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WATERFRONTS

March 20, 2012

Geraldine Sweeney
Senior Associate Commissioner,
Policy, Planning & Communications
DoITT
75 Park Place, 9th Floor
New York, NY 10007

Dear Ms. Sweeney:

It is my understanding that you have been assigned the public payphone contract project. It is also my understanding that an RFI is being drafted, and will be going to the public and Community Boards soon. As you may know, my staff recently met with Stanley Shor and Patrick Fergus regarding public payphones, and the concerns of the local Community Boards.

In addition, there was a recent article in *The New York Post* (March 19, 2012), entitled "Public Smart Phones" that indicates that Pacific Telemanagement Services is well underway with plans to replace at least 100 city payphones with internet kiosks. Was your department involved with this transaction? If not, will this impact the public payphone contract project in any way?

I have enclosed a copy of the letter I previously sent to Stanley Shor on this topic, as well as the aforementioned article and a Manhattan Borough Board Resolution regarding the payphone contract. Please keep my office updated on this process, including how we can be of help in arranging public meetings in the community.

Sincerely,

A handwritten signature in black ink that reads "Gale A. Brewer".

Gale A. Brewer

Enclosure

GALE A. BREWER
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WATERFRONTS

December 5, 2011

Stanley Shor
Assistant Commissioner, Franchise Administration
DoITT
75 Park Place, 9th Floor
New York, NY 10007

Dear Mr. Shor:

Belatedly, thank you for meeting with my staff and the Community Boards last month regarding the upcoming public pay telephone franchise renewal. I have heard that it was an excellent meeting, and you had many great ideas. I was especially pleased to hear that you plan on working with the Community Boards throughout the RFI and RFP process. Please keep me posted on how my office can be of assistance going forward, especially in planning a potential borough-wide meeting with the Manhattan Community Boards and the public.

Thank you again, and I look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Gale A. Brewer". The signature is written in a cursive style with a large initial "G".

Gale A. Brewer

cc: Patrick Fergus, Customer Service Coordinator, DoITT



Updated: Mon, Mar 19, 2012, 4:38 AM

Public smart phones

By JOSH MARGOLIN

Last Updated: 4:38 AM, March 19, 2012

Posted: 12:31 AM, March 19, 2012

It's the cellphone of last resort.

New Yorkers stuck with a battery-drained iPad or BlackBerry will soon be able to turn to the city's newest "pay phones" — computer kiosks that let users buy access to the Web, e-mail and various apps.

The Jetsons-style setup — dubbed MIKE, or My Internet Kiosk Everywhere — will soon replace every single antiquated pay phone throughout the city, The Post has learned.

Units will feature 22-inch touch screens that will have cameras for video applications and will be outfitted with electrical outlets so users can juice up their own phones and laptops while staying connected.

The upgrades will be paid for by California-based Pacific Telemanagement Services, the company that last year took over Verizon's stock of public pay phones after the communications giant decided it wasn't making enough money off them.

"Before cellphones, pay phones were a way for people in motion to have contact," said Kurt Gibbs, a PTS vice president who gave The Post a look at the pay phone of the future.

"This is where technology is going. It's next in the evolution of the pay phone."

PTS has bought several old pay-phone franchises. In November, it took over 16,377 Verizon units in New York state.

The Internet phones will soon show up at Penn Station, and then to other public locations, such as hospitals and schools.

In a matter of months, 100 MIKE systems will be installed around the city.

PTS charges 50 cents for a 15-minute call and \$1 for four minutes on the Internet. Users can pay with cash or plastic.

The devices also cater to tourists who are traveling light or for those who can't afford a smartphone, officials said.

"It's futuristic," said Pamela Andrews, a Brooklyn resident who was surprised to be asked to try out MIKE. "It would have been great to have this when we were on vacation."

One drawback, she said, was users' ability to surf while talking on the phone.

"I wouldn't pay attention to my call," she explained.

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THE CITY OF NEW YORK
OFFICE OF THE PRESIDENT
BOROUGH OF MANHATTAN

SCOTT M. STRINGER
BOROUGH PRESIDENT

**MANHATTAN BOROUGH BOARD RESOLUTION
REGARDING NYC PUBLIC PAYPHONE CONTRACT**

WHEREAS, the public pay telephones currently installed in New York City streets are based on a 50 year old technology and provide a service which utility has steadily declined; the low usage can be seen as an indicator that technology has advanced with a recent survey by the Pew Research Center finding that 83% of US adults currently own a cell or smart phone ranging from a high of 95% of adults under 25 years of age down to 56% of senior citizens; and

WHEREAS, a large proportion of public phones have fallen in disrepair because of low usage, with up to 40% of the payphones in some districts having no dial tones or severely damaged booths; and

WHEREAS, many of these installations have become a magnet for crime or public disturbances, without the community having the option to remove the most problematic installations; and

WHEREAS, the large majority of these installations has increased in size and in concentration to facilitate larger advertising spaces and higher revenues; while the sidewalk space they occupy is increasingly at a premium, with competing priorities including pedestrian safety and right of way, rapid transit shelters, muni-meters, trees, newsstands and sidewalk cafes; and

WHEREAS, the contract for these installations will need to be renegotiated by the City and approved by the City Council for 2014; this is an opportunity for the City to require the franchisees to provide a public pay telephone that is more of a product of our times and can offer more than just a telephone

THEREFORE BE IT RESOLVED that the New York City Department of Information and Technology replace this technology to provide a more useful and better service to New York City communities as part of the new contract to be signed in 2014; and

BE IT FURTHER RESOLVED that the new appliances provide a menu of real benefits that each community could choose from including: 911 and 311 free access via land line including 48 hour back-up battery, pedestrian lighting, Wi-Fi, cell battery fast-charge, on line search access, arts or community announcements; and

BE IT FURTHER RESOLVED that the new installations' footprint reflect the technology trends in miniaturization and incorporate current state of the art payments methods and problem management systems with a fully transparent reporting to the public at a Community District basis; and

BE IT FURTHER RESOLVED that the new installations be combined with existing street furniture to the extent possible; and

BE IT FURTHER RESOLVED that current installations will not be grandfathered and the contract will allow for a reduction in the number of installations and for approval and removal processes similar to those used for other street furniture like newsstands, including a Community Board comment and review period; and

BE IT FURTHER RESOLVED that the New York City Department of Information and Technology will launch as soon as possible a design competition for the new appliances with a selection panel including representatives of Community Boards and Department of Transportation.