



To: Council Member Carmen De La Rosa, Chair, Committee on Technology; Council Member Oswald Feliz, Chair, Committee on Public Safety;
Council Member Joann Ariola, Chair, Committee on Fire and Emergency Management;
Council Member Gale Brewer, Chair, Committee on Governmental Operations, State and Federal Legislation

From: Noel Hidalgo, Executive Director, BetaNYC

Re: Written testimony for the September 9, 2026 joint oversight hearing, "Examining New York City's 911 Emergency System Outage" (T2026-2481)

September 10, 2026

Dear Chairs De La Rosa, Feliz, Ariola, and Brewer,

My name is Noel Hidalgo. I am the Executive Director of BetaNYC, a civic organization that has worked since 2008 to make New York City's government more open, accountable, and usable through public interest technology, civic design, and open data. Thank you for holding this hearing and for the care with which you questioned the administration.

We are writing with one request.

Every fact the public now knows about the August 18 outage came from oral testimony: the 3:13 AM start, the 10:19 AM fix, the 319 affected callers, the 113 who never reached an operator, and the May text-to-911 outage that no one outside the agencies knew about until Chair Feliz asked. None of it exists as a public record. There is no log a New Yorker, a reporter, or a council member can consult to learn whether 911 has failed, how often, or why.

We ask that the Council's follow-up letter to the administration, which Chair De La Rosa described at the close of the hearing, include a request that the Office of Technology and Innovation publish a 911 service disruption dataset on the NYC Open Data portal, and that the Council consider legislation requiring it if the administration does not act.

Each row should record: the date and time the disruption began and ended; which call centers, channels (voice, text, TTY, alarm lines), and carriers were affected; the number

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of calls and unique callers impacted; whether and when the public was notified; and the cause once the root cause analysis is complete. Every one of these fields was stated under oath on September 9. Publishing them does not disclose how the system is monitored or secured. It records that the system failed, which the public already deserves to know.

A published log would have told New Yorkers about the May outage in May. It would give this Council a baseline against which to measure the administration's promised improvements to testing, monitoring, and public notification. And it would let the city's 911 vendor be held to a record rather than to memory.

Thank you for your attention and for your work on behalf of every New Yorker who dials those three numbers.

Respectfully,

Noel Hidalgo
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