

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON TECHNOLOGY

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March 18, 2026
Start: 11:42 a.m.
Recess: 1:36 p.m.

HELD AT: 250 Broadway -8th Floor - Hearing
Room 2

B E F O R E: Carmen N. De La Rosa,
Chairperson

COUNCIL MEMBERS:

Gale A. Brewer
Jennifer Gutiérrez
Shahana K. Hanif
Linda Lee
Kevin C. Riley
Julie Won

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

Lisa Geloter
Office of Technology and Innovation, OTI

Edwin Pemberton
Office of Technology and Innovation, OTI

Chantal Senatus
Office of Technology and Innovation, OTI

Ruby Choi
Office of Technology and Innovation, OTI

Robert Barbera
Office of Technology and Innovation, OTI

Joe Morrisroe
Office of Technology and Innovation, OTI

Samantha Wright
Office of Technology and Innovation, OTI

Mauricio Deflin
Culture and Arts Policy Institute

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2 SERGEANT AT ARMS: This is a pre-recording test
3 for the Committee on Technology. Today's date is
4 March 18, 2026, recorded by Dain Hope in Hearing
5 Room 2.

6 SERGEANT AT ARMS: Good morning and welcome to
7 today's New York City Council budget hearing for the
8 Committee on Technology. At this time, we please
9 ask that you silence all electronic devices. If you
10 would like to fill out a testimony slip, then please
11 see the Sergeant-at-Arms in the back, and at no
12 point in time is anyone to approach the dais.
13 Chair, ready when you are.

14 CHAIRPERSON DE LA ROSA: Good morning everyone.
15 Let me just gavel in. [GAVEL] We have window
16 washers in the back, so I apologize for the
17 screeching noise, but we have workers working.

18 Good morning and welcome to today's Committee on
19 Technology's Preliminary Budget Hearing. My name is
20 Carmen De La Rosa and I Chair- and I serve as the
21 new Chair of this Committee. This morning our
hearing will cover the Fiscal 2027 Preliminary
Budget for the Office of Technology and Innovation,
or OTI, and the 2026 Preliminary Mayor's Management
report metrics for this agency. I would like to
welcome OTI's new

Commissioner and the city's Chief Technology Officer, Lisa Glo- G-G-Gelobter- I'm gonna get that right- for joining us. And we are also joined by Ruby Choi, Robert Barbera, right? Is that right? Okay. Um, Chantel Senatus, Joe Morrisroe, Samantha Wright, and Edwin Pemberton. Right.

Um, following testimony and- sorry. Okay. Uh, following testimony and questions with OTI, we will hear public testimony at around 1 p.m.. Thank you to all the advocates and community members who have joined us today.

OTI's Fiscal 2027 Preliminary Budget is \$702.6 million, \$34.6 million or 5.2% more than Fiscal 2026 Adopted budget. New funding in the Preliminary Plan totals \$97.7 million in Fiscal 2026, \$28.8 million in Fiscal '27, and growing to \$32.7 million in Fiscal 2030.

In Fiscal 2026, \$36.5 million was allocated to connectivity for Chromebooks for public schools, and \$59 million was allocated to expense costs associated with capital projects. I look forward to discussing these changes to OTI's budget at today's hearing, as well as the current state of several agency programs including Big Apple Connect, My City, the Digital

Equity Roadmap, and where OTI and the Administration plan to take these programs in the future.

We are also interested in understanding how the agency is working to meet savings mandate issued by Mayor Mamdani, as well as any areas within OTI that might be suitable for long-term changes to maximize efficiency, such as the increasing in-house services and moving away from contracts. We were concerned to see that the data in the PMMR showed a 15% decrease in child care voucher applications submitted using the MyCity portal, going from 24,315 in the first month of Fiscal 2025 to 20,765 in the same period of Fiscal 2026. Fiscal 2025 was a record for child care applications submitted using MyCity after its launch in Fiscal 2023. And as the city works towards the goal of universal child care, I am eager to understand the reasons behind the decrease.

MyCity should also be examined more broadly to understand if this is a program we should continue investing in or where significant improvements can be made to aid the delivery of service. We want to understand the Administration's Plan for Big Apple Connect. According to the Mayor's Report, 82.4% of eligible households were enrolled in the program in

the first 4 months of Fiscal '26. Providing free internet for these families is a step towards closing the digital divide, and while this program has been successful, we're always curious about the points of improvement.

The city's contract with major providers, Atlas and Spectrum, for example, must be examined to see if there are potential cost savings or better points of negotiation. Understanding OTI's thoughts about the issue— about issuing a new RFP for Big Apple Connect, as well as rethinking the role of building publicly owned municipal broadband— sorry, hmm, okay— infrastructure to provide internet service to low-income city residents should shed light on the path forward for this program.

Finally, 311 is also an area of ongoing concern for the Council. According to the Mayor's Preliminary Report, the average wait time to speak to a Tier 1 agent at 311 Center increased 45% in the first 4 months of Fiscal '26 compared to the same period of time last year when it was 29 seconds.

With 389 budgeted positions for 311 included in the Preliminary Plan and an actual headcount of 320 as of this January, more than half of OTI's vacancy

as an agency exists within the Critical City Program. I would like to hear more about how the agency plans to fill these vacancies and improve 311 service delivery, especially given the mayoral vacancy reduction mandate and the increased demand for 311 reports following recent extreme weather events.

I look forward to today's discussion and budget actions including the preliminary— included in the Preliminary Plan, performance metrics, OTI's Capital Plan, and a signature program such as MyCity and Big Apple Connect. Comprehending OTI's goals in this new Administration and their strategies for meeting the technological needs of our complex city is crucial to ensuring technology is embedded in the lives of everyday New Yorkers effectively, responsibly, comprehensively, and equitably.

It is this Council's responsibility to ensure that the city's budget is fair, transparent, and accountable to all New Yorkers. As the Chair of the Technology Committee, I will continue to advocate for the delivery of technology of a technology budget that reflects the needs and values of New Yorkers across the 5 boroughs. I would like to thank both my staff and the committee staff for their help in

1
2 preparing for this hearing, Margaret Barnsley,
3 Financial Analyst, Julia Haramis, assistant
4 director, Richard Yates Wong, Percy Sutton Fellow,
5 Irene Byhovsky, Legislative Counsel, uh, Erik Brown,
6 Policy Analyst, my Chief of Staff James Burke, my
7 Communications Director Frey Familia, and the entire
8 team back in the district office.

9 I would like to also recognize we've been joined
10 by Council Member Shahana Hanif, and I will now turn
11 it over to the Committee Counsel to administer the
12 oath to members of the Administration.

13 COMMITTEE COUNSEL: Thank you, Chair and good
14 morning everyone. Before we begin, I would like
15 everyone from the Administration to raise their right
16 hands. Thank you. And I'm going to call each of you
17 by name.

18 So do you affirm to tell the truth and respond
19 honestly to Council Member questions? Um, Lisa
20 Gelobter, Chantel Senatus, Ruby Choi, Joe Morrisroe,
21 Samantha Wright, Edwin Pemberton, Robert Barbera.
Thank you very much. You might begin your testimony.

LISA GELOBTER: I know I was instructed to do
that, sorry. I really appreciated your, uh, your
introduction about also kind of what the needs are,

and I think we're really well aligned. So, um, happy to hear that.

So good morning, Chair De La Rosa and members of the City Council Committee on Technology. My name is Lisa Geloter. Um, I am the Chief Technology Officer and Commissioner of the Office of Technology and Innovation, also known as OTI. With me, we've already kind of done introductions, uh, Edwin Pemberton, who is OTI's Deputy Commissioner for Management and Budget, Chantal Senatus, who is OTI's Deputy Commissioner for Legal Matters, and Ruby Choi, OTI's Deputy Commissioner for Strategic Initiatives. And we have a few other folks back there.

Um, what— who you don't see at the table is all of the others on the team at OTI, at OMB.

CHAIRPERSON DE LA ROSA: Can you bring the mic closer?

LISA GELOBTER: Yes. Um, what you don't see, uh, at the table is all the other people who really, uh, assisted in prepping me for this, prepping the testimony, and given that I've been here a two— a whole two weeks, um, trying to, like, get me up to speed.

So it's staff from OTI, from OMB, from City Hall, uh, and it has been, um, a giant task. So I owe them a debt of gratitude.

Um, so thank you for the opportunity today to speak about OTI's Fiscal Year 2027 Preliminary Budget, our recent accomplishments, and our priorities for the coming year. It is a pleasure to appear before this Committee for the first time. Uh, in the 2 weeks that I have been at OTI, I have learned a great deal, and I'm looking forward to collaborating with my colleagues at OTI, this Administration, other agencies, you all, City Council, in addition to it engaging directly with New Yorkers.

Though I have not been here long. I am quickly coming up to speed, at least trying, uh, so what I'm learning about is the vast extent of OTI's critical role in how this city operates, enabling agencies across the city to deliver services that millions of New Yorkers rely on every day.

At this moment, we are at an inflection point in technology where the pace of change is accelerating and digital tools are shaping almost every aspect of daily life. But not everyone has equal access to the

1 tools and the ability to benefit from them. So I
2 wanna take the opportunity to build on the strong
3 foundation that already exists at OTI and supercharge
4 it. We wanna use technology to make government more
5 accessible, more effective, and easier for New
6 Yorkers to navigate.

7 So for most of my career, I have focused on one
8 simple idea, which is using technology to expand
9 access to information, to opportunity, and to systems
10 that were previously out of reach for many people.
11 And I hope to continue to apply this through line to
12 my work as CTO of New York City.

13 As I've learned, I am fortunate to have inherited
14 a great number of program areas within OTI that are
15 positively impacting the public at large, our city
16 workforce, and our agency customers. I'm proud to
17 highlight a few accomplishments of work that has
18 already had great outcomes. So one example is Big
19 Apple Connect. This Committee will be familiar with
20 the nation's largest municipally subsidized internet
21 program serving 330,000 public housing residents
across 220 city-owned developments.

Last year, OTI entered into a 3-year extension of
the Big Apple Connect contracts with Charter and

Altice, which included a \$1.2 million private investment by both companies to support digital literacy programs targeted to NYCHA residents. OTI's wider digital equity strategy was laid out in the Digital Equity Roadmap a year ago. But since then, the city has launched the Neighborhood Tech Help program with the library systems to provide one-on-one technology support, the Liberty Link pilot to provide free internet access to 2,200 households in the Bronx and Upper Manhattan, and established a digital equity working group with 43 participating agencies.

So for these creative initiatives, the National Digital Inclusion Alliance has recognized New York City as a Digital Inclusion Trailblazer. We will continue to extend our work in this space by creating a citywide broadband adoption plan in support of Local Law 153 of 2025, for which we have received a regional and local assistance grant from the New York State Connect All Office.

OTI also supports and enhances popular citywide public-facing platforms that serve as the conduit between New York City residents and their municipal government. Just last year, OTI redesigned and built

1 a new infrastructure for NYC.gov, the city's front
2 page that serves 7 million users annually. According
3 to an external survey, customer satisfaction
4 increased by 13 points, which demonstrates the impact
5 a focus on usability and access can have across all
6 city websites and applications.

7 I'd love to hear from the City Council, uh, if
8 you all have used it and if you have any feedback.
9 Very open to that. NYC 311 is another key way OTI
10 makes government more accessible and accountable to
11 New Yorkers.

12 Last week, Mayor Mamdani visited our 311 call
13 center in recognition of 311 Day to thank team
14 members for their above-and-beyond work, dedication,
15 and perseverance during the recent blizzard. Our NYC
16 call center representatives consistently outperform
17 both public and private industry benchmarks with a
18 93% customer service satisfaction rate. OTI
19 continues to strategically invest in NYC 311,
20 allocating capital funds for enhancements to improve
21 systems integrations with other agencies' platforms,
language access, and accessibility requirements, as
well as improvements to the mobile experience.

Another of OTI's imperatives is to collaborate with other agencies to ensure the city's systems and sensitive data are safeguarded. For example, NYC Cyber Command implemented a citywide cybersecurity and awareness program on basic best practices that includes how to identify and report a phishing attempt, which is a leading cause of cyberattacks.

So this program has actually resulted in a 50% reduction in the number of employees who have clicked on phishing simulations over the past 3 years. In alignment with Executive Order 10 of 2022, NYC Cyber Command has trained 84 agency cyber liaisons in our specialized Cyber Academy focused on incident response, network security, and cyber threat intelligence. To support Mayor Mamdani's Executive Order 13 of 2026, the Office of Information Privacy is actively partnering with the Mayor's Office to provide updated identifying information law compliance training to all agency privacy officers by April 7th.

These timely trainings recognize the critical role of our city's privacy workforce in maintaining public trust so those in need can safely and confidently seek city services. I would also like to

1 share some of the projects OTI has supported in
2 collaboration with other agencies. And this is but a
3 small sample of the vast suite of services and
4 expertise provided.

5 So on the backend, we build and operate
6 mission-critical applications and share technology
7 platforms that enable city agencies to deliver
8 efficient and trusted services at scale. OTI's
9 applications and infrastructure management teams have
10 recently completed the modernization and migration of
11 legacy applications to cloud-based technology, which
12 will improve system uptime and reliability and
13 therefore New Yorkers' access to important data and
14 services.

