



**New York City Council Committee on Civil Service and Labor**

*Shirley Aldebol (Chair), Chair*

*Members: Tiffany Cabán, James F. Gennaro, Ty Hankerson, Crystal Hudson, Mercedes Narcisse, Frank Morano*

**Testimony of Department of Citywide Administrative Services Commissioner  
Yume Kitasei—April 14, 2026**

## Introduction

Good morning, Chair Aldebol and members of the City Council's Committee on Civil Service and Labor.

My name is Yume Kitasei, and I am the Commissioner for the Department of Citywide Administrative Services, more commonly known as DCAS. I am grateful for the opportunity to be here with you today to discuss the vital programs and processes we implement at DCAS to deliver resources, services, and support to city agencies, and most importantly, to the people of New York City.

I am joined today by my colleagues: Katrina Porter, DCAS Deputy Commissioner of the Human Capital Division, and Daniel Pollak, First Deputy Commissioner with the Office of Labor Relations.

One of DCAS's primary missions is to support employees' professional development—we are proud to say that we are there for municipal staff from their first day of work until the day they retire. We also understand the council's interest in ensuring that the city's civil service system remains strong, robust, and ever-transformational, as it is a critical component of government service delivery.

I believe in the importance of the civil service system, and the promise of a more-fair hiring system—one meant to cut out cronyism and abuse, and prioritize fairness, equity, and integrity. That said, it is a system that is over 100 years old, and we also believe it's an important time to work on modernizing the system for our workforce of today, something we are looking forward to doing with our partners in labor and all of you.

Today, as we begin this discussion, I will speak to some of the key components of our efforts to promote city work, including our efforts to recruit top talent through pipelines to

civil service, and of course our role in administering civil service exams. In addition, part of our recruitment strategy focuses on highlighting the incredible range of city employment benefits—from eligibility for Public Service Loan Forgiveness and full health and pension benefits to professional development opportunities, and perhaps most importantly, by impacting your community and the city we all love and call home.

## Civil Service Exams

Exams are among the most well-known facets of DCAS' work to promote municipal work to New Yorkers. More than 80 percent of city government positions require a civil service test, and it is the most critical pathway to service that we oversee. Specifically, our Human Capital team oversees the city's civil service exam administration, typically administering more than 200 exams annually.

Administering exams is one thing—making sure New Yorkers are aware of the process, and sign-up to attend exams is another—and we have been working to broaden the reach of our civil service exams. This includes making exams more accessible and streamlining the process. We have also moved to fully computer-based testing—meaning no more pencil and paper. Education and experience exams are now taken on computers, able to be taken anywhere, anytime—from the living room or the neighborhood coffee shop. Another innovation we have implemented is the New York City Bridge Exam. With the NYC Bridge Exam, candidates pay one fee, sit for one test, and become eligible for multiple positions.

For recruitment, our Office of Citywide Recruitment makes stops in all five boroughs, participating in hiring halls and career fairs, and meeting our neighbors looking for work right in their communities. Our Office of Citywide Recruitment also leads our Civil Service 101 presentations at New York City Public Schools, community-based organizations, and faith-based institutions across the city to lead informational sessions on how to get involved with municipal service. All of these efforts connect with New Yorkers where they are, and I'm proud to say that we have engaged tens of thousands of prospective candidates across the five boroughs through these programs.

We also look to connect to a wide range of audiences through multiple mediums—from direct person-to-person engagement to social media and press outreach, we look to reach New Yorkers where they are to promote civil service. In addition, we also publish the NYC Jobs Newsletter and send out semi-monthly and monthly e-blasts to get the word out to hundreds of thousands of New Yorkers about career opportunities in municipal government, in addition to efforts undertaken at the agency level. With the monthly NYC Jobs Newsletter alone, we reach more than 200,000 New Yorkers looking for work. Beyond, we also manage and maintain the NYC Jobs website. In 2025, the NYC Jobs website received over 1.8 million applications.

