

<b>FROM</b>	NAME & TITLE	Christopher Shorter, City Administrator	 CITY of BALTIMORE <b>MEMO</b>	
	AGENCY NAME & ADDRESS	<b>Office of the Mayor</b> 100 N. Holliday Street, Room Baltimore, MD 21202		
	SUBJECT	City Council Resolution # 21-0010R Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Reports		

**TO** The Honorable President and Members of the Baltimore City Council c/o  
Natawna Austin, Executive Secretary

DATE: March 2, 2021

### Background

The Office of the City Administrator has been requested to review City Council Resolution # 21-0010R, Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Reports. Council Bill 21-0010R calls on representatives from the Baltimore City Information and Technology office, Office of Performance and Innovation, 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, and BGE to appear before the Council and provide information about improving the experience of using 311 and provide clarity on interagency responses. Agencies and other partners will discuss making status classifications more understandable, transparent, and reliable for the citizens of Baltimore.

### Other Considerations

It is important for the citizens of Baltimore to be confident that the City will deploy a responsive and efficient approach to having their non-emergency needs met through the 311 system. We understand that 311 historically has elicited a sense of confusion, and we as the Office of the City Administrator are dedicated to supporting the aforementioned agencies and their partners that serve our City through 311, and providing answers to citizens, businesses, and elected officials who utilize the system.

As the CAO develops our policies and procedures, customer service will be one of the highest priorities. We intend to review how each agency uses 311 data and create agency work plans centered around timeliness and quality of service request responses. It is our intention to make 311 data more accessible and transparent to the residents of Baltimore.

### Conclusion

The CAO is not able to attend the hearing for this Resolution, but representatives from the Mayor's Office of Government relations will be in attendance to represent the Administration.