

# City of Baltimore

City Council  
City Hall, Room 408  
100 North Holliday Street  
Baltimore, Maryland 21202

## Meeting Agenda - Final

### Health, Environment, and Technology

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Wednesday, March 3, 2021

10:00 AM

Virtual/Du Burns Chambers, 4th Floor, City Hall:  
Phone: +1-408-418-9388, Access Code: 129 922  
9215, Password: Public, Link:  
[https://bmore.webex.com/bmore/onstage/g.php  
?MTID=e1db5af85810d091a6a75645b056b6b31](https://bmore.webex.com/bmore/onstage/g.php?MTID=e1db5af85810d091a6a75645b056b6b31)

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21-0010R

#### **CALL TO ORDER**

#### **INTRODUCTIONS**

#### **ATTENDANCE**

#### **ITEM SCHEDULED FOR PUBLIC HEARING**

##### [21-0010R](#)

Informational Hearing - Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Requests  
For the purpose of inviting 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 the City Council to discuss how to improve the status classifications within the 311 to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.

##### **Sponsors:**

Sharon Green Middleton, Phylcia Porter, Kristerfer Burnett, John T. Bullock, Odette Ramos, James Torrence, Zeke Cohen, Mark Conway

#### **ADJOURNMENT**

**THIS MEETING IS OPEN TO THE PUBLIC**