

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON TECHNOLOGY

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March 10, 2025

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HELD AT: Committee Room - City Hall

B E F O R E: Jennifer Gutiérrez,
Chairperson

COUNCIL MEMBERS:

Gale A. Brewer
Erik D. Bottcher
Robert F. Holden
Vickie Paladino
Julie Won

A P P E A R A N C E S (CONTINUED)

Matthew Fraser

OTI

Edwin Pemberton

OTI

Chantal Senatus

OTI

Michele Blondmonville

Self

Pastor Adlerette Kebreew

Self

Christopher Leon Johnson

Self

Yosep Blake Bak

Self

SERGEANT AT ARMS: Testing, testing, this is sound check from the New York City Council Committee on Technology recorded on March 10, 2025 by Sergeant Ben Levy in the Committee Room.

SERGEANT AT ARMS: Good afternoon and welcome to the New York City Council Preliminary Budget hearing on Technology. At this time can everybody please silence your cellphones? If you wish to testify, please go to the back of the room to fill out a testimony slip.

At this time and going forward, no one is to approach the dais. I repeat, no one is to approach the dais. Chair, we are ready to begin.

CHAIRPERSON GUTIÉRREZ: [GAVEL] Good afternoon. Thank you and welcome to our March hearing. I'm Council Member Jennifer Gutiérrez and I'm the Chair of the Committee on Technology. Before we jump in today, I want to set the stage a bit for this budget hearing. This Committee traditionally did not have a standalone preliminary budget hearing but it was clear from very early on that the importance of having some oversight of the investments and programs that OTI was tasked with ahead of the budget cycle. Many of the programs this agency is responsible for

and building effect not just every agency but all New Yorkers. I also want to spend some time on OTI's recent announcement of their road map for digital equity. I've spent a long time here at hearings with OTI here and with advocates talking about the Fiverr Digital Equity and I passed legislation to advance it and I was not a part of this roadmap so I look forward to the Commissioner and the agencies highlight of the rollout in this roadmap. Again, would love to be part of these collaborations in the future.

Today, we'll focus on the major pillars of OTI's work that touch New Yorkers broadband and Big Apple Connect, the Internet Master Plan, my City Portal, Link NYC, and technology contracts. We need clarity on the specifics of the new needs and we need them explained in concise layman's terms. We will also hopefully dive into some more structural questions about how we are spending our tax dollars. Are we outsourcing our tech expertise at an unsustainable scale? Are we building a city that is entirely dependent on contracts that funnel public dollars to private companies in perpetuity because if that is

the case, not sustainable and is an un-investment in our own city?

We have a lot to discuss and I expect direct transparent answers. Today, I look forward to hearing from Commissioner Fraser. Thank you for being here as always and providing us with brief and concise answers as well as concerns, public testimony concerns from the public.

Finally, I'd like to thank the Technology Committee staff including Counsel Irene Byhovsky and Policy Analyst Erik Brown, our Finance Analyst Amaan Mahadevan, Florentine Kabore and my Chief of Staff Arnya Lehyr for their tremendous work on putting this hearing together. And I'd like to recognize Technology Committee Members Council Members Bob Holden, and is that all? And that's it for now. I'll pass it on to Irene. Thank you.

COMMITTEE COUNSEL: Good afternoon everyone. I kindly ask all of you to raise your right hand. Thank you. Do you swear or affirm to tell the truth and respond honestly to Council Member questions? Commissioner Fraser?

MATTHEW FRASER: I do.

COMMITTEE COUNSEL: Commissioner Pemberton?

EDWIN PEMBERTON: I do.

COMMITTEE COUNSEL: Thank you and Ms. Senatus?

CHANTAL SENATUS: I do. Thank you.

COMMITTEE COUNSEL: Thank you very much. You can begin your testimony.

MATTHEW FRASER: Good afternoon Chair Gutiérrez and members of the Council Committee on Technology. My name is Matthew Fraser and I am the Chief Technology Officer of the City of New York. With me are Edwin Pemberton, the Office of Technology and Innovation's Deputy Commissioner for Management and Budget, and Chantal Senatus, OTI's Deputy Commissioner for Legal Matters. Thank you for the opportunity today to speak about OTI's Fiscal Year 2026 Preliminary Budget, our recent accomplishments, and our priorities for the coming year.

Since day one of this Administration, I have led the city's vast tech portfolio under Executive Order 3, which covered the city's previously disparate technology offices under one roof with a clear vision: to make government run better and expand digital equity.

As the city's Chief Technology Officer, I am proud to spearhead citywide projects that democratize

access to technology, improve the public's interactions with city government, and help our fellow agencies leverage tech to accomplish their missions. One area where we have significantly improved the lives of New Yorkers is through our digital equity initiatives. Under this Administration, New York City provides more residents with free internet than any other city in the nation, and supplies equitable access to devices, digital skills training, and additional support programs to ensure New Yorkers across the five boroughs are equipped to use the internet.

Big Apple Connect, the nation's largest municipal subsidized broadband program, continues to provide free broadband and basic cable access to over 330,000 New Yorkers in 220 NYCHA sites. Just last week, we unveiled the New York City Digital Equity Roadmap, a dedicated program of initiatives and investments designed to ensure safe and equitable access to broadband internet service, and the skills and support to use it.

This thoughtfully researched report, which includes contributions from several other agencies, fully takes stock of the resources the city has to

tackle the digital divide, while proposing short- and long-term initiatives to build on existing programs. Notably, we are making a \$2.4 million investment to upgrade technology in older adult centers, libraries, and the NYCHA Digital Van program. Additionally, we intend to release a request for expressions of interest, RFEI to further explore how the public infrastructure can improve digital equity outcomes.

We will also leverage existing partnerships to expand the programs that provide devices and skills training and will create opportunities for robust coordination through a Digital Equity Working Group led by a new Chief Digital Equity Officer at OTI. I look forward to partnering with the Council to accomplish these goals. Our commitment to setting milestones and fulfilling them is evident through the progress made through the New York City Artificial Intelligence Action Plan, the nation's first broad AI governance plan. This pioneering effort provides city agencies with the necessary framework to evaluate AI tools and associated risks, helps the city government employees build knowledge and skills, and supports the implementation of these tools to benefit New Yorkers.

Within a year of its launch, we exceeded our own expectations by starting or completing 31 of the 37 actions. We have published a guide of policy documents and established an AI Steering Committee and an AI Advisory Network of experts from private industry, higher education, and non-profits. These efforts ensure that our agencies have the framework to responsibly and effectively use AI to better serve New Yorkers.

This month, we will celebrate the second anniversary of the launch of My City, our one-stop shop for essential city services and benefits. The site features impactful public-facing programs including a simplified child care subsidy application, a redesigned Jobs NYC website, and an improved Business site. We've also created a common services portal within My City that will allow other city agencies to integrate systems into the My City umbrella. Most recently, we launched a benefits screening tool that allows account holders to opt-in for screening for eligibility for additional services. In addition, we are pursuing innovative opportunities to save taxpayer dollars. Our recent announcement of T-Mobile as a major wireless carrier

for the City of New York leverages the city's bulk purchasing power, rather than individual agencies negotiating their own contracts, to achieve millions of dollars in savings on the cost of city-issued mobile devices.

This deal will also bolster the city's public safety network and will make mobile plans more affordable for city employees. Before I get into the budget numbers, I want to highlight OTI's success in promoting Minority and Women-owned Business Enterprises. In Fiscal Year 2024, OTI processed 246 MWBE procurements totaling more than \$83.4 million in contracts. We also made the most frequent use of any agency of the MWBE Noncompetitive Small Purchasing method, capitalizing on the evolution of citywide policies and initiatives in recent years to diversify the businesses and business owners receiving contracts from city.

Finally, I'd like to briefly summarize OTI's budget. OTI's Fiscal Year 2026 Preliminary Budget allocates approximately \$743.2 million in expense funds. Of this, approximately \$176.9 million are for Personnel Services to support the 1,545 full-time positions; and \$566.3 million are for Other than

Personnel Services. This Preliminary Budget had a net increase of \$75.7 million for Fiscal Year 2026. The PS Expense budget increased by 35 positions and the OTPS Expense budget increase was largely attributed to the Asylum Seeker program, Childcare Programs map and grant funding.

Our Capital funding for Fiscal Year 2026 totals \$203 million for projects related to IT Modernization, Cyber Security, 311 and Emergency Communication system upgrades. The Fiscal Year 2026 Preliminary Budget revenue plan is approximately \$141.4 million.

Thank you for the opportunity to testify today. I will now take council members' questions.

CHAIRPERSON GUTIÉRREZ: Thank you. I'd also just like to recognize Council Member Brewer has just joined us and thank you so much Commissioner. So, I wanted to start with the My City Portal. Can you share the funding allocated for Fiscal Year 2025 and FY 2026 for My City, just the dollar amounts?

MATTHEW FRASER: Yeah, for the specifics around the budget allocation for my city, I defer to the Deputy Commissioner of Management and Budget.

CHAIRPERSON GUTIÉRREZ: Okay, thank you.

EDWIN PEMBERTON: For My City Fiscal Year 2025, the budget is \$14 million and for Fiscal Year 2026, it's \$5.7 million.

CHAIRPERSON GUTIÉRREZ: Okay and is there anything that you can share on the difference in funding streams? Just if you can expand a little bit about the amount of investment, the decision behind the difference in investment year to year?

EDWIN PEMBERTON: We have to do like projections on what portals are actually going to be established. So every year we work with the city on deciding the cost of those portals. So, we work with OMB to get funding annually for My City.

CHAIRPERSON GUTIÉRREZ: Right and so can you just explain what the uhm and I'd like to recognize Committee Member Council Member Julie Won who has joined us. \$14 million in FY 2025, \$5.7 in 2026. Is there anything specific that you want to highlight as to what the difference is? Like why it's so much less?

MATTHEW FRASER: Yeah, so the first phase of My City was focused around childcare. It was building a used case that we could task very quickly that covered a necessary gap in city services. So, when

1 we served with childcare, we got a lot of success
2 behind that. We expanded through the business portal
3 and then beyond the business portal we expanded to
4 add chat capabilities.
5

6 Since then, we built an integration pipeline so
7 that city agencies can more easily build integrations
8 into the My City umbrella. So, when we look across
9 the last Fiscal Year 2025's the lion share of the
10 work was focused on building a common services
11 portal. So, when you think about common services,
12 you think about things like authentication, when you
13 sign into a website. Integration of data sources, a
14 data pipeline and then a content store, a single
15 place where you can store information. And building
16 a guide book so the agencies that they look to build
17 in to the My City framework, they have a guide that
18 shows them how to build those integrations in place.

19 So, that - a lot of that work was necessary, so
20 that in the future phases, the developments would
21 become less expensive and also create a proper
22 foundation so that we don't have to build the same
23 components over and over again.

24 CHAIRPERSON GUTIÉRREZ: Thank you. Thank you
25 Commissioner. Can you share how many contracts have

MATTHEW FRASER: Yeah, for the specifics on the number of contracts, I defer to the Deputy Commissioner of Management and Budget.

CHAIRPERSON GUTIÉRREZ: Since it started and do you have the projection for FY 2026 of the contract value?

CHAIRPERSON GUTIÉRREZ: That's the budget but for tracts yeah?

EDWIN PEMBERTON: No, I don't have that number of many contracts. We also have contracts multi- and it's pretty much some of them stop you know fiscal year, so I could get that number, how many will actually be ongoing.

EDWIN PEMBERTON: Right, 78 includes the total value of all the contracts spent for My City.

CHAIRPERSON GUTIÉRREZ: Okay up until now, okay.
Can you share how many vendors are currently working
on the My City portal?

MATTHEW FRASER: How many vendors, you mean
consultants? You mean number of individual
companies?

CHAIRPERSON GUTIÉRREZ: Yeah, exactly, just the
folks I know that uhm, at the last, the last hearing
that we had, I don't have the exact number but just
wanted to see how many folks you're directly
contracting with for the buildout of the site.

EDWIN PEMBERTON: So, each vender is a contract.
So, the number I mentioned 78 -

CHAIRPERSON GUTIÉRREZ: Oh so those are just the
vendors?

EDWIN PEMBERTON: Yeah.

CHAIRPERSON GUTIÉRREZ: Okay.

EDWIN PEMBERTON: Yeah different contract.

CHAIRPERSON GUTIÉRREZ: Okay, were there any
RFP's issued to select these vendors?

EDWIN PEMBERTON: These vendors are based on uhm
-

CHAIRPERSON GUTIÉRREZ: Or the contracts, excuse me. Was there any RFP? Was there any like process or public thinking process?

EDWIN PEMBERTON: Most of them, we try to do MWBE's and it's competitive yes.

CHAIRPERSON GUTIÉRREZ: Okay, so all the and you know I don't want to skip the fact that you know you've done a great deal of working with MWBE's, I think that's great. So, of these MWBE's that you included in your opening testimony responded to RFP's for example?

EDWIN PEMBERTON: RFP's yes. Yes, that's correct.

CHAIRPERSON GUTIÉRREZ: And specific to my city, the same process? There is an RFP that went out?

MATTHEW FRASER: Yeah, that's correct. So, traditionally with programs like this, instead of having 78 contracts, you would have one master agreement that you would issue to a major systems integrator and that systems integrator would bring in resources if you need it. With My City, we shifted the approach. Instead of having one master systems integrator, we spread the work throughout the MWBE

communities so we could diversify the city spend while capitalizing on the talent that's in that pool.

CHAIRPERSON GUTIÉRREZ: Thank you. After - is OTI as this phase, is OTI able to maintain the system independently or is maintenance also part of the contracts with these vendors?

