

EXECUTIVE ORDER NO. 46

MAY 5, 2004

TRANSFER TO DEPARTMENT OF INFORMATION TECHNOLOGY AND
TELECOMMUNICATIONS OF CALLS RECEIVED BY SPECIFIED AGENCIES

WHEREAS, New York City 3-1-1 has successfully provided New Yorkers with rapid and efficient access to City services; and

WHEREAS, section 1072(p) of the Charter grants the Department of Information Technology and Telecommunications power to perform such responsibilities with respect to information technology and telecommunications as the Mayor shall direct;

NOW, THEREFORE, by the power vested in me as Mayor of the City of New York, it is hereby ordered:

Section 1. Effective June 6, 2004, or as soon as practicable thereafter, the function of receiving calls in the Department of Health and Mental Hygiene's call-taking unit from the public and providing responses and appropriate referrals (including forwarding service requests) shall be transferred to the Department of Information Technology and Telecommunications, provided that the functions of receiving calls relating to special health programs, such as those relating to HIV/AIDS and Asthma, and calls from health care providers shall not be transferred.

§ 2. The following functions ancillary to the function described in Section 1 shall also be transferred to the Department of Information Technology and Telecommunications:

- a. Providing administrative and computer support for functions to be transferred within the call-taking unit; and
- b. Directly supervising the call-taking operations in relation to functions to be transferred.

§ 3. The Department of Citywide Administrative Services, the Department of Information Technology and Telecommunications, and the Department of Health and Mental Hygiene shall take all steps necessary, consistent with applicable law, to implement Sections 1 and 2 of this Order, including ensuring the transfer, pursuant to section 70(2) of the Civil Service Law, of employees substantially engaged in the performance of the functions described in Sections 1 and 2. Employees who are subject to pending disciplinary charges on the date of the functional transfer, or against whom a disciplinary penalty has been assessed but not yet served or paid on or prior to such date, shall be retained in the employment of the Department of Health

and Mental Hygiene until the resolution of the adjudicative or administrative proceedings and until any outstanding disciplinary penalty has been served or paid.

§4. Effective April 30, 2004, or as soon as practicable thereafter, the receipt of calls in the Department of Finance's Parking Violations Helpline from the public together with providing responses and appropriate referrals (including forwarding service requests), shall be transferred to the Department of Information Technology and Telecommunications, provided that the Department of Finance shall continue to receive calls related to a specific summons or case.

§ 5. In addition to performing the functions and duties specified in Executive Order No. 31 for the year 2002 and in Sections 1, 2 and 4 of this Order, the Department of Information Technology and Telecommunications shall continue to receive calls from the public and provide responses and appropriate referrals with respect to the following:

a. calls formerly handled by the Department of Education through the Chancellor's Customer Care Hotline;

b. calls formerly handled by the Administration for Children's Services through the 1-800 FOR KIDS Hotline in relation to general information concerning child care assistance;

c. calls formerly handled by the Taxi and Limousine Commission Hotline, other than calls by individuals or entities regulated by such commission or concerning pending administrative matters; and

d. calls formerly handled by the Department of Parks and Recreation.

§ 6. The Deputy Mayor for Operations is hereby delegated the authority specified in section 1072(p) of the Charter to direct transfers of agency telephone call-receipt and ancillary functions and duties to the Department of Information Technology and Telecommunications in addition to those specified in this Order and in Executive Order 31 for the year 2002. Any such transfers shall be consistent with section 70(2) of the Civil Service Law, where such provision is applicable.

§7. This Order shall take effect immediately.

MICHAEL R. BLOOMBERG
MAYOR