ: Okay. Do you have a
3 sense of how far along you are in fixing the maps or
4 enhancing the maps?

5 MR. FRASER: So we're in the scoping phase. So,
6 at this moment, we have-- we have a direction that
7 we're setting, we have a set of requirements that
8 we're looking at, but we're looking at the level of
9 effort that it's going to take to do that. And then
10 prioritizing in concert with the other work that we
11 have going on where we can fit it in the pipeline.

12 CHAIRPERSON GUTIÉRREZ: Can you share any
13 technology enhancements that are being considered to
14 improve location accuracy for 311 and 911?

15 MR. FRASER: So ,on the foundational effort,
16 we're looking at things like, again, ESRI from a
17 mapping perspective. 911 is a completely separate
18 universe. When you get into next gen 911, additional
19 mapping capabilities will be included. Right now,
20 with 911, we have things like RapidSOS that gives us
21 enhanced location accuracy. But that's-- that's in
22 place, and that's been in place for the last, I'd
23 have to say, almost less half a decade. So, for us
24 looking at the foundational mapping tools, looking at
25 how we can pull in greater accuracy from that. I

2 think that's-- that's what we're looking at-- at the
3 moment.

4 CHAIRPERSON GUTIÉRREZ: And what are the primary
5 challenges in improving location accuracy? I know,
6 they're separate for 311 and 911.

7 MR. FRASER: I'd say the vast, the most
8 significant challenge, is the infrastructure and the
9 services that they're dependent that are used to
10 provide that. A lot of that stuff is in house, it's
11 housed-- it's in house, and it's on legacy operating
12 systems, legacy versions of stuff, and it requires a
13 significant uplift to replace the infrastructure and
14 replace the underlying technology. So, it's-- if it
15 was a cloud service, it'd be a lot easier to upgrade.
16 Because it's-- it's not, it's going to take us some
17 time to rip and replace.

18 CHAIRPERSON GUTIÉRREZ: In replacing those like
19 legacy... products?

20 MR. FRASER: Components?

21 CHAIRPERSON GUTIÉRREZ: Components. Excuse me.
22 Is that part of the-- Is that being addressed as part
23 of the scoping process?

24 MR. FRASER: That's exactly what's-- what we're
25 looking at as part of the scoping.

2 CHAIRPERSON GUTIÉRREZ: Okay. How does OTI
3 collaborate with other city departments or emergency
4 services and telecommunication to enhance location
5 accuracy?

6 MR. FRASER: So OTI and the City at large works
7 very, very closely with the FCC, in terms of looking
8 at location accuracy, looking at how we can use
9 spectrum to the best ways possible. We constantly
10 work with our carriers to see tools and techniques
11 that are available to give us better-- a better sense
12 of where someone actually is. I mean, with E-911,
13 and other tools like RapidSOS, where a phone, if it's
14 not giving you a great location, being able to pull
15 down to the nearest cell tower to see where that
16 phone actually is, I think those capabilities we have
17 in place today. And location accuracy is highly
18 dependent on the device that's actually providing it,
19 right?

20 If you're looking for mapping accuracy, and
21 making sure that things are plotted in the right
22 places, ESRI and tools like that take care of
23 ensuring that we have a common mapping layer, we have
24 a common GIS layer, things are provided in the right
25 places. But a large part of what we need to

2 determine where someone is, are things that are
3 outside of our control and working with our partners
4 to get that.

5 CHAIRPERSON GUTIÉRREZ: Right. Is that-- Some of
6 the feedback that you've received, how are you
7 incorporating user feedback into improving these
8 services?

9 MR. FRASER: So, I--

10 CHAIRPERSON GUTIÉRREZ: This is really important
11 to Councilmember Holden. He's-- He's emphasized
12 multiple times.

13 MR. FRASER: Yes, Councilmember holding is-- is
14 very passionate about making sure that we get it
15 right.

16 CHAIRPERSON GUTIÉRREZ: Mm-hmm.

17 MR. FRASER: So, one of the things that we we've
18 done since become the Office of Tech and Innovation
19 is we we've launched a user centric application
20 development model, right?

21 CHAIRPERSON GUTIÉRREZ: Okay.

22 MR. FRASER: So, what that means is, instead of
23 building and then bringing someone in, we bring
24 someone in first, or we bring in a consortium of
25 people in first to say, "What's broken about this,

2 and what can be better?" And we use that feedback to
3 drive the initial design and the initial
4 recommendations around what processes we change. We
5 bring them back in and say, "How do you feel about
6 the look?" And we do all of that before we start
7 building. And then as we build, we continue to bring
8 people in so that we can get their feedback in terms
9 of the direction of the way the system was going.

10 When we did MyCity, that approach was very much
11 the same way. We brought the public in. We said,
12 "What's broken about childcare? What do you not
13 like? What do you expect? What's a good example of
14 a system that you interact with that you have a lot
15 of success with when you're applying for something?"
16 And as we built, we continuously brought the people
17 back in. "How do you feel about it? And how should
18 we change it?" So the user-centric application
19 development model is what we're doing around
20 incorporating customer feedback.

21 CHAIRPERSON GUTIÉRREZ: Okay. And, to conclude
22 Councilmember Holden's questions: Are there any
23 financial constraints that could impact improving
24 location services, and have you looked at other
25

2 cities to see what they're doing to accomplish the
3 same?

4 MR. FRASER: So we certainly work with other
5 cities, and we have a strong relationship with many
6 of the big cities across the nation. And if there
7 are any financial constraints, I think with the last
8 year, or the last, I'd say, the last four years have
9 shown us since COVID came, we can't predict what we
10 can't see. So, that-- there could be a condition
11 under which funding has to be re-- reprioritized in a
12 different direction.

13 CHAIRPERSON GUTIÉRREZ: What um-- Yeah. What
14 cities? Are there any ones that jump out at you?
15 What are, like--

16 MR. FRASER: We're very close with cities like
17 Chicago, LA, Atlanta. It's like we're the big-- the
18 biggest cities in the country, we communicate with
19 very often.

20 CHAIRPERSON GUTIÉRREZ: Okay, okay, thank you.
21 I'm back to MyCity. What-- You mentioned the
22 services that are available are-- it's childcare,
23 small businesses, and jobs.

24 MR. FRASER: That's correct.

2 CHAIRPERSON GUTIÉRREZ: Currently. Which are
3 the-- Which ones are pending?

4
5 MR. FRASER: So we have-- In the pipeline, we've
6 got some upgrades that we're making to each one of
7 those. So, I think when you look at jobs, jobs came
8 out in multiple facets. It's one of those that were
9 looking for employment with the City. And then we
10 brought a jobs front door portal live recently, where
11 if you're an employee looking for talent, you can
12 look at-- we can get you connected. So, you can look
13 at those that applied to the city to see if they're
14 eligible for something that you're looking for.

15 In the childcare phase, we did initial-- initial
16 applications. Now we're doing renewals, and soon
17 we'll be looking at conjunctive eligibility. You
18 apply as for something else, and whether you-- if you
19 also will be eligible for childcare, we'll be looking
20 at that too.

21 Beyond that, we have-- we're looking at housing
22 benefits is the next frontier.

23 CHAIRPERSON GUTIÉRREZ: Housing...?

24 MR. FRASER: Housing benefits, alright?

25 CHAIRPERSON GUTIÉRREZ: Oh, okay.

2 MR. FRASER: So, things like SCRIE, DRIE, looking
3 also at like, how we can unify the application for
4 other programs like Section 8 and stuff like that,
5 and get them under an umbrella.

6 CHAIRPERSON GUTIÉRREZ: And will ACCESS HRA
7 remain separate-- as a separate city application?

8 MR. FRASER: At this moment, to say that will be
9 true definitively, I can't tell you at that moment,
10 but what I would say is every system that renders
11 benefit in some way, shape, or form we're currently
12 assessing to see how we can get one integrated
13 experience.

