



Legislation Details (With Text)

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Title: Resolution calling upon the appropriate committee of the New York City Council to investigate the quality and effectiveness of operating equipment and bilingual translators for the City's E-911 system.

Sponsors: Margarita Lopez, Maria Baez, Leroy G. Comrie, Jr., Erik Martin Dilan, Helen D. Foster, Alan J. Gerson, Hiram Monserrate, Michael C. Nelson, Joel Rivera, James Sanders, Jr., Helen Sears, Jose M. Serrano, John C. Liu, Yvette D. Clarke, Christine C. Quinn

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Res. No. 234

Resolution calling upon the appropriate committee of the New York City Council to investigate the quality and effectiveness of operating equipment and bilingual translators for the City's E-911 system.

By Council Members Lopez, Baez, Comrie, Dilan, Foster, Gerson, Monserrate, Nelson, Rivera, Sanders, Sears, Serrano and Liu; also Council Members Clarke and Quinn

Whereas, According to recent census statistics, Hispanics account for over one-quarter of the population of the City of New York; and

Whereas, A great number of calls to the City's E-911 system are made by Spanish speaking callers; and

Whereas, Testimony has been given to the Council by representatives of the Police Department and employee unions that less than 20 Spanish speaking operators are on duty in the E-911 system; and

Whereas, This lack of bilingual callers has forced the City to employ a less than optimal third party translator response system routed through California, which results in delay of service for Spanish speaking callers; and

Whereas, Further testimony has been given that equipment used by the E-911 system is outdated and ineffective; now, therefore, be it

Resolved, That the Council of the City of New York calls upon the appropriate committee to investigate the quality and effectiveness of operating equipment and bilingual translators for the City's E-911 system.