## Pathway Programs

In addition to our exams—and our recruitment and promotion efforts surrounding them—we also successfully operate several pathway programs. These alternative pathways to municipal service, often geared towards younger New Yorkers, include the Civil Service Pathways Fellowship Program, Urban Fellows Program, Public Service Corps, and NYC Summer Internship Program. These programs are an important tool for the city to create pipelines of job-ready talent for city jobs and public service.

Our Civil Service Pathways Fellowship is a two-year program for City University of New York students and recent graduates, designed to create a pipeline from college to a career in civil service. The fellowship is full-time and offers a competitive salary and benefits for recent graduates. Perhaps most importantly, fellows receive professional development training that qualifies them to take a civil service exam after completing the first year of the program. The Civil Service Pathways Fellowship serves as a critical component of our talent pipeline; we recruit interested college and graduate students for six different work tracks through our program, which helps agencies fill critical service roles across the 88 agencies and mayoral offices.

In addition to the Civil Service Pathways Fellowship, we also oversee the New York City Public Service Corps, the nation's first and largest off-campus internship program, offering paid and academic credit for undergraduate and graduate internships. Celebrating its 60<sup>th</sup> anniversary this year, Public Service Corps provides interns with crucial experiences to help set them on the path to public service. This year, fifteen agency partners are hosting more than 100 Public Service Corps interns. This program is a tremendously beneficial one and has seen many city leaders come through the program.

Lastly, I would be remiss if I did not mention our 55-a program, which allows a qualified person with a certified mental or physical disability to be hired into competitive civil service positions without having to take an exam. While not specifically geared towards our city's youth, it is nonetheless a valuable asset in our recruiting portfolio. As stated earlier, most City of New York job require that candidates take and pass a competitive civil service exam before they can be hired. Through our 55-a program, eligible persons are evaluated for positions on the basis of their qualifications and interviews. This program is intended as an equalizer for municipal hiring and promotes city work in an equitable manner for New Yorkers. We are working closely with the Mayor's Office for People with Disabilities to amplify its reach.

## Professional Development Supports / Retention Efforts

Beyond our civil service exams and our efforts to expand pathways and recruit for municipal work, we are also pursuing a variety of new initiatives to improve the avenues

for professional development for city workers, and in turn, increase retention of city employees.

Professional development is a key tool for us, and we have a variety of programs that look to enhance staff skills, including NYC Management Academy, Leadership Institute, training expos, the DCAS Course Catalog, and access to our ever-expanding e-learning platform, NYCityLearn.

We have also looked to expand more traditional educational opportunities, including through our recently rebranded Mayor's Scholarship Program. For more than 60 years, the program only serviced graduate scholarships for municipal staff. I'm happy to share that just last month we announced the launch of undergraduate scholarships for the first time ever, which now provides civil servants the opportunity to now pursue undergraduate bachelor's and associate degrees and receive financial assistance. As of launching the program, 10 colleges and universities have agreed to participate with additional institutions in the pipeline, and we are beyond excited for the potential for our staff because of this expansion. Through this, we are truly opening the doors for professional growth and building an even stronger workforce for New York City.

Also coming later this year, we will be opening the city's first free, on-site childcare pilot program for city workers. Announced just last month, this administration has looked to expand the upcoming pilot to include all city workers based at 1 Centre Street in addition to all DCAS employees regardless of work location. This opens the door—literally—to more than 2,000 employees across a dozen municipal agencies, with the potential to put upwards of \$20,000 a year back in the pockets of working families. We expect this program to further our efforts to improve the retention of top talent, boost productivity and strengthen job satisfaction among working parents.

Finally, when looking at the data, we see that the City of New York is competitive with the private sector when it comes to filling vacancies with talented New Yorkers. And our retention rate of 90 percent is similar to other large public sector employers like New York State, which is also at 90 percent, and the federal government, at 94 percent.

