



## Legislation Text

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**File #:** Res 1843-2001, **Version:** \*

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Res. No. 1843

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, Carrion, Malave-Dilan, Freed, Linares and Perkins; also Council Members Espada, Foster, Robinson and Robles

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Whereas, Further testimony has been given that equipment used by the E-911 system is outdated and ineffective; now, therefore, be it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

LS#4086