14 CHAIRPERSON GUTIÉRREZ: Okay. Okay. Now, you
15 mentioned potentially incorporating SCRIE injury.
16 These are state programs for the most part, outside
17 of Mitchell Lama. Are you-- Is OTI utilizing any
18 state subsidies or-- or state funding for the out
19 years for this?

20 MR. FRASER: Yeah. So, we-- we are always
21 exploring opportunities to leverage state capital
22 where we can. It-- This won't be the first time
23 we're doing something that operates at the state
24 level. When we did childcare, childcare is a program
25 that might be-- that might be facilitated by the

2 City, but the rules governing it is managed at the
3 state level. So, even for the childcare portal,
4 because we were bringing in information on the state
5 form-- not State Farm the insurance company, but the
6 state form, we had to pull that in through state
7 approval processes.

8 CHAIRPERSON GUTIÉRREZ: Right.

9 MR. FRASER: So, very similarly, as we look at
10 SCRIE and DRIE, or anything that touches on the state
11 end, and we will work hand in hand with our partners
12 in the State to ensure that it aligns with their--
13 with their standards.

14 CHAIRPERSON GUTIÉRREZ: And in those instances,
15 is the State providing any kind of funding to the
16 City to be able to have that live on the MyCity
17 portal?

18 MR. FRASER: Outside of the funding allocated to
19 the benefits that might trickle down from the State,
20 specific funding to support application development
21 efforts and not being provided by the State.

22 CHAIRPERSON GUTIÉRREZ: Okay. Now, in the past
23 testimony, maybe like a year and a half ago, or over
24 a year, there was conversations in your testimony

2 about the MyCity app being maintained entirely in
3 house. That that is not the case anymore?

4 MR. FRASER: Yeah. Victims of our success is
5 what I would say to that.

6 CHAIRPERSON GUTIÉRREZ: And so my understanding
7 is that the city has entered into a number of
8 contracts, right?

9 MR. FRASER: We have.

10 CHAIRPERSON GUTIÉRREZ: okay. How-- How much is
11 the actual spending for the development of MyCity?

12 MR. FRASER: So, we can go through a financial
13 analysis with Council, but what I'd say is that
14 answer is very complicated.

15 So, if you're looking at development, that's
16 exclusive to MyCity that's-- that I believe as Ed
17 pointed out-- or Deputy Commissioner of Management
18 and Budget, we have about \$41 million earmarked, but
19 even within that \$41 million, a lot of the services
20 that are built on a foundational level will go to
21 support things that are-- that are traditionally
22 outside of the MyCity universe.

23 So, I think to go-- we can-- we can break it down
24 piece by piece and show you how the numbers add up.
25 And part of the reason why we had to supplement the

2 workforce was because we wanted to ensure that we--
3 as we put forward other programs, we didn't lose
4 inertia behind the things that would impact the-- our
5 constituents the most.

6 So, childcare moved forward, Big Apple Connect
7 moved forward, jobs portal moved forward, chatbot
8 move forward, and everything moved forward at a time
9 where we were slashing budgets because of-- out of
10 necessity. But somehow we've managed to get all
11 those things through without stopping, and that
12 required additional support.

13 Because at the same time as we're building-- at
14 the same time, as we're building one thing, demands
15 are increasing in other areas. And the city
16 workforce is only so-- so big.

17 CHAIRPERSON GUTIÉRREZ: So was there-- was there
18 cost savings in shifting from building this app
19 totally in-house to moving with third party vendors?

20 MR. FRASER: I wouldn't necessarily-- I wouldn't
21 necessarily say there was cost savings.

22 CHAIRPERSON GUTIÉRREZ: Was it-- Was it because
23 of personnel that you couldn't hire, or because of
24 vacancies?

2 MR. FRASER: I mean, personnel. Personnel is a
3 challenge across the entire tech space, no matter
4 what vertical you serve, whether that's public--
5 public or private sector. And hiring people at the
6 rate that will be necessary to sustain programs like
7 this, it's a very challenging thing to do.

8 CHAIRPERSON GUTIÉRREZ: Mm-hmm.

9 MR. FRASER: So, I think for us, having a partner
10 that could supplement the workforce, in addition to
11 the people that we had dedicated, was the best, most
12 expedient thing that we could do.

13 As an administration, we focus very heavily on
14 the cost of inaction. It's very easy to sit here and
15 tell you that-- come out and make a press
16 announcement about something that we will do and then
17 we'll never deliver it, like many administrations
18 have done before us. We said we would launch the
19 largest municipal broadband program, we put Wi Fi in
20 every public housing development. We did. We said
21 we'd bring you a childcare portal. We did. We said
22 we will do an AI Chatbot. We did.

23 So, everything that we put our name to we want to
24 make sure that we actually deliver in the time we say
25 we will.

2 CHAIRPERSON GUTIÉRREZ: Roughly.

3 MR. FRASER: Roughly. But delivered is
4 delivered. A win is a win.

5 CHAIRPERSON GUTIÉRREZ: Who are-- Who are the
6 vendors and how many of them are MWBEs.

7 MR. FRASER: So the vendors, I believe we went
8 through in the last go-round, but can you just--

9 CHAIRPERSON GUTIÉRREZ: Oh. Those-- It's the
10 same vendors for MyCity as well?

11 MR. FRASER: No. I thought you were asking the
12 vendors for MyCity. Oh, no. You said asylum
13 seekers.

14 CHAIRPERSON GUTIÉRREZ: No, no, no. Yeah, yeah.

15 MR. FRASER: Come on, Commissioner. We're
16 talking about the MyCity App. Yeah, who were the
17 vendors?

18 DEPUTY COMMISSIONER PEMBERTON: For MyCity,
19 there's a few vendors. Just-- I can read off the
20 top-- the top six. CDW is one of the vendors. I--

21 CHAIRPERSON GUTIÉRREZ: CW?

22 DEPUTY COMMISSIONER PEMBERTON: CDW.

23 CHAIRPERSON GUTIÉRREZ: CDW.

24 DEPUTY COMMISSIONER PEMBERTON: Right. IBC
25 Innovative Business Concepts. They are also a

2 vendor. Unique Comp is one of the vendors. RanGam
3 Consultants. Blender Box and SHI.

4 CHAIRPERSON GUTIÉRREZ: And are any of those
5 MWBEs?

6 DEPUTY COMMISSIONER PEMBERTON: IBC is an MWBE.
7 And I think--

8 MR. FRASER: SHI is MWBE.

9 DEPUTY COMMISSIONER PEMBERTON: As is SHI.

10 CHAIRPERSON GUTIÉRREZ: Okay. And were there any
11 RFPs issued for these vendors? Request For
12 Proposals?

13 MR. FRASER: Yeah, there were.

14 CHAIRPERSON GUTIÉRREZ: There were? Oh, okay for
15 all of them? I mean for...?

16 MR. FRASER: So it depends on the service. So,
17 some of these, when you hear some of the names, they
18 may facilitate the procurement of software licenses.
19 Software licenses or hardware, we don't necessarily
20 issue RFPs for. We go out. We solution. We get
21 quotes around the types of equipment that we're
22 looking for. And then we send out a mini bid to see
23 what we get back in terms of that. But for the
24 professional services, scopes, build materials, times
25 an estimates-- time and expense estimates, those are

2 all coming in as part of that process for the
3 application development work. I just want to
4 separate those two worlds: Infrastructure, products,
5 services aren't typically part of an RFP.
6 Application development work is.

7 CHAIRPERSON GUTIÉRREZ: Applicant. Okay.

8 So the-- Are you-- Is the agen-- How is the
9 agency thinking about, or is the agency thinking
10 about having shifting these services to in-house at
11 some point?