15 This transition resulted in the decommission of
16 86 servers that hosted more than 40 outdated
17 applications. In collaboration with our agency
18 partners, we will continue to look for programs with
19 opportunity for improvement. OTI's Office of Data
20 Analytics, ODA, implemented the Common Business
21 Index, to match and link city data records from
multiple agencies. So one successful outcome already
is that NYC Small Business Services used it to create

a portal for business owners so that they could view licenses, fees, and violations all in one place.

As we work to support Mayor Mamdani's child care initiatives, ODA has also been working with the Office of Early Childhood Education to consolidate multiple sources of public child care site information into a single unified locator map for families.

Before I get into the budget, I also wanna call your attention to the Open Data Week Festival, March 22nd to 29th, celebrates the power of data and government transparency. And if you weren't already planning to, I would like to personally invite Council Members and Staff to participate.

Uh, finally, I'd like to briefly summarize OTI's budget. OTI's Fiscal Year 2027 Preliminary Budget allocates approximately \$702.5 million in expense funds. Of this, approximately \$178.5 million is for personnel services, PS, to support 1,538 full-time positions, and \$524 million is for other than personnel services.

The Preliminary budget had a net increase of \$28.8 million for Fiscal Year 2027. The increase is reflected in the OTPS expense budget, which was

largely attributed to the funding received for Microsoft ELA Azure spend and the Intracity funding that OTI received from agencies that utilize OTI contracts.

Our capital funding for Fiscal Year 2027 totals \$145.6 million for projects related to IT modernization, cybersecurity, 311, and emergency communication system upgrades. The Fiscal Year 2027 Preliminary Budget Revenue plan is approximately \$140.6 million.

Thank you for the opportunity to testify today. I will now take Council Members' questions, but please bear with me as I rely heavily on the team's knowledge, uh, and expertise while I'm still getting wrapped up.

CHAIRPERSON DE LA ROSA: Thank you so much for your testimony, and I was pleased to hear, um, some of those metrics that have already been met, and looking forward to, um, learning some more. So my first question is around Mayor Mamdani's saving exercise. Given the Mayor's recent announcement that the Chief, uh, Savings Office will be appointed at each agency to identify 1.5% in savings in Fiscal Year '26 and 2.5% savings in Fiscal '27 at all

1 Mayoral agencies. I'm concerned about the potential
2 impact that it could have on OTI— it's on, on
3 services at OTI. Are any programs or aspects of
4 OTI's budget, such as 311 operation, exempt from this
5 requirement? If so, which ones?

6 LISA GELOBTER: Yeah, so we have in fact named a
7 Chief Savings Officer, uh, and it's— we're juggling
8 it all to try to figure out how we can actually— what
9 strategy we can best take to meet the requirements as
10 well as make sure that we are delivering the services
11 that we need.

12 Uh, so while at the moment 311— while 311 is not
13 exempt, um, I do think we're, we're evaluating how
14 to, how to balance it all.

15 CHAIRPERSON DE LA ROSA: Okay, um, can you share
16 what programs and services may see reduction fundings
17 from the savings exercise, if any?

18 LISA GELOBTER: Yeah, so it is unfortunately
19 still a work in progress, right, because it's due on
20 Friday. And honestly, there's a lot of conversation
21 back and forth about what are the priorities going to
be and how are we going to meet them. And I think
there's— so I don't have a good answer for you on
that right now.

CHAIRPERSON DE LA ROSA: Okay. While closing the Fiscal '27 Budget gap remains urgent, has OTI identified any long-term changes that would generate service savings or greater efficiencies? In the long term?

LISA GELOBTER: I think at the moment, again, everything is on the table. Uh, I do think you surfaced some, uh, some good points around, uh, contractors and the use of contractors and consultants. Um, so, but for right now, everything is open, is, is on the table and I will say that we really do have to take an evaluation of, right, who we want OTI to be, uh, and when they grow up, right? How do we wanna actually continue to morph and evolve? And so I think that will all factor in.

CHAIRPERSON DE LA ROSA: We were glad to hear about the end of the 2-for-1 hiring policy, but it was concerning to hear that agencies will only be permitted to fill half of their current vacancies. Will OTI be required to eliminate any of its vacancies?

If so, how much— how many and for which types of positions?

1
2 LISA GELOBTER: Got it. Still working on it. So
3 it is— we, uh, we've been asked to meet that same
4 requirement, um, I guess as every other agency.

5 CHAIRPERSON DE LA ROSA: Mhm mmm.

6 LISA GELOBTER: Uh, again, which ones we're gonna
7 be able to pull off is gonna depend on where we land
8 priority-wise. So it's a little bit of a juggling
9 act still.

10 CHAIRPERSON DE LA ROSA: And, um, we're thinking
11 that Friday might be a better— we, we'd have a better
12 sense by Friday, do you think?

13 LISA GELOBTER: We have to submit by Friday.

14 CHAIRPERSON DE LA ROSA: Mhm, mmm.

15 LISA GELOBTER: So, uh, but I think, uh, my
16 understanding with how it works is that it's still a
17 conversation between OTI and OMB at that point. So
18 it's still, even though we're submitting it, it's
19 still preliminary. Because I guess there's more
20 conversation that happens there.

21 CHAIRPERSON DE LA ROSA: Yeah, for sure, okay.
Um, okay, so we wanted to talk about the FAST team
and new need. The Preliminary Plan includes \$600,000
in city funding in Fiscal '26, baselined at \$350,000
starting in Fiscal '27 for the Mayor's new FAST team.

1
2 What programs or services does the funding relate to,
3 and why is additional funding required, and how has
4 the funding amount been determined?

5 LISA GELOBTER: Yes, um, the funding amount was
6 determined before I got here, but, uh, but again,
7 we're going to be evaluating and figuring out how we
8 need to approach it. The idea behind the concept is
9 what can we do to, again, super serve New Yorkers?
10 Where are maybe some quick wins, some quick hits that
11 we can get? Uh, right. We support all of the
12 agencies, all 350,000, 350,000 employees, as well as
13 all of their initiatives. And so this is kind of the
14 idea of like, all right, where might be a place where
15 we can like jump on a little project that actually
16 will make a big difference, right? Kind of bang for
17 buck-wise.

18 So that's the intent behind the team. Exactly
19 what the staffing is gonna look like, uh, and how
20 that will again evolve over time is still a work in
21 progress.

CHAIRPERSON DE LA ROSA: Okay. Will any
contracts be eliminated because of the work of the
FAST team? Do you know?

1
2 LISA GELOBTER: So I'm postulating here. Um, I
3 would, uh, I- I can't speak to anything immediately.
4 I think in the long run, the idea would be for us to
5 help, um, the folks who are currently responsible for
6 managing contractors and consultants to try to bring
7 some of that stuff in-house. And maybe there's some
8 training or some skill sets that are needed, but
9 until I know, I don't know. But, uh, but that's, I'd
10 love to think about that.

11 CHAIRPERSON DE LA ROSA: Okay. Uh, I just want
12 to recognize we've been joined by our Finance Chair,
13 Council Member Linda Lee. Um, does the
14 Administration Plan to reduce, um- well, I think I
15 asked that already. Um, what are the anticipated
16 savings the FAST team is expected to generate? Do
17 you happen to know?

18 LISA GELOBTER: I don't know, because again, we
19 haven't actually picked the projects, and I'm
20 actually not sure that it's going to be savings, or
21 maybe it'll be cost savings in that if we're super
serving New Yorkers, right? And they're able to
access whatever services that they need more quickly,
right? That comes around the back end in terms of
cost savings.

CHAIRPERSON DE LA ROSA: Okay. I wanted to ask about Big Apple Connect and the future of it. In 2021, New York State passed the Affordable Broadband Act, which requires large internet providers to offer eligible low-income households 25 Mbps or more plans for- for no more than \$15 per month. Internet providers can also comply with the law by offering 200 Mbps or more plans for no more than \$20 per month. Given the passage of this law and the near certainty that NYCHA households will be eligible to receive these now mandated discounted rates, the Council believes that the Big Apple Connect program and the con- and contract is an important area to improve efficiency and find savings while maintaining the vital services of providing NYCHA residents with free broadband access under this new administration.

Does OTI have any plans to issue a new RFP for Big Apple Connect or to rethink the role of building publicly owned municipal broadband infrastructure in providing internet access to low-income New Yorkers?

LISA GELOBTER: Yeah, I think it's a great question. Uh, obviously it is something that is not just because it's passed in law, but it's critical and vital, right, for, for us to actually support all

1
2 New Yorkers. Um, no matter their economic status or
3 where they live. So we did this year, or in Fiscal
4 Year '26, sign, re-up the Big, um, the Big Apple
5 contract for, for 3 years. And so, right, so there
6 won't be an immediate change. But that's not to say,
7 again, I- I think as we decide again what we want the
8 future of New York to look like, what are the best
9 technologies, right? Honestly, 3 years from now, who
10 knows what tech is going to be out there? And so I
11 wouldn't say that we are guaranteed to stay in this
12 contract for p-perpetuity. I do think that we will
13 kind of continue to, um, to evaluate and evolve and
14 make sure that we're coming up with the right
15 solutions, um, for everyone.

16 So, um, the next question is about the Big Apple
17 Connect at the end of the second 3-year, uh, term.
18 Is it safe to say that we're not there yet and that
19 we'll get there eventually?

20 LISA GELOBTER: But we'll think about it. Like,
21 that's like- I think every- every- every, um, kind of
inflection point is an opportunity for us to
reconsider and reevaluate, and we will.

CHAIRPERSON DE LA ROSA: Great. Given that the
state law would cap the cost of internet service at

\$15, would the new administration consider changing course?

LISA GELOBTER: Um, I think again, everything's open for consideration. I know right now it is, uh, it is at no cost to the residents. Um, it's hard to get better than that. Uh, but, ah, you know, again, we'll have to put all the factors into place in terms of how much it costs. Um, again, who's gonna provide the best services, uh, as well as, um, and what, as what NYCHA residents would have to pay out of pocket.

CHAIRPERSON DE LA ROSA: Does OTI believe that access to cable TV is as important a part of the program?

LISA GELOBTER: What I can say is that I know the program today includes both internet access, um, Broadband access as well as cable TV. I will also say that again, what the future holds, because a lot of people right now, right, if you have internet access, you have TV access.

So, um, so it— so to me right now, they go hand in hand.

CHAIRPERSON DE LA ROSA: Great. Um, MyCity, a signature project of the Adams Administration, is an online portal designed to streamline access to city

1 service, most notably applications for child care
2 vouchers. It remains to be seen whether the current
3 Administration will wind down the project, maintain
4 its current functionality, or continue to expand it.
5 But first, we would appreciate some clarity around,
6 um, MyCity project up to this point.

7 Um, what are OTI's plans for MyCity going
8 forward? Have you received any guidance on this from
9 the Administration?

10 LISA GELOBTER: Uh, so the guidance that I've
11 received from the Administration is, right, we wanna
12 best serve New Yorkers. So that- if I take that in
13 toto, um, and I will hand off but before I do that, I
14 just wanna say that, um, as I've mentioned before,
15 kind of everything is up for reconsideration as we
16 evaluate the strengths and/or opportunities for
17 improvement, what MyCity has been good at, where we
18 could, um, think about if changes are needed. So
19 everything is open for consideration but, uh, in the
20 meantime, to actually give you an update on what has
21 happened thus far, um, I hand off to DC Choi.

22 RUBY CHOI: Thank you, CTO. Um, so as you
23 mentioned, I think the purpose and the intent of
24 MyCity is to streamline access to benefits and

1 services for New Yorkers. Um, and the child care
2 voucher program is the biggest, more- most
3 significant part of MyCity. Um, I think you
4 mentioned earlier we've received 150,000 applications
5 since the beginning of the application launch, and
6 about 78,000 households have received approvals
7 through that process.

8 So we do see it as a great value, and, um, uh, we
9 want to continue to invest in those critical
10 priorities for the Administration around child care.
11 As a whole, we're supporting other services. Child
12 care is one component. There's also business
13 services that are on there, um, this, uh, CTO
14 mentioned in the testimony, this helps business
15 owners see all of their transactions in one place.
16 Um, and then also another enhancement that we did
17 last year was through the child care application,
18 families are able to see other benefits they're
19 eligible for.

20 So we see value in, um, the, the intent of
21 MyCity, but as CTO mentioned, we're looking at the
programs as a whole and evaluating the priorities
going forward.

CHAIRPERSON DE LA ROSA: Um, does OTI and the Administration still envision MyCity as a one-stop shop for state and federal benefits? What other service enrollment— sorry, um, enrollment or applications do you plan, um, to have housed on the website at this time?

RUBY CHOI: Yeah. Um, like we said, I think child care is still a— a high priority for us. So we're gonna continue to look at how we can improve the application process there. Um, small businesses, jobs, um, and also screening applicants for benefits, um, will continue to be a priority. But as we look at, um, how OTI serves agencies and New Yorkers as a whole, there may be other priorities, other programs that could, um, uh, take a similar approach or a new approach for how we design and develop applications.

