

**CITY OF BALTIMORE  
COUNCIL BILL 15-0268R  
(Resolution)**

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Introduced by: Councilmembers Mosby, Stokes, Welch, President Young, Councilmembers Kraft, Scott, Curran, Branch, Middleton, Costello, Holton, Henry, Spector, Reisinger

Introduced and read first time: September 21, 2015

Assigned to: Public Safety Committee

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REFERRED TO THE FOLLOWING AGENCIES: Mayor's Office of Information Technology, Police Department

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A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

2 **Investigative Hearing – Eliminating 911 Connection Problems**

3 FOR the purpose of demanding that representatives from the Mayor's Office of Information  
4 Technology appear before the City Council to explain the inexcusable connection problems  
5 and busy signals that have prevented some callers from reaching 911 operators.

6 **Recitals**

7 In moments of crisis a 911 call can be the only lifeline available to many Baltimoreans.  
8 Without it, they have no way of obtaining vital police protection, fire suppression, or medical  
9 care, and lives can be lost.

10 That's why reports of busy signals or long waits greeting 911 callers are so disturbing and  
11 unacceptable. Not one single individual should ever have his or her life endangered by an  
12 inability to be connected to help when calling 911, and yet there have been multiple reports of  
13 this happening throughout the city.

14 It is imperative that the causes of these busy signals and failures to connect be identified and  
15 immediately eliminated.

16 Currently, the Mayor's Office of Information Technology is responsible for operating the  
17 City's 911 system. They need to explain exactly how these problems occurred and what steps  
18 have been taken to address them.

19 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE**, That the  
20 Council demands that representatives from the Mayor's Office of Information Technology appear  
21 before it to explain the inexcusable connection problems and busy signals that have prevented  
22 some callers from reaching 911 operators.

23 **AND BE IT FURTHER RESOLVED**, That a copy of this Resolution be sent to the Mayor, the  
24 Chief Information Officer, and the Mayor's Legislative Liaison to the City Council.

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