12 MR. FRASER: So for us, one of the things that
13 we're looking at is our hiring and recruitment
14 strategy to bring in more people to sustain some of
15 the work that's being put in place. I think one of
16 the big challenges that we have is, as the universe -
17 (again, we're victims-- victims of our success) each
18 program that we put out, the more consumption that we
19 see, the more that we as OTI are being asked to do.

20 And at that rate, we're trying to figure out
21 better ways that we can use the collective city tech
22 workforce, towards a common-- towards that common
23 mission of providing tech services across the city.
24 As it stands right now, across the city's tech
25 workforce, we're about sixty--- 6200 people in tech

2 across the various agencies. OTI, as you can see, is
3 only a portion of that. So, looking at how we can
4 take the total collective tech power and use those
5 towards building common applications across
6 portfolios is something that we're looking very
7 heavily at at the moment.

8 CHAIRPERSON GUTIÉRREZ: Okay, great. What access
9 to data do vendors have through-- any of these
10 vendors have through servicing the MyCity portal?

11 MR. FRASER: So, I believe that depending on what
12 they're providing. If they're providing
13 infrastructure and products, then they have no access
14 to data. If they're doing application development,
15 then they have limited access to data. We have a
16 role-based access control system so that once the
17 system goes into production, there's a very limited
18 number of people that have access to anything. And
19 we make sure that the people that have access remains
20 in the specific service lines. You don't need have--
21 You don't need to have access to the-- to our
22 constituent data to help build a system. So, we make
23 sure that after production is done, individuals that
24 help maintain don't have any unnecessary access to
25 information.

2 CHAIRPERSON GUTIÉRREZ: Which vendor is
3 responsible for the maintenance?

4 MR. FRASER: Maintenance. So, that's depending--

5 CHAIRPERSON GUTIÉRREZ: Or which vendor, I guess
6 has access to personal information of people?

7 MR. FRASER: Which vendor. So I think that
8 between the portfolio people, the five or six people
9 that the Deputy Commissioner of Management and Budget
10 just mentioned, IVC would be a vendor that does QA on
11 the back end of the system, but they usually do that
12 in a test environment. So, that doesn't necessarily
13 mean they have access to PII. And under-- And under
14 that, there are very few that have that kind of
15 access.

16 The platform that the application is built on is
17 Salesforce. So, arguably, the folks that are in
18 Salesforce, some global administration somewhere, but
19 that's speculative, may have some sort of access. I
20 can't attest to that.

21 But most of the constituent data or all the
22 constituent data is managed by city resources. And
23 if it's a vendor, it's a screened vendor that's
24 vetted.

2 CHAIRPERSON GUTIÉRREZ: So, if there is some sort
3 of a data breach who is responsible for that?

4 MR. FRASER: If there's a data breach in any of
5 the systems, my-- I'm responsible.

6 CHAIRPERSON GUTIÉRREZ: Okay. We've had some
7 trauma over at the DOE side. So...

8 MR. FRASER: Well, you know...

9 CHAIRPERSON GUTIÉRREZ: It's-- I have to ask,

10 MR. FRASER: You know, it's good that you haven't
11 had any drama over here, right?

12 CHAIRPERSON GUTIÉRREZ: No, no. I said we've had
13 trauma with data breaches.

14 MR. FRASER: No, it's good--

15 CHAIRPERSON GUTIÉRREZ: Oh, at OHA. Of course
16 it's good.

17 MR. FRASER: Yeah. It's good-- It's good you had
18 no trauma over here. It's good.

19 CHAIRPERSON GUTIÉRREZ: No, no. Absolutely. Um,
20 okay. All right. I am. [TO COUNCILMEMBER

21 BOTTCHER:] You have anything else? [TO COMMITTEE:]
22 Oh, okay, back to Councilmember Bottcher.

23 COUNCILMEMBER BOTTCHER: Hi. Could you share us
24 with us what your plans are in the coming year for
25 the 5G towers that are being put up around the city?

2 MR. FRASER: Oh, so we recently as-- as many may
3 have known, we paused the 5G rollout due to the
4 Link5G, I assume you You're referring exclusively to
5 Link5G. All right. So, we paused the 5G rollout due
6 to a number of factors on the federal approval end.
7 Recently we've gotten _____ from the FCC. So, we
8 have no issues in that space.

9 Right now we're looking at a phased rollout, and
10 we're working directly with Community Boards to let
11 them know when they're coming and where they're going
12 to. And I think we have a target deployment
13 schedule, which we can share with you that will show
14 you the specific number of towers that we expect to
15 go out within the next year.

16 In addition to looking at the towers as they
17 currently sit, we're currently reassessing design,
18 design elements to see if there are other ways that
19 we can account-- other ways we can bring that out,
20 because some of the things that we've heard very
21 recently are, you know, over the last year or so is
22 that many people aren't fans of the look and the
23 aesthetics of the tower. So, we're looking at other
24 design options and elements from other cities that's
25 done it to see how we can make it different.

2 COUNCILMEMBER BOTTCHER: That's great news about
3 the design.

4 MR. FRASER: Yeah.

5 COUNCILMEMBER BOTTCHER: Because that's the main
6 feedback that we get. It's like a 32 foot tall
7 mushroom/missile.

8 MR. FRASER: Not a missile. Not a missile.

9 COUNCILMEMBER BOTTCHER: Yeah. And it's like, as
10 big around as a-- as a-- like a telephone pole. And
11 I have to believe that there's better designs out
12 there for it. Can you tell us your process for
13 looking into a new design, potentially?

14 MR. FRASER: Sure. So, it'll be much like the
15 last process that we have for selecting the existing
16 design. We went before the Community Boards to show
17 the design and say, "This is the direction that we're
18 going." Then we went before the Public Design
19 Commission to get their approval to deploy, not just
20 once but multiple times. And we selected a design
21 based on-- based on capability and utility. Now we
22 are-- we're looking to do something very interesting,
23 like opening up a design competition, to give New
24 York City have the opportunity to design some of its
25 street furniture. I'm not saying that every one of

2 those they're not saying that every one of those will
3 be practical, but we're trying to figure out a better
4 way that we can do it.

5 But by involving our constituency, I think it's--
6 it's a way that we can get a very public forum and
7 talk about what it's going to look like. We can do
8 something very fun. And when something is designed,
9 maybe do a couple-- a couple of proof of concepts,
10 limited demonstrations and then get the public to
11 vote on something like that.

12 COUNCILMEMBER BOTTCHEER: That's a great idea. We
13 have the best, the best design community in the
14 world. I agree here in New York City.

15 MR. FRASER: I agree.

16 CHAIRPERSON GUTIÉRREZ: Oh, I thought you meant
17 just here in this room.

18 COUNCILMEMBER BOTTCHEER: And-- On the west side
19 of Manhattan, Council District Three.

20 Will you-- Will you hold off on installing those--
21 - that-- the previous design until we can come up
22 with something better, because once those things are
23 there, how long are they going to be there?

24 MR. FRASER: Well, unfortunately, I would love to
25 tell you that I will. But there's the cost of

2 inaction. So, the reason why we pushed in the areas
3 that we pushed them into very heavily, if you look at
4 the existing deployment schedule, it's heavily skewed
5 towards equity districts. Now, these are communities
6 that typically do not have access or have limited
7 access to broadband. So, we want to get that as
8 quickly as we can. But we want to move very swiftly
9 as we've done on many other fronts to see how we can
10 get a-- get a more palatable design.

11 You know, thinking about design, it's like, it's
12 like an opinion, everybody has one. But we have to
13 figure out what pleases the most while serving
14 utility to those that need it.

15 So, I don't want to be in a position where I stop
16 and inadvertently impact the community of people that
17 will continue to have no access. But I want to make
18 sure that we move swiftly enough so we're not in a
19 position where we're continuing to deploy something
20 that also a large portion of the community doesn't
21 feel as aesthetically pleasing.

