


<b>F R O M</b>	NAME & TITLE	Todd Carter Chief Information Officer	CITY of  BALTIMORE	
	AGENCY NAME & ADDRESS	Baltimore City Office of Information and Technology (BCIT) 401 E Fayette Street, 3 <sup>rd</sup> floor		
	SUBJECT	<b>City Council Bill 21-0016R – Investigative Hearing – Building Backups of Untreated Sewage</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 19, 2021

*Todd A. Carter*

The Baltimore City Office of Information & Technology (BCIT) has reviewed Council Bill 21-0016R. The purpose of this bill to invite representatives from the Department of Public Works, the Law Department, the Health Department, and the Mayor’s Office of Emergency Management to appear before the City Council to discuss the effectiveness and sufficiency of measures being taken to address basement backups of raw sewage in the City.

The Baltimore City Office of Information & Technology has reviewed this legislation. The 311 department within BCIT is a 24/7x365 phone line or online form that connects Baltimore citizens, businesses and visitors with a vast array of city services, programs and information. The primary function of 311 is to receive and remedy nonemergency resident requests. As such, 311 can provide the sewer water in the basement service request data as follows:

<b>Sewer Water in the Basement Service Requests</b>	
<b>Year</b>	<b># of Service Requests</b>
2017	23
2018	6,523
2019	5,426
2020	7,073

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