LISA GELOBTER: Yeah, I'd like to build on that a little bit. I think the beauty about technology is there's not one set answer, right? So we'll go where the work is. So if there is work that is like— that we can do around child care support that is not on, uh, nyc.gov, that's an okay answer.

1
2 So as we figure out our roadmap and how we can
3 best support those initiatives, we'll go to the right
4 places and do it there.

5 CHAIRPERSON DE LA ROSA: Great. Um, I wanted to
6 ask, does OTI and the, or the Administration believe
7 that there's redundancy between MyCity and for
8 example, the access HRA portal? Is there a plan to
9 combine or eliminate one or the other?

10 RUBY CHOI: Yeah, um, so Access HRA is a portal
11 for, um, many social service benefits. Um, that in
12 itself is a very complex and comprehensive program.
13 Um, MyCity was not intended to replace that. Um,
14 there's also another site called Access NYC, which is
15 a screening, uh, benefits website. Um, that also
16 kind of stands alone because you can go through that
17 process anonymously. You don't have to provide any
18 personal information to see what benefits you could
19 be eligible for.

20 Now, MyCity, I mentioned, um, one of the new
21 enhancements we did last year is actually using
information that a family, a caretaker provided for
child care applications to screen you for other
benefits that you could be eligible for.

LISA GELOBTER: And I would just add, we are looking at the big picture, so there's a lot of stuff to again weigh and measure against. Uh, so at some point, right, once we've evaluated it all, we'll definitely have more concrete thoughts on what's going to happen with that.

CHAIRPERSON DE LA ROSA: Great, thank you. I'm going to pause. I do want to ask about the contracts, but I want to give our Finance Chair Lee, an opportunity to ask some questions, and Council Member Hanif as well.

COUNCIL MEMBER LEE: Sorry, I actually, um, have questions more related to— thank you Chair. Sorry. Um, big picture questions, because, um, I come from the provider side, and every time I go to hearings, I'm like, okay, so the example I use is I'm a whole person. Um, I struggle with mental health issues, in and out of homeless shelters, and, um, I have a drug addiction, right?

And so one day I may end up in the ER of an inpatient unit at, um, Elmhurst Hospital, let's just say. So they have my information there. And then, and they have the data. And then one day I end up in a homeless shelter and so DHS has my data there.

So I guess my question is, and I know that privacy is a big topic to think through, but I know that there are other cities and municipalities that are looking into how to better use tech and AI to just give us a better sense of data, right? And I'm always interested to know, because how do we know

1 that we're serving people effectively in the city
2 across all the different services that they use. And
3 that's like always been my question, and my
4 million-dollar question to ask is— or
5 multi-million-dollar question, I should say, because
6 it's gonna take a lot of money. But I was always
7 just curious to see, like, and in that vein, are
8 there— I don't know if there are certain projects— I
9 was reading your testimony, um, where you talk about
10 this a little bit, but are you looking also into any
11 public-private partnerships?

12 Because, um, I have colleagues, for example, that
13 have been doing this in Chicago, not here, but it's a
14 large municipality in terms of NYPD overtime and how
15 they can use it to not just save on budget, but also
16 make better use of how to plan out shifts, which has
17 been like instrumental for them.

18 So I just feel like there's so much use and I
19 know that like depending on when the systems were
20 created, uh, there's different reasons why it is such
21 a beast to try to change things over. And, um, you
know, I was talking to, uh, Kim Yu from Mox about
even just the procurement process. And, you know,
when Michael O. was there years ago, when I was

1 talking to him, you know, they're trying to look at
2 some of the laws from the '70s that are causing a lot
3 of the bureaucracy, but then also there's the tech
4 piece of it too.

5 So I'm just- I, I say all this to say, you know,
6 I'd love to hear from you thoughts, um, how we can
7 maybe think through potential pilot projects to look
8 into some of this stuff and also um, you know, just,
9 uh, and, and I know that you addressed that, you
10 know, there's obviously a lot of hacking and tech
11 issues and all of those things. And so I just wanted
12 to hear your thoughts on some of this stuff.

13 LISA GELOBTER: Wait I'm on? Yeah, absolutely.
14 No, I mean, these are, these are the right questions,
15 right? This is, this is what we actually really want
16 to do. Before I jump in though, can I ask you, I
17 don't know what you mean by I'm on the provider side.
18 What is-

19 COUNCIL MEMBER LEE: Oh, sorry. So I ran, um,
20 I'm- I've been in- I was, uh, not in the nonprofit
21 world for 20 years, so I ran a social service agency.
Sorry, that's what I meant. Sorry, sorry.

LISA GELOBTER: Thanks, appreciate it. Um, so
there's a lot of data out there. What we ideally

1 want to do is we want to figure out how we can
2 enable, right, kind of, um, streamline access or even
3 just like signing people up. For, uh, for, um, uh,
4 services that they are eligible for.

5 As you mentioned, there are, um, risks around,
6 uh, around privacy, around data. Uh, similarly, the
7 federal government, uh, also had very—

8 COUNCIL MEMBER LEE: Yes, I was gonna say that's
9 a big concern too. Yep.

10 LISA GELOBTER: Right, right had, um, and also
11 right they had really strict guidelines about data
12 sharing, uh, which seems to have blurred, and I will
13 leave it at that. Uh, and so I think we also just
14 want to be really cautious, right? There's that
15 balance, right?

16 Well, we will never compromise privacy or
17 security, so— but figuring out how— are there ways
18 that we can use de-identified information to, like,
19 follow the bouncing ball across everything you might
20 have access to? Um, right, another good example
21 would be around Department of Education, right, kids
who are in school, as well as social services, as
well as, uh, you know, after-school care programs,
right?

1 I think that there is actually a lot of
2 opportunity. Um, one example that I did at, um, when
3 I was at the White House and some federal government,
4 um, it was when schools were, have, were, have found,
5 were found to have defrauded students, um, rather
6 than making them up- So there was actually like a,
7 like they'd been a judgment, um, rather than
8 enforcing them to apply, right, to get their loans,
9 um, forgiven, we tried to set that up automatically,
right?

10 So it's those kinds of things that we're
11 definitely gonna look to do here in New York City
12 government. I just, we also have to figure out, to
13 your point, antiquated systems can make some stuff
14 really challenging in addition to, uh, privacy
concerns.

15 COUNCIL MEMBER LEE: Okay. I would love to have
16 some offline conversations with you and also the
17 Chair, cuz um, there are some folks I wanted to maybe
18 make connections to that we could maybe put some
private dollars into helping us with that.

19 LISA GELOBTER: Yes please.

20 COUNCIL MEMBER LEE: And then- and then, yes.
21 And then also just from an agency, and it's not

1 something you have to answer now, but I'd be curious
2 to see if there are any studies that you've done
3 about how if we were to use technology better across
4 the different city agencies that could connect and
5 link even resources, how that could actually save the
6 city dollars. If there's any- if there have been any
7 studies around that.

8 LISA GELOBTER: Uh, so I don't know if there have
9 been any studies. I will say, for the studies to be
10 realistic, they'd also have to take into account the
11 cost that it would take to implement as well as
12 maintain those things.

13 So, um, I can ask the team if there's been any
14 studies, but-

15 COUNCIL MEMBER LEE: Okay, perfect. And I would
16 love to see if an analysis could be done in the
17 actual- like you said, how much it would actually
18 cost.

19 LISA GELOBTER: Yeah.

20 COUNCIL MEMBER LEE: Which I know is gonna be a
21 lot, but-

LISA GELOBTER: And the analysis itself actually
requires deep diving in, right? Like, oh wait, are
you wanna make- are you using COBA? Um, okay, well,

1 that, right, that changes things. And so it's
2 actually- it's a, it's a pretty significant deep
3 dive.

4 COUNCIL MEMBER LEE: Okay, sorry thank you.

5 LISA GELOBTER: To do it well.

6 CHAIRPERSON DE LA ROSA: Thank you, Chair. Um,
7 we've been joined by Council Member Riley as well,
8 and we pass it to Council Member Hanif for questions.

9 COUNCIL MEMBER HANIF: Thank you so much Chair
10 and hi, great to see you all. I want to start with
11 311. So average 311 wait times increased 44.8% from
12 29 seconds to 42 seconds. What steps has OTI taken
13 to address this problem?

14 LISA GELOBTER: Yeah, uh, I am gonna hand it off
15 to DC Morrisroe to answer some of those questions if
16 you want to step on up.

17 COUNCIL MEMBER HANIF: Great, thank you.

18 LISA GELOBTER: But I will also say he can answer
19 the specifics but I will also say 93%, um, -

20 COUNCIL MEMBER HANIF: Well, I was surprised to
21 hear that.

LISA GELOBTER: Well, I'm going to let him speak
to some of the details around that.

COUNCIL MEMBER HANIF: So we hear about 311 a lot.

LISA GELOBTER: Well, do you hear about 311 ourselves, or do you— or is it, um— I'm gonna hand it off to you.

COUNCIL MEMBER HANIF: I will ask about the technical piece, but I do understand what you were getting at in terms of do they complain about the agencies not getting back, or is it the 311 app?

LISA GELOBTER: I didn't say that.

JOE MORRISROE: Thank you, CTO, and thank you, Council Member. Uh, your question was with respect to, I believe, the PMMR reporting period? Is that correct?

COUNCIL MEMBER HANIF: The wait time.

JOE MORRISROE: The wait time, mhm, in that time period, correct?

COUNCIL MEMBER HANIF: Right.

JOE MORRISROE: Yes. Uh, yeah, so our objective is 30 seconds, and during that period, the 4-month period, it increased to 42 seconds. It was due to staffing challenges that we had in 2 of those months in July and August. Um, that has since been

1 rectified and we're back at the right— at back at the
2 objective level.

3 COUNCIL MEMBER HANIF: Got it. So then with 35
4 fewer positions budgeted for FY27, um, more than half
5 of OTI's vacancies sitting within 311. What will
6 guarantee that, uh, 311 service levels won't further
7 deteriorate?

8 JOE MORRISROE: Great, I appreciate that
9 question. Uh, we do a number of things, and one of
10 the starting points on that is to use, uh,
11 information to— including having help from Council
12 Members, uh, as well as others to promote there are
13 many ways to access 311. You can go online, you can
14 use the mobile app. We have a text solution and you
15 can consume information and ask questions on our
16 social media platform.

17 We have over 500,000 followers there. We find it
18 an effective way to get messaging out.

19 COUNCIL MEMBER HANIF: So you don't— you don't
20 see fewer, uh, staff, um, making it a problem or
21 challenging for access?

JOE MORRISROE: Uh, as I said, we're always
looking at how we solve the access problem. So that
includes staffing. Um, by having multiple channels,

1
2 it allows more and more people to consume
3 information. Now, more than half of the contacts
4 that we have are actually not through the call center
5 channel.

6 COUNCIL MEMBER HANIF: Mhm.

7 JOE MORRISROE: As it relates to the call center
8 channel, then where we're referencing some of the
9 staffing that we do have, we're always looking at
10 ways to streamline that, always looking at ways to
11 make sure we have a pipeline of city employees that
12 are coming in to fill the positions. There are civil
13 service positions.

14 COUNCIL MEMBER HANIF: What's the, uh, total
15 number of positions now at the call center?

16 JOE MORRISROE: Uh, right now at the call center
17 it's 248 call center representatives.

18 COUNCIL MEMBER HANIF: Got it.

19 LISA GELOBTER: Can I just build on something? I
20 just wanna say to, to, um, DC Morrisroe's, um,
21 message is we really are always looking for, uh,
different options.

So another example, rather than necessarily
bringing on more people, one example is like, all
right, how do we make the content more robust, right?

1 So people can self-serve and find those answers
2 rather, and which will decrease, you know, the call
3 volume and the need for people.

4 So I'm not saying that's the answer, but I'm
5 saying that there are different, um, balances that we
6 can strike.

7 COUNCIL MEMBER HANIF: So, uh, is, uh, 311, um,
8 advertised, or is there outreach that happens? I
9 mean, of course, I think the Council Members do a
10 great deal to let our constituents know to first, uh,
11 use 311 and then contact us.

12 Um, but, uh, what is the sort of broader in
13 community engagement piece, and is there a funding
14 associated with -

15 JOE MORRISROE: Great. I appreciate that
16 question and the recognition as well. We do rely on
17 Council Members, uh, to do that as well as the
18 Administration, um, and like to think that, uh, the
19 overall awareness is helpful. But on a specific
20 basis, one of the things we learned last year was
21 that we can do more in- I'll call it the partnership
arena.

Uh, we did a pilot- not, sorry, not a pilot. We
did work with Council Member Ung, um, to get more

1
2 information to her team when she was in the field to
3 get information to customers so they could understand
4 how to call 311, uh, how to use 311 in different
5 languages.

6 COUNCIL MEMBER HANIF: That's great.

7 JOE MORRISROE: Whether they were calling or
8 whether they were going online. So we're really
9 eager to do more of that partnering this year. We
10 call it outreach, just generically speaking. Um,
11 we'll figure out a way to, you know, source that, but
12 we really have a commitment in terms of reaching
13 people who may not be reached, uh, in the past.