22 COUNCILMEMBER BOTTCHEER: I understand that.
23 There's been confusion around the deployment of them,
24 especially in some historic districts, like down in
25 the West Village with these tiny streets, a big old

2 5G Tower. That's not an area, like, lacking in Wi Fi
3 access.

4 MR. FRASER: So I'll give you-- I'll give you an
5 example. Imagine being a kid that's coming from
6 somewhere in the Bronx, right? You're here, your
7 family-- your family, migrated, or your family's here
8 and they're-- they're not financially stable.

9 Now you have a device, you can use that device in
10 home, you can use that device in your community, but
11 you get up and you go to the Museum of Modern Art.
12 And then you leave the museum and you want to call
13 your mother to tell your mother you're coming home.
14 You have no data plan, you have no cellular plan, so
15 your only connection is to connect to a free kiosk so
16 that you can make a FaceTime call the same mom coming
17 home. The reason why we put it in places where-- in
18 some places where the demand isn't driven solely by
19 income is still that when people that travel, that
20 have that income limitation, aren't boxed out of the
21 system. So, that-- that's why we put it in those
22 years.

23 COUNCILMEMBER BOTTCHEER: So the idea is, in
24 addition to the communities where folks might not
25 have the access in destination neighborhoods--

2 MR. FRASER: Exactly, Mm-hmm.

3 COUNCILMEMBER BOTTCHER: --like the West Village,
4 and what other neighborhoods would you consider like
5 priority destination neighborhoods.

6 MR. FRASER: So the deployment-- We have a
7 potential deployment map and we have zones, and then
8 the zones are really pushed into like two categories:
9 your business district-- your business districts and
10 your equity districts. Our focus is heavily on the
11 equity districts. I forget the specific number. I
12 believe it's over [ASKS DEPUTY COMMISSIONER SENATUS:]
13 70 percent?

14 DEPUTY COMMISSIONER SENATUS: 90 percent.

15 MR. FRASER: 90 percent. Sorry. 90 percent of
16 this phase will go into equity districts, 10 percent
17 will go into districts that are non-equity districts.

18 So, in terms of other destination locations, we
19 may have the legacy link kiosk already in many of
20 those, which is why when you walk by them, it may not
21 be as offensive physically, you know, visually
22 offensive. But we will certainly work on a different
23 approach and look at how we can make that a little
24 bit better.

2 COUNCILMEMBER BOTTCHER: I think with historic
3 preservation and historic districts, we really should
4 try to get the design right.

5 MR. FRASER: Yeah.

6 COUNCILMEMBER BOTTCHER: I know the state office
7 of historic preservation has expressed concern about
8 the current design. I'd love to be-- be kept up to
9 date on the process, first looking at other designs,
10 and look, maybe we don't have to create a design from
11 scratch--

12 MR. FRASER: Okay.

13 COUNCILMEMBER BOTTCHER: --when you're looking at
14 what other cities are doing. Perhaps you could bring
15 in a new design quickly that's much better.

16 MR. FRASER: Yeah. And I appreciate the-- I
17 appreciate the feedback. And we will certainly look
18 to do-- do just that. And I appreciate the state's
19 concern.

20 But at the same time, we're the city of New York,
21 and you're a Councilmember in the greatest city
22 across the nation. And we're responsible for getting
23 things done, and a lot of us can sit back and just
24 watch us. So, we'll work with you hand in hand to
25

2 make sure that we can do something quicker. And
3 we'll gladly keep you up to date.

4 COUNCILMEMBER BOTTCHEER: Thank you.

5 CHAIRPERSON GUTIÉRREZ: Thanks, Councilmember.
6 Commissioner, can I ask just a very quickly on the
7 311 piece: The-- The customer satisfaction, that's
8 based on the surveys, correct?

9 MR. FRASER: That is correct.

10 CHAIRPERSON GUTIÉRREZ: But aren't the surveys
11 only for phone calls?

12 MR. FRASER: No, no. So, if you take-- If you
13 use the 311 mobile app, if you do a phone call, or
14 you connect through another means, you can opt in for
15 a survey.

16 CHAIRPERSON GUTIÉRREZ: Oh, excuse me. So-- Oh,
17 wait, wait. If you call in, you get prompted for a
18 survey as well?

19 MR. FRASER: When you get called you get prompted
20 to opt in, so--

21 CHAIRPERSON GUTIÉRREZ: Okay.

22 MR. FRASER: --can-- correct.

23 CHAIRPERSON GUTIÉRREZ: Thank you for clarifying.

24 MR. FRASER: Yeah. And they can opt in for
25 future communication. Like if you use the 311 app,

2 there's a button where you can check for future
3 communication, or consent for future communication,
4 if you check that, and that's also another means in
5 which we can deliver the survey to you.

6 CHAIRPERSON GUTIÉRREZ: I always do a survey.

7 MR. FRASER: All right. All right.

8 CHAIRPERSON GUTIÉRREZ: Weekly.

9 Can I ask a little bit more on capital spending?

10 MR. FRASER: Sure. So, this might be Deputy
11 Commissioner again. Don't pack up just yet.

12 DEPUTY COMMISSIONER PEMBERTON: Yeah.

13 CHAIRPERSON GUTIÉRREZ: We dis-- I think we
14 discussed this capital project previously. It's the
15 upgrade of security and surveillance. PSAC-I Phase 2
16 and EMS computer aided dispatch system enhancement.

17 MR. FRASER: PSAC-I?

18 CHAIRPERSON GUTIÉRREZ: Yeah.

19 MR. FRASER: Yep. The Public Safety Answering
20 Center.

21 CHAIRPERSON GUTIÉRREZ: What is the-- Is there--
22 What is the status update on project completion?

23 MR. FRASER: Yeah. So, as we talked about,
24 before I give it to Deputy Commissioner for
25 Management and Budgets to go through the specific

2 projects, one of the things I'd just like to point
3 out, since we're talking about capital: A lot of the
4 constraints that we have around capital isn't a City
5 constraint. It's a debt ceiling, a debt capacity
6 constraint. And regarding the debt capacity, I'd
7 gladly defer to my colleagues at OMB to talk about
8 the reasons why and our limitations on that front.

9 But in terms of the program, I gladly give it to
10 Deputy Commissioner Pemberton.

11 DEPUTY COMMISSIONER PEMBERTON: So, we're looking
12 at mostly security upgrades at PSAC-I. The budget is
13 \$4.7 million. And this project is currently ongoing.
14 And I will have to get back to you on the actual
15 projection end date. But it covers basically
16 replacing barriers, installing guard boots, all
17 perimeter-type external work for PSAC-I.

18 CHAIRPERSON GUTIÉRREZ: All exterior work.

19 DEPUTY COMMISSIONER PEMBERTON: Right.

20 CHAIRPERSON GUTIÉRREZ: And do you anticipate
21 needing additional capital funding?

22 DEPUTY COMMISSIONER PEMBERTON: No, at this time-

23 -

24 CHAIRPERSON GUTIÉRREZ: I mean you couldn't get
25 it now if you needed it, but do you anticipate it?

2 MR. FRASER: Debt capacity.

3 CHAIRPERSON GUTIÉRREZ: Right, right.

4 But do you have a sense, or do you think you have
5 everything you need?

6 DEPUTY COMMISSIONER PEMBERTON: Right. This is
7 pretty recent. So, we were able to revise our
8 budgets at the time. So, this-- this, this money is
9 set aside for what we project for PSAC-I. And then
10 for PSAC-II, similar external work has been done for
11 safety, barriers. That's at \$1.6 million.

12 MR. FRASER: And as part of the effort that we're
13 doing to renegotiate a lot of the contracts,
14 especially from the capital end, we're trying the
15 best that we can to pacify any new needs that we have
16 that are coming, through reclaiming some of that
17 savings money and repurposing it in that direction.

