



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

330 West 42<sup>nd</sup> Street, 26<sup>th</sup> 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

May 9, 2018

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

Re: NYC 311 Overhaul

Dear Commissioner Roest,

The Arts, Culture, Education & Street Life Committee (“ACES”) of Community Board 4 (“CB4”) wishes to thank Stacy Gardener and Bill Reda of your staff for a very interesting and informative presentation on Monday, March 12, 2018 regarding the current 311 system and the efforts being made to update a system that has been in use since 2003. The NYC311 system is the primary source used by city agencies to receive information, complaints and service requests from the public. As the system evolved to an internet/mobile platform residents have complained about the difficulties they experience while trying to use the current system. The committee has reached out to residents for their suggestions and ideas. Below are the following recommendations and concerns listed by the Block Associations, Business Improvement Districts and Community Organizations in Community District 4:

- The need for more flexibility in reporting complaints through the mobile version by providing a form to report complaints if no category exists.
- The mobile version to allow the address of complaint from phone GPS as difficulty now exists in specifying complaint locations.
- Provide option for the mobile version to attach sound recording for noise complaints which are becoming more pervasive.
- Enable SIRI like software to dictate the complaint.
- Responses to phone and mobile version complaints to include the agency, and what action was taken to resolve the complaint.
- Provide additional categories such as:
  - blocked sidewalk, i.e. A-frame signs, bikes
  - report illegal sublets and hotels
  - standing water conditions
  - blocked catch basins/drains

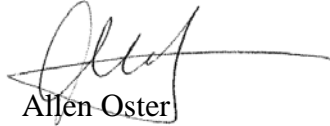
- construction site complaints
- snow/ice condition, current system does not except complaints till well after the time provided for reporting these conditions.

The committee requests that you return to present a preview of the new system prior to its being introduced to the public.

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