



Legislation Details (With Text)

**File #:** Res 0985-2011      **Version:** \*      **Name:** Develop a plan that would allow New York City residents to contact 911 and 311 through text messages.

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**In control:** Committee on Technology

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**Title:** Resolution calling upon the New York City Department of Information Technology and Telecommunications to work with the New York City Police and Fire Departments as well as wireless carriers to develop a plan that would allow New York City residents to contact 911 and 311 through text messages.

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**Indexes:**

**Attachments:**

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12/31/2013	*	City Council	Filed (End of Session)	

Res. No. 985

Resolution calling upon the New York City Department of Information Technology and Telecommunications to work with the New York City Police and Fire Departments as well as wireless carriers to develop a plan that would allow New York City residents to contact 911 and 311 through text messages.

By Council Members James, Fidler, Gentile, Mendez, Recchia, Williams, Crowley and Nelson

Whereas, Text messaging has become one of the most popular ways of communicating; and

Whereas, Text messaging provides the hearing-impaired with an alternative to the TTY system, which requires a teletypewriter usually the size of a standard computer keyboard; and

Whereas, Allowing New York City residents to contact the 911 system through text messages will permit individuals in unsafe environments to communicate quickly and discreetly; and

Whereas, The Black Hawk County 911 Center in Iowa has been successfully accepting text messages since August 2009 and provides a model which the City can adapt and implement; and

Whereas, Other communities across the country have begun exploring the implementation of similar systems or creation of a separate emergency text messaging number; and

Whereas, New York City's 911 and 311 systems were upgraded in 2008 to accept photos and videos online after a call has already been placed; and

Whereas, The citywide 311 online system currently allows residents to follow up on the status of existing complaints and has begun to accept the submission of specific types of complaints online; and

Whereas, The citywide 311 system includes an iPhone application through which specific complaints can be submitted using a mobile phone; and

Whereas, The citywide 311 system provides answers to non-emergency questions through text messages; and

Whereas, The next step in developing the capabilities of the 911 and 311 systems should be to incorporate text messaging for emergency correspondence and submitting complaints; now, therefore, be it

Resolved, That the Council of the City of New York calls upon the New York City Department of Information Technology and Telecommunications to work with the New York City Police and Fire Departments as well as wireless carriers to develop a plan that would allow New York City residents to contact 911 and 311 through text messages.

CG  
6/17/11  
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