MATTHEW FRASER: As we're in an expansion phase for the components that have been delivered, the lion share of those services are being maintained by the OTI support team but as we continue to build out in new components and new capabilities, naturally we're going to have train people up on what's being delivered so that we can get to you to maintain it.

CHAIRPERSON GUTIÉRREZ: But it's a goal for maintenance of every phase and every aspect of the My City portal, is the goal that maintenance will be 100 percent maintained or done by OTI?

MATTHEW FRASER: Yeah, that's the overall goal for all the technology we deliver to ensure the city can support it in the event of uhm of anything happening. Whether that's funding dissipating or contracts or contractors going away.

CHAIRPERSON GUTIÉRREZ: Commissioner I know at one of our first hearings about the My City Portal, I

know the goal was to build it in house and obviously now there are third party vendors to build it out.

Can you clarify if there's any work, the rollout or initial work of the My City Portal that's done in house? Is any of like of the phase besides maintenance, is any of that done in house?

MATTHEW FRASER: Yeah, there was a significant amount of work done in house. Everything from the user centric design, getting feedback from the user community about the existing portals, their existing experience, the existing application process, all of that stuff was done in house. The initial design work and development of the initial proof of concept, that was done in house but as we built out capabilities that stretch the city's tech talent, we naturally had to branch out and bring in resources to help us do that.

CHAIRPERSON GUTIÉRREZ: Okay. I have here that a significant amount of the contracts for this portal are with three vendors more or less. I'm going to read them off. Can you confirm?

MATTHEW FRASER: Are with? I'm sorry I didn't -

CHAIRPERSON GUTIÉRREZ: With the following - I'm just going to read off like three, I think three

vendors that it seems like there's multiple contracts with. If you could just confirm. I have Innovative Business Concept, does that sound familiar? Does that sound - can you confirm if that is a vendor that OTI is contract with regarding My City?

MATTHEW FRASER: Oh yes, yes, IBC, yeah.

CHAIRPERSON GUTIÉRREZ: Okay, sorry. Rangam Consultants.

MATTHEW FRASER: Rangam, yeah that sounds familiar, yeah.

CHAIRPERSON GUTIÉRREZ: Okay and then Unique Comp Inc.

MATTHEW FRASER: Unique Comp, yes.

CHAIRPERSON GUTIÉRREZ: Yeah okay, and they have multiple contracts. Is there anything that you can share specifically just these three but why you're contracting - why you're having multiple contracts with the same vendors?

MATTHEW FRASER: So, when you put things out to a pool of vendors to respond to, depending on who responds, the cost of their response and the quality of proposal, decisions are made then on who is selected and those decisions are like made by the

subject matter experts that are actually doing the work.

CHAIRPERSON GUTIÉRREZ: Okay and then Commissioner, I think at the last or a hearing in the fall we spoke about a road map just to give a sense to us and to New Yorkers, kind of like what's the next phase? The next roll out of My City. I think you shared there would be some kind of a road map. I think we even said we'd have it; I'd have it before I was back from maternity leave. So, curious kind of where we're at with the road map for My City, just understanding what the next phase is. Do you recall? Do you remember?

MATTHEW FRASER: Yeah, so we do have a road map that's been created that shows where we'll be through the next two years for the My City program showing the phases that we're looking to expand to including housing, where we're including for the housing space and other benefits we're looking to consolidate into the portal. We can certainly outside of this follow up with Council we'll provide a copy of that.

CHAIRPERSON GUTIÉRREZ: The road map is not public?

MATTHEW FRASER: The road map is not public, no.

CHAIRPERSON GUTIÉRREZ: Okay, is there an intention to make it public, just so New Yorkers can anticipate?

MATTHEW FRASER: Yeah, so very similar to what we've done with our - the last version of our strategic plan. When we initially delivered it, we delivered it with a three year timeline which brings us to where we are now. When we update that timeline and we update the strategic plan and we'll also include developments including My City.

CHAIRPERSON GUTIÉRREZ: Yeah, we would love to see that. I mean you said the road map has timelines?

MATTHEW FRASER: Yeah, there's a road map exclusive for the My City program. It's outside of the strategic plan update but we can share that and that's has timelines around delivery.

CHAIRPERSON GUTIÉRREZ: Is there any piece on the childcare platform? Are there any changes? Are there any modifications specifically on the childcare front? I know that that's probably - that's I think the most, numerically the most successful part of the platform. Is there any modifications or anything that you can share with us about that piece?

1
2 MATTHEW FRASER: Yeah, so we've made a lot of
3 updates to childcare, so the initial wave was the
4 initial applications. We've done initial
5 applications. We've done renewals. We've done
6 conjunctive eligibility reviews. We've done a number
7 of updates in that space. The next phase is also
8 going to include a map of childcare related
9 facilities that are available beyond just applying
10 for the service. You can see where you could
11 actually use the benefits once you get them.

12 CHAIRPERSON GUTIÉRREZ: Okay, okay, great and is
13 there, if you can share is there any - the
14 communication between the applicant- let's say
15 someone is applying for childcare, is that
16 communication then directly going through DOE or ACS
17 and the applicant or does OTI play some role in like
18 the communication?

19 MATTHEW FRASER: So, the communication between
20 the applicant and the provider of the processor of
21 the application is directly between them and the
22 servicing agency. So, if for the childcare universe
23 you have ACS, DSS and DOE are the three fulfilling
24 agencies, so depending on what program the person
25 applies for, it's likely that they would get - it's

likely that they would get - their responses are going to exclusive to the agency that services the particular type of childcare that they applied for unless the application switches or they change the type of childcare that they're applying for then they'll be redirected to a different agency.

CHAIRPERSON GUTIÉRREZ: But that's directly with the agency?

MATTHEW FRASER: Directly with the agencies themselves, not with us.

CHAIRPERSON GUTIÉRREZ: Okay, wonderful thank you. I want to jump to Big Apple Connect.

MATTHEW FRASER: Yup.

CHAIRPERSON GUTIÉRREZ: So, I just wanted to get a sense, I know in FY26 there's - it's included in the preliminary budget to fund Big Apple Connect. Can you share a little bit about FY27, FY28 and just in the outyears. What is the plan today for keeping the program fully funded and functioning?

MATTHEW FRASER: Yeah, so Big Apple Connect as many may remember, we repurposed money that was baselined in OTI's budget to support the NYSWA Network. We've since used the NYSWA money to cover the cost associated with Big Apple Connect.

CHAIRPERSON GUTIÉRREZ: And can you confirm, was that capital or always expense.

MATTHEW FRASER: That was expense funding.

CHAIRPERSON GUTIÉRREZ: Oh it's expense, okay.

MATTHEW FRASER: Yeah, so NYSWA was baselined in what was then known as DoITT's budgets at over \$47 million annually. Big Apple Connect as we currently sit it's around \$38 million and we repurposed NYSWA money to do Big Apple Connect. So part of the agreement that was in place was that the Big Apple Connect. So, part of the agreement that was in place was that the Big Apple Connect term was initially for three years. We are in that renewal of that term and going forward it is our expectation that the funding associated with Big Apple Connect will be rebaselined in OTI's operating budget so that it's not a year to year conversation. It's going to be part of our operating expense going forward.

CHAIRPERSON GUTIÉRREZ: Okay, uhm so right now, so we have it for the conclusion of that term was FY26 sorry, with FY26, correct?

MATTHEW FRASER: Yeah that is correct.

CHAIRPERSON GUTIÉRREZ: Okay and then do you have a projection for what the potential budget would be in FY27 and FY28 baselined?

MATTHEW FRASER: So, we expect to bring adoption up right now. Currently we're over 80 percent adoption across all of public housing. We're looking to bring that up as close to 100 percent as we can get and that should fit within the baseline of what we had as part of the NYSWA funding.

CHAIRPERSON GUTIÉRREZ: But do you know what that amount would be?

MATTHEW FRASER: Yeah so as it stands right now, based on our projected rate of growth, we won't be a far departure from where we are right now. I think we're - what's the exact number?

EDWIN PEMBERTON: 39.4.

MATTHEW FRASER: 39.4, uhm, I think at its peak our projections take it as high as 42, so it's not a far departure from where we currently are.

CHAIRPERSON GUTIÉRREZ: Okay, uhm, I think we were informed that there would be a dashboard for the breakdown of subscription rates that would be shared. Do you know if the dashboard was ever shared with the Council?

1
2 MATTHEW FRASER: The dashboard was created and I
3 believe the links were shared. If you don't have
4 access, we can make sure that you get access.

5 CHAIRPERSON GUTIÉRREZ: Okay. Okay, I want to
6 ask specifically about an organization that we've met
7 with that was providing free - that was providing
8 broadband. They're called Peoples Choice
9 Communication and the claim that they were delivering
10 free internet to over 1,000 NYCHA households in 2022.
11 They said that they reached out to OTI and was
12 unsuccessful in connecting with OTI. Their offer was
13 denied and the Big Apple Connect Program - you can
14 confirm is in contracts currently with just two
15 providers, correct? Spectrum and Altice?

16 MATTHEW FRASER: So, we have rates available from
17 Spectrum and Altice, which covers 100 percent of
18 public housing and the other third major franchisee
19 is Verizon.

20 CHAIRPERSON GUTIÉRREZ: Is Verizon, okay. So,
21 sorry back to the Peoples Choice Communications.
22 They claimed that they were providing the service to
23 public housing for free and so, if you are aware of
24 that, my question to you is why they were denied the
25 offer for free internet service to continue providing

1 that service to NYCHA at no cost instead of
2 continuing the contract or keeping that contract with
3 Spectrum, Altice and now Verizon because Verizon was
4 not a part of the launch.
5

6 MATTHEW FRASER: So, we tried to incorporate all
7 three as part of the launch. It was largely based on
8 rate plans and the two that have primary dominance
9 was because they provided rate plans that were
10 cheaper than Verizon.

11 CHAIRPERSON GUTIÉRREZ: Cheaper than Peoples
12 Choice, a free service provider?

13 MATTHEW FRASER: So, free that is - I think
14 that's a novel term. I doubt that it was being
15 provided for free but we can check on that. I think
16 if you look at the state of affairs when we came in,
17 NYCHA had an RFEI where they had a lot of small
18 providers that were at the table that were charged
19 with providing access. Access in public housing at
20 those rates were around 50 percent, maybe lower than
21 that in some places and they were put to the test to
22 deliver service and they failed. We stepped in less
23 than a year and we provided over not a 1,000 but
24 330,000 people with access and that's because when we
25 came in, we came in right after COVID, when everyone

1 was sent home, they didn't have access. And for all
2 of the small providers we are excited to work with
3 them but we can't work with them when the cost is the
4 people that are dependent on the service not having
5 it.

6
7 CHAIRPERSON GUTIÉRREZ: Is there any intention to
8 work with a provider like this one or any other of
9 the internet service providers that have been working
10 in a lot of these communities, as part of an
11 expansion or stabilization of Big Apple Connect. I
12 know as part of the plan that was released last week,
13 the intention or the goal to continue to expand into
14 Section 8 potentially residences. What is the role
15 that some of these smaller ISP's will play in that?

16 MATTHEW FRASER: So, I'd say Big Apple Connect as
17 a program is more than just connectivity. It's
18 connectivity and basic TV. So, it's two service
19 offerings that's incorporated as part of one program.

20 CHAIRPERSON GUTIÉRREZ: Okay.

21 MATTHEW FRASER: Currently, the major franchisees
22 that can provide cable. In addition to broadband,
23 it's limited to Charter Communications, Altice and
24 Verizon. Those are the three that sit on the
25 franchise that are capable of providing in those

spaces, and we are currently looking to expand our service offerings for connectivity well beyond public housing into other spaces where people have applied for services like as you said, like Section 8 or in some cases, if you are - we've got some announcements that will be coming soon that will cover other large parts of the population. We're seeking to leverage, like we've shown evident from our tech's men, the MWBE community as much as possible.

As it stands right now, we are the agency that has highest utilization of MWBE contracts. That tells you that we're serious about spending in these spaces, however, we will not make - I'm reluctant to make a commitment about something that will not yield tangible results for the people that need access to services and we are constantly working with these providers to see how they can help us in the mission provide quick and fast access to the people that need it.

CHAIRPERSON GUTIÉRREZ: Okay, just on some of the - on a provider like People's Choice or just smaller, are you taking meetings with some of these providers that were providing some level of service? Are they

1 included in some kind of a process to at least
2 compete for the ability to provide a service?

3 MATTHEW FRASER: Yeah, so we have taken meetings
4 across the board. OTI is a public service entity.
5 We're not closing the door on anyone on having a
6 meeting. In terms of providing services and
7 contracts, we make contracts available in certain
8 spaces, they may openly apply to those contracts.
9 Big Apple Connect as I mentioned, it's not just a
10 broadband services contract. It's a broadband and
11 cable TV services contract, which they're not
12 eligible to apply for because they don't provide one
13 of those services.
14

15 CHAIRPERSON GUTIÉRREZ: Okay, okay I'm going to
16 stop there on that. On the future of Big Apple
17 Connect, I know you mentioned obviously the idea is
18 to secure baseline funding. Is the idea to secure
19 baseline funding to maintain internet for current
20 subscribers at no cost or to expand? What is the
21 impact on somewhat not finite budget at this day for
22 a subscriber? Someone who has internet, Big Apple
23 Connect, what does that mean? What is the impact on
24 them next year or in two years?
25

1
2 MATTHEW FRASER: Yeah, so I think when we talk
3 about Big Apple Connect, it's important to get back
4 to the grassroots of why we did it. Working very
5 closely with Council, Council Members like yourself
6 and Council Member Julie Won. One of the first
7 housing developments that we deployed Big Apple
8 Connect at was Queens Bridge Houses. When we
9 provided this service, one of the things that we set
10 as a cornerstone is that the service had to be
11 provided like heat and hot water. When you walk into
12 public housing, you don't ask for heat and hot water,
13 it's given as a human right and today connectivity is
14 that necessary that it's like running water, it's
15 like heat, you need it. So, when we did Big Apple
16 Connect the goal was to get the service out and get
17 it to people as quickly as possible without putting a
18 tax on them to pay for any part of it.