18 CHAIRPERSON GUTIÉRREZ: Okay. Can you explain
19 what the CityNet upgrade is?

20 MR. FRASER: So, sure, CityNet is the backbone
21 network that supports communication throughout most
22 of the agencies in the city.

23 CHAIRPERSON GUTIÉRREZ: Okay.

24 MR. FRASER: Now, the reason why I say "most" is
25 because not every agency is what we consider to be a

2 CityNet agency. Some of them are partner agencies.
3 So, the CityNet upgrade basically takes the capacity.
4 That's this-- the amount of traffic that we can
5 support and the speed at which we can support that
6 traffic, and provides a significant upgrade. It also
7 creates additional resiliency, so that if we were to--
8 - if we were to lose a site or a piece of fiber in a
9 groundwater break, we wouldn't interrupt the city's
10 operating network. So, that's what the CityNet
11 upgrade is about.

12 CHAIRPERSON GUTIÉRREZ: And that is-- is that
13 what Phase III is?

14 MR. FRASER: Phase III is-- it's a multiphase
15 plan, where we're updating the backbone, the core
16 network, and then we're moving beyond the core
17 networks to update the connection points into the
18 network. So, Phase III is the next step in both
19 upgrading the core and the edge components.

20 CHAIRPERSON GUTIÉRREZ: Okay, thank you.

21 Can you provide The Committee with an update on
22 the citywide data center network upgrade-- upgrade
23 project?

24 MR. FRASER: This-- Citywide data center upgrade
25 project?

2 CHAIRPERSON GUTIÉRREZ: Yeah, the citywide data
3 center network upgrade.

4 MR. FRASER: Okay. So it's-- it's a different
5 version. So, CityNet-- CityNet is the wide area
6 network. It's how we connect multiple sites
7 together. The data center network upgrade project is
8 focused on how do we connect all of our assets that
9 live in the data center itself. So your server, your
10 storage, anything that's your network security
11 appliances, anything that's in the physical data
12 center, updating the core network that supports the
13 distribution within the data center itself. And
14 that-- that project is a part of our FIM,
15 Foundational Infrastructure Management project. And
16 like that-- that project is-- is on track. And it's
17 it's ongoing.

18 And when you look at network upgrades and
19 programs like that, we are in a state of perpetual
20 change. Because as you upgrade some components,
21 other components require upgrading, so it's-- it's an
22 ongoing effort to keep make sure the city's network
23 is up to the latest and greatest.

24

25

2 CHAIRPERSON GUTIÉRREZ: Okay. Thank you. Now, I
3 just want to look into some exciting announcement
4 from OTI certainly regarding the AI action plan.

5 Can you briefly provide an overview of the plan
6 and how it aims to better serve New Yorkers?

7 MR. FRASER: Sure. So I think as a city, one of
8 the things that we've done very much like creating
9 the Office of Tech and Innovation is we want to
10 ensure as we embrace new technologies, we do it in a
11 sane and rational way.

12 Now, I'm sure many of you have heard artificial
13 intelligence, and you know, some of some of you, if
14 you're a child of-- not to date myself, but if you're
15 a child of the 80s, you might think Terminator, you
16 might think something like that. We're still a
17 little ways away from that. But as a city, the AI
18 action plan, it's positioned to help us build-- help
19 us build a consortium both from external
20 stakeholders, industry, and internal stakeholders,
21 and help guide our investments in the artificial
22 intelligence space.

23 The City is no stranger to AI. I mean, we've
24 invested in AI and AI-like tools for-- for the better
25 part of the last decade. The most evident place

2 where you can see that is around cybersecurity. Our
3 weekly average in terms of cyber threats is around 90
4 billion, right? We take that 90 billion and we
5 distill that down to left less than 50 things that
6 anyone looks at, and we do that all through
7 artificial intelligence.

8 In addition to that, I mentioned earlier the
9 MyCity chatbot. You know, the first foray out was to
10 help our small business community and figure out how
11 they can get a business launched in the city. The AI
12 action plan and the committees surrounding the plan,
13 we'll continue to look at the things that are in the
14 AI portfolio, to make sure that whatever we invest
15 in, they are sound and rational investments, and they
16 go to serve the best the best interests of the most
17 people.

18 CHAIRPERSON GUTIÉRREZ: Thank you. Can you talk
19 a little bit about what the plan-- plan is around--
20 you mentioned cybersecurity-- around particularly
21 service delivery?

22 MR. FRASER: Around cybersecurity service
23 delivery?

24 CHAIRPERSON GUTIÉRREZ: No, no. You talked--
25 You touched on cybersecurity as part of the AI action

2 plan. A little bit more on like the service delivery
3 component. I know that, you know, you mentioned it's
4 got to be safe, it's got-- it's got to serve a
5 purpose. Are you all thinking-- How far along are
6 you in the service delivery piece?

7 MR. FRASER: So in the service delivery piece,
8 what we're looking at is how we can, one, build a
9 pipeline where people can consume artificial
10 intelligence like services, without having to invest
11 individually in rebuild. Like how can we build
12 sustainable technology? And in addition to that, we
13 look at the business end of the spectrum to see what
14 we're delivering and how we can use AI to help us be
15 better at delivering-- delivering certain things.

16 The most-- The best example we have this,
17 something that we're looking at now. Many of you at
18 home, you-- or in your email, you'll get a notice
19 from a bank saying that you're pre-approved for a
20 credit card of some kind. And in that pre-approval
21 notice, you'll get a threshold saying that you have a
22 pre-approval, here's your credit limit, and here's
23 the date that you have to accept the offer by, a
24 posted date it's going to expire.

2 Very similarly, we're trying to put something in
3 place around public benefits. You apply for
4 childcare: Why can I give you a projection based on
5 your childcare application of the things that you are
6 pre-approved to apply for? So, using AI to do
7 better-- better benefits access is one of the areas
8 that we want to lean in.

9 Also around the communication phase. Since we
10 spoke about 311 earlier, one of the things I'll tell
11 you as is-- is an interesting fact, is that over 70%
12 of the calls on 311 does not result in an agency
13 creating a service request for anything, right? Over
14 70%. So, people-- 311 in a sense is one of the-- is
15 the information's largest information service line.

16 So, what we're looking to do now, very similar to
17 how we did with the Chatbot. For 311, how can we get
18 an interactive voice assistant -- again, 311 is non-
19 emergency calls -- and use that voice assistant to
20 help triage calls as quickly as possible, right?

21 Now, looking at the investments that we're going
22 to make in that space, looking at the partners that
23 we're going to leverage in that space, having an
24 external committee that's able to say, "All right,
25 here's where we've seen across the industry, people

2 not get this right. This is where you should guide
3 it." And as a city making sure that as we deploy
4 that service, the other-- the other people that are a
5 part of our larger team can leverage that service to
6 do better good across the city. So, that's-- that's
7 on the service delivery side, we're looking at both
8 the products we want to deliver. And we want to look
9 at the ways in which we build so that it becomes
10 reusable, so people can build more.

11 CHAIRPERSON GUTIÉRREZ: Is there any thought
12 about expediting the contracts' backlog using--
13 utilizing AI particularly with MOCS, to help address
14 the continued backlog?

15 MR. FRASER: Yeah. So, I think one of the
16 things, especially when we look at AI around the
17 workforce. As I said, around 311, that we want to
18 put a voice assistant. The name of the game is not
19 reducing the amount of city resources. It is making
20 sure that they spend more time doing things that
21 helps more people.

22 So, if someone is calling to figure out when
23 trash collection is, we don't need someone to answer
24 the phone and say, "Hey, this is where-- this is when
25 your trash collection is going to be." Or, "Is it a

2 snow day? Will my garbage to be picked up?" Like,
3 we want to make sure that you get that information as
4 quickly as you can.

