

CITY OF BALTIMORE

STEPHANIE RAWLINGS-BLAKE, Mayor



MAYOR'S OFFICE OF INFORMATION TECHNOLOGY

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**Honorable President and Members
of the Baltimore City Council
City Hall – Room 409
100 N. Holliday Street
Baltimore, MD 21202**

October 9, 2015

Re: City Council Bill 15-0264R Restoring 911 as an Efficient and Responsive Public Safety Partner Upon Which Baltimore City Callers Can Confidently Rely for Help

Dear President and City Council Members:

The Mayor's Office of Information Technology (MOIT) has reviewed City Council Bill 15-0264R requesting the transition 911 and Emergency Dispatch into public safety employees under the auspices of the Baltimore City Police Department (BPD). The bill requires that the above-mentioned employees receive cross training; and the provision of adequate staffing and sufficient management to avoid busy signals.

MOIT has initiated a transition plan with its public safety partners, Baltimore City Police Department (BPD) and Baltimore City Fire Department (BCFD), respectively. Phases I and II of the plan will eventually transition both 911 and Emergency Dispatch operations to these identified public safety partners; effective October 10, 2015, Emergency Dispatch operations will transition to BPD, while 911 operations will transition to BCFD effective October 24, 2015. Phase III will require a public safety study into emergency call center best practices focused on staffing, policy, oversight, etc.

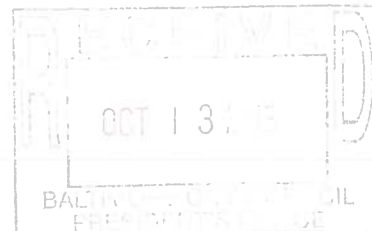
MOIT is willing and able to assist our public safety partners in both this transition and staffing and has already taken the necessary state to move forward. MOIT will be drafting the required Memorandum of Understanding (MOU) between both agencies to solidify the above-mentioned agreement. MOIT is also leading the initiative on an aggressive hiring plan to fill 15 open positions (5 FTE, 10 temporary) with an anticipated start date of November 16, 2015; has hired an Operations Manager for 911; and has listed positions in the Emergency Call Center (ECC) as continuous postings with Neogov.

Sincerely,


Jerome Mullen

Chief Information Officer
The Mayor's Office of Information Technology

cc: Shiria Anderson



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