

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON TECHNOLOGY

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May 23, 2024
Start: 11:18 a.m.
Recess: 11:20 a.m.

HELD AT: COUNCIL CHAMBERS - CITY HALL

B E F O R E: Jennifer Gutiérrez, Chairperson

COUNCIL MEMBERS:

Erik D. Bottcher
Robert F. Holden

2 SERGEANT-AT-ARMS: This is a microphone
3 check for the Committee on Technology, recorded by
4 Layla Lynch in the Council Chambers on May 23, 2024.

5 SERGEANT-AT-ARMS: Good morning, and
6 welcome to the New York City vote on Technology.

7 Please silence all electronic devices.

8 Chair, we are ready to begin.

9 CHAIRPERSON GUTIÉRREZ: [GAVEL] Good
10 morning. I am Council Member Gutiérrez, Chair of the
11 Committee on Technology. I'd like to welcome everyone
12 to today's Committee on Technology vote, Proposed
13 Intro. 584-A, sponsored by Council Member Dinowitz,
14 in relation to providing an estimated wait time to 3-
15 1-1 call center customers. The Committee previously
16 heard testimony on this Intro. as part of our April
17 25th oversight hearing on 3-1-1. The bill represents
18 a step in improving New York City's 3-1-1 service for
19 all New Yorkers. NYC311 is the primary means of non-
20 emergency communication between New Yorkers and the
21 City and has proven critical to maintaining quality
22 of life in New York City by serving millions of
23 callers every year, 24/7. As New York City continues
24 to grow and advance, we must do our due diligence in
25 ensuring that one of its most important communication

2 networks can best support all its residents. For
3 instance, because so many calls were occurring each
4 day at the peak of the pandemic, the NYC311 average
5 wait time reached as high as 1 minute and 47 seconds
6 in 2020 and 1 minute and 20 seconds in 2021. For
7 comparison, according to this years Preliminary
8 Mayor's Management Report, in the first four months
9 of Fiscal Year 2024, the average wait time for 3-1-1
10 was 28 seconds during peak hours and 12 seconds
11 during off-peak hours. Intro. 584-A would require 3-
12 1-1 to provide a virtual queue system that provides
13 an estimated wait time to callers when the estimated
14 wait time is more than 60 seconds.

15 I will now turn it over to the Clerk to
16 call roll.

17 COMMITTEE CLERK WILLIAM MARTIN: Thank
18 you. Good morning. William Martin, Committee Clerk.
19 Roll call vote, Committee on Technology. Proposed
20 Introduction 584-A. Chair Gutiérrez.

21 CHAIRPERSON GUTIÉRREZ: Aye.

22 COMMITTEE CLERK WILLIAM MARTIN: Holden.

23 COUNCIL MEMBER HOLDEN: I vote aye.

24 COMMITTEE CLERK WILLIAM MARTIN: Bottcher.

25 COUNCIL MEMBER BOTTCHEER: Aye.

1 COMMITTEE ON TECHNOLOGY

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2 COMMITTEE CLERK WILLIAM MARTIN: Won.

3 Paladino.

4 With a vote of three in the affirmative,
5 zero in the negative, and no abstentions, item is
6 adopted by the Committee.

7 CHAIRPERSON GUTIÉRREZ: [GAVEL]

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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 June 28, 2024