5 When we look at other things, like, as you
6 pointed, contracts and benefits analysis. There's a
7 lot of work that's-- that's mundane, it's repetitive,
8 that we have people doing and leveraging AI as a tool
9 where it can help them do those-- do that work easier
10 is something that we're looking at.

11 CHAIRPERSON GUTIÉRREZ: Okay.

12 MR. FRASER: And in addition to that we--

13 CHAIRPERSON GUTIÉRREZ: Particularly with MOCS?

14 MR. FRASER: We're-- We're looking across the
15 spectrum. So, with MOCS, with DSS, we're looking
16 across an umbrella of places where we can do this.

17 CHAIRPERSON GUTIÉRREZ: Okay. Okay, great.

18 Now congrats. I know the-- the folks comprising
19 the External Steering Committee was-- was announced
20 today.

21 MR. FRASER: Uh, yesterday.

22 CHAIRPERSON GUTIÉRREZ: Yesterday. Excuse me.
23 So great. The-- The internal steering committee--
24 There's a difference, right?, between the internal
25 steering committee which is just agency-to-agency?

2 MR. FRASER: Which is agencies. Correct.

3 CHAIRPERSON GUTIÉRREZ: Okay. Will this steering
4 committee operate under OTI?

5 MR. FRASER: The-- The chair of the steering
6 committee, or the committee is under my-- it's under
7 me as the CTO. But it-- we have representation from
8 every agency, and just like any of the City's tech--
9 tech steering committees, or authorities, or boards,
10 they operate under the guidance of OTI.

11 CHAIRPERSON GUTIÉRREZ: Okay. And is there
12 particular-- I know how the steering committees-- I
13 know steering committees work-- but do they use
14 funding-- do they use-- do they have any funding?
15 And are they using funding from OTI or additional
16 sources?

17 MR. FRASER: So, there's no funding specific to
18 the committees themselves. Under OTI, we have a
19 Strategic Initiatives Division that's focused on
20 building-- building a future strategy of how we
21 integrate future technologies on the bleeding edge.
22 And anything that we're using to support this will be
23 coming under that umbrella.

24 CHAIRPERSON GUTIÉRREZ: Okay. Is the City
25 coordinating with the State, or advocating to the

2 State for any funding support related to the
3 initiative, the steering committee, the bigger action
4 plan?

5 MR. FRASER: So, we work-- we work in concert
6 with the State on many fronts, on the cybersecurity
7 front, on the AI front--

8 CHAIRPERSON GUTIÉRREZ: But are you asking them
9 for money?

10 MR. FRASER: Well, we ask them for money all the
11 time. Yes.

12 CHAIRPERSON GUTIÉRREZ: But specific-- specific
13 to--

14 MR. FRASER: Specific to AI?

15 CHAIRPERSON GUTIÉRREZ: --to the AI action plan,
16 yeah.

17 MR. FRASER: We have not asked them for-- we have
18 not asked them for money yet, all right?

19 CHAIRPERSON GUTIÉRREZ: You're in your--

20 MR. FRASER: On the AI action plan, because we
21 need a tangible initiative to coalesce around to say
22 we need money for.

23 CHAIRPERSON GUTIÉRREZ: Okay, but you...?

24 MR. FRASER: We could.

25 CHAIRPERSON GUTIÉRREZ: But you could?

2 MR. FRASER: We could.

3 CHAIRPERSON GUTIÉRREZ: And maybe?

4 MR. FRASER: Maybe.

5 CHAIRPERSON GUTIÉRREZ: Okay. Now we're almost
6 done. The action plan talks about procurement
7 standards, about developing AI specific procurement
8 standards. Can you share any of those procurement
9 standards yet?

10 MR. FRASER: So procurement standards, including
11 making sure that you have a part of the Office of
12 Tech and Innovation is also the Office of Information
13 Privacy. Making sure that you have privacy riders,
14 making sure that you have cyber riders, making sure
15 that you're looking at the contract terms. A large
16 portion of what makes AI intuitive is computing costs
17 and capacity, making sure that as things increase and
18 we increase our dependence on these types of tools,
19 we are not inadvertently walking into a pit-- walking
20 into a trap and finding ourselves consumed by
21 operating expense costs.

22 So, looking at everything from the products that
23 are being purchased, and making sure that we have the
24 appropriate security and privacy riders in place is
25 some of the things that we're looking at.

2 CHAIRPERSON GUTIÉRREZ: And who's involved in the
3 development of these procurement standards.

4 MR. FRASER: So the entire committee, both our
5 advisory board and our-- our committee, yeah.

6 CHAIRPERSON GUTIÉRREZ: Oh, great. So the
7 internal-- the agency-to-agency and the--

8 MR. FRASER: The agency-to-agency and the
9 advisory boards.

10 CHAIRPERSON GUTIÉRREZ: Okay.

11 MR. FRASER: So if you think of it as like two
12 funnels: one tells us the outside perspective, there
13 are things that you're purchasing that you should
14 consider, and so on and so forth; and from the
15 inside, it's like, "Okay, here's the difficult--
16 difficulties that we have in procurement. Here are
17 the things that we're likely to buy? How can we buy
18 these things smarter?" Like, those are the two for--
19 two different ends.

20 CHAIRPERSON GUTIÉRREZ: How-- What is the idea
21 between both committees? How often are they-- are
22 they planning to meet and discuss?

23 MR. FRASER: So, we're planning to have at least
24 quarterly meetings on both sides. And on the City
25 internal side, we've had our initial kickoff meeting

2 very recently. We plan to have monthly meetings in
3 the AI space.

4 CHAIRPERSON GUTIÉRREZ: Monthly meetings.

5 MR. FRASER: Yes.

6 CHAIRPERSON GUTIÉRREZ: Okay.

7 MR. FRASER: Monthly team group meetings, but
8 work-- there's working groups that have been
9 established, like public safety, so on and so forth,
10 and the working groups. The working groups will
11 determine their cadence depending on necessity.

12 CHAIRPERSON GUTIÉRREZ: Okay. Are Councilmembers
13 allowed in any of these working groups?

14 MR. FRASER: Sure. We can get the Council
15 involved.

16 CHAIRPERSON GUTIÉRREZ: C'mon!

17 MR. FRASER: The more the merrier!

18 CHAIRPERSON GUTIÉRREZ: C'mon Commissioner. Um,
19 well please put me on a shortlist.

20 Um, Local Law 35 of 2022 mandates reporting on AI
21 use across city government. We have been unable to
22 find the report for 2023. Do you have it? Or can it
23 be shared with the Committee?

24 MR. FRASER: So we will find the report and we'll
25 make sure that you got it.

2 CHAIRPERSON GUTIÉRREZ: Okay. And then my last
3 question. I messed with us the other day, but how is
4 the AI tool in the SBS site going?

5 MR. FRASER: It's going-- It's going quite well.
6 I mean, we've got a lot of feedback from the public.
7 The feedback has been overwhelmingly positive. Many
8 restaurant business owners have said starting a
9 business in the city would have been significantly
10 less complex if I had it when I started. And many of
11 those that are just trying to navigate the landscape
12 are figuring out faster ways of how to move around.

13 In fact, we've got-- we've had some requests
14 recently from other cities, other states, about how
15 we did that deployment. And they're asking if we can
16 help them solution their own. So, public sentiment,
17 public feedback has been very, very positive.

18 CHAIRPERSON GUTIÉRREZ: Thank you. All right.
19 Second wind? No, I'm kidding. This is it. I think
20 that was it. I think we want to move on to the
21 public. But thank you so much, Commissioner. Thank
22 you to your team for all of your thorough responses.
23 I look forward to reading through some of the
24 followups.