14 COUNCIL MEMBER HANIF: Got it. So is there a
15 separate budget allocated for that kind of work
16 happening around the 311 program?

17 JOE MORRISROE: We're still in the stage of kind
18 of framing that, so we'd have to come back and find
19 out whether it'd be a budget need or not.

20 COUNCIL MEMBER HANIF: Got it. And I would
21 absolutely love to be a part of, uh, the engagement.
Um, and, uh, we've used folks on my team to just be
on the ground and 311, like, just walking down
sidewalks and, uh, allowing neighbors to understand
what's going on and how to report, but I think so

much more critical with the, with multiple languages.

Um, I have a few more questions, but do you want to do a second round? Okay.

LISA GELOBTER: And I— sorry, can I just circle back? I, uh, I don't want it to feel like I've thrown agencies under the bus because the fact of the matter is if the New Yorkers walk away unsatisfied with the calls, that is all of our responsibilities, right? And so it is something that we actually have to dive to.

So I just wanted to peel that back a little bit.

COUNCIL MEMBER HANIF: Yeah, I'll come back to, uh, a constituent.

CHAIRPERSON DE LA ROSA: We'll do a round two. I want to recognize we've been joined by our wonderful former Chair, uh, Council Member Gutiérrez, and, uh, Kevin Riley has a question.

COUNCIL MEMBER RILEY: Thank you, Chair, and, uh, good afternoon. Uh, excuse my tardiness if my questions you already addressed in your statement. Um, but nice to see you, Commissioner.

Um, just want to talk about the technology investments and how they impact our communities. So how would these technology investments improve access

1
2 to city services for underserved or vulnerable
3 populations, especially the expansion of language
4 access and improved digital platforms?

5 LISA GELOBTER: Yeah, it's a great question. Uh,
6 I think we touched on some portions of that. Um, but
7 I think that those are the constituents-- a big set of
8 the constituents that we're looking at as we want to
9 figure out what OTI can become and how we can better
10 serve New Yorkers.

11 You know, I think the, uh, Big Apple Connect
12 program is an example of that. I think, um, uh, DC
13 Morrisroe talked a little bit about how 311, uh,
14 enables, uh, additional languages as well. Uh, and
15 so it is something that we are considering and I
16 think the answer is, as we think about what services
17 we can help build on or expand, um, what we'll be
18 thinking about is all New Yorkers, right? Not just--

19 COUNCIL MEMBER RILEY: Okay, so what about
20 services that are more accessible? Um, I think, do
21 you guys partner with like other city agencies like,
uh, New York City Public Schools, um, DOT. I'm only
asking this because I have something called Community
Conversations in my district, and I usually partner
with different agencies and there's so much resources

1 that New York City has out there, but we're in a
2 digital era where everyone wants that at the tip of
3 their fingers.

4 So how are we making these services for these
5 other agencies more accessible, uh, for people? So I
6 think OTI could do a, a little bit more, you know,
7 and then the Administration could do a little bit
8 more investing in OTI as well, but partnering with
9 other city agencies so we can get their resources out
10 there because we're working hard to get these
resources and people just don't know about it.

11 LISA GELOBTER: Absolutely. No, I mean, I think
12 that's critical. I will say the biggest chunk of
13 what we do is in fact partnering and, uh, with other
14 agencies and supporting them and helping them power
15 their needs in terms of how they're super serving,
16 um, residents, New Yorkers. Uh, so it is critical.
17 I think, I think actually honestly everybody in
government at this point is probably going to revisit
how they can best serve folks, right?

18 And so we're happy to provide guidance and
19 invites and ride along with anybody, any agency
20 services, um, and just figuring out what we can do,
21 what they can do, how we can operate together.

1
2 COUNCIL MEMBER RILEY: Thank you. I would love
3 to, you know, partner in any thinking of or think
4 tanks and how to collaborate on that as well.

5 And my last question is, how does this increased
6 budget for technology projects align with the city's
7 overall digital transformation strategy, and how will
8 this support the long-term resilience and innovation
9 of technology here in New York City?

10 LISA GELOBTER: Let me just make sure I'm
11 understanding the question. You're asking how are
12 the— the new, uh, the budget— the budget— the budget
13 change, how is that going to affect, um, what we are
14 able to do?

15 COUNCIL MEMBER RILEY: Correct, yes.

16 LISA GELOBTER: Um, I am going to turn that
17 question over to DC Pemberton to talk a little bit
18 about how, um, those things might have been set up—
19 allocated, that's the word.

20 EDWIN PEMBERTON: Thank you, CTO. So we go
21 through an exercise with OMB where we look at all our
IT modernization projects from our networks and even
311 enhancements and modernizations. So all these
things are here to either keep our systems and our
connections with other agencies, um, running and as

well as making sure that we have the investments to keep our end-of-life equipment, uh, replenished.

COUNCIL MEMBER RILEY: Okay, um, Chair, if I could just ask one more question, um, when to go into, uh, cybersecurity if possible. Um, what cybersecurity or data privacy concerns are being addressed as a part of the \$12.8 million data protection modernization? If you could just explain it to us real quick.

LISA GELOBLER: Uh, I could talk a little bit about the initiatives. I don't - perhaps, DC Pemberton can address kind of where that budget lies. But from an initiative perspective, cybersecurity is just becoming more and more critical.

Uh, and the challenges is not only do we have to respond to incidents that are happening in real time, right? Which is OTI's responsibility.

COUNCIL MEMBER RILEY: Mhm.

LISA GELOBLER: We also have to engage with, uh, the CISOs at other agencies to make sure that their security posture is well set up. Um, train folks always be on the lookout for new threats that are surfacing. Um, looking at, uh, again, security posture for any software that either we license or

any other agency licenses. So there's a big chunk of work that is actually just continued to grow in terms of what, um, what Cyber, uh, responsibilities are. I don't know if you can address the budget situation, how much was allocated, how much was allocated there. That's the question, right?

COUNCIL MEMBER RILEY: Yeah, if you have that information.

EDWIN PEMBERTON: Thank you, CTO. Uh, yes, for data protection, \$12.8 million was, um, a budgeted this round.

COUNCIL MEMBER RILEY: Okay, ah, thank you, thank you, Commissioner, and thank you so much, Chair.

CHAIRPERSON DE LA ROSA: Of course. Uh, Council Member Gutiérrez, and then we'll come back.

COUNCIL MEMBER GUTIÉRREZ: Thank you, Chair De La Rosa. Good to see everyone. Commissioner, welcome. So nice to work with you. Um, I had a couple of questions, and I, I also wanna apologize for my tardiness. So if this was covered, my apologies.

I wanna start off with the Internet Master Plan, um, the bill that was passed, uh, late last year. Um, I just wanna see how under your leadership, what

1 the agency's approach is going to be to fulfilling
2 that legislation.

3 I mean, it was really born from advocates who
4 would come together two Administrations ago to really
5 say we need to put New York on a pathway to connect
6 them, to make it affordable, um, to also be
7 responsible, to really emphasize security and safety.
8 Um, and I think in the last Administration it, it
9 very much died, which is why the title of the hearing
was Resurrecting the Master Plan.

10 So I would like to know- I know it's only a few
11 months since we've passed it and you, you are new,
12 um, but kind of if you've been briefed and what, what
13 will be your approach to kind of putting this report
14 together? Do you have benchmarks, goals that you
wanna make sure to cover?

15 LISA GELOBTER: Yeah, great questions and I'm
16 gonna ask actually maybe that the 2 of you switch
17 spots. Uh, so, um, so a few things, I think, um,
18 again, things have evolved over time, right? So when
19 the Interim Master Plan was written, it was just- it
20 was a different world. So I think the goal of having
21 broadband access available for everybody, uh, is
critical. Uh, and I think there's a question, so I,

1 I will— I will let, uh, AC, uh, Associate
2 Commissioner Sam Wright, uh, um, answer the question
3 kind of with the specifics. But I think the idea is,
4 uh, to create a plan and create a roadmap about how
5 we are in fact going to address it. Um, generally,
6 so I will hand it off to you for the details.

7 SAMANTHA WRIGHT: Thank you CTO, and thank you,
8 Council Member, for that question. Uh, OTI is
9 committed to addressing the needs of underconnected
10 communities across the five boroughs, as the CTO
11 stated. Uh, I'm happy to note that we've had some
12 exciting developments in the past year.

13 Uh, in June of 2025, OTI welcomed our first Chief
14 Digital Equity Officer and a Digital Equity Manager.
15 Uh, this team is currently advancing this work as
16 outlined in the local law. Um, in early January of
17 2026, OTI was also awarded a regional and local
18 assistance grant from the New York State Connect All
19 office for, uh, roughly \$196,000 to support the
20 community engagement efforts of what we are calling
21 the Broadband Adoption Plan in compliance with Local
Law 153 of 2025.

OTI is currently advancing, um, sorry, is
currently awaiting the incentive proposal from New

1
2 York State to advance an MWBE solicitation in support
3 of this work. Our plan for this report is based in
4 community engagement. We want to hear from all New
5 Yorkers about the barriers they face. We plan to
6 conduct focus groups, surveys, and interviews and
7 insights gathered through these efforts will be
8 integrated into the Broadband Adoption Plan, ensuring
9 it reflects practical, targeted strategies that
effectively address the needs of digitally
unconnected communities.

10 We're excited to partner with these various
11 stakeholders, including yourself, uh, to help more
New Yorkers get online.

12 COUNCIL MEMBER GUTIÉRREZ: Great. That sounds,
13 um, very beautiful. I love that. Thank you. Um,
14 outside of the grants that you mentioned, are there—
15 is there additional funding that the agency needs to
16 be able to build this out? I mean, you touched on
17 outreach, which is great. Um, the equity piece,
18 which is great. Um, but curious, this is a budget
19 hearing, um, and we want to make sure that there's a
20 plan, at least the first draft released in November,
21 which I think is, is written in the law. What do you
all need? Do you need more support? Kind of what,

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COUNCIL MEMBER GUTIÉRREZ: Okay and so that's it for—

SAMANTHA WRIGHT: At this time.

COUNCIL MEMBER GUTIÉRREZ: Okay.

LISA GELOBTER: And we have 2 people in the, in the new roles, right? Yeah. So it's not— okay uhm, why I look forward to the draft and certainly continuing the conversation. Um, my next questions are related to MyCity. Um, and again, if you covered this, my apologies, but a couple of questions on MyCity.

First one being like, is it still gonna be a thing? What, what's happening? I know the previous Administration really wanted to make this like the flagship um, app for the city. I know that there's been, in my opinion, I think mixed, mixed feedback on its usefulness. Um, but just wanna know kind of like what your vision is for it. If you could also, and I don't know if anyone here is prepared to answer, but just, I think there were commitments made before the launch of the app that, um, I think ended up being not true, right?

I think originally they thought the app was going to be all done in-house. That was not true. I think

1
2 there were multiple contracts that the city um, went
3 into agreement with to be able to, to bring the app
4 live.

5 Um, and I just think that there's been some, some
6 holes since, since its launch. I would love to know
7 first, like, have you seen it? Have you used it?
8 Kind of what— how can you demonstrate your, your
9 vision and your leadership with this app? And what
10 do you think the Administration's position is going
11 to be moving forward? Child care is huge, it really
12 launched with this intent to help connect folks to
13 eligible folks to resources. Um, I don't know. I
14 don't know if it's as useful as I think the intention
15 is and then if there's anything that you can speak
16 to, if, if the Administration intends to continue to
17 utilize MyCity, what can you share with us about some
18 of those vendors and some of those, uh, contracts
19 that you are in business with to kind of build this
20 out? What are the phases?

21 LISA GELOBTER: Yeah, thanks for the question.

22 COUNCIL MEMBER GUTIÉRREZ: Uh, we did touch on it
23 briefly, but I will kind of hit the highlights for
24 sure. Um, well actually, before we go there, I'm
25 sorry, I am not aware of the commitments that you

1
2 feel that were said and not, um, um, executed
3 against.

4 So I would love— we can do that as a separate SI,
5 but I'd love to hear more about that. Um, so
6 generally, MyCity, as for everything we're gonna be
7 doing in OTI, we are really going to take a look at
8 what's working, what needs improvement, uh, and
9 figure out how to move forward, right? So we don't
10 have a definitive plan, uh, for what's gonna happen
11 with MyCity, as I said, um, earlier, which is we're
12 gonna go where the work is, right?

13 And so if the right answer for child care support
14 is to have it on MyCity, that's where it will live.
15 If it should live someplace else because that's where
16 users are gonna look for it, that's where we'll go,
17 right? And so we'll really focus on— one of the
18 things, um, actually that Sam said also, which is one
19 of the kind of principles and, and tenets on which
20 OTI will live is getting out of the building and
21 actually talking to the users and making sure that we
are super serving them.

And so that's how we're going to think about it.
From, uh, uh, some of the detailed perspective in
terms of contracting, I will hand off to DC Choi.

COUNCIL MEMBER GUTIÉRREZ: Thank you.

