


<b>F R O M</b>	Name & Title	Reginald Moore, <i>Executive Director</i>	CITY OF BALTIMORE  <b>MEMO</b>	
	Agency Name & Address	Baltimore City Department of Recreation & Parks 3001 East Drive, Baltimore, Maryland (MD) 21217		
	Subject:	City Council Resolution #21-0010R Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Reports		

**DATE:** February 26, 2021

**TO:** The Honorable President and Members of the Baltimore City Council

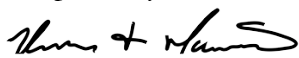
Dear Mr. President and Members of the City Council,

Baltimore City Recreation & Parks (BCRP) has been requested to review City Council Resolution #21-0010R Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Reports.

The purpose of the Resolution 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 City Council to discuss methods to improve status classifications within the 311 to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.

BCRP is happy to participate; particularly as our operations are heavily guided by requests to the 311 system. Improvements to the 311-reporting system would be welcome. Therefore, BCRP will attend the public hearing and will be prepared to share our thoughts and comments.

Respectfully,



Reginald Moore  
*Executive Director*