

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON GOVERNMENTAL
OPERATIONS

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February 11, 2021
Start: 9:30 a.m.
Recess: 9:38 a.m.

HELD AT: Remote Hearing (Virtual Room 1)

B E F O R E: Fernando Cabrera
CHAIRPERSON

COUNCIL MEMBERS:
Alan Maisel
Bill Perkins
Darma Diaz
Stephen T. Levin
Ydanis Rodriguez
Inez Barron
Ben Kallos
Keith Powers
Kalman Yeger

A P P E A R A N C E S

SERGEANT-AT-ARMS: Computer to the recording rolling.

SERGEANT-AT-ARMS: Recording to the crowd, all set.

SERGEANT-AT-ARMS: Backup is rolling.

SERGEANT-AT-ARMS: Thank you. Good morning and welcome to today's remote New York City Council hearing on the vote on governmental operations. At this time, would all panelists please turn on their video. To minimize disruption, please place electronic devices on vibrate or silent mode. Thank you, Chair. We are ready to begin.

CHAIRPERSON FERNANDO CABRERA: Thank you so much. Good morning. My name is Fernando Cabrera and I am the chair of the Committee on Governmental Operations. We've been joined by my colleagues and members of the Committee. Council Member Yeger, Council Member Maisel, Kallos, Koo, Diaz, Powers, Rodriguez, and Perkins.

Today the committee will be voting on three pieces of legislation. Two of the bills relate to the city's 311 service. As I have said many times before, 311 is a critical tool, as it helps ensure that city government is responsive to the concerns of average

New Yorkers. There is a pothole that needs repaired, or a fallen tree that needs to be removed, New Yorkers know that they can call 311 to get the issue resolved. Just two weeks ago, this Committee advanced several important bills designed to improve the 311 system. Today, we build on that work by voting on two more vital pieces of 311 legislation. Introduction Number 1525-B, sponsored by Council Member Koo, will require 311 to conduct at least five customer satisfaction surveys per year. This service will be conducted in English and each of the top 10 languages spoken by New Yorkers with limited English proficiency. Introduction number 1830-A, sponsored by Council Member Ayala, will require 311 to post each agency service level agreement on the open data portal, with a link to them on the 311 website. Service level agreements are commitments that agencies make to respond to a particular type of service request within a certain timeframe. This bill will make the 311 customer service process more transparent by requiring these commitments to be published online. In addition, the Committee will also be voting on Introduction number 374-A, sponsored by Council Member Justin Brannan, which will disqualify individuals who are being

convicted of a certain felony related to public corruption and depriving the public of honored services from holding the office of Mayor, public advocate, comptroller, borough president, or Council member. Thank you, to my colleagues for joining today's vote and to the Committee staff, Committee Council, CJ Murray, senior policy analyst Emily Forgione and Elizabeth Cronk, senior finance analyst Sebastian Bocce, and to my communication legislative director Claire Michael Vane. At this moment, I would like to invite Council Member Koo to give a statement on his bill.

COUNCIL MEMBER KOO: Thank you. Good morning, everyone. Thank you, Chair Cabrera. Today, we are voting on my bill, 1525-B, to require 311 to conduct five annual customer satisfaction surveys in the 10 most commonly spoken languages in New York City. The bill also requires an annual report be filed by the Mayor's Office of Operations, based on the result of those surveys. I introduced this bill after an officer hearing two years ago, where the city told a very high satisfaction from these customer surveys. Those surveys, however, were only conducted in English. Chinese, Korean, and Bengali New Yorkers

couldn't voice their opinions because they were left a survey or contacted in their languages, in their own languages. Residents of our city speaks hundreds of languages and for far too long, they have been cut out from our city's main source of government information and on emergency services. Conducting 311 surveys in multiple languages will help 311 identify ways in which it can better serve our residents, especially our immigrant New Yorkers. This bill will close the gap for immigrants of New Yorkers are heard. Thank you, Speaker Johnson, Chair Cabrera, Jason Goldman, Jeff Baker, Laura Popper, CJ Murray, Elizabeth Huang, Emily Forgione, Audry Sun, and my former technology committee team. Thank you very much. My colleagues who support the bill. Thank you.

CHAIRPERSON CABRERA: Thank you so much, Council Member Peter Koo and thank you for your leadership on this bill. This is a really good bill and I really appreciate it. And so with that, I will ask the Clerk to call the roll.

COMMITTEE CLERK: Good morning, William Martin, Committee Clerk, roll call vote Committee on Governmental Operations Introduction 374-A, 1525-B, and 1830-A. All items are coupled. Chair Cabrera.

CHAIRPERSON CABRERA: I abstain Intro
374-A and I vote aye on the rest.

COMMITTEE CLERK: Rodriguez? Rodriguez,
you're muted.

COUNCIL MEMBER RODRIGUEZ: I vote aye.

COMMITTEE CLERK: Thank you. Levin?

COUNCIL MEMBER LEVIN: I vote aye on all.

COMMITTEE CLERK: Thank you. Kallos.

COUNCIL MEMBER KALLOS: Aye on all.

COMMITTEE CLERK: Maisel? Council Maisel,
I believe you are muted.

COUNCIL MEMBER MAISEL: Yes.

COMMITTEE CLERK: Thank you. Perkins.

COUNCIL MEMBER PERKINS: Aye on all.

COMMITTEE CLERK: Thank you. Powers?

COUNCIL MEMBERS POWERS: Aye on all.

COMMITTEE CLERK: Yeger?

COUNCIL MEMBER YEGER: Aye.

COMMITTEE CLERK: Council Member Darma
Diaz.

COUNCIL MEMBER DIAZ: Aye on all.

COMMITTEE CLERK: Today's vote,
Introduction 1525-B and 1830-A have been adopted by
the Committee with a vote of nine in the affirmative,

zero in the negative, and no abstentions. With Intro 374-A, also being adopted by the Committee with a vote of eight in the affirmative, zero in the negative, and one abstention. Thank you.

CHAIRPERSON FERNANDO CABRERA: Uh, I believe Council member Barron trying to-- is she trying to say something? Maybe not. Yes. Council member Barron, would you like to say something?

SERGEANT-AT-ARMS: Sir, I believe her signal is breaking up.

CHAIRPERSON FERNANDO CABRERA: Okay. All right. So with that, I know we have more votes taking place. So with that, we conclude this vote. Thank you.

COUNCIL MEMBER BARRON: I vote aye.

SERGEANT-AT-ARMS: Council Member Barron, if you're voting with the-- the Health Committee's next.

UNIDENTIFIED: Sorry. Gov Ops just ended. I am going to start health.

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 March 9, 2021