RUBY CHOI: Hi, um, so I, I think your question was, um, some of the commitments related to building MyCity in-house versus leveraging consultants. So, um, as you know, um, MyCity is a pretty complex program. It includes child care, but it also includes a business portal. It includes a job site, um, with resources for job seekers and for employers in New York City. Um, and then recently we launched a, um, ability to, um, screen for eligibility of other benefits.

So it is, it's very comprehensive. We delivered all of those in 4 years with a lot of in-house support, not only in OTI, but in other city agencies. Um, so there were hundreds of people on the city side working on all of those programs. Um, because they were so complex and comprehensive—

COUNCIL MEMBER GUTIÉRREZ: I'm sorry to interrupt. They were, they were employees of OTI?

RUBY CHOI: They were OTI employees as well as employees from, um, the IT staff of the different agencies we partnered with. So, ACS, SBS, DOE, all those agencies also contributed in-house technology staff to build those applications. Um, so in order

1
2 to deliver all of that in 4 years, we had to also
3 get, um, outside help consultants, and those were the
4 contracts that we -we leveraged as quickly as
possible to roll out those services.

5 COUNCIL MEMBER GUTIÉRREZ: What was the largest
6 contract? Can you share?

7 RUBY CHOI: Um, we had 117 contracts. Majority
8 of them are actually MWBEs, so they're, um, specific
9 consultants with subject matter expertise that
supplemented the in-house staff.

10 COUNCIL MEMBER GUTIÉRREZ: Okay, there- and
11 there's no- but there's none that you can name now?

12 RUBY CHOI: Um, we can definitely follow up and
13 provide you with a list of all the contracts.

14 COUNCIL MEMBER GUTIÉRREZ: Okay, wonderful. Um,
15 and then are you all- I think I got this from the
16 Commissioner, but just so that I, I'm clear, kind of
you're assessing kind of what the future of MyCity
is?

17 LISA GELOBTER: MyCity and all, all tech that
18 we've got in place, yeah.

19 COUNCIL MEMBER GUTIÉRREZ: Okay, okay, uh,
20 wonderful. I think that is all I have. Thank you,
21 Chair. Thank you so much.

CHAIRPERSON DE LA ROSA: Thank you. Council Member Hanif.

COUNCIL MEMBER HANIF: Thank you. So going back to 311, uh, for the positions that are vacant uh, are you all having issues hiring because of quality of applications or—

JOE MORRISROE: Uh, thank you for the question. Uh, we go through a process when it comes to hiring for the call center positions. So it is a civil service position. Uh, 311 is the only agency with the particular title, call center representative.

COUNCIL MEMBER HANIF: This is— these are for the 69 positions that are currently vacant?

JOE MORRISROE: Um, I'm speaking specifically for the call center. I'm not sure if that's the same as the— not sure the net on the 69, but I'll speak to the call center side. So it is a civil service process. Um, so we do have demand. There are people who do want the position. It's a great starting point position in city government.

Uh, we internally, we like to call it the front door to city careers.

COUNCIL MEMBER HANIF: Gateway.

1
2 JOE MORISROE: Exactly. A number of our folks
3 move on to— one of the reasons we have vacancies as
4 they move on to other city agencies, which is great.
5 It's great for the— the employee to be able to move
6 up, and it's also great to kind of spread the— the
customer service ethos to other agencies.

7 Um, but that process requires bringing people in,
8 timing it so we can go through a training class
9 that's efficiently used, and then bringing them up to
10 speed. You, you know, even when you graduate from
training—

11 COUNCIL MEMBER GUTIÉRREZ: What's the process?
12 What— I mean, what's the sort of timeline here?

13 JOE MORRISROE: Um, from onboarding, once someone
14 is— kind of comes in, we go through a new hire
15 training program that lasts 4 weeks, and then we
16 provide a little bit additional support for the first
17 few weeks when they're out of training. But that
18 does span time, so it's not something you can turn on
19 in a day, for example.

20 So for the call center, how many, uh, vacant
21 positions are there right now? Uh, for the, uh, call
center, we're at 248 positions and there are 24
vacancies, just under 10%.

1
2 COUNCIL MEMBER HANIF: And is the plan to fill
3 those vacant positions?

4 JOE MORRISROE: Oh yes. Yes.

5 COUNCIL MEMBER HANIF: Okay and you are all in
6 that, in that process of onboarding people or at some
7 point in the year that will begin?

8 JOE MORRISROE: Uh, yes, as the CTO mentioned
9 earlier, we're looking at all things budget related
10 and understanding what the plan will be and how this
11 ties into that.

12 COUNCIL MEMBER HANIF: Got it. And then, um,
13 coming to some of my constituents, uh, you know,
14 they've reported claims are being closed immediately
15 without any apparent investigation or resolution.
16 What quality control measures does OTI have in place
17 to ensure that cases are not being closed
18 prematurely, and how does OTI verify that a complaint
19 has actually been addressed before it is marked
20 resolved?

21 JOE MORRISROE: Okay, uh, appreciate that
question as well. I can speak to that in a couple of
ways. Um, on the starting point, 311, we focus on
making sure the customer experience and the intake
process works. And that's one of the ways that

1 really helps make sure agencies have what they need
2 in order to fulfill on the request. So a lot of our
3 focus is, is it understandable? Create the right
4 form, have the right fields, have the right value.
5 So we're passing good data to the next hand in the
6 process, if you will.

7 COUNCIL MEMBER HANIF: So it's not a 311 function
8 that is closing the case. It is once it gets to the
9 agency that is marking it resolved.

10 JOE MORRISROE: That is correct.

11 LISA GELOBTER: I just wanna jump in. So, one
12 example, uh, that Joe had given me, which is somebody
13 calls in and they want a car towed, and instead what
14 happens is the car gets ticketed. The caller is
15 likely still pretty dissatisfied because that wasn't
16 the outcome that they were looking for. So I think
17 there's all kinds of things that go into it. But
18 again, I think the intent for 311 and for all of us
19 should be to make sure that citizens, um, solutions
20 are resolved or questions are resolved.

21 So then for the calls that, uh, are immediately
closed or have a shorter window, um, does 311 keep
track of those and then, uh, and follow up with- I

mean, I imagine that those residents are probably, uh, filing another complaint immediately after.

Um, what's the sort of data or, uh, what do you all, uh, collect in terms of that and what kind of follow-up is happening?

JOE MORRISROE: Okay. Uh, I understand that and I can give you a couple of pieces around that. I think the most significant piece that gets to the heart of what you're describing, uh, is just over, over a year ago, maybe almost 2 years ago, OTI rolled out a new measurement, a new dashboard, which is known as Resolution Satisfaction.

Uh, we call it— we shorten it to call it RSAT. It is available on open data. It's, uh, it's available publicly and what it does is after a service request is closed by the responding agency, a survey is sent to the customer.

Uh, customer can then respond how they feel, if they were satisfied with it or not. That data is then available in a dashboard at multiple levels. You can look at it at borough level, you can look at it by complaint type, you can look at it by agency. So it's really a step forward in something that we actually partnered with the Council in terms of

1
2 designing and delivering, uh, but really helping New
3 Yorkers and everyone around that understand, you
4 know, how things are being done from your 311
5 complaint. You know, not on an individual basis, but
6 you can drill into that as well.

7 COUNCIL MEMBER HANIF: Sure, I appreciate that.
8 I just have a few more questions. Um, is the 311,
9 311 app fully compliant with ADA and, um, web content
10 accessibility, uh, guidelines?

11 JOE MORRISROE: Yes, it is.

12 COUNCIL MEMBER HANIF: Got it and then, um, is
13 OTI conducting a regular audit to ensure that all of
14 the accessibility standards are being met and are
15 working within the 311 technology?

16 JOE MORRISROE: Um, I can speak to the efforts
17 that we make. I'm not sure of an actual audit, but
18 as far as the assessing to make sure we're in
19 compliance in that respect, yes. From an online
20 perspective, from a mobile perspective and others.

21 COUNCIL MEMBER HANIF: Got it and then the
Capital Plan includes \$17.7 million for 311
modernization. Does any of that funding specifically
address accessibility improvements for disabled
users?

1
2 JOE MORRISROE: Um, to the extent that, uh, all
3 customers use the, the front door, the, the, the,
4 what we call the telephony platform, that capital
5 investment is designed to make sure that is
6 maintained, uh, and that is the pathway for folks to
7 use. Um, so it applies to all customers, not
necessarily specifically to disability.

8 COUNCIL MEMBER HANIF: And then final question is
9 about the Big Apple program. Currently only 152,407
10 households are eligible. What are the markers OTI
11 uses to determine household eligibility, and are
12 there households that qualify but aren't being
identified? And if so, what public outreach programs
are being utilized?

13 JOE MORRISROE: I'm going to—

14 LISA GELOBTER: I just wanna clarify this.
15 That's a Big Apple Connect question.

16 COUNCIL MEMBER HANIF: Big Apple Connect, yes.

17 LISA GELOBTER: Okay. Um, thanks, Joe. Um, so
18 yes, I will hand this off to, um, DC Senatus but, uh,
19 the one thing that I will say is I actually watched,
20 uh, last year's hearing and it turns out the data was
21 that, uh, 20% of the folks who were eligible, uh,
were not, um, uh, were not signed up. And this year

1
2 it's 14%, so improvement. Um so that's been really
3 promising. Uh, and then I will hand off to DC
4 Senatus.

5 COUNCIL MEMBER HANIF: Thank you.

6 CHANTEL SENATUS: Thank you. Thank you, CTO.
7 Can you repeat part of your question, please?

8 COUNCIL MEMBER HANIF: Yes. Yes uh, number of
9 households, uh, that were eligible, 152,407. What
10 markers does OTI use to determine eligibility for
11 this program? And are there households that qualify
12 but aren't being identified?

13 CHANTEL SENATUS: Uh, eligibility for Big Apple
14 Connect extends to all NYCHA households.

15 COUNCIL MEMBER HANIF: Okay.

16 CHANTEL SENATUS: So there's no particular
17 additional qualification with respect to that. And
18 the current eligibility-- the current eligible
19 households enrolled are, it's like 85.52%. So that's
20 130,338 as of, uh, the end of February. And that's
21 what the providers reported to us.

COUNCIL MEMBER HANIF: That's great and then the
remaining folks, or the, the remaining-- what, what
are we all doing to, um, reach people to make sure
they know about the program?

CHANTEL SENATUS: Uh, so for awareness, Big Apple Connect only involves Altice and Charter. So to the extent that someone would like Verizon instead, they may be choosing something different.

COUNCIL MEMBER HANIF: Understood.

CHANTEL SENATUS: And additionally, um, that's kind of part of an AC rights plan as well, right? To communicate to, uh, residents and ask them why they're not, um, obtaining this service.

LISA GELOBTER: And you can correct me if I'm wrong, but my understanding is actually that, uh, the two, uh, uh, vendors that we partner with are actually responsible for also going out and engaging folks at NYCHA to try to understand this. So it's not- it's, it's part of their responsibility as well.

COUNCIL MEMBER HANIF: Got it. Thank you.

LISA GELOBTER: Can I make one correction that I said earlier? I'm so sorry. I, uh, when we were referring to 311, I inadvertently used the word citizen. I meant resident. Sorry. The New York White House was a different com- words. I'm still getting used to the words.

COUNCIL MEMBER HANIF: No worries. No worries. Um, okay, I have some follow-up questions. Let me

1 start with, um, oh, thank you. Second coffee of the
2 day. um, Big Apple Connect. So I did have a
3 question. In your testimony, it says that Charter
4 and Altice, um, I guess it says both companies put in
5 \$1.2 million in private investment for supporting
6 digital, um, literacy.

7 LISA GELOBTER: Yes.

8 COUNCIL MEMBER HANIF: Uh, can you go into that a
9 little bit?

10 LISA GELOBTER: Yeah. Uh, yes and I just want to
11 be specific because I asked that very same question.
12 It is \$1.2 million combined, so it's not \$1.2 million
13 each. Um, and so, yes, I was pushing for it. Uh,
14 so, um, in terms of specific- specific initiatives,
15 is that what you're asking about? Like, how are they
16 actually going to spend that money?

17 COUNCIL MEMBER HANIF: Yeah.

18 LISA GELOBTER: I'm going to hand it back over to
19 DC- Senatus. Sorry, I know their first names, I
20 swear.

21 CHANTEL SENATUS: Thank you. Okay, uh, thank
you, CTO. So under the contract, there are two
programs that the providers are contributing to. One
is, um, Neighborhood Tech Help, and Neighborhood Tech

1
2 Help is a digital advocacy program that offers free,
3 easy-to-access, one-on-one technology support, um,
4 for Big Apple Connect and users and other New Yorkers
5 to help them become more comfortable using technology
6 devices, connecting to the internet, and setting up
7 internet accounts and improving their technological
8 skills.

9 That program is managed by AC Wright, who you
10 just heard from before.

11 COUNCIL MEMBER HANIF: Okay.

12 CHANTEL SENATUS: Additionally, there is a
13 program that the providers are standing up on their
14 own, which started in, um, I think it launched in
15 December, the, uh, Big Apple Connect Virtual, uh,
16 Digital Literacy Program. So that is where, um,
17 essentially they partner with vendors to essentially
18 create content, online content.

