



# The New York City Council

City Hall  
New York, NY 10007

## Committee Green Sheet Committee on Governmental Operations

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

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Thursday, June 30, 2022

1:00 PM

HYBRID HEARING - Council Chambers -  
City Hall

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- T2022-1506** Oversight - Ensuring Equal Access to 311 – Reviewing the Experience of Limited-English Proficient New Yorkers and NYCHA Residents.
- Int 0055-2022** A Local Law to amend the administrative code of the city of New York, in relation to the creation of a separate 311 category for COVID-19 testing site complaints
- Int 0167-2022** A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application
- Int 0206-2022** A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter
- Int 0240-2022** A Local Law to amend the administrative code of the city of New York, in relation to the department of information technology and telecommunications updating 311 complaint types and reporting on such updates
- Int 0296-2022** A Local Law to amend the administrative code of the city of New York, in relation to the identification of languages spoken by callers to the 311 customer service center

**Res 0068-2022** Resolution calling upon the New York State Legislature and U.S. Department of Housing & Urban Development to take strong action and increase NYCHA accountability by auditing the responsiveness of NYCHA managers to tenants.

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