Data indicates that citywide agency vacancies are at approximately 5.04 percent, which is down from a high of 8.4 percent in November 2021. We continue to see very high rates for both retention and tenure. Compared to the three-year average time that an employee stays in a private sector position, DCAS' data shows that a city employee serves more than three times as long, or about 10 years. In fact, three-quarters of the municipal workforce has served for five years or more. We raise these stats to highlight that even though we have more work to do, New York City government jobs are good jobs, and we are here to ensure they remain so.

## Conclusion

We are dedicated and passionate about advancing municipal work, and we are committed to keeping the City of New York as an employer of choice for New Yorkers.

As commissioner, hiring and retaining the brightest and most talented New Yorkers is one of my top priorities. Through our efforts to strengthen the civil service system, amplify our recruitment efforts, ensure access to city jobs to all New Yorkers, and innovatively expand our retention programs, New York City will continue to thrive.

I look forward to advancing these efforts in partnership with the City Council, and I am happy to now answer any questions you may have.



**JOSEPH A. COLANGELO**  
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### Testimony of Joseph A. Colangelo

President, Local 246, SEIU  
New York City Council Committee on Civil Service & Labor  
Oversight Hearing: Rebuilding the Municipal Workforce – Hiring Strategies  
for the New Administration

April 14, 2026

Good morning, Chair, and members of the Committee.

My name is Joe Colangelo, and I am the President of SEIU Local 246 and Chairman of the Municipal Labor Committee’s Civil Service Committee. Local 246 represents the skilled trades workers who keep New York City’s municipal fleet running—Auto Mechanics, Machinists, Auto Service Workers, Auto Body Workers, Sheet Metal Workers, and other essential titles related to fleet maintenance.

While the majority of our members work at the Department of Sanitation, we also represent workers at DOT, NYPD, FDNY, Parks, and the Department of Education to name a few, repairing and maintaining one of the largest municipal fleets in the country.

Across all these agencies, we are facing the same problem: chronic understaffing with no clear plan to fix it. Not long ago, Local 246’s active membership was 1,650 workers, which was considered understaffed even at that level. Today, we are down to about 1,350.

Let me be clear. **We did not lose 300 members because the work disappeared. We lost them because the system failed to replace them.** That is the reality of what we are dealing with. So, when we talk about the city facing roughly 28,000 vacancies, this is not theoretical for us; we are living it every day in our shops. When positions go unfilled, trucks sit. Repairs are delayed. Equipment is pushed past its limits. And the burden falls on the workers who are still there working longer hours, covering multiple roles, and keeping critical operations running under constant strain. That is not a workforce strategy. That is a system under stress. And it is one of the reasons we continue to lose experienced, highly skilled workers. The city is trying to compete for skilled labor with a hiring system that simply does not hire fast enough.

Right now, it can take months—sometimes longer—to get from application to appointment. For a skilled Mechanic or Machinist, that timeline just does not work. They have options and they are taking them. So, when we talk about speeding up hiring, this cannot be a talking point. It must be a priority with real, measurable results.

At the same time, modernization cannot come at the expense of fairness or transparency. Civil service protections matter but so does a system that actually functions.

We understand the city is exploring targeted recruitment, including outreach to former federal workers. But recruitment alone will not solve this problem.

If the jobs are not competitive, if the hiring process is still too slow, and if working conditions continue to push people out, then we are not rebuilding a workforce, we are chasing one. We need a real plan that includes.

**Faster hiring timelines** measured in weeks, not months or longer.

**Competitive wages** that reflect the reality of the skilled trades market.

**A real investment in workforce pipelines**, including apprenticeships and trade partnerships.

And most importantly, **accountability for chronic understaffing across agencies like DSNY, DOT, NYPD, FDNY, Parks, and DOE**—because this problem has been going on for years.

We also need to focus on retention. The workforce we have is experienced, dedicated, and highly skilled but they are being stretched to the limit. If we do not fix that, we will continue to lose the very people we depend on to keep this city running. Our members take pride in their work. They are the reason sanitation trucks are on the road, emergency vehicles are maintained, and essential city services do not come to a halt. But pride is not a workforce strategy.

