

# **The New York City Council**

*City Hall  
New York, NY 10007*



## **Meeting Minutes**

**Thursday, June 30, 2022**

**1:00 PM**

**Jointly with the Committee on Technology and the Committee on  
Public Housing.**

**HYBRID HEARING - Council Chambers - City Hall**

### **Committee on Governmental Operations**

*Sandra Ung, Chair*

*Members: Gale A. Brewer, Shahana K. Hanif,  
Lincoln Restler and Lynn C. Schulman*

Roll Call

**Present:** Ung, Brewer, Hanif and Schulman

**Absent:** Restler

*Other Council Members Attending: Abreu, Menin, Schulman, Paladino, Kagan Ossé, Bottcher, Sanchez, Holden, Barron, Gutiérrez and Aviles*

T2022-1506

**Oversight - Ensuring Equal Access to 311 – Reviewing the Experience of Limited-English Proficient New Yorkers and NYCHA Residents.**

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

**This Oversight was Hearing Held by Committee**

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

**This Oversight was Filed, by Committee**

Int 0055-2022

**A Local Law to amend the administrative code of the city of New York, in relation to the creation of a separate 311 category for COVID-19 testing site complaints**

**Attachments:** Summary of Int. No. 55, Int. No. 55, February 24, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-24-22, Minutes of the Stated Meeting - February 24, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 55, Int. No. 55, February 24, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 2-24-22, Minutes of the Stated Meeting - February 24, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Laid Over by Committee**

Int 0167-2022

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

**Attachments:** Summary of Int. No. 167, Int. No. 167, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 167, Int. No. 167, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Laid Over by Committee**

**Int 0206-2022      A Local Law to amend the administrative code of the city of New York, in relation to requiring the commissioner of information technology and telecommunications to report on wait times for the 311 customer service center to connect callers to an interpreter**

**Attachments:** Summary of Int. No. 206, Int. No. 206, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 206, Int. No. 206, April 14, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-14-22, Minutes of the Stated Meeting - April 14, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Laid Over by Committee**

**Int 0240-2022      A Local Law to amend the administrative code of the city of New York, in relation to the department of information technology and telecommunications updating 311 complaint types and reporting on such updates**

**Attachments:** Summary of Int. No. 240, Int. No. 240, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 240, Int. No. 240, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Laid Over by Committee**

**Int 0296-2022      A Local Law to amend the administrative code of the city of New York, in relation to the identification of languages spoken by callers to the 311 customer service center**

**Attachments:** Summary of Int. No. 296, Int. No. 296, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Hearing Held by Committee**

**Attachments:** Summary of Int. No. 296, Int. No. 296, April 28, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 4-28-22, Minutes of the Stated Meeting - April 28, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Introduction was Laid Over by Committee**

**Res 0068-2022**

**Resolution calling upon the New York State Legislature and U.S. Department of Housing & Urban Development to take strong action and increase NYCHA accountability by auditing the responsiveness of NYCHA managers to tenants.**

**Attachments:** Res. No. 68, March 10, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-10-22, Minutes of the Stated Meeting - March 10, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Resolution was Hearing Held by Committee**

**Attachments:** Res. No. 68, March 10, 2022 - Stated Meeting Agenda, Hearing Transcript - Stated Meeting 3-10-22, Minutes of the Stated Meeting - March 10, 2022, Committee Report 6/30/22, Hearing Testimony 6/30/22, Hearing Transcript 6/30/22

**This Resolution was Laid Over by Committee**