

**DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TESTIMONY**  
**BEFORE THE CITY COUNCIL COMMITTEES ON FIRE & CRIMINAL JUSTICE SERVICES, PUBLIC SAFETY, AND TECHNOLOGY**  
**OVERSIGHT ON UNIFIED CALL TAKING AND FDNY/EMS EMERGENCY RESPONSE PROTOCOLS**  
**FRIDAY, MAY 30, 2014**

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Good morning Chairs Crowley, Gibson, and Vacca, and members of the City Council Committees on Fire & Criminal Justice Services, Public Safety, and Technology. My name is Anne Roest and I am the Commissioner of the Department of Information Technology and Telecommunications, or DoITT. I am pleased to be here, and aware that my first appearance before the Council coincides with such an important matter to these committees, the Administration, the New Yorkers we all serve.

As you know, the City's comprehensive review of the Emergency Communications Transformation Program (ECTP) has just begun, and the results of it, when complete, I hope would be the subject of a future hearing before these committees. However, I did want to be here this morning to state the de Blasio Administration's – and my personal – commitment to ensuring successful completion of this project in a way that enhances the safety of the more than eight million New Yorkers we serve every day. This is a top agency priority and will command all resources necessary to fully account for the challenges encountered while implementing this transformative initiative.

By way of background, I have worked for the past three decades in a field I love and with incredibly dedicated staff across both the public and private sectors. At the New York State Department of Taxation and Finance my team and I worked on a large-scale systems modernization project, including planning, budgeting, staffing, systems development, and the analysis of business processes. Thereafter, I served as Chief Information Officer at the New York State Division of Criminal Justice Services, charged with implementing and governing the technology used for criminal justice applications and with driving collaboration across the State's public safety agencies. Building upon that role, I was then appointed as the Public Safety Cluster Chief Information Officer at the New York State Office of Information Technology Services, working to improve and consolidate IT programs and resources. It is my hope that such practical experience in these areas positions me to undertake a technical review of ECTP that is honest, vigorous, and complete.

I was honored to be named by Mayor de Blasio as DoITT Commissioner on May 6, and formally assumed my duties this past Tuesday, May 27. This followed last week's directive from First Deputy Mayor Shorris instructing DoITT to lead a comprehensive project review and validation of ECTP's scope, schedule, budget, and governance. The Office of Citywide Emergency Communications, which has managed ECTP since 2010 has also been temporarily assigned to report to my office for the duration of this review.

DoITT's review will include an analysis of the technology workstreams comprising ECTP, including, but not limited to, telephony and radio systems implementation, Fire Department Computer Aided Dispatch (or CAD), and the build and supporting technologies of the City's backup Public Safety Answering Center (PSAC 2) in the Bronx. Operational considerations such as are the topics of today's hearing are not the primary focus of our study but will be covered by the Mayor's Office of Operations in its review.

In parallel, major expenditures and major system changes for ECTP have been halted. Furthermore, without my explicit approval, no contracts will be awarded or purchase orders issued, no work that results in additional expenditures against existing contracts may occur, and no major system implementation or major procedural changes may be implemented. In this way, we look to ensure that while our review is underway we do not spend another taxpayer dollar not approved at the top levels of this Administration.

To hit the ground running and effectively manage our review, I have been regularly in touch with program staff since the First Deputy Mayor's directive last week and we are now in the process of evaluating what is critical from both a technology and infrastructure perspective. Work continues on some aspects of the project as we evaluate them and determine whether they should further proceed. We anticipate continuing to make payments to vendors for approved work on the project as it is completed.

The project assessment team will continue these efforts over the coming weeks and expects to submit a set of recommendations to the Mayor in July.

I conclude by reiterating my commitment to a holistic review of ECTP and, longer-term, to delivering a state-of-the art emergency communications system that New Yorkers deserve and can be proud of.

Thank you again for the opportunity to testify.