



Legislation Text

File #: Res 0234-2002, **Version:** *

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Whereas, Further testimony has been given that equipment used by the E-911 system is outdated and ineffective; now, therefore, be it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