

OFFICE OF THE MAYOR  
Telephone: (716) 286-4310

August 27, 2021

The City Council  
Niagara Falls, New York

*RE: Agreement Related to Implementation of 311 System  
(Verizon Wireless)*

Council Members:

As you know, 311 Service is a three digit abbreviated dialing arrangement for accessing non-emergency police and other government services. Pursuant to an order by the Federal Communications Commission ("FCC"), 311 Service is made available upon request to a requesting entity for a particular jurisdiction. The City plans to establish a 311 Call Center to create a central hub for local subscribers to access a variety of City services. Pursuant to the FCC order, the City has requested 311 Service from Cellco Partnership, doing business as Verizon Wireless ("Verizon Wireless"); accordingly, Verizon Wireless will provide 311 abbreviated dialing service to the City of Niagara Falls, NY.

The City is now looking to contract with Verizon Wireless to provide this service. The contract term will continue for a period of one (1) year. After the conclusion of the initial term, the Agreement will continue on a month-to-month basis until terminated by either party. Pursuant to the terms of the FCC order, there is no cost to the City for the service.

Will the Council so approve and authorize the Mayor to execute an agreement provided that it is satisfactory to the Corporation counsel in both form and content?

Respectfully submitted,

ROBERT M. RESTAINO  
Mayor

Kennedy \_\_\_\_\_ Soda \_\_\_\_\_ Spanbauer \_\_\_\_\_ Voccio \_\_\_\_\_ Tompkins \_\_\_\_\_