You cannot rebuild a workforce with a hiring system that does not hire and right now, that is exactly what we are dealing with. We need to maintain and strengthen the system that has worked for more than 100 years, one that prioritizes civil service exams, and the one-in-three rule to ensure a fair and level playing field for every applicant who studies for and takes those exams. If we move away from that, we risk sliding back into an era of patronage that New York City fought hard to leave behind.

We need urgency. We need action. But when DCAS, the agency that oversees hiring and administers and scores the city's civil service exams, is short-staffed by a reported 17 percent, how are we expected to fill vacancies at city agencies when the hiring agency itself is understaffed?

Local 246 is ready to be part of the solution but we need the city to meet this moment with real change, not more delays.

Thank you for the opportunity to submit this testimony.

New York City Council Council Hearing Room  
Rebuilding the Municipal Workforce - Hiring Strategies for the New Administration  
Committee on Civil Service and Labor, Council Member Shirley Aldebol, Chair

Testimony of New York City Employment and Training Coalition (NYCETC)  
Submitted by Gregory J Morris, CEO  
April 14, 2026

Good morning, Chair Aldeboland. I'm Gregory Morris, CEO of the New York City Employment and Training Coalition – [NYCETC](#) – the city's largest network of workforce development providers, serving New Yorkers across all five boroughs. I'm here today because the data is unmistakable – and so is the opportunity in front of this Council.

As of this past fall, New York City had more than 13,000 unfilled government positions – a citywide vacancy rate that remains more than double the pre-pandemic level, according to the NYC Comptroller's Staffing Dashboard.

**These aren't administrative abstractions.**

At the Department of Health and Mental Hygiene, [a 27 percent vacancy rate](#) in the mental health division means clinical and social worker roles are sitting empty while New Yorkers in crisis wait for help.

The Department of Social Services – the agency responsible for delivering benefits to the lowest-income New Yorkers at the center of this administration's affordability agenda – [is carrying a 12 percent vacancy rate, or more than 1,500 open positions](#).

The Department of Housing Preservation and Development, which must drive this [Mayor's 200,000-unit affordable housing commitment](#), is at 13 percent – and experts say those vacancies have already slowed project reviews and raised the cost of building.

And in perhaps the sharpest irony: DCAS, the very agency that administers and scores civil service exams, is nearly [17 percent vacant itself](#).

**The cost of inaction is real and measurable.**

According to the NYC Independent Budget Office, the City is on track to exceed its budgeted overtime spending by more than [\\$840 million this fiscal year](#) – largely

because short-staffed agencies are paying existing workers overtime rather than filling roles that would relieve that pressure. Treating vacancies as savings is not fiscal responsibility. It is a deferred and compounding cost.

**And the workforce to fill these roles is ready and waiting.**

When Mayor Mamdani opened his transition portal in November, more than 70,000 New Yorkers submitted resumes within days. The problem is not demand. The problem is a system – one where navigating civil service exams, misaligned credential requirements, and an exam-to-hire timeline that can stretch beyond 18 months functions as a barrier, not a bridge, to public service careers.

NYCETC and our member organizations are ready to help build that bridge right now – in partnership with CUNY Community Colleges and the city's labor and trade partners.

We are proposing a targeted investment to launch a coordinated, equity-centered pipeline into the sectors with the deepest vacancies: healthcare, early childhood education, and parks and sanitation.

NYCETC's share would fund credentialed training, civil service exam preparation, fee support, and wraparound services that make completion possible for working adults—particularly immigrants, low-income residents, and workers aged 25 to 54, who are the backbone of this city but have been systematically left out of the public sector pipeline.

The remaining resources would flow to union and labor partners, anchoring the effort in real hiring outcomes rather than just training completions.

In year one alone, this investment will directly serve at least 300 New Yorkers: 50 credential completions, 100 exam preparation participants, 25 placements into full-time city jobs, and 125 incumbent municipal workers who gain the upskilling and advancement opportunities they have long deserved.