19 If many of you are familiar, during the time when
20 we launched Big Apple Connect, the federal ACP
21 program was available, so people could apply and get
22 access to services. Since the launch of Big Apple
23 Connect, that program has been defunded and it seems
24 like we've as an administration made a lot of smart
25 decisions by standing this up at a time where it was

critical because little did we know a year after we put it in place, the people that were dependent on it would lose it.

Our intention is to keep Big Apple Connect the way that it was structured initially and be available to those that live in public housing, those that live in city provided housing to have access to services at no cost. In addition to public housing, it's important to note that we also cover connectivity in city run family homeless shelters and single shelters today. So that connectivity is expanded beyond -

CHAIRPERSON GUTIÉRREZ: And that's through Big Apple Connect? That's through Big Apple Connect?

MATTHEW FRASER: That's just through OTI.

CHAIRPERSON GUTIÉRREZ: Okay.

MATTHEW FRASER: It's a separate program that we run through OTI.

CHAIRPERSON GUTIÉRREZ: I just want to keep it separate but -

MATTHEW FRASER: Yeah.

CHAIRPERSON GUTIÉRREZ: And so, the idea is to continue if it's not cost today that securing the baseline funding uhm -

MATTHEW FRASER: Keeps it that way.

CHAIRPERSON GUTIÉRREZ: Keeps it that way, okay.
I am going to pass it - I have more questions but I'm going to pass to my colleagues. First up we have Council Member Won for questions.

COUNCIL MEMBER WON: Thank you so much Chair Gutiérrez. Hi, it's good to see you, CTO Fraser. IT's been a while.

MATTHEW FRASER: Good to see you.

COUNCIL MEMBER WON: It's good to hear the funding for Big Apple Connect that's going to be baselined. So, I just wanted to see the status of Big Apple Connect because like you said, with ACP being defunded, I know that a lot of our low incomes neighbors have been depending on this free internet access because it is - it should be treated like a utility and a basic need in our city. So, what is the status now of all of our NYCHA's in New York City being uhm having Big Apple Connect available to them?

MATTHEW FRASER: Yeah, so as it stands, we're in over 220 developments and the adoption rates we see it will be north of 80 percent across the board. That means that there's still 20 percent of the population that we have to get to and this summer, we're focused as it gets warmer out to do what we've

done historically to raise the numbers. Grassroots knocking on doors, putting out flyers, making sure that people are available and surveying those that aren't taking the service, understand what's the reason why. I mean, I think in the beginning there was a lot of concern about a free service being offered by the city, and people then know whether it we will or not. And I think that with the adoption rates being what they are right now, we're seeing growth but the growth is not moving as fast as we would like so getting out and pushing.

COUNCIL MEMBER WON: So, am I understanding correctly that every school in NYCHA and the City of New York now has access to Big Apple Connect?

MATTHEW FRASER: Yeah, so the only - there's a couple of developments that are as part of the Rad Pact developments, the ones that are privately managed, those developments, there's a handful of them that are not currently a part of the Big Apple Connect program. It's because as a part of the management deals, broadband was considered as a part of the management deal.

COUNCIL MEMBER WON: So, the private developers are supposed to pay for them?

1
2 MATTHEW FRASER: So, the private management
3 companies are responsible for establishing that. One
4 of the things that are looking as an opt in as the
5 private management company step in, giving them an
6 opt in for Big Apple Connect so they can leverage it
7 and then we can figure out like the fee structure for
8 that.

9 COUNCIL MEMBER WON: Okay. There seems to be an
10 issue also that I want to raise to you that
11 especially with Spectrum, so I'm hearing from
12 Ravenswood Houses, Queens Bridge Houses and Woodside
13 Houses, if they were initially signed up for ACP,
14 there was no notification or communication to them
15 letting them know that ACP has been set. So, instead
16 of just having them go back to their regular rate,
17 they were now being charged almost double and they
18 had to - they were just slapped with a bill and there
19 was no, nothing for them. But from what I
20 understood, Big Apple Connect was supposed to be an
21 auto enrollment if you were a Spectrum customer. But
22 it seems like it wasn't an auto enrollment for them
23 if they were already an ACP subsidy receiver,
24 recipient. So I think we need to make sure that we
25 go back to Optimum, Spectrum, Verizon, whoever the

franchisees are that have these contracts and make it clear to them if they are currently enrolled as a recipient or as a customer that you have to make sure especially if they were ACP recipients that they're no longer being charged because we're hearing from constituents that they were just one day they were paying like less than \$15 because of ACP and then all of sudden now they're paying upwards of \$60-\$125.

MATTHEW FRASER: Yeah, so I will take that feedback back and I'll meet with - uhm and we'll call in the service providers and we'll get to the bottom of it. Honestly it's the first that I'm hearing that that's an issue.

COUNCIL MEMBER WON: Hmm, hmm.

MATTHEW FRASER: And needless to say from the day that Big Apple Connect became available and it was a service offered from the city. Uhm, and those folks were eligible. They should not be penalized for not knowing how to navigate the bureaucracy of updating their replans. So, let us deal with that.

COUNCIL MEMBER WON: Yeah, so I think we just need to communicate that to the franchisees and make sure that we don't have any NYCHA residents that are being charged because I think there's also been an

1
2 issue if for example, if I'm living with my
3 grandmother in a NYCHA unit and my name is not
4 officially on the lease, then if I were the holder of
5 the Optimum or cable bill, then they say, oh well we
6 don't have proof that you live there or you're not
7 the lease holder, therefore, you're not going to
8 qualify for Big Apple Connect or ACP. So, I think we
9 need to have a clear conversation. I don't know what
10 the contractual agreement was but if the address is a
11 NYCHA apartment that they should qualify. Not
12 exactly the lease holder matching up with the person
13 who is paying for the existing service.

14 MATTHEW FRASER: Yeah, I appreciate the feedback
15 and what we will do is we'll circle back with the
16 franchisees to make sure that that is the case. If
17 the service address is a public housing unit, they're
18 eligible for Big Apple Connect. So, I don't
19 understand what the confusion on the franchisees side
20 maybe but let me take the feedback back and let's see
21 what we can do about it.

22 COUNCIL MEMBER WON: Okay, great and then for the
23 20 percent remaining in each NYCHA, if you could send
24 the Council Members a one pager or any sort of print
25 out or promotional that we could post on social or if

1 we can give out at our family days, I'd be happy to
2 do that, especially in my NYCHA's. And then I also
3 had another question about the - is it okay if I ask
4 a few more questions? For the \$2.4 million - and
5 before I move on from Big Apple Connect, I just want
6 to triple check. I know that the Chair has asked but
7 we can continue to be rest assured that Big Apple
8 Connect will continue on no matter what happens to
9 the Administration, correct?

11 MATTHEW FRASER: Yeah, so part of the reason why
12 we put the agreements in place and I think the
13 importance of baselining the funding is that smart
14 government should work for the people, we should work
15 for the people that we serve and smart decisions
16 should carry on regardless of who sits in the seat.
17 The funding being baselined is a very important step
18 and the contract being extended is another important
19 step.

20 So, to the best of our ability, we put the
21 building blocks in place to ensure that these
22 services can continue into perpetuity and I do not
23 expect that that should change.

24 COUNCIL MEMBER WON: Okay, if you need any
25 support, we're here to support you because we do not

want any of our NYCHA residents losing this very valuable service.

For the \$2.4 million investment to upgrade technology in older adult centers, libraries and for the NYCHA Digital Van program or the New York City Digital Equity Road Map, I'm really glad to hear that. We get requests all the time from especially our senior centers at our NYCHA's about how outdated their technology is, especially their laptops or their hardware for their desk tops. So, do you have a list of who or like which NYCHA's are going to be part of this \$2.4 million investment to upgrade their technology?

MATTHEW FRASER: So, what we'll gladly do is we'll work with Council with sharing a list of what we've had based on the feedback that we've received but we're also looking for opportunities where we can do better, alright. The city purchases a lot of infrastructure and when that infrastructure ages out, we have some capabilities to reuse that infrastructure in other places. The useful life for the equipment may not no longer serve city purposes. It means that it can't be used through someone else.

COUNCIL MEMBER WON: Right.

MATTHEW FRASER: So, if we've got areas where we have some computers that are a decade old or we got areas where we have tablets that are a decade old and we're retiring things out of city service, it might be a good opportunity for us to reuse those to help cover some of these gaps.

COUNCIL MEMBER WON: Yeah, I would love to make sure that Queens Bridge Houses, Ravenswood Houses, and Woodside Houses for their senior center and their youth programming and their libraries within the NYCHA's are in dire need for upgrades of their technology and we also have partners in district that refurbish and recycle a lot of the hardware. Because I know first hand for DOE, they just throw them out on the street. So, if there's ways that we can make sure that you're partnering with people who are dying to take your trash, I would love to make that connection.

MATTHEW FRASER: Yeah, I think very much like what you've seen with the deal that we recently did with T-Mobile, the city procures a lot and we have significant buying power and making smarter decisions around how we leverage our assets, whether that's giving it back to schools, donating it to areas where

1 other people can use it. I think it's important that
2 we reassess and reevaluate our options in those
3 spaces. And to your point, instead of putting it on
4 the street for it to be taken out with the trash,
5 maybe leveraging it to help any area where we have a
6 critical gap may be a good option for us, but we'll
7 take a look at that and see.

9 COUNCIL MEMBER WON: Okay and my last question is
10 about - I don't have a lot of information on it but
11 we've heard a lot and bits and pieces from especially
12 from Health and Hospitals, while they were running
13 the Herc's but OTI had built a platform on Host where
14 you were - the first centralized platform for all
15 city agencies including DHS, H&H, OEM, and HPD were
16 all using a centralized database to collect all the
17 migrant data that were taken in. Can you give a
18 status of what that looks like? Who is running that
19 platform? Is it all internal? Is there an external
20 contractor? And what are the boundaries of how you
21 are sharing that information if at all with the
22 federal government?

23 MATTHEW FRASER: Yeah, so when the asylum seeker
24 of crisis started to take hold and we're looking at
25 managing thousands of people coming into the city, we

1 had to upgrade the existing capabilities for the
2 agencies that were providing the shelter services
3 because their systems weren't built to handle the
4 type of capacity and the specific cases around like
5 the asylum seeker program. The New York City
6 homeless laws and programs are built to shelter New
7 York City Homeless. It wasn't - they did not
8 contemplate a humanitarian crisis, right? So, out of
9 that was birth the host system, the host system was
10 the first case management system that was built to
11 manage intake and distribution of people after they
12 came into the agencies and then once they got into
13 the agencies, the agencies processes took root and
14 they began to manage those populations, while sharing
15 that information back into host.

17 Currently, we are the systems manager. Meaning
18 that we build the system and we support it. When it
19 comes to managing the data and the distribution and
20 the access of the data, OTI doesn't make decisions in
21 that space, the business owners of the system make
22 decisions on who has access and what type of access
23 that they should have.

24 Uhm in terms of the specific access policies, I
25 would defer to those at DSS, Health + Hospitals and

1
2 NYSIM. They can give more accurate information
3 around who has access, what type of access they have
4 and what they've authorized.

5 COUNCIL MEMBER WON: So, which cloud is it on?
6 Is it internal as well?

7 MATTHEW FRASER: So, the system is built on - the
8 backend of the system is built on Sales Force. On
9 the government cloud, which means it's US based cloud
10 and we use Sales force as a platform.

11 COUNCIL MEMBER WON: Okay, so you guys took an
12 out of the box CRM from Sales Force and customized it
13 for our usage?

14 MATTHEW FRASER: That is correct.

15 COUNCIL MEMBER WON: Okay and the Sales Force
16 have access to our data as well?

17 MATTHEW FRASER: No, so the way that customer
18 data is controlled is it's built into a customer
19 tenant, natively they do not have access to our
20 tenant so they can't pull information out but again,
21 as they are the service provider, I mean and you
22 factor in any possibility, they provide the service.
23 So, it's not inconceivable that they could promote
24 themselves to being a manager in our account but that
25 would - yeah that has never happened to the best of

our knowledge not just with us but to any customer, so we have no reason to believe that that would be the case.

COUNCIL MEMBER WON: Okay and for the city agencies themselves, you're saying that they independently will choose who they give access too but can they access each other's data? Because I thought the whole entire point of post was that they can cross share the data across all the city agencies.

MATTHEW FRASER: Yeah, so we have a thing called attribute based access control, which means that you may be able to see the record but you may not be able to see specific attributes about the record based on the agency and your role within the agency. So, we've been very careful about when we share information. They usually have people only guide the information that they need to do their specific function and not oversharing information that gives people too much.

COUNCIL MEMBER WON: Okay, my last question before I wrap up is are you concerned at all that Sales Force if they were subpoenaed to give the

information, that they would have to to the federal government?

MATTHEW FRASER: I'm not concerned in the slightest and part of the reason for that is because this challenge is not - or this environment is not unlike any other challenge that they would face legally for any other thing that they would need access to, and to the best of our knowledge, our partners in this space whether it be sales force or the parent cloud that they sit on top of, they tend when it comes to requests for customer data, defer back to the customer to fulfill those requests.

