

# The New York City Council

*City Hall  
New York, NY 10007*



## Meeting Minutes

Thursday, April 25, 2024

10:00 AM

Council Chambers - City Hall

### Committee on Technology

*Jennifer Gutiérrez, Chair  
Members: Erik D. Bottcher, Robert F. Holden,  
Vickie Paladino and Julie Won*

## Roll Call

**Present:** Gutiérrez, Bottcher, Holden and Paladino

**Parental :** Won

*Other Council Members Attending: De La Rosa, Dinowitz and Brewer*

T2024-1806

**Oversight - 311**

**Attachments:** Committee Report, Hearing Testimony, Hearing Transcript

**This Oversight was Hearing Held by Committee**

**Attachments:** Committee Report, Hearing Testimony, Hearing Transcript

**This Oversight was Filed, by Committee**

Int 0131-2024

**A Local Law to amend the administrative code of the city of New York, in relation to adding a 311 complaint category for noise from sirens**

**Attachments:** Summary of Int. No. 131, Int. No. 131, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 131, Int. No. 131, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0422-2024

**A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to create a separate 311 category for rooftop activity complaints and to report annually regarding such complaints, and to require the commissioner of buildings to report annually regarding certain rooftop spaces**

**Attachments:** Summary of Int. No. 422, Int. No. 422, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 422, Int. No. 422, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

- Int 0461-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to requiring human translation of the 311 app**
- Attachments:** Summary of Int. No. 461, Int. No. 461, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Hearing Held by Committee**
- Attachments:** Summary of Int. No. 461, Int. No. 461, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Laid Over by Committee**
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- Int 0485-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to provide assistance relating to affordable internet programs**
- Attachments:** Summary of Int. No. 485, Int. No. 485, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Hearing Held by Committee**
- Attachments:** Summary of Int. No. 485, Int. No. 485, February 28, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-28-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Laid Over by Committee**
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- Int 0582-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to creating a mobile application to support the efficient handling of 311 service requests by city employees**
- Attachments:** Summary of Int. No. 582, Int. No. 582, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Hearing Held by Committee**
- Attachments:** Summary of Int. No. 582, Int. No. 582, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Laid Over by Committee**
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- Int 0583-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to provide live chat functionality**
- Attachments:** Summary of Int. No. 583, Int. No. 583, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24
- This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 583, Int. No. 583, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0584-2024

**A Local Law to amend the administrative code of the city of New York, in relation to providing an estimated wait time to 311 call center customers**

**Attachments:** Summary of Int. No. 584-A, Summary of Int. No. 584, Int. No. 584, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24, Proposed Int. No. 584-A - 5/20/24, Committee Report 5/23/24, Committee Report - Stated Meeting, Fiscal Impact Statement, May 23, 2024 - Stated Meeting Agenda

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 584-A, Summary of Int. No. 584, Int. No. 584, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24, Proposed Int. No. 584-A - 5/20/24, Committee Report 5/23/24, Committee Report - Stated Meeting, Fiscal Impact Statement, May 23, 2024 - Stated Meeting Agenda

**This Introduction was Laid Over by Committee**

Int 0588-2024

**A Local Law to amend the administrative code of the city of New York, in relation to 311 transmitting image and video data for service requests or complaints**

**Attachments:** Summary of Int. No. 588, Int. No. 588, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 588, Int. No. 588, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0589-2024

**A Local Law to amend the administrative code of the city of New York, in relation to requiring that 311 allow 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. 589, Int. No. 589, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 589, Int. No. 589, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0602-2024

**A Local Law to amend the administrative code of the city of New York, in relation to reports of illegal towing to 311**

**Attachments:** Summary of Int. No. 602, Int. No. 602, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 602, Int. No. 602, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0626-2024

**A Local Law to amend the administrative code of the city of New York, in relation to the use of global positioning system coordinates for 311 complaints and service requests**

**Attachments:** Summary of Int. No. 626, Int. No. 626, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 626, Int. No. 626, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0634-2024

**A Local Law to amend the administrative code of the city of New York, in relation to 311 transmitting image and video data for housing service requests or complaints**

**Attachments:** Summary of Int. No. 634, Int. No. 634, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 634, Int. No. 634, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

**Int 0640-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to accept requests for service and complaints using video call functionality**

**Attachments:** Summary of Int. No. 640, Int. No. 640, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 640, Int. No. 640, March 7, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-7-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

**Int 0673-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to adding a 311 complaint category for dog runs**

**Attachments:** Summary of Int. No. 673, Int. No. 673, March 19, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-19-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 673, Int. No. 673, March 19, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-19-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

**Int 0820-2024**      **A Local Law to amend the administrative code of the city of New York, in relation to the number of steps to submit service requests or complaints on the 311 website and mobile application**

**Attachments:** Summary of Int. No. 820, Int. No. 820, April 18, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-18-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 820, Int. No. 820, April 18, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-18-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**

Int 0822-2024

**A Local Law to amend the administrative code of the city of New York, in relation to requiring the 311 customer service center to indicate that an agency is unable to respond to a service request or complaint and implement protocols providing proof of action**

**Attachments:** Summary of Int. No. 822, Int. No. 822, April 18, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-18-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 822, Int. No. 822, April 18, 2024 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-18-24, Committee Report 4/25/24, Hearing Testimony 4/25/24, Hearing Transcript 4/25/24

**This Introduction was Laid Over by Committee**