The demand is there. The infrastructure is there. The vacancies are there. An investment to connect those three things is not a budget line item – it is a commitment to a government that delivers. Thank you.



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## **Rebuilding the Municipal Workforce Through Accessibility and Employing More People with Disabilities**

April 17, 2026

To the Committee on Civil Service and Labor:

My name is Molly Senack, and I am testifying today on behalf of the Center for Independence of the Disabled, New York (CIDNY) as their Education and Employment Community Organizer. This testimony is supported by Sharon McLennon Wier, Ph.D., MEd., CRC, LMHC, Executive Director of CIDNY.

In 2024, according to the Bureau of Labor Statistics, only 37.4% of disabled people between the ages of 16 and 64 were employed in the United States. According to the same report, employees with a disability were almost twice as likely to only work part-time as people without a disability (31% vs 17%), and less likely to work in traditionally higher paid managerial or professional positions than people without disabilities (37.9% compared to 44.1% respectively). Meanwhile, the American Community Survey reported that even when people with disabilities did work fulltime, their median salary was more than \$9,000 lower than the median salary for people without disabilities (\$48,937 vs \$58,113); and among working-age people between the ages of 16 and 64, poverty was more than twice as prevalent in the disabled community as in the non-disabled community (24.2% vs 9.9%). This not only indicates that there exist significant gaps in hiring, advancement, and wage parity for people with disabilities seeking employment, it also indicates that there is a large population (2 million adults in NYC, according to the Centers for Disease Control and Prevention) whose skills, perspectives, and knowledge are consistently underutilized- including in NYC's municipal workforce.

**CIDNY therefore encourages the Council to include increasing employment opportunities for people with disabilities and improving overall accessibility in the civil service sector as a cornerstone of their plans to rebuild the municipal workforce.**

To this end, CIDNY has several recommendations:

- **Require the Department of Citywide Administrative Services (DCAS) to provide civil service exams in plain, simple language.** This will make it easier for people with disabilities to obtain civil service positions regardless of whether they decide to participate in the 55-a program (which allows qualified people with disabilities to be hired for municipal civil service positions without having to take qualifying exams). This will also ensure that more people who do participate in the 55-a program

have access to the promotion opportunities and increased job security that (even under the 55-a program) require taking and passing a qualifying exam.

- **Require DCAS to provide consistent and updated information on the makeup of the city government workforce, including data on race, gender, age, salary, managerial status, and disability**, and to publish semiannual reports aggregating and summarizing that data. This data will provide a clearer picture of the overall representation of people with disabilities within each City agency, and of the impact that the intersection of race, gender, and disability has on wage parity, job retention and advancement. The City too often overlooks disability status when collecting employment data. Without its inclusion, the picture provided of the municipal workforce is incomplete, and any efforts to improve and expand employment opportunities for people with disabilities are ultimately hindered by the omission.
- **Allocate and baseline funding in the final FY27 budget for the NYC: ATWORK program to double its staff from 6 people to 12 people.** This program is meant to support career advancement for people with disabilities by providing many critical supports and services, including connecting people with disabilities to 55-a jobs. Despite its success (NYC: ATWORK estimates that since 2023, 80% of program participants were connected with full-time employment), the program remains understaffed and underfunded. This severely limits the scope of what it can achieve, and the role it can play in enhancing the City's civil sector.

As the NYC Council considers ways to rebuild the municipal workforce, acknowledging the relationship between systemic accessibility and workforce development is critical. We thank the Council for their time and effort, and for their continued investment in ensuring access to gainful employment for the disability community.

Sincerely,

Molly Senack (She/Her)  
Education and Employment Community Organizer  
Center for Independence of the Disabled, New York  
Email: [msenack@cidny.org](mailto:msenack@cidny.org) Phone: (917)415-3154

## FINAL 2-MINUTE TESTIMONY (EMOTIONAL + DATA + CLOSING PUNCH)

Good morning Chair and distinguished Council Members,

My name is Clivenson Jean-Baptiste... and I'm here today for the people who are doing everything right... but still feel like they're falling behind.