CHAIRPERSON GUTIÉRREZ: Thank you so much Council Member Won. Next, we have Council Member Bottcher followed by Council Member Holden and then Council Member Brewer.

COUNCIL MEMBER BOTTCHEER: Hello sir, how are you?

MATTHEW FRASER: I'm good, how are you?

COUNCIL MEMBER BOTTCHEER: I'm good thank you. Thank you for the update you provided about the Artificial Intelligence Action Plan. I'm really curious to know what we can expect next with respect to AI and city agencies. I know that the plan published guidelines and per Local Law 35 by Council

Member Gutiérrez, 46 agencies uh 46 tools were reported to having been used by city agencies. What functions of city government can we expect to see utilizing AI in the near future?

MATTHEW FRASER: So, I think there's a couple of spaces that we are looking at very diligently and you'll hear some updates in very soon, so we're going to continue into the communication space. I think Chat and communications with the public around streamlining access to city data is important. When you look at 311 it is an example. Over 70 percent of the calls that come into 311 are information requests. They don't request a service from an agency. So, democratizing access to that information faster to give people answers in real time without waiting to speak to an agent, I think it's going to big for us.

In addition to that, when you look at everything from internal city operations, whether it's drafting memos, drafting any sort of documents, having AI copilot as an agent to help assist creating those documents so that you have faster turnaround times of processing information. In addition to that, benefits analysis and eligibility reviews, being able

1 to use AI to pre-eligibility, pre-determinations
2 based on pre-approvals for other programs. It's
3 going to be big. I guess the best way that we can
4 put this is when at home or in your email you may
5 have a preapproval notice for a credit card. It
6 tells you you apply by a certain date. You're
7 approved for a certain amount, certain threshold and
8 this is what you're preapproved for. If we can do
9 that for the financial industry, why can't we do that
10 for public service and public benefits? If you
11 applied for childcare, we know what your household
12 looks like, we know what your income looks like, we
13 know what your dependents look like. What other
14 services can we give you a preapproval for and how
15 can we use AI to help us do that? So, those are some
16 of the areas that we're looking for. It's leveraging
17 AI.

18
19 COUNCIL MEMBER BOTTCHE: What about contracting,
20 city contracting? One of the challenges that our
21 nonprofits are facing is they're not getting paid.
22 We have nonprofits who haven't received the funding
23 that they were allocated several years ago and they
24 express great frustration with the process going
25 round and round with city agencies about paperwork

and you know you forgot to dot and I or cross a T.
How are you looking at the potential role of AI to
assist with those processes?

MATTHEW FRASER: Yeah, so I think that's a big, a
big challenge. Anyone that's doing business with the
city and that's dependent on that reimbursement, in
order to continue operations and not getting that in
a timely manner, it hurts them significantly. We've
looked at digitizing a lot of the forms that they
have to fill out and if we can digitize those forms,
if we can create a submission process that can
validate the documents before they're provided, it
could help in alleviating some of the back pressure.
I think that's one area where I put that in the
general documents processing category where we can
use AI to help us significantly in processing that
paperwork. It's a very good use case.

CHAIRPERSON GUTIÉRREZ: Thank you Council Member.
Next, we have Council Member Holden followed by
Council Member Brewer.

COUNCIL MEMBER HOLDEN: Thank you for your
testimony Chief. You know my favorite is the 311
app. You know I'm going to bring up that question
because I like how it keeps track of how many

1
2 complaints I've made because I think I'm way into the
3 600's now. But yeah, it's true but I like the
4 improvements but the budget stays the same for 311
5 and I know the app is probably a very small part of
6 that budget right in developing and upgrading, right?

7 MATTHEW FRASER: Yup that's correct.

8 COUNCIL MEMBER HOLDEN: What would you say the
9 percentage is like for 311 phone services is 90
10 percent of the budget, the 311 budget versus 10
11 percent of the app for the app, what would you guess
12 it would be?

13 MATTHEW FRASER: So, I'd defer to luckily I don't
14 have because I have the budget person with me, I
15 defer to the budget person.

16 COUNCIL MEMBER HOLDEN: No just like a ballpark.
17 I don't need the exact numbers but I would say the
18 app saves people from calling.

19 MATTHEW FRASER: Yup.

20 COUNCIL MEMBER HOLDEN: And it saves time. The
21 only thing is if it's not expanding, first of all the
22 location services is not improving. It improved a
23 little bit but still there's a lot of gaps. Parks,
24 do we have - we have no addresses for parks. We have
25 no addresses for - we have to you know get the

1
2 nearest address and that sometimes especially for the
3 Police Department is a challenge. If you're trying
4 to locate the exact. So, I try to estimate but it's
5 a small percentage of the budget yet, it's probably
6 taking the pressure off the phone service.

7 MATTHEW FRASER: Yeah, so I think one of the
8 things with 311 is that 311 has become a victim of
9 its own success. And what I mean by that is 311 was
10 initially created to be a quality of life support
11 line to take information in to help provide
12 information on nonemergency related issues, and year
13 by year, initiative by initiative, 311 grows in terms
14 of what it's scope is in the type of service we have
15 to support and with that scope creep a lot - one of
16 the things you mentioned is like the budget hasn't
17 really changed, so 311 takes on more. It alleviates
18 a lot of back pressure off the agencies but we have
19 to figure out how we do a lot of that stuff with the
20 existing budgets that we have in place. We have a
21 delivery or a backlog in terms of upgrades to the 311
22 platform that would fix some of the things or add
23 additional enhancements to things like location
24 services. They'll also add enhancements to things
25 like service requests from agencies.

1
2 So, in our pipeline, we have a list of things
3 that are coming out within the next year that will
4 change how 311 looks and feels, the app itself and as
5 you've seen over the last year, we've made some
6 changes. The year before we made some significant
7 changes and we're trying to keep up with the demand
8 that we're getting from the public.

9 COUNCIL MEMBER HOLDEN: Yeah, I mean if you look
10 at you know like collection, let's say a missed
11 collection from Sanitation turns into 10 or 12
12 questions, and it shouldn't. It takes you on a
13 roundabout and it's, I mean I had to use it the other
14 day, the first time I used missed collection and I
15 said this has to be changed. This cannot stand. So,
16 that's why the improvements on complaints, also we
17 see a lot of improper registrations throughout the
18 City of New York now with people trying to get away
19 from the commercial overnights. So, they are not
20 registering their vehicles properly. You can't make
21 that complaint during normal hours. You have to make
22 it after 9:00 p.m. so that's a problem because that
23 should stand at all hours improper registration.
24 Somebody has a cargo van and they are claiming it's a
25 regular suburban van, it has not seats in the back,

no back window. So it's not adhering to the law but I can't make that complaint. So, I think you know I'll write to your office about what I think should be improved because I use it multiple times every day. Also, MOME, Mayor's Office of Media Entertainment, they got a bump up in '25 by a certain amount, I don't know \$12 million whatever but then they go back down in '26, why?

MATTHEW FRASER: So for MOME, I would have to defer to the Commissioner of MOME to answer the specific budget related questions, as they're the most intimately familiar with how and why the budget shifted in the way that it did.

COUNCIL MEMBER HOLDEN: Yeah because you know they have a new charge. They have to do press passes and approve and they said they really didn't receive personnel to vet people, so they kind of just now - the office actually said this to my staff that we actually have no budget to vet anybody before we give them a press pass. And that's very dangerous because when you don't vet the person and you give them a press pass, they have access to behind the scenes and there have been in the past in the history of New York assassinations based on or attempted

1
2 assassinations based on somebody infiltrating the
3 press area. So, I think that's important that we
4 fund them enough and through your - it's under your
5 purview through right, the technology part of it?

6 MATTHEW FRASER: Yup, so in terms of the specific
7 needs of headcount and people associated with MOME, I
8 would have to defer to the Commissioner of MOME or
9 the First Deputy Mayor who they report to around
10 their specific needs in that space.

11 COUNCIL MEMBER HOLDEN: Alright, just one could I
12 ask one more? Text to 911, are we getting more use
13 out of that because that was a big improvement I
14 think but I don't think we advertise it enough. So,
15 have you seen an increased improvement on text to 911
16 usage?

17 MATTHEW FRASER: So, text to 911 usage has been
18 consistent over the last couple of years. We can get
19 the historic usage trends to you so you can see how
20 that's moving. In terms of advertising campaigns and
21 of how we could get that out more, I think we can
22 take another look at that. We've worked very closely
23 with the deaf and hard of hearing community about
24 making sure that they knew all the services were
25 available and getting it out to their constituency

1
2 but I think that you know there's always room for
3 improvement and we can see how we can get better.
4 But before we go too far -

5 COUNCIL MEMBER HOLDEN: Yeah, could I just - not
6 only for the hard of hearing, hearing impaired but
7 for domestic violence. It's very important to push
8 that because many times you get on the phone to 911
9 and somebody you know is going to get hurt doing
10 that.

11 MATTHEW FRASER: Yup we've got a lot, a lot of
12 good examples of how text to 911 whether it's a small
13 kid hiding in a closet texting saying that something
14 is happening and they don't know what's happening or
15 it's someone that's subject to domestic abuse. Like,
16 there are many good cases for text to 911 and I think
17 broader awareness of it only helps the city and we
18 can figure out how we can do that. But one of the
19 things you mentioned around 311 and this gets back to
20 something that Council Member Bottcher said earlier
21 about leveraging AI, a lot of the chat assistance
22 that exists are capable of understanding the context
23 of an issue and bringing that forward into a service
24 request. And what that does is it simplifies the
25 amount of information that you have to provide. So,

1 instead of providing or answering 12 questions based
2 on the history that you've interacted with an agent
3 with, it knows how to bring all that stuff forward so
4 that you don't have to keep providing the same
5 information over and over again. I'm happy to report
6 that coming soon, that's one of the enhancements that
7 will be coming forward to the public and I'd be happy
8 to get you early access so you can see as one of
9 311's power users so that you can see how that looks
10 and we can get your feedback early on. I'd be remiss
11 if I didn't say part of the success behind the 311
12 app and the reason why it's as good as it is is
13 because of feedback that came directly from you and
14 your office. So, glad and happy to work with you on
15 it.
16

17 COUNCIL MEMBER HOLDEN: I thank you and speaking
18 of feedback, I just one other.

19 CHAIRPERSON GUTIÉRREZ: We got Council Member
20 Brewer waiting. Can you wrap it up?

21 COUNCIL MEMBER HOLDEN: Yes, just the 311
22 surveys.

23 MATTHEW FRASER: Yup.
24
25

COUNCIL MEMBER HOLDEN: Cuz I filled them out and you know I fill them out all the time because I just - but I don't know the outcome.

MATTHEW FRASER: So, we recently launched a program, a public facing portal called Arsat(SP?) that gives the public review at the service - the surveys that have been conducted by the people that's leveraged 311. It shows you how they rate the agent. It also shows you how they rate the agency response to the service complaints. We can share that with you. We're also looking at enhancing the level of surveys and the context behind the surveys that are conducted so that we can get more rich feedback around when people are dissatisfied, what is driving the dissatisfaction so we know what actions to change. So that we can get better satisfaction out from the public.

COUNCIL MEMBER HOLDEN: Right, thank you. Thank you Chair.

CHAIRPERSON GUTIÉRREZ: Thank you. Council Member Brewer.

COUNCIL MEMBER BREWER: Thank you very much. I am a big fan of Live X,Y,Z. As you know it started by Blaze at SBF and it's been helpful I think to us

and to agencies figuring out economic development in their areas. What's the status and plan for continuing funding if you know?

MATTHEW FRASER: As I understand it, I don't think there's any jeopardy of losing -

COUNCIL MEMBER BREWER: It wasn't in the Preliminary Budget, that's why we're asking for the Mayor. It wasn't in the budget.

MATTHEW FRASER: It wasn't in the Preliminary Budget?

COUNCIL MEMBER BREWER: No.

MATTHEW FRASER: So, I'd gladly follow up with the Council to see if it's covered under a different line or where that budget is covered but Live X,Y,Z in terms of providing additional contacts on locations has been critical for our operation. So, we'd gladly follow up.

COUNCIL MEMBER BREWER: Okay if you could get back to the Chair because uhm they called me and I don't have an answer for them, so.

MATTHEW FRASER: No worries, I will gladly follow up.

COUNCIL MEMBER BREWER: Okay thank you. Second, just e-rate. I don't know, I assume that libraries

etc., still have e-rate in schools. Is that true and is there some worry about it etc. with the Feds?

MATTHEW FRASER: I believe as you said that they still do have e-rate. Is there a concern about them losing it?

COUNCIL MEMBER BREWER: Well, it's called Mr. Trump yeah I mean, I worry because it's a kind of program that makes it you know possible to have library connectivity and school connect- etc., but I just didn't know if you knew any more about it than I do.

MATTHEW FRASER: Yup so I think connectivity as a whole as we've seen over the last couple of years pre-Trump, uhm on the federal level, the last Administration defunded ACP. I think for us we are very focused on the New York City population to see what we can do on securing access and putting us in control of our own destiny. We've got a couple of things that we're working on right now especially around students that we are excited to get out and talk about, which will put them on a similar path to what we've done with programs like Big Apple Connect, where we funded connectivity, we funded access and we've removed our dependency on external providers

1 from doing so. In terms of what the federal
2 governments plans are and like how are they going to
3 impact libraries, I have no specific knowledge in
4 that space any greater than you do and I'm a big
5 believer that connectivity and access is fundamental
6 and if you take that away from kids, it basically
7 closes a lot of doors.

9 COUNCIL MEMBER BREWER: No I agree, it has been
10 great so I guess I'm always just worried given the
11 circumstances, so would love to know what your ideas
12 are for libraries and schools. It's free for them
13 so.