2 MR. FRASER: No worries. Thank you very much for
3 having me.

4 CHAIRPERSON GUTIÉRREZ: Yeah. [TO COUNSEL:] Is
5 that-- They can leave. Okay. Now we're going to
6 switch to the public?

7 COUNSEL: Yes.

8 CHAIRPERSON GUTIÉRREZ: Okay. Thank you.

9 COMMITTEE COUNSEL: We'll now be moving to public
10 testimony. For those wishing to testify in person,
11 please see the Sergeant of the Arms if you haven't
12 already and fill out a testimony slip. Even if you
13 have registered online, please still-- still fill out
14 a testimony slip with the sergeants in the back of
15 the room. For those wishing to testify or who are on
16 Zoom, after the in-person testimony, we will move on
17 to virtual testimony. Those on Zoom will be called
18 and a prompt to unmute yourself will appear on your
19 computer. If anyone is watching the live stream and
20 would like to testify, you may email testimony at--
21 or you may register to testify at
22 council.nyc.gov/testify.

23 Anyone who is testifying in person or on Zoom is
24 encouraged to submit testimony through the council
25 website or via email at testimony@counsel.nyc.gov.

2 All testimony must be on topic this hearing is being
3 live streamed and recorded. Witnesses may not use a
4 recording device to film themselves or the preceding
5 while they are testifying.

6 I will now call the names of the first panel. If
7 you could come up to the table in the front, Gregory
8 Morris, and Daniel Golliher.

9 All right. You may begin when ready.

10 MR. MORRIS: Good afternoon. Thank you Chair for
11 making this time. I do appreciate the opportunity to
12 speak to the committee. My name is Greg Morris. I
13 am CEO of the New York City Employment Training
14 Coalition, the largest city-based workforce
15 development association in the country. We serve as
16 the industry voice of workforce development providers
17 in the city, serving a couple hundred thousand New
18 Yorkers every year.

19 It's our coalition that's relied upon to connect
20 New Yorkers of all ages in every borough to quality
21 jobs and living wage. Part of that expectation is to
22 serve to track the value and impact of job readiness
23 and training, serve as a resource to employers, and
24 advocate for the budgetary legislative or regulatory
25 actions required to maximize access to opportunity.

2 I'm here because there are two Committees where I
3 think-- that are absolutely essential to thinking
4 about our workforce development, and that is
5 Technology and its Economic Development. It's the
6 intersection of those two pieces of the puzzle which
7 ensure that there is access and opportunity, and a
8 pathway to inclusivity and equity for those seeking
9 job training that leads to employment pathways, not
10 just in tech-- although we know that tech jobs cut
11 across the sector in total.

12 I wanted to be here today to say a few things.
13 And that is we know that the tech ecosystem is a
14 driving force for economic development across the
15 entire city, offering high-wage jobs. But diversity
16 remains a central complexity and issue. While my
17 testimony has more to say about this, I have three
18 recommendations: One would be, first and foremost,
19 that the blueprint for an inclusive economy in New
20 York City, which is focused on how it is that our
21 City thinks about job opportunities, is something
22 that I think it would be valuable for this committee
23 to think about tracking progress as we build a tech
24 talent ecosystem.

2 As a reminder, there is no workforce development
3 committee within the City Council. So, the value
4 that you place on tracking progress towards outcomes
5 for New Yorkers to find pathways to technology
6 related jobs and opportunity is critical.

7 In addition, I believe in investment or
8 maximizing access to a bridge to tech type program
9 for adult seekers of technology pathways is critical.
10 We have not seen investment in adult pathways, we
11 need that.

12 And of course, as you flagged digital literacy
13 matters more than ever, there should not be a digital
14 divide in New York City. Thank you.

15 MR. GOLLIHER: Hello, everyone. My name is
16 Daniel Golliher, and I'm the founder of the Civic
17 School, Maximum New York. I want to thank the
18 Committee and the Chair for hosting this hearing and
19 every hearing. There's a rapidly increasing role for
20 this committee's work as we move forward into the
21 21st century, and not just because of software based
22 capabilities that are expanding, but we do seem to be
23 entering a new era of American dynamism that's
24 driving a much faster pace of innovation and hard
25 tech.

2 So, why am I here talking to you for a budget
3 hearing? Well, because in my professional role as a
4 civics instructor, and in my personal role as a
5 citizen, I'm seeing a sea change within and adjacent
6 to the tech world that I want to highlight for the
7 committee.

8 Far more individuals are interested in learning
9 how their city government works, and more
10 specifically how this Committee works, what OTI does,
11 and how they can bring their staggering amount of
12 talent to bear to help the city. Specific to this
13 hearing, they also have high interest in learning how
14 city spending works and how resource allocation works
15 in tech.

16 In the previous committee meeting, as well as
17 this one, you'll notice interested members of the
18 public more regularly attending, although a few of
19 them did have to leave, but you'll notice a lot of
20 people are taking time off of work to come to this
21 committee hearing. I think that's something of
22 particular note. How many committees can say that
23 they have that kind of trend going on?

24 I'm looking forward to the near future when this
25 committee is standing room only, and to help

2 integrate a wider swath of the tech world into the
3 work and the needs of this committee and the council.

4 There are a lot of excited people out there who
5 are interested in becoming productively involved in a
6 very highly informed fashion, and I look forward to
7 facilitating that. Thank you. And I'll be uploading
8 a copy of this testimony separately.

9 CHAIRPERSON GUTIÉRREZ: Thank you. Can I-- Greg,
10 can I ask you a question on the-- I mean this is a
11 budget hearing. But on the-- the workforce piece, on
12 the digital literacy piece, this was the first time
13 the Commissioner said OTI is now invested in digital
14 literacy.

15 What do you think, knowing kind of the trajectory
16 of what the position was two years ago, where it's
17 like we're not in charge of digital literacy, to now
18 saying, like, "We get it and we're invested now."

19 What do you think are some of the-- what should
20 we be calling on them for? What are some of the
21 benchmarks that we should say, "This equals success."

22 MR. MORRIS: I was interested in hearing that as
23 well, and that was--

24 CHAIRPERSON GUTIÉRREZ: They don't have it today,
25 but you're the expert.

2 MR. MORRIS: Yeah. Yeah. I was struck by that.

3 Um, I think my first reaction in hearing that
4 was: Is this particular unit equipped to be able to
5 connect New Yorkers in this particular way? And, you
6 know, the history, I would think here is that folks
7 taking on new pathways with, you know, shortages in
8 the municipal workforce anyway, leads me to believe
9 that perhaps the investment of time resource and
10 otherwise may not necessarily be in place to be able
11 to ensure that those pathways are being created.

12 Again, I heard reference to, "We're building
13 something. We're trying to make something happen.
14 We're engaging community representatives related to
15 different agencies to make this a possibility." But
16 again, the investment counts. Unless there's an
17 investment, unless it's part of the budget. I don't
18 think it's going to happen.

19 CHAIRPERSON GUTIÉRREZ: Yeah, yeah, yeah. And do
20 you think-- and this-- and this could be for both of
21 you: Do you think on the-- the pathway for more New
22 Yorkers being placed in tech jobs. Do you think that
23 there is particular communities that we should be
24 focusing on -- demographics, age, race, zip codes --
25 that we should be focusing on more? I completely

2 agree it is about investment. But there are-- there
3 are holes in the work-- in the workforce in general.
4 So, are there certain communities that we should be
5 investing in? I was encouraged to hear the
6 Commissioner say that it was not-- that 20% of NYCHA
7 residents that have yet to be connected, it's not
8 specific to age necessarily, but like, just, you
9 know, lacking trust that this is like a viable
10 program. Is there-- Are there opportunities for
11 specific groups that we should be focusing in--
12 focusing on right now?

13 MR. GOLIBER: I mean, in general, I think it
14 cross-cuts throughout the entire population. And a
15 lot of people are looking to break into tech, and
16 they're coming from somewhere else. So, the big
17 question is, well, how do you do that?