19 COUNCIL MEMBER HANIF: Okay.

20 CHANTEL SENATUS: So it's online and live, a
21 minimum of 2 months— oh, 2 monthly virtual events.
And essentially it covers topics like, uh, employment
searches and advancement, digital skills, educational
resources, digital safety, cybersecurity and privacy,
and any other, like, programs that we think are

important. We collaborate with them to create those on that platform.

COUNCIL MEMBER HANIF: Great. Thank you for clarifying that.

CHANTEL SENATUS: No problem.

COUNCIL MEMBER HANIF: And now going into- back to MyCity, um, contracts, I wanna ask a little bit about, and I know my colleagues asked about like how many contracts are currently registered for work related to MyCity and we heard 117 was the number we heard. What is the total dollar value of these contracts?

LISA GELOBTER: I will defer to DC Choi.

RUBY CHOI: Um, so total dollar value of those contracts is \$135 million.

COUNCIL MEMBER HANIF: \$135 million and do you know the typical duration of a contract for MyCity?

RUBY CHOI: So every contract, um, may have a different duration because of the scope of work. Um, they can range from a few months to a year depending on what they're building.

COUNCIL MEMBER HANIF: Okay, can you break down a little bit for us, give us some clarity on this side, on the procurement method for the contracts? For

example, how many were delivery order as part of a master service agreement, and were any non-bid emergency contracts, no-bid emergency contracts?

RUBY CHOI: Right. Um, so we always use the best procurement method, um, for the scope of work that we need. Um, I mentioned there's 117 contracts.

COUNCIL MEMBER HANIF: Mhm.

RUBY CHOI: Um, 26 of them are direct orders, which is what I think you mean, um, leveraging, um, these reseller contracts.

COUNCIL MEMBER HANIF: 26?

RUBY CHOI: 26, yeah. All the other ones are MWBE, um, solicitations, so they were all competitive- competitively bid solicitations.

COUNCIL MEMBER HANIF: Um, there are several capital projects related to MyCity portal explicitly centered around the subject matter experts, meaning consultants. How many capital projects related to MyCity currently fund third-party vendors?

RUBY CHOI: Yeah. So, um, our understanding, uh, my understanding of that question is any, um, subject matter experts that were attached to the contracts that I mentioned. Um, there are only 2, um, capital projects and there are consultants, um, supporting

multiple programs under MyCity. So child care application, the business services, um, so I can definitely give you more information if you—

COUNCIL MEMBER HANIF: Okay.

RUBY CHOI: Have further questions.

COUNCIL MEMBER HANIF: Okay, um, I wanna, um, move on to the Office of Algorithmic Accountability. In November 2025, right here in her unlimited wisdom, um, former Chair Gutiérrez, uh, passed a law that would create the office, uh, uh, the GAARD Act, which among other things created the independent Office of Algorithmic Data Accountability within OTI. This office is charged with auditing, monitoring, and regulating agency AI tools, as well as investigating public complaints. To date, how much money has OTI allocated for the creation of the office?

LISA GELOBTER: Yeah, um, thanks for the question. Yes, uh, we have done work and planning, and we are standing up what needs to be stood up, I think, by June. Um, so that is all a work in progress in terms of the actual monies, uh, executed against it, I will once again defer to DC Choi.

RUBY CHOI: Yeah, um, so we are, uh, reviewing the scope needed to accomplish the local law. We're

1
2 working with OMB. We're trying to evaluate our
3 existing resources to see if we can fulfill that.
4 Um, we have had conversations with City Hall
5 leadership about appointing the director of the
6 office, so we hope to accomplish that by -by June.

7 COUNCIL MEMBER HANIF: Do we have an estimate,
8 um, for how much it will cost for creating the
9 office?

10 RUBY CHOI: We are, we are continuing to assess
11 what our internal, um, priorities are and, um, the
12 needs to accomplish the goals of the local law. So
13 we are in discussions.

14 COUNCIL MEMBER HANIF: Okay, and I'm assuming
15 that the staffing level and all of that is also up
16 for discussion?

17 RUBY CHOI: Correct.

18 COUNCIL MEMBER HANIF: Okay.

19 LISA GELOBTER: And yeah, just to build on that,
20 I think the idea is for us to actually really think
21 about what's required and what the outcomes we are
shooting for and that will define how we need to
staff it.

COUNCIL MEMBER HANIF: Great, okay. Did that.
Okay. I wanna ask about citywide contracts. OTI

1 holds a number of citywide contracts for
2 technology-related services provided to all city
3 agencies. For example, the Microsoft software suite
4 and telecommunication services. How many citywide
5 contracts does OTI hold and for what services
6 exactly?

7 LISA GELOBTER: Thank you for that question.
8 Yeah, it's, that's one of the things that I have
9 learned, uh, is just how much we are supporting the
10 other agencies by providing these master contracts
11 that they can, uh, pull from. So it's really great
12 that we have created these unified vehicles. Um, in
13 terms of which ones exist and how much they are
14 spending on, I will defer to D.C. Pemberton.

15 EDWIN PEMBERTON: Thank you, CTO. So total, as
16 far as, uh, OTI total contracts, we have
17 approximately 224.

18 COUNCIL MEMBER HANIF: Can you say it again?

19 EDWIN PEMBERTON: 224 contracts. And some of
20 these contracts, we go to work with agencies to
21 create like enterprise license agreements. So it
evolves into something where agencies had contracts
by themselves. We work with Microsoft as a vendor.
We bring in their licenses together, we save money

1 far as, you know, increase volume and leveraging, and
2 we create these multi-year contracts so the current
3 agencies can use it and new agencies who have that
4 need could actually piggyback as well.

5 COUNCIL MEMBER HANIF: Okay, um, do you have, um,
6 how does OTI negotiate these contracts?

7 EDWIN PEMBERTON: Well, the first starts from,
8 uh, most of the time, a lot of vendors understand
9 that the cities have savings needs. They come to us,
10 they actually put together some proof of concept.
11 From that concept, we validate with each agency's
12 CIO, CFOs, and then we come back to that, um, that
13 agency, um, that vendor to actually negotiate.

14 In addition to negotiating, we send out for, um,
15 private benchmarking to validate national pricing.
16 And after we finish our proposal, submit to OMB, and
17 they also do QC on exactly the benefits of entering
18 those agreements.

19 COUNCIL MEMBER HANIF: Okay. Um, does— do
20 contracts under OTI have subcontracting limits? What
21 transparency— what is the transparency for examining
subcontractors within the contracts?

1
2 EDWIN PEMBERTON: At OTI, we validate that all
3 our contracts have to be going through MWBE programs
4 first.

5 COUNCIL MEMBER HANIF: Mhm.

6 EDWIN PEMBERTON: When they don't go through MWBE
7 programs, we make sure that there's still that 30%
8 subcontracting from that, that prime should be—

9 COUNCIL MEMBER HANIF: That's the limit.

10 EDWIN PEMBERTON: Right?

11 COUNCIL MEMBER HANIF: Okay. Okay, um, that, that
12 tracks. Okay and then does OTI hold any no-bid
13 emergency contracts?

14 EDWIN PEMBERTON: No, we do not hold any no-bid
15 emergency contracts.

16 COUNCIL MEMBER HANIF: Do you believe that
17 change— that any changes need to be made to the
18 process for securing citywide contracts?

19 LISA GELOBTER: I'll let you go first.

20 EDWIN PEMBERTON: I, I think as we enter in, um,
21 this savings, uh, initiative, it is widening that we,
we should move to, to proactively look and see
wherever, wherever there's redundancy in for the IT
world so that we do get that leverage and power that
we need. And that's definitely something any agency

1
2 should come to us, vice versa, we go to them to, to,
3 to get that leverage and power.

4 LISA GELOBTER: Yeah and I would just similarly,
5 I do think we have to explore, um, how the
6 interaction between OTI and agencies work now. Are
7 there more opportunities we could do it? And I
8 think, you know, some of the ones that are obvious
9 are forward-facing, right? Like Microsoft but there
10 is also a lot of, uh, back- like, um, behind the
11 scenes, um, uh, contracts. And so I think the right
12 approach is understanding what other agencies need,
13 what they're using, and are there economies of scale
14 that we could get if we brought it into one? But
15 also we wanna allow the agencies to be as nimble as
16 they need to be, right? We don't want to put
17 blockers into place for them to get the work done.
18 So that's that balance that we have to do.

19 COUNCIL MEMBER HANIF: Great. Thank you for
20 answering those questions. I'm gonna ask about
21 LinkNYC and then we'll pass it to Council Member
Gutiérrez. Um, launched in 2015, LinkNYC aims to
replace public pay phones with kiosks that offer free
calling, mobile device charging, access to 911 and
311.

LinkNYC also began installing 5G towers across the city. The program operates on a franchise agreement. The contract company pays the city for the use of sidewalk space and operates the kiosk, generating their profit from advertising revenue.

In Fiscal 2019, CityBridge, the company that to this day operates LinkNYC kiosk, only paid \$2.6 million of the \$32.3 million owed to the city under the terms of the agreement. Under the terms of the franchise agreement, how much did CityBridge owe the city in Fiscal '25, and how much did they pay?

LISA GELOBTER: Sorry, I didn't hear that. Under— yeah, I didn't hear that last part.

COUNCIL MEMBER HANIF: How much did CityBridge— does CityBridge owe the city in Fiscal '25, and how much did they pay?

LISA GELOBTER: Got it. Uh, I am going to defer to, uh, DC Pemberton for that answer.

EDWIN PEMBERTON: Currently, CityBridge is, is up to date, um, with their payments.

COUNCIL MEMBER HANIF: Mhm.

EDWIN PEMBERTON: And, um, I'll get you that number in a second.

1 COUNCIL MEMBER HANIF: For Fiscal '25 and '26 so
2 far?

3 EDWIN PEMBERTON: Yeah, yes. Hold on a second.
4 Sorry. So CityBridge, um, has paid the city out of
5 the \$87.5 million that's owed um, in the overall
6 proposal, they have, uh, paid \$48.4 million to the
7 city.

8 COUNCIL MEMBER HANIF: Okay. Um, what is OTI's
9 projection that they will owe in the out years?

10 EDWIN PEMBERTON: Well, roughly right now, they,
11 they owe— they're less than 50% there, so - the
12 difference is already in the grid. We could send you
13 the— those, uh, contracts.

14 COUNCIL MEMBER HANIF: That would be great.

15 LISA GELOBTER: I'm sorry. Can I ask, is there a
16 cons— I don't know if I'm supposed to do this, but is
17 there a concern about their payments?

18 COUNCIL MEMBER HANIF: Yeah, we just wanna make
19 sure that we are tracking and that we know how much
20 of the payment has been made just for—

21 LISA GELOBTER: Okay, thanks.

COUNCIL MEMBER HANIF: Um, and then do we know
how often CityBridge makes the payment to the city?
Um, has made payments to the city on time since

1
2 fiscal 2019? So just to track how much they've paid
3 and if they're paying on time.

4 EDWIN PEMBERTON: We meet quarterly with
5 CityBridge, and we have no problems with them paying
6 on time.

7 COUNCIL MEMBER HANIF: Okay.

8 EDWIN PEMBERTON: Otherwise we would have, um,
9 instituted penalties.

10 COUNCIL MEMBER HANIF: Okay, great. Thank you
11 for clarifying. I'll pass it to Council Member
12 Gutiérrez.

13 COUNCIL MEMBER GUTIÉRREZ: Thank you, Chair. Um,
14 I just had one more question about, um, the MyCity
15 app. My apologies. Oh no, about Big Apple Connect.
16 It's a lot. It's a lot.

17 Um, so about Big Apple Connect, I think, um, you
18 know, I think, I think the, the questions were great
19 and I, I do believe that there, there's like an
20 immense service there and, um, at least for the folks
21 in my community that are registered, that do have the
service, I think for the most part they're very happy
with it and it's great to be able to connect. I was
very happy, uh, later in, in the last term to hear
that OTI had put together this digital equity roadmap

1
2 because those were a lot of my questions in the
3 beginning about connecting public housing residents,
4 uh, to NYCHA and really like missing an opportunity
5 to connect them with, you know, the tools to use
6 that.

7 So, um, I, I'm, I'm encouraged by that. I just
8 wanted to ask for the future of Big Apple Connect,
9 because I know, I believe it's, it's funded, and I'm
10 sorry if I missed that.

11 LISA GELOBTER: That's okay. Uh, we, this- in
12 Fiscal '26, we signed a 3-year renewal.

13 COUNCIL MEMBER GUTIÉRREZ: Um, can you share a
14 little bit more? Because this Council was a little
15 bit taken aback by, there was an article that was
16 released in the spring of last year that really said,
17 um, that kind of pointed to Big Apple Connect and
18 the, the access that PD had to use, um, you know,
19 the, the bandwidth that was being, uh, secured for
20 NYCHA, for NYCHA tenants for their own purpose of,
21 you know, surveillance or whatever it is. Um, can
you share if that is still, if that is still a
practice, if that is specific to the contract in this
new extension?