14 MATTHEW FRASER: Yup, so I think as we get closer
15 to the next announcement, I'd gladly sit down and
16 everyone here has been a big, big supporter of
17 providing access to those that need it and I think
18 one of the things that we're doing with schools very
19 soon, I think you'll be very supportive of.

20 COUNCIL MEMBER BREWER: Okay Public Access TV, I
21 want to get an update. Obviously I work with the
22 Manhattan Neighborhood Networks. People work with
23 other boroughs. You have it for the city. Can you
24 give me any update? We have less cable, all of that.
25 Is there anything new about public access? I don't

1 know when the next upcoming Verizon, etc. contracts
2 are.
3

4 MATTHEW FRASER: Yeah, so in terms of as we
5 currently stand there's no projected change to public
6 access television. In terms of renegotiating the
7 cable franchises and looking at what the long term
8 play in these spaces are, we are in conversations to
9 look at that but as it stands right now, at this
10 moment and time, we have no projected change.

11 COUNCIL MEMBER BREWER: When are the contracts
12 up? Does it depend on the carrier?

13 MATTHEW FRASER: So the contracts are currently
14 in a hold over state.

15 COUNCIL MEMBER BREWER: Okay, all of them are in
16 hold over?

17 MATTHEW FRASER: All of them are in a hold over
18 state.

19 COUNCIL MEMBER BREWER: Oh I didn't know, okay.
20 Okay, kiosks, what's the status? I guess though
21 Manhattan doesn't like those tall ones at all. So, I
22 was just wondering the status of the kiosks? I have
23 to give them credit because they do put on community
24 board and nonprofit information and it's very, very
25 helpful. We use it every single day for town hall

meetings etc.. So, I just was wondering you know how much are you getting from it and what's the future?

MATTHEW FRASER: Yeah so we are continuing to deploy kiosks and maintain the existing ones that are out. As it stands today, we are still seeing utilization tech shows that the demand for those services are needed in all areas. Although the residents of the areas may not be consumers of the service but people that commute into those areas may be dependent on it. The biggest example I give as a kid that is getting on the train leaving public housing where they have access at home, and now they get out of the train with a device that doesn't have cellular connectivity but they want to call home to say mom, I made it to the museum. Mom I made it to the park or I'm going to be back home or I'm heading back home. Those kiosks provide millions of connections every year and millions of free phone calls every year. So, the need is there.

In terms of our deployment, our deployment is uhm a part of this phase we have an additional 2,000 kiosks that are mostly focused in equity districts and we're chugging along at those deployments. In terms of the advertising revenue and the things that

we see off the link 5G franchise, I'd have to defer to our Deputy Commissioner for Management and Budget.

EDWIN PEMBERTON: So currently OTI has a budget of \$142.3 million.

COUNCIL MEMBER BREWER: \$103 million.

EDWIN PEMBERTON: No our overall budget \$142.3. Of that, we have I believe it's uh \$19.9 million in mobile franchise.

COUNCIL MEMBER BREWER: Okay.

EDWIN PEMBERTON: Funding.

COUNCIL MEMBER BREWER: Okay that's what it's called Mobile Fran- whatever it is.

MATTHEW FRASER: Yeah and the 143 that's revenue, correct?

EDWIN PEMBERTON: That's revenue, yes.

COUNCIL MEMBER BREWER: Oh that's revenue, okay. Uhm a long time ago, when Dominique Carter and I launched the first time Warner, now Spectrum open computer center. What happened to them? There's supposed to be 100. Do you know how many of them there are? Did they come through?

MATTHEW FRASER: So, we launched a map available on the nyc.gov/oti that gives access to all the public computer centers. In addition to the public

1
2 centers, the public community centers that you help
3 spearhead in that space, we've also launched 5G
4 centers recently that gives or gigabits center
5 recently that give people access to the high speeds
6 of broadband and not just that, devices and skills
7 training. In terms of the total number, I would have
8 to get back to you but there are over 100 of those.

9 COUNCIL MEMBER BREWER: Okay well I'm just saying
10 Spectrum or it used to be Time Warner, they had a
11 contract. They're supposed to do X. So, I happen to
12 know some of them are not open when they're supposed
13 to be.

14 MATTHEW FRASER: Okay.

15 COUNCIL MEMBER BREWER: So who is overseeing?
16 There may be other ones that you run or other
17 carriers, but this one in particular, I don't think
18 they're doing what they're supposed to do. I don't
19 know what the contract is but I think it's supposed
20 to be open at certain times. Supposed to have staff
21 there etc.. I want to know who is overseeing what
22 was promised.

23 MATTHEW FRASER: So, if it was committed and it's
24 part of the franchise, we are the authority that's
25

1
2 supposed to review that. So, what I'll do is I'll
3 take the feedback back.

4 COUNCIL MEMBER BREWER: Back to the Chair.

5 MATTHEW FRASER: The franchise, the
6 Administration team and get back to the Chair.

7 COUNCIL MEMBER BREWER: Okay, open data - this is
8 my last, open data is my baby. That's my bill.

9 MATTHEW FRASER: Yup.

10 COUNCIL MEMBER BREWER: Okay it needs a lot of
11 updating. Who is in charge of you know I guess open
12 data 2.0, 3.0 or whatever.

13 MATTHEW FRASER: Yup.

14 COUNCIL MEMBER BREWER: Is that you? Is that
15 operations? Who is supposed to be doing that?

16 MATTHEW FRASER: So, open data falls under the
17 Office of Tech and Innovation and under OTI we have
18 the City Chief Analytics Officer, which is Martha
19 Norrick or who is Martha Norrick. In addition to the
20 Chief Analytics Officer we have an application
21 development team that's responsible for building out
22 the infrastructure that supports open data. We're
23 currently in the space where we're going through a
24 backing upgrade. A lot of the infrastructure
25 supporting this is over a decade old. So, we're in

the space of upgrading and renovating that data as we speak. So, my office is currently working on that.

COUNCIL MEMBER BREWER: Can you update us about what it is that you're doing at some point?

MATTHEW FRASER: Yeah, so I would gladly put together with the list of follow-ups that we have for the Chair. We'll gladly provide that back to the Council.

COUNCIL MEMBER BREWER: Okay and then there's a hope from I guess some of the private business community that it could be somehow integrated with AI efforts. In other words there would be ways that this data could help or AI could help this data be sort of what Council Member Bottcher was talking about. Anyway just I was at a meeting about that this morning, so I would love an update on what you're doing on open data.

MATTHEW FRASER: Roger that.

COUNCIL MEMBER BREWER: Thank you. Thank you Madam Chair.

CHAIRPERSON GUTIÉRREZ: Thank you Council Member. I wanted to just kind of go back and just get clarity from you Deputy Commissioner on the contracts. I just want to make a distinction. I think the amount

1
2 - can you just confirm the amount of contracts and
3 then contracts with amendments? Because I think we
4 have a different number on our end.

5 EDWIN PEMBERTON: For which project?

6 CHAIRPERSON GUTIÉRREZ: For I'm so sorry, for My
7 City, my apologies I should have given you that. For
8 My City. So, the amount of contracts and if that's
9 different then contracts that include amendments.

10 EDWIN PEMBERTON: Okay for My City, we have -

11 CHAIRPERSON GUTIÉRREZ: I think you said 78.

12 EDWIN PEMBERTON: Yes, a total of 78 contracts.

13 CHAIRPERSON GUTIÉRREZ: I'll just tell you on our
14 end, we have 113 including amendments.

15 EDWIN PEMBERTON: Oh including amendments,
16 correct okay.

17 CHAIRPERSON GUTIÉRREZ: That's yeah so if you can
18 confirm.

19 EDWIN PEMBERTON: I'll have to get that number
20 because yeah, we have 78 registered contracts but
21 yes, from time to time there are amendments so that
22 includes the amendments but it's 78 contracts but
23 then amendments could be added to a contract, yes.

24 CHAIRPERSON GUTIÉRREZ: Okay but that's what I'm
25 saying you can get back to us if you don't have it in

front of you. If you can confirm the amount with amendments.

EDWIN PEMBERTON: Transactions, okay.

CHAIRPERSON GUTIÉRREZ: Thank you. Okay, thank you so much Deputy Commissioner. Commissioner, can I ask about these are short questions about the Mogafi(SP?) contract? I'll just, I'll read them off you tell me what you can answer.

MATTHEW FRASER: So, sure.

CHAIRPERSON GUTIÉRREZ: Can you share if there is any update on the demonstration project that OTI was working with on with Mogafi?

MATTHEW FRASER: Given the deployment of Mogafi to support the Asylum Seeker Initiative.

CHAIRPERSON GUTIÉRREZ: The which initiative?

MATTHEW FRASER: The Asylum Seeker Initiative, which wasn't run by OTI. OTI was run by other agencies. We put the demonstration project basically in a standstill state to see the success that we could gleam from the other programs and that's the current state where it currently sits.

CHAIRPERSON GUTIÉRREZ: So, it's tabled?

MATTHEW FRASER: Yeah, that is right.

CHAIRPERSON GUTIÉRREZ: So, it's tabled.

MATTHEW FRASER: Yeah that is right.

CHAIRPERSON GUTIÉRREZ: Okay and the demonstration projects was just for the debit cards?

MATTHEW FRASER: That is correct.

CHAIRPERSON GUTIÉRREZ: And My City at all?

MATTHEW FRASER: It was for the Fair Fairs program, the Fair Fairs.

CHAIRPERSON GUTIÉRREZ: Okay.

MATTHEW FRASER: Yup, that is correct.

CHAIRPERSON GUTIÉRREZ: Do you know how much the city paid to Mogafi at all?

MATTHEW FRASER: We didn't pay anything to Mogafi as part of the program.

CHAIRPERSON GUTIÉRREZ: Okay, does Mogafi have any access -

MATTHEW FRASER: Just clarification, we didn't pay anything for them. That's part of the demonstration program. Remember Mogafi is a completely separate initiative that was run by other agencies through your asylum seeker program for which I believe they were paid.

CHAIRPERSON GUTIÉRREZ: For the asylum seekers?

MATTHEW FRASER: Asylum Seeker program, which had nothing to do with -

CHAIRPERSON GUTIÉRREZ: Okay, okay got it. Thank you for clarifying that. Do you know Mogafi still has access to any or if they ever had - do they still have access to city data?

MATTHEW FRASER: I would have to defer to the agencies that manage that initiative because they manage the date of dissemination and the contract with Mogafi directly that wasn't done by my office.

CHAIRPERSON GUTIÉRREZ: Okay would they have any access through the My City Demonstration project?

MATTHEW FRASER: No, no.

CHAIRPERSON GUTIÉRREZ: And so, it was as of when did OTI take or the Demonstration Project or partnership is at a standstill since when?

MATTHEW FRASER: This would be uhm November 15th of last year.

CHAIRPERSON GUTIÉRREZ: Okay, can you share did it have anything to do with the DOI prob into their contract?

MATTHEW FRASER: No, when we looked at it, we had an agency, we were looking to get a demonstration project off the ground and prove value to see if they could be useful. When we had another agency that launched the service that was providing access to

1
2 asylum seekers for benefits. So, it gave us the
3 capability to evaluate their success to see if it was
4 worth pursuing future success.

5 CHAIRPERSON GUTIÉRREZ: Okay, okay, that's clear
6 thank you. Uhm, oh I wanted to - actually let me get
7 back to that on uhm, I have a question about new
8 needs funding about the capital project. Uhm, let me
9 see. The preliminary plan added an additional city
10 funding of \$32.6 million in FY25. This budget line
11 has been added to OTI's budget in the last few
12 financial plans for capital in the legible spending.
13 Can you share what makes a project capital
14 ineligible?

15 MATTHEW FRASER: So, the New York City
16 Comptroller has a direct of ten. Direct of ten
17 establishes what the capital eligibility requirements
18 are and based on direct of ten, the Office of
19 Management and Budget evaluates programs to see if
20 they align to the capital requirements. Programs are
21 then provided to - the programs are then after
22 evaluated by OMB for capital eligibility are funded
23 based on - this was portions of a program that may be
24 capital eligible. So, capital ineligibility may mean
25 that -

CHAIRPERSON GUTIÉRREZ: That's a weird arrangement of words. It just strikes me as like a weird phrase but keep it simple for me please.

MATTHEW FRASER: Yeah, sure, sure, sure. Capital eligibility requirements basically means that following direct of ten, you have a set of programs that - direct of five?

UNIDENTIFIED: [INAUDIBLE 01:17:37]

MATTHEW FRASER: Yes, yes. So, yeah, yeah, it's a direct of ten which sets forth a set of program requirements that basically determine whether a program is capitally eligible. That means that the program has to have a useful life depending if it's technology of three to five years depending on the type. If you're looking at things like tablets, if the tablets aren't affixed to something that's capitally eligible then the tablets themselves are not capitally eligible. If the program has any sort of annual reoccurring maintenance, maintenance if not capitally eligible because anything purchased with a capital - the funds has to have a useful life of three to five years. So, the eligibility requirements are fairly - I wouldn't use the word complex but they're - it's -

CHAIRPERSON GUTIÉRREZ: Yeah, I'm familiar with them I'm sorry, it's just I've never, capital - it just struck me that it was worded in this way. So, does this mean that the funding can also pay for personnel associated with capital projects?

MATTHEW FRASER: Yeah depending on the scope of the arrangement. So what could happen is you could develop a program. As part of that you have consulting services. Those consulting services could be used to deliver an application or a service that has a useful life of greater than five years. As long as from the time that that service is concluded, the life passed that point is five years. So, it could conceivably include personnel.