18 CHAIRPERSON GUTIÉRREZ: Yeah.

19 MR. GOLIBER: And, of course, there are
20 established schools, they are established coding boot
21 camps. But there is also a tremendous grassroots
22 movement that I've certainly witnessed of people
23 helping each other learn to code. There are new
24 like. I mean, in your district, specifically,
25 there's a new community college called Fractal

2 University, that's sort of a bootstraps thing that
3 has its own--

4 CHAIRPERSON GUTIÉRREZ: It's called what?

5 MR. GOLLIHER: Fractal University--

6 CHAIRPERSON GUTIÉRREZ: Okay.

7 MR. GOLLIHER: --that has its own coding boot
8 camps. I mean, in general, I do think there's strong
9 interest from the population. There are so many new
10 institutions that are springing up. So-- I mean, and
11 hackathons that come with them that are open to wide
12 amounts of people.

13 So, if I were to say some-- what the Executive
14 Branch could do, or what the Council could do, the
15 amount of partnerships that are possible are huge.
16 It's just a matter of connecting with that list of
17 people that already exist.

18 But it's very encouraging to know that-- that
19 those large groups of people do exist.

20 CHAIRPERSON GUTIÉRREZ: Yeah.

21 MR. MORRIS: If I could just add one-- one
22 thought to that, it would be to say that part of what
23 I wanted to lead with was, because I know we're in a
24 difficult budget environment, and it's going to
25 maintain that, I think, challenge moving forward

2 despite the City Council's awareness of dollars that
3 perhaps other folks hadn't been recognizing.

4 The investments that this administration related
5 to technology have largely been about young people in
6 school. It's been about CUNY, which is a smart,
7 strategic investment. It's been about thinking about
8 pathways specific to public schools, right? So
9 you're seeing that. What's missing is the reskilling
10 and upskilling options. What's missing is folks who
11 need access to digital literacy programs, again, like
12 bridge-to-tech. The bridge-to-tech model that the
13 City Council had championed in years past, which was
14 specifically about helping folks on public assistance
15 be able to find IT pathways by virtue of helping with
16 academic groupre mediation, training programs,
17 advanced training programs. Those particular
18 elements were all critical, all critical to folks who
19 had wanted to have access to careers in tech, but
20 didn't typically have those pathways or those entry
21 points. So, the investment that was made to be able
22 to do that led them on that path.

23 Again, we don't see the investment in the adult
24 workforce in this particular city at this particular
25 moment, the rescaling and upskilling options, the

2 general supportive services, remediation skills,
3 advanced training connectivity. The focus is on
4 schools. There's nothing wrong with that. But
5 that's a long-term strategy. What's happening now.
6 We have talent that's available to us and we need to
7 invest in that.

8 CHAIRPERSON GUTIÉRREZ: Thank you. Thank you
9 both so much. Thank you for sticking it out and
10 testifying. I appreciate it.

11 MR. MORRIS: It's a pleasure. Thank you.

12 COMMITTEE COUNSEL: The next panel of witnesses
13 is Alex Stein.

14 You may begin when ready.

15 MR. STEIN: --And I'm here because-- Hey, guys.
16 It's me, Alex Stein. I just want to say this has
17 been a terrible meeting. I mean, it's been so
18 boring. I just listened to all these people drone
19 on. And let me tell you something, Jennifer. I love
20 big booty Latinas. So, I sit here and I see. Yes, I

21 CHAIRPERSON GUTIÉRREZ: You are out of line.

22 MR. STEIN: Well, I can't say I love big booty
23 Latinas. How do you figure that?

24 CHAIRPERSON GUTIÉRREZ: That is your first
25 response, I'm going to have to--

2 MR. STEIN: So how is that a-- so my First
3 Amendment right, I'm allowed to say that, like big
4 booty Latinas. How is that a crime? Is that because
5 you're a big booty Latina?

6 CHAIRPERSON GUTIÉRREZ: That is the second time.

7 MR. STEIN: Wait, how is that--

8 CHAIRPERSON GUTIÉRREZ: Do you have a comment
9 about technology?

10 MR. STEIN: No, I do have a comment about
11 technology but you're yelling at me because I'm
12 talking about big booty Latinas.

13 CHAIRPERSON GUTIÉRREZ: I'm not yelling at you.
14 What is your--

15 MR. STEIN: Like, listen. AOC is my favorite big
16 booty Latina. You're my second favorite big booty
17 Latina. So, don't get all, you know, butthurt about
18 that. I still think you're a beautiful lady. A
19 little thick, but I like him thick. I mean, I don't
20 want some skinny mini girl. I want somebody that has
21 some cushion for the pushin. You know what I mean,
22 Jennifer?

23 So this is the problem is the tech here in New
24 York City. It's absolutely ridiculous. Now my wife
25 has got her OnlyFans on MyCity.com. She's on MyCity

2 showing her vagina for like \$5.99 a month and I know
3 that you could probably make some money.

4 CHAIRPERSON GUTIÉRREZ: [inaudible]

5 MR. STEIN: Yeah, that's MyCity, Jennifer.

6 [SERGEANT AT ARMS APPROACHES]

7 What's wrong?

8 SERGEANT AT ARMS: Keep it clean.

9 MR. STEIN: Keep it clean?

10 SERGEANT AT ARMS: Keep it cleaning.

11 MR. STEIN: Do you know the First Amendment,
12 you're not allowed to-- hey, no--

13 [SERGEANT AT ARMS TURNS OF SPEAKER MICROPHONE]

14 [MR. STEIN TURNS MICROPHONE BACK ON]

15 SERGEANT AT ARMS: --twice already.

16 MR. STEIN: Do you not understand the First
17 Amendment?

18 [SERGEANT AT ARMS TURNS OF SPEAKER MICROPHONE]

19 [MR. STEIN TURNS MICROPHONE BACK ON]

20 I'm allowed to say whatever I want. I'm allowed--
21 - No. You don't understand the first segment, that
22 I'm allowed to say big booty Lat--

23 SERGEANT AT ARMS: [inaudible]

24 CHAIRPERSON GUTIÉRREZ: Have him--

25

2 MR. STEIN: -- that I'm allowed to say big booty-
3 -

4 CHAIRPERSON GUTIÉRREZ: Have him run his time.

5 MR. STEIN: Big botty Latina is not a crime to
6 say that, officer. But this guy is such a dummy. He
7 doesn't understand it's not a crime. I can go to a
8 meat out and call him a dummy. I can call your big
9 booty Latina. I can call you an idiot. I can call
10 you a mask weaker, probably five times vaccinated,
11 and I know you're probably going to get myocarditis.
12 I can say all that. I'm a pimp on a blimp. Y'all
13 don't understand this. I've sued y'all. And I've
14 won. So, I can call you a big booty Latina. I can
15 say whatever I want.

16 [BELL RINGS]

17 CHAIRPERSON GUTIÉRREZ: Thank you.

18 MR. STEIN: Prime time 99.

19 [MR STEIN IN THE BACKGROUND:] Yeah, you all are
20 going to learn the law. I'm a pimp on a blimp. You
21 all think you all can play with me. Look me up,
22 Jennifer. Look me up. Pimp on a blimp.

23 CHAIRPERSON GUTIÉRREZ: I wouldn't waste the data
24 on you.

25

2 COMMITTEE COUNSEL: Seeing no one else in person
3 to testify, and having no other members of the public
4 on the Zoom to testify. I turn it back to the Chair
5 for closing statement.

6 CHAIRPERSON GUTIÉRREZ: All right. Thank you.
7 That concludes today's budget hearing. Let's end on
8 a high note y'all. If you see him, keep it movin',
9 y'all.

10 [GAVEL]

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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 03/22/2024