



New York City Comptroller
John C. Liu

STATEMENT

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LIU DECRIES NEW PROBLEMS AT 911

NEW YORK, N.Y. – City Comptroller John C. Liu stated the following in response to published reports of 911 response errors and delays today.

“The truth is the 911 headquarters is understaffed and the operators are overworked. The situation has only gotten worse since the City wasted \$1 billion on the dangerously flawed E911 system,” Comptroller John C. Liu said. “The City cannot address problems that are the results of mismanagement, waste, and fraud at 911 by blaming the dispatchers.”

According to a report published in today’s Daily News, the lives of four NYC firefighters were put at risk when they entered a home expecting to find a woman with serious burns only to discover she was suffering from bacterial meningitis.

<http://www.nydailynews.com/new-york/nyc-firefighters-exposed-meningitis-article-1.1399551>

In another shocking development, it reportedly took a half hour for an ambulance to arrive when an intern for City Councilwoman Diana Reyna collapsed in Brooklyn.

<http://www.nydailynews.com/new-york/ambulance-takes-30-minutes-respond-press-conf-article-1.1400008>

These are the latest in a series of life-threatening incidents rooted in the City’s problem-plagued 911 call center.

Background:

Liu Statement on Mayor’s 911 Probe:

http://www.comptroller.nyc.gov/press/2013_releases/pr13-07-119.shtm

Liu: City Should Boycott HP:

http://www.comptroller.nyc.gov/press/2013_releases/pr13-02-033.shtm

Liu Audit: Management of 911 Call Center Project Was Ineffective:

http://www.comptroller.nyc.gov/press/2012_releases/pr12-03-026.shtm

Liu: Mismanagement of 911 Upgrade Picked Taxpayers’ Pockets:

http://www.comptroller.nyc.gov/press/2012_releases/pr12-05-063.shtm