


FROM	NAME & TITLE	Michael D. Barocca, Interim Chief Information Officer <i>MDB</i>	CITY of BALTIMORE MEMO	
	AGENCY NAME & ADDRESS	Mayor's Office of Information Technology (MOIT) MECU Building, 3 rd Floor		
	SUBJECT	Council Informational Hearing 08-0062R Information Hearing – Baltimore City Public School System – Anonymous Call Hotline		

DATE:

TO

President Stephanie Rawlings-Blake and Honorable Members of the Baltimore
City Council
100 North Holliday Street - City Hall

October 10, 2008

MOIT's position and recommended action is to support the Informational Hearing – Baltimore City Public School System – Anonymous Call Hotline 08-0062R.

MOIT is willing to support the BCPSS in this effort. MOIT is willing to answer calls placed to 311, develop service requests and enter call information into the appropriate service requests for calls of school violence. The service request development will be tailored to the need identified by the school system staff. MOIT would not support a data interface to the CitiTrack System but would support BCPSS in utilizing the CitiTrack System for BCPSS to input the calls directly, if the calls were answered by school system representatives.

MOIT has initiated contact with BCPSS concerning this hearing and has met with them. MOIT will continue contact at the discretion of the school system and until a decision of direction is reached by the BCPSS.

MOIT anticipates little cost associated with this support depending upon call volume.

cc: Angela Gibson

