



CITY OF NEW YORK
**MANHATTAN COMMUNITY BOARD
FOUR**

330 West 42nd Street, 26th floor New York, NY 10036
tel: 212-736-4536 fax: 212-947-9512 www.nyc.gov/mcb4

Burt Lazrain
Chair
Jesse R. Bodine
District Manager

November 28, 2018

Dean Fuleihan
First Deputy Mayor
City Hall
New York, New York 10007

Anne Roest
Commissioner
Citywide Chief Information Officer Department of Information Technology & Telecommunications
255 Greenwich, 9th Floor
New York, NY 10007

Re: NYC 311 Overhaul

Dear First Deputy Mayor Fuleihan and Commissioner Roest,

Manhattan Community Board 4 (“CB4”) appreciates the administration’s effort to update the 311 service request system. CB4 recognizes that the system has been in use since 2003 and as it continues to evolve there is an opportunity for each city agency to include additional or modify specific service requests. Each of the CB4 Committees spent a portion of their meetings this past month discussing recommendations for additional service requests. At its regular Board meeting on November 7, 2018, voted, by a vote of 37 in favor, 0 opposed, 0 abstaining and 0 present but not eligible to vote, to approve the following recommendations categorized by City Agency.

Department of Transportation:

Under STREETS & SIDEWALKS (Existing Category):

- Ponding/Pooling water drainage Streets
- Option for reporting non-compliant ADA infrastructure through the 311 App.

Under TRAFFIC (new category)

- Intercity or Long Distance Bus loading or discharging passengers at unauthorized locations
- Traffic/Congestion, Gridlock

- Truck through-traffic on non-truck route streets
- Failure to Yield
- Blocked Bike Lane
- Damaged Bike Racks

Department of Sanitation:

Under SANITATION (Existing Category)

- Overflowing Garbage

Department of Parks and Recreation:

Under PARKS Category (Existing Category)

- Reporting faulty equipment

Department of Buildings:

- illegal,\unpermitted after hours construction work

Department of City Planning:

- Privately Owned Public Space Enforcement

Department of Information Technology and Telecommunications:

- Enhanced categories for nuances that require urgent response but are not necessarily emergency situations.
- More training in solution focused problem resolution for phone service providers
- Require all agencies for enhanced real time updates to service requests

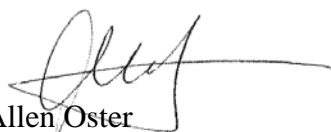
Thank you for your attention to these recommendations and CB4 looks forward to your response

Sincerely,

Sincerely,



Burt Lazarin
Chair
Community Board 4



Allen Oster
Co-Chair
ACES Committee



Inge Ivchenko
Co-Chair
ACES Committee

cc: Hon. Corey Johnson, Speaker, City Council
Hon. Gale A. Brewer, Manhattan Borough President