CHAIRPERSON GUTIÉRREZ: Sure, thank you and then so the addition of \$32.6 million in FY25. Can you share what amount of headcount that covers then?

MATTHEW FRASER: I would defer to our Deputy Commissioner of Management and Budget.

CHAIRPERSON GUTIÉRREZ: Thank you and if you have the titles?

EDWIN PEMBERTON: The \$32.6 million was related to actual expense money that's associated with capital projects. For a couple of divisions that we

1 had approvals from OMB, 311 infrastructure
2 management, applications and cyber command. So,
3 there's no headcount. This is all expense money for
4 the associated expense for the capital project.
5

6 CHAIRPERSON GUTIÉRREZ: Right but expense, it
7 could cover personnel. This doesn't cover personnel?

8 EDWIN PEMBERTON: No, right this is just covering
9 uhm the actual maintenance of these programs.

10 MATTHEW FRASER: Yeah, so a lot of times after a
11 project is delivered, let's say for the 311 upgrades,
12 which Council Member Holden loves. When it comes to
13 annual maintenance on those licenses, the annual
14 maintenance and licenses and the support is not
15 capitally eligible. So, what happens during the
16 first phase is OMB will fund the capital side of the
17 program saying that you can deliver the program.
18 Once the program is fully delivered, then you come
19 back and you say well we need funding to maintain the
20 service lines associated with it and that funding is
21 provided post delivery of the capital part of the
22 project.

23 CHAIRPERSON GUTIÉRREZ: Okay, okay, I have a
24 couple questions about the childcare programs map but
25

if you can just keep it short because I think we can certainly make time to dig into them a little deeper.

MATTHEW FRASER: I'm with you.

CHAIRPERSON GUTIÉRREZ: Sorry?

MATTHEW FRASER: I'm with you. I'm with you.

CHAIRPERSON GUTIÉRREZ: Okay, my understanding is that the preliminary plan includes funding of \$1.2 million in FY25 and baseline of \$1.1 in FY26 for this childcare programs map. I know it's going to be a screening process for parents etc., etc.. It's going to be spearheaded by the Office of Childcare separate from the My City Portal, correct?

MATTHEW FRASER: That is correct.

CHAIRPERSON GUTIÉRREZ: Okay, do you have a sense of what the timeline for the completion of that program is? I know it's a separate office but do you have a sense of the completion?

MATTHEW FRASER: Yeah, so our projected timeline takes us through the end of this calendar year.

CHAIRPERSON GUTIÉRREZ: Okay, so the end of 2025 and is the baseline funding for a vendor to maintain this map until FY 2028?

MATTHEW FRASER: Yeah, so the baseline funding provides funding to cover licenses, services, and support of the map itself.

CHAIRPERSON GUTIÉRREZ: Through FY28?

MATTHEW FRASER: I'd have to defer to the Deputy Commissioner of Management and Budget.

EDWIN PEMBERTON: Currently this is in the out year so it goes baseline. There's no end of funding.

CHAIRPERSON GUTIÉRREZ: Oh say that again, I'm sorry.

EDWIN PEMBERTON: Baseline means it's permanently in the budget.

CHAIRPERSON GUTIÉRREZ: Okay but I mean with the same vendor.

EDWIN PEMBERTON: Well, the funding is in the budget. I'm not sure if it will be the same vendor but the funding is there.

CHAIRPERSON GUTIÉRREZ: Okay.

MATTHEW FRASER: No funding is baselined associated with a vendor in perpetuity. It's just acknowledged as the annual expense that's required to maintain the system.

CHAIRPERSON GUTIÉRREZ: I see, thank you. Uhm and can you briefly share how this childcare program

map will look different or be different then the My City portal or are you going to move everything into this map?

MATTHEW FRASER: Yeah, so the My City Portal is for application of application for benefits. This is giving you a program map to show you what facilities, where they're located, eligibility requirements. It's a pictorial representation of what's available across the city versus what's in place right now was applying for a benefit that you could leverage at any one of these facilities.

CHAIRPERSON GUTIÉRREZ: Okay, okay I feel like it sounds like there might be some overlap though.

MATTHEW FRASER: Well, one is an application to apply for a benefit and once you receive the benefit the other one is a map to show you where you could use it. It's like uhm, it's like getting - this may not be a good example. It's like getting a fast pass at Disney. It's like alright, here's a fast pass, these are all the rides where you can use the fast pass at.

CHAIRPERSON GUTIÉRREZ: Okay, well I look forward to it and then just, and you said it's expected to be completed by the end of this year?

MATTHEW FRASER: By the end of the year.

CHAIRPERSON GUTIÉRREZ: Okay. Can I ask questions on just 311 headcount?

MATTHEW FRASER: Sure.

CHAIRPERSON GUTIÉRREZ: These are some small numbers but 311's budgeted headcount for FY25 is 386. The actual headcount as of this January is 356. Is that accurate on your end?

MATTHEW FRASER: So, the budgeted headcount that we have for 311 right now is 248 and we're currently active at 239. We have a nine percent - we have 3.6 percent vacancy at nine.

CHAIRPERSON GUTIÉRREZ: Okay well I'll double check on our end but uhm do you - what is the amount of vacancy, six percent?

MATTHEW FRASER: We have nine. It's nine vacancies which is 3.6 percent.

CHAIRPERSON GUTIÉRREZ: Oh nine vacancies, okay. Any plan on how you will fill them?

MATTHEW FRASER: Yeah, so we have classes that we conduct quarterly that brings new 311 call center operators in. One of the things that we have a big challenge around is retention and we're trying to figure out new ways, new incentives to keep people

motivated with staying with city service. Also, when people take these jobs and these opportunities, it requires people to be available regardless of what's happening out in the universe and that's not always -

CHAIRPERSON GUTIÉRREZ: I'm so sorry, can you say that again.

MATTHEW FRASER: I said when people take jobs like 311, it's also a heavy task on the person because regardless of what's going on externally, 311 is a service that has to be available. So a lot of times when people come in the door, they may not consciously think about oh while there's a middle of a storm, I have to get to work to answer a phone. So, a part of retention, that becomes a part of our retention challenge because people once they're faced with a couple of challenges like that, they may not want to do it. So being more transparent about what's required as part of the job, creating more incentives, figuring out how we can extend the quality of life for those that do that job, is something that we actively look at on a day to day basis.

CHAIRPERSON GUTIÉRREZ: Thank you and how long or I guess like how long have you have these vacancies extend in 311?

MATTHEW FRASER: So the vacancies fluctuate from quarter to quarter. With every new class that comes in we backfill vacancies that are in place and we put people in those seats and as we bring in a new class we lose people, so it's a pipeline that's sort of continuous. Sometimes we get to a space where we have no vacancies or sometimes we get into a place where we're over headcount but because of attrition, it kind of balances itself out by the time we get to the end of the year.

CHAIRPERSON GUTIÉRREZ: Okay, I'm just going to ask a couple more questions about Big Apple Connect and then pass it to Council Member Brewer for a second round.

COUNCIL MEMBER BREWER: Just on three -

CHAIRPERSON GUTIÉRREZ: I was just going to ask a few more.

COUNCIL MEMBER BREWER: Go ahead.

CHAIRPERSON GUTIÉRREZ: Okay I'm sorry. So I just want to go back to Big Apple Connect Commissioner because Council Member Brewer also

1 raised a really good point about programming that she
2 didn't see in the preliminary budget. For Big Apple
3 Connect, we didn't see the funding in the outyears
4 beyond FY25. I know that the contract is said to
5 expire this year and then you have the option for an
6 extension. Just curious, it wasn't there. What can
7 you tell me about kind of what it's going to look
8 like for you all to make the baseline a reality?

10 MATTHEW FRASER: Yeah and so we've been working
11 very diligently with the Office of Management and
12 Budget to advocate for the program and to talk about
13 what the projected needs are for the out years. We
14 have - we believe we have initial commitments in
15 place where the funding will be baselined starting
16 next fiscal year.

17 CHAIRPERSON GUTIÉRREZ: Okay and we won't know
18 until?

19 MATTHEW FRASER: Until the new plan comes out.

20 CHAIRPERSON GUTIÉRREZ: Yeah and then on Big
21 Apple Connect, do you anticipate any services, any
22 changes to services?

23 MATTHEW FRASER: Only for them to get better.
24 When we negotiated, our definition of high speed in
25 most cases, the federal definition is 25 megs down.

40's, which means that on average across the board, we seen the average of 30 percent increase, like 30, 35 percent increase in the amount of connectivity across public housing as part of Big Apple Connect.

CHAIRPERSON GUTIÉRREZ: And do you have that by development? Would you be able to share that, the percentage?

MATTHEW FRASER: We do. We do. We have a connectivity dashboard.

CHAIRPERSON GUTIÉRREZ: Okay. Council Member Brewer for questions.

COUNCIL MEMBER BREWER: Just on the 311, I know in the past it was city employees, King and CUNY. I understand CUNY is no longer part of 311, is that correct? So is it still King then and city employees?

MATTHEW FRASER: Yeah, so there's King, there's city employees. In CUNY we have interns that participate.

COUNCIL MEMBER BREWER: You still have them? I thought they were no longer part?

MATTHEW FRASER: I believe we still have interns that are part of 311 operations. King Tele Services help support the overflow. So, with 311 call volume,

1 especially during high event days, the amount of
2 volume surges and when that surge happens, we want to
3 make sure that everyone gets to the phone as quickly
4 as possible. So, we retain services from King Tele
5 Services that helps us deal with the surge.

6
7 COUNCIL MEMBER BREWER: Okay, I mean I know you
8 talk about AI answering questions sooner because
9 before you get to a live person.

10 MATTHEW FRASER: Yup.

11 COUNCIL MEMBER BREWER: They don't put too much
12 on that info before you get to the live person. It
13 is horrible. Just a suggestion because otherwise
14 people will just turn off. Especially on My City
15 where it says jobs. I know you go to Workforce One,
16 I think that's where you go.

17 MATTHEW FRASER: Yup.

18 COUNCIL MEMBER BREWER: Just so you know, I have
19 lots of young people who are going to Workforce One
20 and it's okay but when you go to your My City, it
21 also mentions the upcoming you know job fairs etc..
22 Workforce One doesn't tell you about that. So, it's
23 not you. I don't know whose agency this would be
24 under, SBS as sensibly but what you have is fine,
25 it's just there's a disconnect there. So, people -

1
2 it's not so easy to get a job because I'm working
3 with three or four migrants with working papers and
4 it's fun for me to see through their eyes what City
5 of New York does or doesn't do. So, the job world
6 and what you have there isn't necessarily what
7 Workforce One is doing. So I don't know. Somebody
8 needs to look a little bit more carefully at what
9 you're producing etc.. Just a suggestion because I
10 know what Workforce One is or isn't doing and then
11 you have other kinds of information, so -

12 MATTHEW FRASER: Yeah, I appreciate that. Part
13 of the challenge when we looked at newyorkcity.gov,
14 nyc.gov and the entire web presence, I'm not ashamed
15 to say when I looked at it I felt like it was
16 abysmal, especially the job for those that were
17 seeking jobs for the city. If my first experience
18 with the city was going on the careers page, I might
19 have thought twice about applying for any city
20 service. Which is why we rebuilt the jobs portal.
21 We put a lot of effort into making sure that it was
22 best in class. We modeled it after how Netflix,
23 Amazon, Google, how they attracted talent and we
24 built a portal that looks a lot like that. Currently
25 we have a great team under our strategic initiatives

umbrella that's looking at nyc.gov as a whole and looking at how we can streamline content because as you said, there's a lot of places where content is out of line and we could do a better job at serving people that need access to it.

So, I will take the feedback back and we have a great relationship with SBS and we'll work with them to see how we can streamline and rationalize content.

COUNCIL MEMBER BREWER: Okay, now you're not in charge of the Green Book NYC, right? That is DCAS?

MATTHEW FRASER: That is DCAS.

COUNCIL MEMBER BREWER: It sucks. So, you tell them -

UNIDENTIFIED: [INAUDIBLE 01:32:57]

COUNCIL MEMBER BREWER: No but I'm just saying -

MATTHEW FRASER: No, no, so let me clarify.

COUNCIL MEMBER BREWER: You know it's online so you get a little you know it might be OTI. The numbers are wrong. The people are wrong. Everything is wrong. So I have my old green book, so I just go to the green book. I can figure it out. Put a new name in and get the inside number because but not everybody can do that. So, you could put a little fire under DCAS to upgrade it.

1
2 MATTHEW FRASER: You know what? I will say as the
3 Chief Technology Officer for the City of New York,
4 although it may fall under DCAS's purview, it's still
5 my responsibility. So, I'll gladly take the feedback
6 away and work with my colleagues at DCAS to make it
7 better.

8 COUNCIL MEMBER BREWER: I'm going to call all
9 those numbers and then I'm going to do a press
10 conference and say none of these numbers answer.

11 MATTHEW FRASER: You know what? I don't want you
12 to be in that space, so let me see what I could do
13 about that.

14 COUNCIL MEMBER BREWER: Thank you very much.
15 It's really bad. Thank you.

16 MATTHEW FRASER: Yeah.

17 CHAIRPERSON GUTIÉRREZ: Thank you Council Member
18 and I'd like to acknowledge Committee Member, Council
19 Member Vicki Palladino who is joining us on Zoom.
20 Okay, almost there. How are you feeling?

