

**CITY OF BALTIMORE
COUNCIL BILL 19-0164R
(Resolution)**

Introduced by: Councilmembers Henry, Dorsey, Bullock, Burnett, Cohen, Stokes, Clarke,
President Scott, Councilmembers Sneed, Reisinger

Introduced and read first time: September 9, 2019

Assigned to: Housing and Urban Affairs Committee

REFERRED TO THE FOLLOWING AGENCIES: City Solicitor, Mayor's Office of Constituent Services,
Department of Public Works, Baltimore City Parking Authority Board, Department of Finance,
Department of Housing and Community Development, Department of Real Estate, Department
of General Services, Mayor's Office of Employment Development, Mayor's Office of Children
and Family Success

A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

2 **City Government Customer Service Centers**

3 FOR the purpose of recommending the creation of City government customer service centers.

4 **Recitals**

5 Several cities across the United States have created customer service centers where residents
6 can access information about their city and their city's services. Some services vary by location,
7 but residents can generally receive information about city services, get referrals, pay bills, receive
8 applications and necessary forms, receive advice from a legal clinic, and use computers to access
9 the internet. In Seattle, Washington, for example, there are multiple customer service centers that
10 function as small "city halls", spread out across the city, mainly as storefronts along commercial
11 corridors. Seattle also has a mobile customer service center that visits traditionally underserved
12 neighborhoods.

13 Additionally, customer service centers can offer access to a wide variety of forms that
14 residents might find necessary, such as applications for parking permits, applications for permits
15 to operate a business, and applications for employment with the City. At many such centers,
16 citizens can pay utility bills and parking fines, get pet licenses, and learn general information
17 about City services, like the days for trash pick-up, contacts for community organizations, and
18 zoning information.

19 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE,** That the
20 Baltimore City Council recommends the creation of City government customer service centers.

21 **AND BE IT FURTHER RESOLVED,** That a copy of this Resolution be sent to the Director of the
22 Mayor's Office of Constituent Services, the Mayor, and the Mayor's Legislative Liaison to the
23 City Council.

EXPLANATION: Underlining indicates matter added by amendment.
~~Strike out~~ indicates matter deleted by amendment.