1
2 LISA GELOBTER: Uh, I will share what I believe
3 is the answer, and somebody can correct me if I'm
4 wrong. But, um, um, so the contract we have is with
5 NYCHA to provide these Wi-Fi services and so who has
6 access to them, uh, is anybody kind of through those,
uh, those programs or connections through NYCHA.

7 Uh, so, uh, so we all- our job is to provide the
8 Wi-Fi. And so, yeah, I can't really speak to-

9 COUNCIL MEMBER GUTIÉRREZ: So PD- PD does not
10 have a contract with OTI? To be able to tap into the
service? It's just NYCHA.

11 CHANTEL SENATUS: So the nature of the Big Apple
12 Connect agreement is that there is the ability for
13 any city agency to use that bulk pricing for the
14 purposes of connecting. So yes, there is a, a, you
15 know, an amount that, uh, that NYPD pays us with
16 respect to that under that contract. However, the
17 relationship between NYCHA and NYPD is an existing
18 one. So to the extent that NYCHA decides to provide
19 this, um, uh, access to NYPD, that's between them.
And there's an MOU with respect to that, from my
understanding.

20 COUNCIL MEMBER GUTIÉRREZ: There's an MOU and are
21 you all not privy to how they're used? Like, ah, are

1
2 you— because it's an MOU between NYCHA and PD, are
3 you all not just not involved in that?

4 CHANTEL SENATUS: That is correct. We're not
5 involved in that and it's like every city agency just
6 asks for the widgets. We don't know how the widgets
are used.

7 COUNCIL MEMBER GUTIÉRREZ: Yeah. Do you all have
8 any reason to be concerned about, uh, data privacy
9 and the way that PD is potentially using Big Apple
10 Connect for, like, biometric, um, scanning or any— of
11 public housing residents? Is there any reason for
12 you all to believe as an agency under this
13 Administration that there might be some loopholes
here that PD is potentially using, um, specifically
in public housing.

14 CHANTEL SENATUS: That would be—

15 COUNCIL MEMBER GUTIÉRREZ: I'm surprised that PD
16 needs access to internet is what I'm, I'm surprised,
17 especially in NYCHA. They, uh, are a
18 multimillion-dollar agency and I'm just surprised
19 that they need to— and they, they've been in public
20 housing, like you said, this relationship is
21 pre-existing in the Big Apple Connect.

1
2 So I'm just- I don't - I'm very concerned with,
3 um, the news last year um, that they have this MOU
4 with NYCHA specific to, like, being able to connect
5 to the, the, the bandwidth, if I'm using that, um,
6 correctly.

7 And I think that there is, like, reasonable fear
8 that people have about how they're connecting. Um,
9 do they have access to people's, like, personal, uh,
10 you know, connection in, in their residences?

11 I think that- you're looking at me with a funny
12 face. Are you following what I'm saying, or-

13 LISA GELOBTER: No, no, I'm following what you're
14 saying, but um, unfortunately we can't answer for
15 NYPD, so I'm trying to determine if there's-

16 COUNCIL MEMBER GUTIÉRREZ: I'm not- yeah, totally
17 and I'm not asking for PD perspective. I'm asking
18 for you all as an agency that's providing the
19 service, if you have concerns, if you have data pri-
20 if you have privacy concerns, if you have the fact
21 that like they are specifically- this is a completely
new MOU that PD went into agreement with, with NYCHA,
separate from everything else they already do in
public housing to be able to connect? Do you all
have that concern?

1
2 LISA GELOBTER: So, uh, from a technological
3 perspective, I'll answer the best that I can, which
4 is we're providing the connectivity, um, from a data
5 security and privacy perspective, which is also very
6 important to us. Um, providing connectivity should
7 not, um, allow anybody to like watch other people's
8 bits, right? So if you and I are on the same, uh,
9 Wi-Fi or, you know, like I should not be able to- if,
10 if data is encrypted, uh, end-to-end, right? What
11 you're doing, I can't see. And so what we have
12 provided is the connectivity.

13 But, um, independent of the connectivity, uh, all
14 of the agencies have to, uh, adhere to, uh, privacy
15 and security requirements, right, that we're working-
16 that we are- that we put out, the guidance that we
17 put out. So kind of as two separate things, uh,
18 connectivity-wise, technologically, we're not
19 facilitating- I don't wanna use the word spying, but
20 we're not, right? They can't watch your bits.

21 COUNCIL MEMBER GUTIÉRREZ: Uh, and I mean, that's
22 what, that's what I wanna hear.

23 LISA GELOBTER: Yeah.

24 COUNCIL MEMBER GUTIÉRREZ: I don't, it's not
25 clear if that is clear to PD and it's certainly not

clear to NYCHA residents who brought it to our attention.

CHANTEL SENATUS: I mean, I believe, I, I believe this did come up during the previous hearing and PD did explain their policies. So, um, I believe some of that information is there in terms of exactly when and how they access. Like, for instance, based purely on my own recollection, they only access when there is an incident and for particular periods of time, for instance.

So there are like standards in place because they do have policies. I just don't know the specifics of those policies.

COUNCIL MEMBER GUTIÉRREZ: And then as part of the extension, the 1-year extension, it's based— this, this exists. There's no— there was no change, um, on your part.

LISA GELOBTER: No and again, I, I just, I wanna distinguish, and I'm pretty sure I'm right technologically, but we can get back to you to confirm, but PD cannot see residents' bits because they're on the same Wi-Fi. PD can see their own bits. Right, which is, I think, a distinction.

COUNCIL MEMBER GUTIÉRREZ: Okay and I mean, I think there was—

CHANTEL SENATUS: I just wanted to add that it's common areas. It's common area Wi-Fi.

COUNCIL MEMBER GUTIÉRREZ: Yeah.

CHANTEL SENATUS: So it's, it's my understanding that's not in the apartments.

COUNCIL MEMBER GUTIÉRREZ: Well, I think, I think up until that hearing we were not— I think it was unclear, uh, to folks.

CHANTEL SENATUS: Gotcha.

COUNCIL MEMBER GUTIÉRREZ: And I think that there were a significant amount of NYCHA residents that came to testify where they felt like they were already being surveilled by PD on night— on their NYCHA campus. And so really had strong feelings about how the city was allowing them to have like hyper-connectivity in hallways and in lobbies, uh, to be able to like what they felt was like additional, like layered surveillance.

Um, okay. I mean, I would love to continue this, this conversation. It 100% is a conversation with PD as well. Um, sorry, my last question is just about the digital equity roadmap that I mentioned at the

1 top. Um, I think it was a good road- roadmap. I
2 think it referenced actually a lot of what- a lot of
3 the work that the City Council had already been
4 doing. And I think I would love to hear more about
5 how you all think the roadmap will be a part of the
6 internet master plan. What kind of the funding I
7 will say from what I remember, and I could be wrong,
8 was not, was not, maybe not all there was not into
9 the out years. And so would love to hear kind of
10 what the advocacy plan is there.

11 Um, and if there's any, if there's any, like, if
12 there's any feedback, um, I know that there was
13 specific partnerships with, you know, NYCHA senior
14 centers, um, with some of the hubs, the citywide
15 hubs, and I'm using the wrong verbiage, and no
16 disrespect, I'm so sorry, but I would just love to
17 hear more about how you guys are thinking about
18 funding for meeting some of those goals in the out
19 years. And that's it. Thank you.

20 LISA GELOBTER: Absolutely. I would ask, uh, for
21 Joe and Sam to switch things.

COUNCIL MEMBER GUTIÉRREZ: And Joe, thank you so
much for being here. I have nothing for you, but
good to see you.

1
2 LISA GELOBTER: Uh, so yes, um, Associate
3 Commissioner Wright has invested a lot of time in
4 thinking in terms of coming up with, uh, a, uh,
5 thoughtful broadband adoption plan, and it includes a
6 bunch of different pieces, uh, which she can go over.

7 SAMANTHA WRIGHT: Thank you, CTO, and thank you,
8 Gutiérrez, for this question. Um, as I mentioned, we
9 have been investing a lot of time and energy into
10 rolling out the initiatives that were outlined in the
11 Digital Equity Roadmap.

12 Um, we are also coming up on the 1-year
13 anniversary of the, uh, release of that report. Um,
14 as you mentioned, there were, uh, capital investments
15 outlined in that report, \$2.4 million. Um, as you
16 mentioned, uh, a portion of that was going to NYC
17 Aging to replace, um, outdated technology in the
18 older adult centers, uh, purchasing a new, uh,
19 digital van for NYCHA, um, as well as updating
20 technology in NYPL TechConnect branches. Um, most of
21 that work is, uh, nearing completion.

Um, one of the other key priorities that was
outlined in the Digital Equity Roadmap was the
creation of the Chief Digital Equity Officer and
creation of a Digital Equity Manager role, uh, to

1 spearhead this work. Um, as I mentioned earlier,
2 they were, uh, welcomed to OTI, uh, this past summer,
3 uh, and we have been really hunkered down thinking
4 about these issues, mapping out the plan, uh, for OTI
5 and the city going forward.

6 COUNCIL MEMBER GUTIÉRREZ: Thank you, Chair.

7 CHAIRPERSON DE LA ROSA: Thank you. I wanted to
8 ask about DOE Chromebook maintenance and connectivity
9 new need. The Preliminary Plan includes \$36.5
10 million of city funding in Fiscal '26 only for the
11 LTE connection services associated with 350,000 new
12 Chromebooks distributed by the public school— uh,
13 distributed to public school students. Uh, why is
14 that— why was additional funding required, and how
15 was the amount determined?

16 LISA GELOBTER: Thank you for the question. I
17 will defer to, uh, DC Choi.

18 RUBY CHOI: Hmm, thank you, CTO. Um, so this
19 initiative, the DOE Chromebooks, is actually part of
20 a larger digital equity, um, um, purpose and
21 objective. We wanted to make sure all of public
schools, uh, students had access to digital devices,
especially at home.

1
2 So the- the initiative that was rolled out last
3 year was connected to a larger contract with T-Mobile
4 that the city negotiated. So as part of that
5 T-Mobile contract, DOE Chromebook devices, um, was,
6 um, uh, laid out in terms of the cost of, um,
7 connectivity for up to a million devices.

8 CHAIRPERSON DE LA ROSA: Okay and does, um, how
9 long does OTI plan to keep the Chromebooks LTE
10 connected, and how long is the contract for?

11 RUBY CHOI: Right. Um, for the length of the
12 contract, I'll defer to, um, D.C. Pemberton. Um, the
13 Chromebooks, uh, the 350,000, the rollout of it
14 completed in February of this year.

15 So our hope is to continue, um, the connectivity
16 through this Fiscal Year for the school, um, and then
17 as long as we have, um, funding available to continue
18 that, um, access for the students at home. So as
19 long as there's resources to do so. If the
20 connectivity is um, for some reason or another cut,
21 are the Chromebooks then, um, not useful?

22 RUBY CHOI: So there's connectivity at schools,
23 um, where, where the Chromebooks are also being used.
24 And then at home, um, we talked about the Big Apple
25 Connect program. Um, again, our, um, priority here

1
2 is to make sure all the students are connected. So
3 we hope to continue funding this program.

4 CHAIRPERSON DE LA ROSA: Great.

5 RUBY CHOI: Right? Connectivity- if there's
6 Wi-Fi, they're connected. So add a link, uh, at NYC
7 Link, for example.

8 CHAIRPERSON DE LA ROSA: Okay, okay. Um, more on
9 that, but we- I know we have the education hearing on
10 Monday, so we'll ask some questions there. Um, but
11 how was T-Mobile chosen as the provider, and what is
12 the rate paid to them?

13 LISA GELOBTER: DC Pemberton.

14 EDWIN PEMBERTON: Thank you, CTO. T-Mobile, uh,
15 is a carrier that we had already in, in our
16 procurement, um, uh, I guess, um, solicitations. We
17 had T-Mobile, Verizon, and AT&T. So what we do
18 sometimes is engage in competitive pricing and it was
19 some- something similar to that, just to say who has
20 the best price. And we was able to look at price and
21 quality to make that award.

CHAIRPERSON DE LA ROSA: And how much was the
total value?

EDWIN PEMBERTON: The total value of, of that contract, um, for T-Mobile is \$198 million for, for LTE services.

CHAIRPERSON DE LA ROSA: Mhm. \$198—

EDWIN PEMBERTON: I'm sorry, \$198 million is, is the total value of that contract for LTE services.

CHAIRPERSON DE LA ROSA: And for how long?

EDWIN PEMBERTON: Right, right now it's for 4 years.

CHAIRPERSON DE LA ROSA: 4 years.

LISA GELOBTER: And just for clarity, is that contract just for the Chromebooks LTE?

EDWIN PEMBERTON: The contract has Chromebooks LTE plus the, uh, wireless, um, cost included.

CHAIRPERSON DE LA ROSA: Got it, okay, got it. Thank you for going into that. I wanna ask about asylum seeker adjustments. The Preliminary Plan includes \$20.8 million reduction in Fiscal Year '26 related to asylum seeker response efforts. What programs or services does this reduction relate to and why is the reduction required and how was the amount determined?

