

# **The New York City Council**

*City Hall  
New York, NY 10007*



## **Meeting Minutes**

**Tuesday, January 21, 2020**

**10:30 AM**

**Jointly with the Committee on Technology**

**250 Broadway - Committee Rm, 14th Fl.**

## **Committee on Governmental Operations**

*Fernando Cabrera, Chair*

*Members: Ben Kallos, Alan N. Maisel, Bill Perkins,  
Keith Powers, Ydanis A. Rodriguez and Kalman Yeger*

Roll Call

**Present:** Cabrera, Kallos, Maisel, Perkins, Powers, Rodriguez and Yeger

*Other Council Members Attending: Koo, Holden, Matteo, Ayala, Adams, Constantinides and Ulrich*

T2020-5595

**Oversight – 311**

**Attachments:** Committee Report, Hearing Transcript

**This Oversight was Hearing Held by Committee**

**Attachments:** Committee Report, Hearing Transcript

**This Oversight was Filed, by Committee**

Int 0062-2018

**A Local Law to amend the administrative code of the city of New York, in relation to requiring that the 311 website, app, and phone line allow for persons to request snow and ice removal on pedestrian bridges and that those reports be routed to the appropriate agency**

**Attachments:** Summary of Int. No. 62, Int. No. 62, January 31, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 62, Int. No. 62, January 31, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Laid Over by Committee**

Int 0462-2018

**A Local Law to amend the New York city charter, in relation to requiring the 311 call center to log complaints about locations without street addresses**

**Attachments:** Summary of Int. No. 462, Int. No. 462, February 14, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 462, Int. No. 462, February 14, 2018 - Stated Meeting Agenda, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Laid Over by Committee**

Int 1420-2019

**A Local Law in relation to requiring a study and report on unsubstantiated 311 complaints**

**Attachments:** Summary of Int. No. 1420-B, Summary of Int. No. 1420-A, Summary of Int. No. 1420, Int. No. 1420, February 13, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 2-13-19, Proposed Int. No. 1420-A - 9/9/19, Proposed Int. No. 1420-B - 12/17/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

*Proposed Int. No. 1420-B*

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 1420-B, Summary of Int. No. 1420-A, Summary of Int. No. 1420, Int. No. 1420, February 13, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 2-13-19, Proposed Int. No. 1420-A - 9/9/19, Proposed Int. No. 1420-B - 12/17/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Amendment Proposed by Comm**

**Attachments:** Summary of Int. No. 1420-B, Summary of Int. No. 1420-A, Summary of Int. No. 1420, Int. No. 1420, February 13, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 2-13-19, Proposed Int. No. 1420-A - 9/9/19, Proposed Int. No. 1420-B - 12/17/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Laid Over by Committee**

Int 1525-2019

**A Local Law to amend the administrative code of the city of New York, in relation to conducting 311 customer satisfaction surveys in designated citywide languages**

**Attachments:** Summary of Int. No. 1525-A, Summary of Int. No. 1525, Int. No. 1525, April 18, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 4-18-19, Minutes of the Stated Meeting - April 18, 2019, Proposed Int. No. 1525-A - 12/11/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

*Proposed Int. No. 1525-A*

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 1525-A, Summary of Int. No. 1525, Int. No. 1525, April 18, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 4-18-19, Minutes of the Stated Meeting - April 18, 2019, Proposed Int. No. 1525-A - 12/11/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Amendment Proposed by Comm**

**Attachments:** Summary of Int. No. 1525-A, Summary of Int. No. 1525, Int. No. 1525, April 18, 2019 - Stated Meeting Agenda with Links to Files, Hearing Transcript - Stated Meeting 4-18-19, Minutes of the Stated Meeting - April 18, 2019, Proposed Int. No. 1525-A - 12/11/19, Committee Report 1/21/20, Hearing Transcript 1/21/20

**This Introduction was Laid Over by Committee**

Int 1830-2019

**A Local Law to amend the administrative code of the city of New York, in relation to publication of 311 service level agreements**

**Attachments:** Summary of Int. No. 1830, Int. No. 1830, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 1830, Int. No. 1830, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19

**This Introduction was Laid Over by Committee**

Int 1832-2019

**A Local Law to amend the administrative code of the city of New York, in relation to requiring 311 to notify each agency when a request for service or complaint has not been closed within the number of days specified by such agency's service level agreement**

**Attachments:** Summary of Int. No. 1832-A, Summary of Int. No. 1832, Int. No. 1832, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19, Proposed Int. No. 1832-A - 1/27/20

*Proposed Int. No. 1832-A*

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 1832-A, Summary of Int. No. 1832, Int. No. 1832, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19, Proposed Int. No. 1832-A - 1/27/20

**This Introduction was Amendment Proposed by Comm**

**Attachments:** Summary of Int. No. 1832-A, Summary of Int. No. 1832, Int. No. 1832, December 19, 2019 - Stated Meeting Agenda with Links to Files, Committee Report 1/21/20, Hearing Transcript 1/21/20, Hearing Transcript - Stated Meeting 12-19-19, Proposed Int. No. 1832-A - 1/27/20

**This Introduction was Laid Over by Committee**