[Pause]

In New York City, the median rent is over \$3,500 a month.  
Nearly half of renters are rent-burdened—paying more than 30% of their income just to stay housed.

And many workers are holding multiple jobs... not to get ahead—but just to survive.

[Short Pause]

At the same time, burnout is rising...

Mental health is declining...

And small businesses are losing revenue simply because there aren't enough hours in the day.

[Pause]

We don't have a lack of effort in this city...

We have a lack of opportunity—and a lack of balance.

[Emphasize]

And that is what this proposal fixes.

[Pause]

The American Dual-Shift Economic Opportunity Act creates two simple, voluntary shifts as the new default National Business Operating Hours:

9:00 AM to 2:00 PM... and 3:00 PM to 8:00 PM.

No one is forced to work more.

But now... people finally have the option to earn more.

Businesses can serve more customers.

Workers can access more hours.

And the economy expands—without exploitation.

[Pause]

But what truly makes this different... is how it treats people.

Because people are not machines.

This Act guarantees 96 days of paid vacation—and makes it real.

Workers can take 3 days off every week...

Receive up to 45 hours of paid vacation per week...

For 8 continuous months.

[Slow down]

That means real rest...

Real recovery...

Real time with family...

Then after 8 months... they return to a normal schedule.

[Pause]

That's not just a benefit.

That's dignity.

That's prevention—not reaction.

That's how you build a stronger workforce and a stronger city.

[Short Pause]

And small businesses are supported—with tax credits—so they can grow, hire, and thrive.

[Pause]

This is bigger than policy.

It's about whether hard work in New York City actually leads to stability... or just survival.


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THE GOOGLE DOCS LINK TO VIEW MY BILL PROPOSAL TO PASS IN CONGRESS IS(Copy  
And Paste Into Your Computer URL):

<https://docs.google.com/document/d/15ZC7yv3H72ymK38Gqzcyj9zqqUxaO9Mdsf8I9KTubQU/edit?usp=drivesdk>

SHORT URL VERSION: <https://shorturl.at/W89Uj>

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 10-SECOND CLOSING PUNCH (IF CUT OFF OR TO END STRONG)

We cannot keep asking people to work harder... without giving them a real chance to live better.

This plan does both.

And that's why it deserves to move forward.

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

[ ]

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: 4/14/26

Name: Katrina Portik (PLEASE PRINT)

Address: 1 Centre Street, DCAS

I represent: DCAS

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

[ ]

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: 4/14/26

Name: Daniel Pollak (PLEASE PRINT)

Address: 22 Cixtonst Street

I represent: NYC office of Labor Relations

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

[ ]

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_  
 in favor  in opposition

Date: 4/14/2026

Name: Henry Garrido (PLEASE PRINT)

Address: 125 Barclay Street NY NY 10007

I represent: Executive Director DC27, AFSCME

Address: \_\_\_\_\_

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

in favor  in opposition

Date: 4/14/2026

(PLEASE PRINT)

Name: Robin Blair Batte

Address: [REDACTED] St. Albans, N.Y. 11412

I represent: CWA Local 1180

Address: 6 Harrison St, 4<sup>th</sup> Fl, N.Y, NY 10013

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

in favor  in opposition

Civil Service  
Date: \_\_\_\_\_

(PLEASE PRINT)

Name: Gloria Middleton

Address: 6 Harrison St

I represent: CWA Local 1180

Address: 6 Harrison St. N.Y. N.Y. 10013

**THE COUNCIL  
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. \_\_\_\_\_ Res. No. \_\_\_\_\_

in favor  in opposition

Date: 4/14/26

(PLEASE PRINT)

Name: GREGORY J MORRIS

Address: 121 6<sup>th</sup> AVE NYC 10013

I represent: NEW YORK CITY EMPLOYMENT AND TRAINING

Address: 121 6<sup>th</sup> AVE NYC 10013 CAPITOL