


F R O M	NAME & TITLE	Todd Carter Chief Information Officer	CITY of	
	AGENCY NAME & ADDRESS	Baltimore City Office of Information and Technology (BCIT) 401 E Fayette Street, 3 <sup>rd</sup> floor	BALTIMORE	
	SUBJECT	<b>City Council Bill 21-0010R – Informational Hearing – Getting on the Same Page: Clarifying 311 Services’ Approach to Resolving Requests</b>	M E M O	

TO: The Honorable President and  
Members of the City Council  
Room 400 City Hall  
c/o Natawna Austin, Executive Secretary

March 1, 2021

*Todd A. Carter*

The Baltimore City Office of Information & Technology (BCIT) has reviewed Council Bill 21-0010R. The purpose of this bill is to invite representatives from 311 Services, the Department of Public Works, the Department of Transportation, the Department of Housing and Community Development, the Department of Recreation and Parks, the Office of the City Administrator, the Baltimore Development Corporation, BGE, and the Mayor’s Office of Performance and Innovation to appear before the City Council to discuss how to improve the status classifications within the 311 to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.

BCIT welcomes the opportunity to participate this hearing to discuss 311 services.

If you have any questions, please contact Leyla Layman, Chief of Staff, at (443) 202-4511.

cc: Ms. Natasha Mehu, Mayor’s Office of Government Relations  
Ms. Nina Themelis, Mayor’s Office of Government Relations