21 MATTHEW FRASER: I'm feeling great. Happy to be
22 here.

23 CHAIRPERSON GUTIÉRREZ: Okay, I'm good. I wanted
24 to ask on just a couple of uhm just definitions. I
25 wanted to hear about that I saw it in the preliminary

1 budget but before that, can I just ask for under
2 funding for applications? The preliminary plan
3 includes \$22.1 million in FY25 and \$1.1 in the
4 outyears. Can you share what specific applications
5 will be covered by this funding?
6

7 MATTHEW FRASER: I defer to our Deputy
8 Commissioner for Management and Budget.

9 EDWIN PEMBERTON: And when you say applications,
10 is this application division or is it -

11 CHAIRPERSON GUTIÉRREZ: So, I think - that's what
12 I'm asking just specific, is it application? Is it
13 like a My City? Just clarity on what applications.
14 It literally just says funding for applications, so
15 we're unclear on our end also.

16 EDWIN PEMBERTON: Right, okay if it says for
17 applications, it's the application division. It's
18 the ones that handle the citywide systems.

19 CHAIRPERSON GUTIÉRREZ: Okay, okay just the
20 citywide. Can you give me as an example? What's an
21 example of a citywide system? Is it My City?

22 EDWIN PEMBERTON: Well, for the expense, most
23 expense money is coming from capital projects and
24 maintenance.
25

CHAIRPERSON GUTIÉRREZ: No, I understand but the funding for a citywide system under OTI is what kind of a system, if you can give me an example?

EDWIN PEMBERTON: I'll have to get that detail.

MATTHEW FRASER: A citywide system can be anything from NYCID, which is a citywide authentication portal that everyone uses. It could be anything from nyc.gov. Nyc.gov as a platform has infrastructure. It has a thin application layer that sits on top that supports it. Data share between agencies or what's known as data bridge is a citywide application service that's used to share information between agencies. The application division at OTI is largely responsible for supporting applications that support agency operations outside of OTI. So, when you think about everything from agencies like DCAS all the way across the board to Corrections, all the way across the board to anything else. There may be components of their digital process that's hosted by OTI and the applications team and the supported funding goes to support those systems.

CHAIRPERSON GUTIÉRREZ: So can you uhm - the funding level for applications at adoption last year was only \$1.1 million. In the preliminary plan, the

increase of that same budget is an additional \$21 million. Can you explain why the increase?

MATTHEW FRASER: So over the last couple of years we've undertaken a number of initiatives, including major systems upgrades for other agencies, including shifting things towards the cloud. Streamlining applications on certain platforms. So for us, in order to get into the detail, we would have to look at every system that was done within the last two years where capital funding may have fallen off and expense funding has stepped in. And in addition to that, we've seen a number of large increases in legacy application support costs. What tends to happen is you get near the end of a refresh cycle. It becomes more expensive to keep the legacy systems on board and as we approach a place where we may be migrating off platforms, a common practice that vendors use is to increase the pricing in the final years to force you either to buy new products or to shift off their platforms.

CHAIRPERSON GUTIÉRREZ: Okay, okay, uhm can I ask about the Housing Recovery Office? Just one question, uhm, the preliminary plan includes \$1.2 in

FY25 and \$130,000 in the outyear. Can you explain just the specifics and what that office says?

MATTHEW FRASER: Yeah, so the details around the - around HRO, I would have to defer back to Deputy -

CHAIRPERSON GUTIÉRREZ: You don't have to get too much but I guess if you could just - would you be able to explain what the drop off in \$1.2 in FY25 and then \$130,000 in the outyears?

MATTHEW FRASER: For the budget particulars on HRO and the shift, I defer to the Deputy Commissioner of Management and Budget.

EDWIN PEMBERTON: So HRO, the funding covers nine positions.

CHAIRPERSON GUTIÉRREZ: Hmm, hmm, nine positions.

EDWIN PEMBERTON: And it's annually adjusted every year. OMB actually puts some money into our budget every fiscal year.

CHAIRPERSON GUTIÉRREZ: And say that again, I'm sorry?

EDWIN PEMBERTON: Every fiscal year we get funding to fund those nine positions from HRO.

CHAIRPERSON GUTIÉRREZ: Okay no I understand. My question is just and maybe we can follow up on this. Is just there is a significant drop off in funding,

\$1.2 in FY25 and \$130,000 in the outyears. So I -
that's intended to still just fund those nine
positions?

EDWIN PEMBERTON: Exactly, it keeps dropping and
then it's added back every fiscal year.

CHAIRPERSON GUTIÉRREZ: Oh. Commissioner can we
- or Deputy Commissioner, excuse me. Under public
safety funding, can you just confirm under OTI, is
that specific to 911 infrastructure or something
else?

MATTHEW FRASER: It's specific to public safety
needs across the board. So, it could be 911
infrastructure. It could be emergency communications
infrastructure across the board and not explicitly
911 but it could be anything that's in the public
safety umbrella.

CHAIRPERSON GUTIÉRREZ: Okay, I think we'll have
some follow ups on that. Okay, now I just want to
get to very briefly the digital equity plan that was
released last week. I know that both you and Council
Member Won, which I agreed were talking about - I
think it was ultimately an initiative by the
refurbished devices making you know, putting them
where needed. Can - so I, I passed a bill in June

2023 with DCAS similar. I'm just trying to get a sense of that if this initiative, it's Local Law 81 that makes it so that you know gently used devices, computers, in the city can be refurbished for nonprofit specifically. Is that this?

MATTHEW FRASER: So, that's definitely a part of this. So, it's looking at for citywide infrastructure, the things that we purchase, how can we reuse them in responsible ways and create some extensibility and opportunities for both the partners that are working with us and the agencies that are servicing the public and leveraging those assets to help support a more connected New York City.

In addition to that, it's looking at creating roles that are dedicated to looking at this as a long term initiative. Currently we have strategic goals across multiple agencies that are focused on providing digital equity as an overall strategic goal but this is the first time that we would be creating a role that exclusive at coordinating that effort across all agencies and making sure that the city or the Administration places a permanent emphasis on making this a cornerstone of how OTI and the city operates going forward.

CHAIRPERSON GUTIÉRREZ: And who is the agency responsible for tracking these devices and you know placing them where they need to be?

MATTHEW FRASER: Well currently as part of the Digital Equity Roadmap, we are creating a role, the Chief Digital Equity Officer and that person in that office on that end will be responsible for not just spearheading the programs but working with agencies to build a construct of how we track and disseminate these types of assets.

CHAIRPERSON GUTIÉRREZ: So the Chief Equity Officer, whenever you hire them, they don't have to build anything out because it's already a bill and it's with DCAS and so, I would just implore you all to look into that to ensure that it is you know meeting your criteria but it exists and they are supposed to report back on how that process is. So, if you all want to expand it or amend it, it exists and I would love for that to be integrated because it's already a bill we passed.

MATTHEW FRASER: Fantastic.

CHAIRPERSON GUTIÉRREZ: So, I'm a fan obviously because we've done that. For under the same roadmap, under Initiative 6, the plan relies on collaboration

with a connected communities program, as well as the section on public computer centers. Is that correct?

MATTHEW FRASER: That is correct.

CHAIRPERSON GUTIÉRREZ: Okay, so the Connected Communities Program has baselined funding of about \$214 through parks in FY26 and the outyears? I'm tell you that.

MATTHEW FRASER: Yeah.

CHAIRPERSON GUTIÉRREZ: Okay it doesn't seem, it doesn't strike me as like a big amount of funding but we don't see it funded throughout beyond the outyears of FY25 through aging libraries. Is there a reason why? Can you speak to that? You know this is a big announcement that you all made. We don't see it in the outyear fundings. How do you intend on securing the funding in the outyears, both the Department of Parks and the aging or libraries?

MATTHEW FRASER: And so very similar to what we saw with Big Apple Connect funding, funding on these scales are handled year to year and when we get to a space where we have a stable projected need, then that becomes a part of our baseline operating expense but it takes some time for us to get there. As it stands right now, just being part of the annual

funding process, it follows the same path as many of our strategic initiatives.

CHAIRPERSON GUTIÉRREZ: Say that last part again.

MATTHEW FRASER: It follows the same path as many of our strategic initiatives.

CHAIRPERSON GUTIÉRREZ: Okay but there is no - I guess because this wasn't reflected in the preliminary budget and this announcement was made after, I think my flag is like, how can you tell it will be - how can you guarantee that it will continue to roll out in this way that it will be funded in the outyears. And so, it's kind of like a risk or a risky game in that you know, you kind of do it piece by piece.

MATTHEW FRASER: Yeah, I think for us it works very similar to how pretty much all of the new initiatives that we launched work. Working year to year on funding and where our -

CHAIRPERSON GUTIÉRREZ: I think some of your initiatives - are you referring to OTI initiatives or just initiatives -

MATTHEW FRASER: OTI initiatives, yeah. A lot of our initiatives we go year to year on funding and then a lot of the funding that we secure is based on

1 savings that we actualize. So, we've been very
2 successful over the last couple of years of striking
3 large enterprise deals where it doesn't require a net
4 new change to our operating budget. We just reclaim
5 money by being smarter by using the existing money
6 that we have.
7

8 CHAIRPERSON GUTIÉRREZ: What are - can you name
9 one initiative where that happened?

10 MATTHEW FRASER: Sure, so we established TLA's
11 Total License Agreements with uhm a matter of fact,
12 we Total License Agreements with Sysco, Microsoft,
13 all the across the board where we've essentially
14 secured the same sets of services, got a higher
15 quality of support but by unifying the city spend
16 under one umbrella, we get it for a cheaper price.
17 Very similar to what we're doing with mobility like
18 the T Mobile deal. Every agency pretty much had a
19 choice around which devices they got and which
20 carrier they went to by unifying that, our purchasing
21 ability under a majority carrier, we were able to
22 save millions annually.

23 CHAIRPERSON GUTIÉRREZ: And that is the same as
24 this where it's year to year?
25

1
2 MATTHEW FRASER: So initially the mobility
3 funding is year to year. Meaning that every agency
4 has funding in their own pot and they provide it to
5 OTI towards the end of the year as we true up bills
6 and so on and so forth. Very similar to new
7 initiatives like we've done in the past, like Big
8 Apple Connect. That funding appears year to year
9 until we baseline it.

10 CHAIRPERSON GUTIÉRREZ: Okay, uhm, in the same
11 roadmap, it mentions there is an internet network
12 pilot which is a New York State funded program with a
13 state RFP that a nonprofit provider applied to. Can
14 you share if the funds that you are including in the
15 budget for this roadmap, does that include the money
16 that's coming from the state that was already
17 allocated to this nonprofit as part of their own
18 digital equity plan?

19 MATTHEW FRASER: Yeah, so it's a consolidation of
20 initiatives that are run throughout the city. This
21 one in particular is being run through HPD, which
22 launched a pilot program to construct a wireless
23 network to scope - to provide free internet access to
24 households receiving Section 8 assistance in the
25 Bronx and upper Manhattan.

CHAIRPERSON GUTIÉRREZ: Okay but is that - can you confirm if that's a New York State funded program? That's not a program that the city is funding.

MATTHEW FRASER: That's a New York State funded program, yeah.

CHAIRPERSON GUTIÉRREZ: Okay, so okay the New York State funded program was part of this particular project, which is the provider is Floom, correct?

MATTHEW FRASER: Floom.

CHAIRPERSON GUTIÉRREZ: Floom, so that particular project that you are including in the city's roadmap is the state?

MATTHEW FRASER: No, so the state provides the funding. The city provides the vision and execution. So the money may come from a state level. It's still a part of the city's overall initiative towards how we're bridging the digital equity divide.

CHAIRPERSON GUTIÉRREZ: Okay and were you all - was OTI involved in the designation of the internet provider Floom?

MATTHEW FRASER: Yeah, so we worked very closely with HPD in this space. Whenever it comes to deployment of technology, even if it's deployment of

1 technology out to the public, it's in the area where
2 we connect directly with the agencies, especially
3 things that are visible as this to ensure that we're
4 making sound decisions across the board.

5 CHAIRPERSON GUTIÉRREZ: Okay, so OTI was - you
6 were able to weigh in on whether or not which
7 provider would be designated?

8 MATTHEW FRASER: We set the strategy and we let
9 the agency evaluate the criteria to determine which
10 provider and we just validate that it was done in a
11 sound, meaningful manner.

12 CHAIRPERSON GUTIÉRREZ: Okay and the funding that
13 you are including in the investment, which I think
14 it's like \$214 million. Does that include those
15 state dollars for this particular program?

16 MATTHEW FRASER: The \$214?

17 CHAIRPERSON GUTIÉRREZ: Let me just make sure.
18 I'm so sorry. Let me just make sure that's the
19 amount that you all had in your media release, yeah
20 \$2.4 excuse me, \$2.4 million in capital.

21 MATTHEW FRASER: That \$2.4 million, that's not
22 included. The state funds are not included in that.

23 CHAIRPERSON GUTIÉRREZ: That's separate, okay.
24 Okay excellent. Uhm and then I just wanted to ask on
25

the T Mobile announcement. You testified today about the bulk purchasing agreement with T Mobile. Can you share what agencies are eligible?

MATTHEW FRASER: All agencies.

CHAIRPERSON GUTIÉRREZ: All New York City agencies.

MATTHEW FRASER: Yup all. We issued a citywide mandate for Mayoral agencies but it's an opt in for all agencies.

CHAIRPERSON GUTIÉRREZ: And uhm what is the duration of the contract?

MATTHEW FRASER: So the duration of the contract sets a five year term.

CHAIRPERSON GUTIÉRREZ: Five year term.

MATTHEW FRASER: Yup, that gives us the highest class of connectivity with the highest level of support at the lowest cost in the nations history.

CHAIRPERSON GUTIÉRREZ: Okay. Are you able to share at this time how many lines have been purchased?

MATTHEW FRASER: So in total, we have our total cellular buying power across the city is over 100,000 lines.

