



Community Board 12V

Washington Heights & Inwood

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October 4, 2004

Honorable Gino P. Menchini
Commissioner
Department of Information Technology & Telecommunications
11 Metrotech Center, 3rd Floor
Brooklyn, NY 11201

Re: 311 System

Dear Commissioner Menchini:

The following resolution was passed by Community Board 12, Manhattan by a vote of 28 in favor, 0 opposed and 1 abstention at the board's General Meeting on September 28, 2004:

- Whereas: The City's 311 system has helped make local government more accessible to the people of the City New York, generated cost savings through improved allocation of personnel and resources, and enhanced government efficiency through greater computerization; and
- Whereas: The City does not currently publish 311 call data broken down by community district and provides no direct reporting to the Community Boards; and
- Whereas: Data on complaints related to the provision of government services and quality of life in general are vital to the Community Boards' role in advocating for district-wide interests, communicating with City agencies, and preparing mandated annual statements of district needs and budget priorities; therefore
- Be It Resolved: Community Board 12, Manhattan supports City Council Intro 174a, requiring the Department of Information Technology and Telecommunications to release 311 reports with detailed data for each Community Board on a monthly basis.

We would appreciate your favorable consideration of this resolution and look forward to your response in this important matter. Thank you.

Sincerely,


Martin Collins
Chairman

Martin Collins, Chairman

Cc: Hon. Michael R. Bloomberg, Mayor, New York City
Hon. C. Virginia Fields, Manhattan Borough President
Hon. William Thompson, N.Y.C. Comptroller
Hon. Betsy Gotbaum, N.Y.C. Public Advocate
Hon. Charles Rangel, Congressman, District 15
Hon. Eric Schneiderman, State Senator, District 31
Hon. David A. Paterson, State Senator, District 29
Hon. Adriano Espaillat, Assemblyman, District 72
Hon. Herman D. Farrell, Assemblyman, District 71
Hon. Robert Jackson, Councilman, District 7
Hon. Miguel Martinez, Councilman, District 10
Manhattan Community Boards

Martin Collins, Chairman