LISA GELOBTER; Thank you for that question. Uh, I am also just learning about some of this stuff and

getting up to speed, so I would like to defer to— oh, to, uh, DC Pemberton.

EDWIN PEMBERTON: Thank you CTL. So, so the asylum seeker, um, reduction is due to the fact that when the original budget was, um, um, developed, we had a contingency for buildouts of more, um, shelters.

CHAIRPERSON DE LA ROSA: Mhm.

EDWIN PEMBERTON: But since it's been ramped, ramping down, we worked with OMB to reduce that budget.

CHAIRPERSON DE LA ROSA: Makes sense and is OCI's Host Technology System for asylum seeker response efforts still operational? Are there plans for it to be sunset, or does the Administration intend to maintain its current functionality?

EDWIN PEMBERTON: We, we're currently working with, um, um, the asylum seeker program with City Hall and, and we'll, we'll be reevaluating our budget in the next, um, cycle exec plan.

LISA GELOBTER: And then in parallel, right, what, what are the needs still?

CHAIRPERSON DE LA ROSA: Mhm. Yeah, that makes sense. Um, okay, we've been joined by Council Member

1
2 Brewer and she has questions, but I'm gonna ask my
3 last round of questions and I'll pass to her.

4 Um, there's funding that's reflected in the
5 budget for several Adams Administration initiatives.

6 Um, the plan does not include funding that can be
7 clearly identified for several initiatives created
8 under Adams Administration. For example, the New
9 York City Smart City Testbed program, the New York
10 City Blockchain initiatives, and the New York City—
11 well, we already asked about the digital roadmap.

12 Can you verify if there's any budgeted expenses or
13 capital funding for these programs?

14 If so, how much in each— in which Fiscal Years?
15 And can you work with our Finance Staff to clarify a
16 way they can find this funding in the agency's
17 budget. We kind of had a hard time tracking it.

18 LISA GELOBTER: Yeah. Um, before we jump in, I,
19 I just, I also am coming from a point of view, that
20 just because something was invented in the previous
21 Administration does not make it inherently bad.

22 So as we're gonna do with everything else, we're
23 gonna actually figure out what makes sense for us,
24 how we wanna move forward. So yeah. And I will hand
25 off to— DC Choi.

1
2 RUBY CHOI: Thank you, CTO. So for the, uh, New
3 York City Smart City Testbed and the New York City
4 Blockchain Initiatives, um, there are no budgeted
5 expense or capital funding needs.

6 CHAIRPERSON DE LA ROSA: Say it again, sorry.

7 LISA GELOBTER: There, there's no funding for
8 either of those programs.

9 CHAIRPERSON DE LA ROSA: Okay. Um, okay. And so
10 I guess you're reevaluating if these programs will
11 continue, which we, um, which we know. And is there
12 a timeline for the evaluation overall?

13 LISA GELOBTER: At the moment, no. I, 2 weeks
14 in, but yes, I have grand visions.

15 CHAIRPERSON DE LA ROSA: Thank you, thank you so
16 much. Uh, Council Member Brewer?

17 COUNCIL MEMBER BREWER: Ah, welcome,
18 Commissioner. I've known her since she's born, so
19 this is very exciting.

20 LISA GELOBTER: I've heard you used to babysit
21 me.

COUNCIL MEMBER BREWER: Very exciting.
Congratulations. Well, the whole— your whole
environment is very, very pleased.

LISA GELOBTER: Thank you.

1
2 COUNCIL MEMBER BREWER: Me too. So, um, two
3 things. One is just on the big picture. I read your
4 testimony. This is my third hearing, different
5 topic, so I'm sorry I wasn't here earlier, but I did
6 read your testimony. My question is, the work that
7 you did on the education, uh, at the federal level,
8 figuring out, you know, how people can better analyze
9 when they go into college and so on, what would be
10 some example of something here they could use that
11 kind of fabulous, uh, new viewing? Because
12 unfortunately, in this city, there's just, I think, a
13 lot of projects that could use that rethink. And I'm
14 just wondering, that's more like a bigger picture
15 than some of these other questions, but what you did
16 on that level for the applicants to college was
17 phenomenal.

18 LISA GELOBTER: Thank you, I appreciate it. And
19 most importantly, uh, that project was credited with
20 improving college graduation rates in the U.S., which
21 is really the thing that matters. So, um, yeah, and
I think that that is the- the exact brand of, uh, of
approach that we- that I think we're gonna try to
bring to, um, to New York City government as well.

1
2 Um, two things in particular that made that
3 program successful, uh, one is rather than just do
4 the same old thing or the status quo or take explicit
5 direction. So I actually was told by the President
6 of the United States what to do and I went, thank you
7 for your advice and your input. And then really
8 backed up and said, well, what is the problem we're
9 trying to solve? And so we really-- so rather than
10 being boxed in on what exists, we really want to be
11 able to step back and take initiative. And again,
12 that means going out and talk-- getting out of the
13 building and talking to users and talking to agencies
14 and understanding and really understanding the needs.
15 And again, the problem trying to solve, not this is
16 how, this is how it's always done.

17 So that's one big part of it that, made, I think,
18 a huge difference. The second part of it was open
19 data. Um, so--

20 COUNCIL MEMBER BREWER: That's my bill. That's
21 the one I passed.

UNIDENTIFIED: Don't you forget it.

COUNCIL MEMBER BREWER: Yeah, exactly. I do not
let anybody forget it.

1
2 LISA GELOBTER: It was great. Um, but it is— but
3 that's—

4 COUNCIL MEMBER BREWER: It needs updating,
5 though.

6 LISA GELOBTER: Okay, but that's the thing that
7 makes the difference, right? So the answer is— the
8 password for our project was "Set the Data Free,"
9 right? The idea is the government can do— has a
10 limited amount of resources, has a very specific
11 perspective. If the data is open and accessible,
12 like, listen to the crowds, right? Different people
13 with different perspectives can extract information,
14 make, uh, uh, make suggestions based on that. So
15 yeah, open data is critical.

16 COUNCIL MEMBER BREWER: So that's— I should know
17 this, but usually it comes in the Office of
18 Operations, but also you all work together. It's
19 like a collaborative effort, if it needs improving as
20 an open data platform, correct? Or is it just
21 operations?

LISA GELOBTER: Um, I thought that, um, it was
ours, right?

SAMANTHA WRIGHT: Yeah, so the— the Office of
Data Analytics is under—

1 COUNCIL MEMBER BREWER: Under you okay, so the
2 operations could be improved of the platform by you?

3 LISA GELOBTER: Yes, and I think that's on
4 somebody's roadmap.

5 COUNCIL MEMBER BREWER: Good, because—

6 LISA GELOBTER: At least to think about it, for
7 sure.

8 COUNCIL MEMBER BREWER: It, you know, it's, it's
9 dated, shall we say. So it does need a lot of— and
10 then just finally, quickly, how do you plan to— you
11 know, you've got different, um, agencies doing
12 different things. I was just with the police
13 department, and, you know, they have their data
14 analytics department and a commissioner who relies on
15 it. But so do you work with all the different
16 agencies, even the Department of Education, or is—
17 because that's somewhat considered a separate, almost
18 like a state agency.

19 So you're— because the Department of Education,
20 you heard about the Chromebooks, it's endless with
21 this Directive 10 problem where everything has to be,
um, you know, within— if it's 5 years and, uh, a
certain, uh, type, it, it can't be replaced quickly.
It goes on and on. There's so many directives that

1 help us not produce newer, more extensive, uh,
2 hardware. So you also work with DOE, is what I'm
3 trying to find out.

4 LISA GELOBTER: So from an open data perspective,
5 from data sharing and open data perspective, we work
6 with all takers, right? So all agencies, um, and
7 given the law, um, right, there's a requirement for
8 everybody to actually— right, the default should be
open data.

9 So, uh, all of that stuff is— we, we work with
10 them to make sure that it's um, that it's documented,
11 communicated, uh, where PII might be— need to be
12 extracted, those kinds of things. But so all
agencies.

13 COUNCIL MEMBER BREWER: Okay, thank you. Thank
14 you, Madam Chair.

15 CHAIRPERSON DE LA ROSA: Thank you all so much
16 for coming. And, um, CTO, we welcome you, and we
17 thank the OTI team for coming prepared and, and, um,
18 engaging us in the— in these questions and, and in
19 this budget process. You're free to go. Thank you.
Thank you so much.

20 Alright, I— okay, I remind member— we're not
21 going to open to public testimony. I remind members

1 of the public that this is a formal government
2 proceeding and that decorum should be observed at all
3 times. As such, members of the public shall remain
4 silent at all times. The witness table is reserved
5 for people who wish to testify. No video recording
6 or photography is allowed from the witness table.
7 And further, members of the public may not present
8 audio or video recordings as testimony, but may
9 submit transcripts of their recordings to the
Sergeant-at-Arms for inclusion in the hearing record.

10 If you wish to speak at today's hearing, please
11 fill out an appearance card with the Sergeant-at-Arms
12 and wait to be recognized. When recognized, you'll
13 have 3 minutes to speak on today's hearing topic on
Preliminary Budget hearing.

14 If you have a written statement or additional
15 written testimony you wish to submit for the record,
16 please provide a copy of the testimony to the
17 Sergeant-at-Arms. You may also email written
18 testimony to testimony@council.nyc.gov within 72
19 hours of the hearing. Audio and video recordings
will not be accepted.

20 Our next panelist is Cathy Hung. You can come up
21 to the dais. Is there anyone who— here who filled

1 out the card and is not present? I mean, and is
2 present? Uh, yeah, okay. Can we just give us one
3 second. Thank you so much, Mauricio Deflin.

4 MAURICIO DEFLIN: Yes.

5 CHAIRPERSON DE LA ROSA: You may, you may begin.

6 MAURICIO DEFLIN: Thank you, uh, Chair La Rosa
7 and members of the Committee. Thank you for the
8 opportunity to testify. My name is Mauricio Deflin,
9 and I am speaking on behalf of the Culture and Arts
10 Policy Institute, which I co-direct with Gonzalo
11 Casals. Your Committee oversees the digital
12 infrastructure that shapes how New York City measures
13 progress, uh, allocates resources, and serves its
14 people. And increasingly, the information systems
15 behind that infrastructure shape what government can
16 see, what it can understand, and what it can act on.

17 That's why today we know that data is not just a
18 technical issue. It is a question of visibility,
19 opportunity, and equity. Over the past year, our
20 institute studied open data practices in New York
21 City's culture and arts sector. What we found is not
a lack of information, but lack of access. Data on
culture and arts is largely missing from the city's
open data ecosystem. While the New York City Open

1 Data portal hosts thousands of datasets, only a
2 handful, 9 to be exact, come from the Department of
3 Cultural Affairs.

4 At the same time, the city already collects
5 incredible valuable information. The Cultural
6 Development Fund, CDF, for example, gathers detailed
7 information from about 1,200 organizations across the
8 5 boroughs. One of the most comprehensive snapshots
9 of New York's creative economy. Yet this information
10 is not available through the open data portal. So
11 funding is not enough. We need transparency. It
12 matters because when cultural data remains invisible,
13 so do the communities, workers, and creative
14 ecosystems it represents. Open data about culture
15 helps us understand how the creative economy actually
16 works in our neighborhoods, who is creating, who is
17 hiring, who is being funded, and who is still being,
18 uh, is still being left out.

19 It shows whether public investment is reaching
20 the artists and cultural workers who sustain New
21 York's cultural life, especially BIPOC communities
and organizations that drive cultural innovation but
remain underrecognized in policy. This becomes even
more important as the city expands the use of

1
2 artificial intelligence. AI systems learn from the
3 data we make visible, and if cultural life is missing
4 from that data, the creative economy and the
5 communities that power it risk being left out of
6 systems that will shape future policy and investment.
7 By strengthening data on culture and arts in the open
8 data portal, New York can ensure that creative
9 economy, cultural equity, and social justice are part
10 of the city's digital future.

11 We respectfully encourage the Council to support
12 3 actions. First, ensure that DCLA strengthens
13 compliance with the open data law by publishing more
14 data sets. Second, support dedicated data
15 stewardship and analysis capacity within DCLA. And
16 third, encourage collaboration with culture and arts
17 organizations to identify datasets most useful for
18 policy, research, and public accountability.

19 When data about culture and the arts is open, the
20 benefits ripple outward: better cultural policy,
21 stronger creative economies, more inform— more
innovation, and more effective public services for
New Yorkers. This is not just about data. It is
about ensuring that artists, communities, and
cultures that shape New York are visible and able to

engage with the systems that guide decisions, drive innovation, and deliver services across our city.

Thank you.

CHAIRPERSON DE LA ROSA: Thank you so much.

Thank you for testifying. If you, if you have a card, if you could give it to my chief of staff over there, we- we're happy to meet offline.

MAURICIO DEFLIN: Thank you.

CHAIRPERSON DE LA ROSA: Thank you so much. Is there anyone in the room that wishes to testify and has not yet filled out a card? Please see the Sergeant at Arms. We will now turn to witnesses joining us via Zoom. There is no one on. And so with that, we thank everyone for their participation today, and this 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 June 15, 2026