



CITY OF BALTIMORE
MAYOR BRANDON M. SCOTT

TO	The Honorable President and Members of the Baltimore City Council
FROM	Leyla Layman, Interim Director Baltimore City Office of Information and Technology <i>Leyla Layman</i>
CC	Nina Themelis, Director Mayor's Office of Government Relations
DATE	February 13 th , 2025
SUBJECT	Council Bill 25-0001 – Department of Consumer Protection and Business Licensing

Position: Favorable

BILL SYNOPSIS

City Council Bill 25-0001 Department of Consumer Protection and Business Licensing creates a Department of Consumer Protection and Business Licensing, provides for the leadership and staffing of the Department, and establishes the Department's purpose, powers, and duties. This bill also creates the Board of Consumer Protection and Business Licensing and allows the Department to suspend a certain license if the licensee engages in unfair, abusive, and deceptive trade practices.

SUMMARY OF POSITION

BCIT anticipates ensuring successful setup and operations of the Department of Consumer Protection and Business Licensing (Department) by providing network infrastructure, devices and software. This accounts for the potential establishment and maintenance of network infrastructure and the possibility of extending fiber connectivity if the Department were to lease space outside of facilities managed by the Department of General Services. BCIT would also support the Department with their need for a case management software.

FISCAL IMPACT

Technical costs related to the establishment of the Department of Consumer Protection and Business Licensing include:

- Computers/Standard Software: \$40k to \$50k to cover individual computing needs of the employees.
- Network connectivity: Costs will vary widely depending on the location of their office and whether they lease space in a building that is already connected to City fiber.

Extending City fiber to a new building can range from approximately \$50 per foot outside of downtown to \$300 per foot within the downtown area. Additionally, there is a cost of \$20k to \$30k for network equipment.

- Case Management Software: The Department will have a need for software to manage consumer complaints, communications, and case updates between administrators and consumers. Such software can range from \$150K to \$350K. In order to provide a more specific estimate, BCIT would need to gather requirements from the Department's staff.

AMENDMENTS

BCIT has no proposed amendments to City Council Bill 25-0001 – Department of Consumer Protection and Business Licensing.