CHAIRPERSON GUTIÉRREZ: Wow, okay.

MATTHEW FRASER: Yeah, so uhm -

CHAIRPERSON GUTIÉRREZ: And that includes internet and text?

MATTHEW FRASER: That includes yeah unlimited voice, unlimited data.

CHAIRPERSON GUTIÉRREZ: Okay and how much does it cost the city?

MATTHEW FRASER: How much does the plan cost the city?

CHAIRPERSON GUTIÉRREZ: Yeah, I guess working with T Mobile for these hundred thousand or so devices, can you share how much? What is the cost?

MATTHEW FRASER: So, we're going to save. We can go through the detailed rate plans with Council in private but annually we're going to save, we're going to save over \$10 million annually.

CHAIRPERSON GUTIÉRREZ: You're going to save over \$10 million annually?

MATTHEW FRASER: Over \$10 million annually.

CHAIRPERSON GUTIÉRREZ: Okay but you don't have the amount of the existing or I guess do you know what the existing contract is?

MATTHEW FRASER: The existing?

CHAIRPERSON GUTIÉRREZ: The cost.

1
2 MATTHEW FRASER: The existing contract is
3 registered between three different providers, so we
4 have cell services between AT&T, Verizon, and T
5 Mobile. This majority services carrier will isolate
6 them down and bring the vast majority of services
7 onto one primary carrier.

8 CHAIRPERSON GUTIÉRREZ: Okay.

9 MATTHEW FRASER: So in terms of sharing the
10 details of each carrier in our existing spend, we can
11 follow up with that.

12 CHAIRPERSON GUTIÉRREZ: Okay, thank you. Uhm,
13 5:04 not bad. Thank you Commissioner. I just want
14 to say we'll send you some - we'll send your team
15 some follow up questions but I do want to just in
16 full transparency, we are also waiting some responses
17 from the November hearing and we've been following up
18 specific to My City Portal. That's why I spent so
19 much time on it today at this hearing, so I'm hoping
20 we can get responses from that. We have not heard
21 from your team. So, I'm hoping that we can improve
22 that and also as always, just hoping that we can
23 collaborate. This announcement I think is great on
24 the digital access roadmap. I would love to dig a
25

1 little deeper with you and your team, and so I'm
2 hoping you can make that commitment to me and to us.

3 MATTHEW FRASER: Yup.

4 CHAIRPERSON GUTIÉRREZ: To include us in this.

5 MATTHEW FRASER: So, I will make sure that we
6 follow up in kind and uhm outside of the forum have a
7 sit down to go through the stuff in greater detail.

8 CHAIRPERSON GUTIÉRREZ: Okay, alright thank you
9 so much.

10 MATTHEW FRASER: Thank you.

11 CHAIRPERSON GUTIÉRREZ: Yeah. Thank you again.
12 I now open the hearing for public testimony. I
13 remind members of the public that this is a formal
14 government proceeding that the decorum shall be
15 observed at all times. As such, members of the
16 public shall remain silent at all times. The witness
17 table is reserved for people who wish to testify. No
18 video recording or photography is allowed from the
19 witness table. Further, members of the public may
20 not present audio or video recordings as testimony
21 but may submit transcripts of such recordings to the
22 Sergeant at Arms for inclusion in the hearing record.

23 If you wish to speak at today's hearing, please
24 fill out an appearance card with the Sergeant at Arms
25

and wait to be recognized. When recognized, you will have three minutes to speak on today's hearing topic, the OTI's Budget. If you have a written statement or additional written testimony you wish to submit for the record, please provide a copy of that testimony to the Sergeant at Arms. You may also email written testimony to testimony@council.nyc.gov within 72 hours of this hearing. Audio and video recordings will not be accepted.

Now I'd like to welcome our first panel. We have Pastor Kebreau and Michele Blondmonville. Okay, you can begin.

MICHELE BLONDMONVILLE: Thank you so much. Thank you so much for having us. My name is Michele Blondmonville, I'm a Health Educator and an Adjunct Lecturer at NYU with 40 in the health and fitness industry, including also the Health and Safety Department at the American Red Cross for over 15 years.

I am speaking on behalf of all the every day citizens who have been diagnosed with Havana Syndrome or anomalous health incidents, some knowingly and others unknowingly with the glaring awareness of the benefits afforded to our diplomats counterparts, we

certainly hope the ask to the notion that one day we too will be recognized and compensated. And one day, free from torture, pain and invisibility.

Every day people are comprised of diagnosed Havana Syndrome. They've been experimented on and illegally put on various lists that I didn't know existed until various protocol came into place in my life and my mom's life.

These are distributed, these lists are distributed to various companies for experimentation purposes, targeting in various manners and they are heinous crimes including organized stalking, smear campaigns, noise harassment, electronic assaults, and various directed energy weapons and nonconsensual experimentation. Socially -

CHAIRPERSON GUTIÉRREZ: Can you wrap up.

MICHELE BLONDMONVILLE: And technologically. I'd like to back track a little bit to the previous meeting.

CHAIRPERSON GUTIÉRREZ: Ma'am, I'm going to need you to wrap up. I'm sorry.

MICHELE BLONDMONVILLE: Okay. I'd like to back track to the previous meeting where the police have said that the drones are not weaponized. We've

1
2 called the police several times and they are even
3 surprised when they look up in the air and see a
4 whole host of drones up there. We are asking for
5 protocol for them to address this. They are asking
6 as well. Many of these businesses have STC licenses
7 to experiment on their employees, coworkers or even
8 or whoever is targeted through organized stalking
9 like a nail salon where I frequent. Where they
10 frequently write in their phones or they're giving
11 services or Access A Ride drivers who speak out loud
12 about our personal business. Where are they getting
13 that information?

14 The ultimate is remote access to our biology,
15 which is our brain signature.

16 CHAIRPERSON GUTIÉRREZ: Can you wrap up? I'm so
17 sorry, I have your testimony here. Can you wrap up?

18 MICHELE BLONDMONVILLE: Sure. It's a crisis when
19 a group of people have access to someone's biology
20 for whatever reason and randomly cause them pain or
21 harm. We are not safe and I'm speaking on behalf of
22 my mom, who is 86, a Native of Panama and my
23 grandfather who has passed away who wrote a book on
24 Panama and requested [INAUDIBLE 01:59:20] for
25 information about Panama.

CHAIRPERSON GUTIÉRREZ: Can you? Is this your written testimony what was provided? Okay, we have to wrap up ma'am.

MICHELE BLONDMONVILLE: For Chase Manhattan Bank all her life from her 20's to now retired. She has never worked anywhere else.

CHAIRPERSON GUTIÉRREZ: Thank you.

MICHELE BLONDMONVILLE: She's never done anything wrong -

CHAIRPERSON GUTIÉRREZ: Thank you so much.

MICHELE BLONDMONVILLE: Thank you so much for having us.

CHAIRPERSON GUTIÉRREZ: Of course, thank you. Next we have Pastor.

UNIDENTIFIED: Yes, do you all have mine?

CHAIRPERSON GUTIÉRREZ: Yes, is this together? Yes, I do.

PASTOR ADLERETTE KEBREAU: Is it on? Thank you. Good afternoon Chair Gutiérrez. I hope I say it well. Good afternoon all the Committee Members. Everyone else, good afternoon. My name Adlerette Kebreau and I am a Pastor. I am an educator and I also have a nonprofit organization and I am also a consultant.

I'm here this afternoon to ask the Technology Committee to go over the different technology that's out there. We know we're living in the day of technology, a digital world but are you aware of all different technology that are out there? On the 19th of February I was here about post act meetings and one of the issues that I have noticed that you know the technology that we hear, to ask you to ban, which is a microwave technology that is inflicting, affecting people in their homes, in school, in colleges, everywhere that they go. And so, if you're not aware of that type of technology, I put everything on the exhibits, on the statements that you can you know go over and check it out.

Last year on May 8th, the Committee on Technology had a big meeting on all of that and I would be glad to over what is that type of technology, why it needs to be banned, and you also need to open an office where all the victims can come and share their testimonies with you and I'm looking forward for you to ban that type of technology. All direct technology, you know weapon that are using African, the you know US citizens.

CHAIRPERSON GUTIÉRREZ: Thank you both so much.
We have your testimonies here in writing. Thank you.
I'd like to call up the next panel Christopher Leon
Johnson and Yosep Bak.

CHRISTOPHER LEON JOHNSON: Hello? Yeah, hello
Chair Gutiérrez. My name is Christopher Leon
Johnson. Thanks for having this hearing. I'm
calling on the City Council to not stop Shot Spotter.
I see that the City Council statement from last week
with Yusef Salaam, I think, like I said before I sat
at the hearing, I sat at the rally to [INAUDIBLE
02:03:07] that Yusef Salaam is the most fascist
oppressive City Council Member in these chambers.
I'm not here because he likes to oppress peoples
freedom of speech. And the last time I was calling
stuff out; I was saying like the Shot Spotter. This
is the reason why the City Council is trying to get
rid of Shot Spotter is to give all that money to
these nonprofit organizations that want to get rid of
it.

So, I'm calling in the City Council to preserve
Shot Spotter. If there is a contract come up that
Shot Spotter need to be renewed, it needs to be
renewed because Shot Spotter helps the NYPD and it

varies cities when it comes to knowing when these gun shots are getting fired and it saves a lot of lives and it helps the NYPD catch these guys and gals that shoot up the high crime neighborhoods. I live in a high crime district, so I know what this is about. I need this in my district. The call for defunding of Shot Spotter is disgusting and the Chair of the Public Safety Committee Yusef Salaam, you are disgusting indeed for calling this too with the help of your friends and your boys and gals like Ramon Santana who is on the City Council. I say here, your boy [INAUDIBLE 02:04:16] so of course you're going to want that money to help your boys campaign to run for election.

CHAIRPERSON GUTIÉRREZ: Sir, can you keep on topic?

CHRISTOPHER LEON JOHNSON: Yeah, I'm going to stay on topic and one other thing I want to say before is that Ms. Gutiérrez, since it's your district, the Worker Justice Project, you need to have and show your support for Intro. S992 4A to make it a class [INAUDIBLE 02:04:43] and while I'm at it, I'm calling for the City Council to submit technology, to implement technology for the

1 deliveristas for hospital response and to save time.
2 They need to start doing deliveries for like Wise
3 Boro in your district. Thank you.

4 CHAIRPERSON GUTIÉRREZ: Thank you Christopher.
5 Yosep.

6 YOSEP BLAKE BAK: Can you hear me? Perfect. So,
7 I'm a licensed structural engineer. I am a
8 consultant hired by DCAS. I fixed this building last
9 month. I did the City Hall Chambers, like I do a
10 whole bunch of DCAS courts and I've been trying to
11 get in touch with like DCAS, DOB, DOT, Julie, she
12 sent me to some other congress woman but I want to
13 share an issue, like a technological issue that's
14 been a serious blocker in my opinion and I don't
15 think I'm at the right place because what I've heard
16 today, it was more of playing IT catchup rather than
17 actual innovation and I, to shoot it straight, when
18 the CTO tells you that the vendor is pinky promising
19 the safe, like privacy. The answer from you guys
20 should not have been okay. Like not you guys
21 personally but as someone that's in sit like Chair
22 for Innovation, when somebody is telling you about
23 privacy like that, the first question is like what is
24 your encryption method or something along that line,
25

rather than oh, we'll accept that, there's pinky promise. Anyhow please consider stepping away from using proprietary software's such as DOCs or Accel because it's 2025. We no longer have to use Microsoft Word to communicate and when we use Microsoft Word to have - so I get paid by the city \$175 an hour and when I process my site inspection into Microsoft Word, that just gets printed into a PDF and gets stored in like a city basement that they pay me to look through because none of the data's are actually live. It's kind of like flat or they are like a flat document there because all these documents are dead and they occupy space in the city and I've been to like a whole bunch of colleges, courts, where it's just a room full of paper that I can't find anything. And if you guys start considering [02:07:06] or HTML whatever, it can all be in a single file that is open source but please consider take like randomly signing them because what winds up happening is that I have to learn how to deal with these like vendors that cannot export their data model and New York wants to keep their data inhouse and that's really not that hard because I - when I went to DOB or all these people, I already

made an app that I said we should open source it and New York City should start investing in open source initiative because there are lot of people that will just voluntarily like help out. Like for example, being me, like I already wrote a basic software that can process simple PDF and words and text because no engineer or anyone in construction industry should have to pay \$2,000 in license a year to communicate. That's just no how we empower community and I think that's my time. Thank you.

CHAIRPERSON GUTIÉRREZ: Thank you. You can submit your testimony as well if you have one.

YOSEP BLAKE BAK: And where do I - so if I want to share these kind of offers, where is the right place to go? Where can I as a professional like -

CHAIRPERSON GUTIÉRREZ: Well, what you shared today you can submit to the following email. It's testimony@council.nyc.gov.

YOSEP BLAKE BAK: Well, is that's just something that's going to be like thrown in like an inbox somewhere? Can I actually expect like a response?

CHAIRPERSON GUTIÉRREZ: The Committee Staff will see it and so if you have particular follow ups, you

can make sure to include that and then there can be a conversation there after.

YOSEP BLAKE BAK: Sure, thank you.

CHAIRPERSON GUTIÉRREZ: Thank you. Okay, we will now turn to our witnesses joining us via Zoom. I was advised that we don't have any witnesses online. So, if we have inadvertently missed anyone who is registered to testify today and has yet to have been called, please use the Zoom hand function and you will be called in the order that your hand has been raised.

There is no one on Zoom. Thank you everyone for your testimonies today and the hearing is adjourned.

[GAVEL]

C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date March 31, 2025