

Testimony of
Lawrence Knafo, First Deputy Commissioner,
Department of Information Technology and Telecommunications;

Before the NYC Council - Committee on Technology in Government
Regarding Intro. 174-A

May 2, 2005

Good morning. My name is Lawrence Knafo and I am the First Deputy Commissioner of the New York City Department of Information Technology & Telecommunications – otherwise known as DoITT. With me today is Associate Commissioner Dean Schloyer, who serves as the Executive Director of the 3-1-1 Citizen Service Center.

Chairperson Brewer, and members of the Technology in Government Committee, I'd like to thank you for inviting us to testify before you today.

When Mayor Bloomberg announced the 3-1-1 initiative his goal was clear – to provide New Yorkers with one simple number that would allow direct access to government information and services. Since 3-1-1 was launched in March 2003, we've delivered on this goal more than 18 million times.

But the success of 3-1-1 goes well beyond simply accessing government. Since its inception, the Mayor has relied upon 3-1-1 as a valuable tool in managing government. By listening to what New Yorkers are concerned about, we can better allocate scarce resources - and by logging every request for service into a centralized database, we can make sure that each request is handled properly and expeditiously.

Mayor Bloomberg believes that open government is good government. And what better way to monitor how government is performing than to look directly at information contained within the 3-1-1 system? Over the past two years we have been working to make 3-1-1 information available to the public. Already, a variety of 3-1-1 statistics are provided in the Mayor's Management report, and updated regularly on NYC.gov, the

City's official web site. Our goal has always been to provide as much 3-1-1 information as possible, without compromising the privacy or confidentiality of our callers.

By working directly with members of the Council, and by listening to the needs of the City's Community Boards we believe that Intro. 174-A strikes the right balance of providing the public with valuable information, while protecting the privacy and confidentiality of callers to 3-1-1. While providing this level of reporting detail does require a substantial investment in systems and staff workload, and will be very challenging to achieve fully within the 90 days provided, we believe that the benefit to the public will be significant. Therefore, we are pleased to provide our support for Intro. 174-A.

Once again, I would like to thank Chair Brewer, and members of her staff who worked so hard on this important piece of legislation. Thank you again for your time and I would be pleased to answer any questions you may have.