

Introduced by: President Scott, *n. deLeon, Bullock, Bunnell, Donsey, Schleiter, Cosello*

Prepared by: Department of Legislative Reference

Date: October 25, 2019

RESOLUTION

Referred to: _____ Committee

*Pinkelt
Clarke
Reisinger
Stokes
Henry
Wh
McCoy
Sneed*

Also referred for recommendation and report to municipal agencies listed on reverse.

CITY COUNCIL 19-0178 R

A RESOLUTION ENTITLED

A CITY COUNCIL RESOLUTION concerning

Honoring United States Representative Elijah Cummings

FOR the purpose of paying tribute to the life of Congressman Elijah Cummings and expressing appreciation for the many contributions he made to Baltimore City and for his many years of exemplary service to the citizens of Baltimore.

Yip
Robert Shea
Mary Pat Clarke
James
Sneed
LeLizco
Edmund Reiser
R. Donsey
ET-C
Bill
David McCoy

****The introduction of an Ordinance or Resolution by Councilmembers at the request of any person, firm or organization is a courtesy extended by the Councilmembers and not an indication of their position.**

Agencies

_____	Baltimore City Public School System
_____	Baltimore Development Corporation
_____	City Solicitor
_____	Comptroller's Office
_____	Department of Audits
_____	Department of Finance
_____	Department of General Services
_____	Department of Housing and Community Development
_____	Department of Human Resources
_____	Department of Planning
_____	Other: _____
_____	Other: _____
_____	Other: _____
_____	Department of Public Works
_____	Department of Real Estate
_____	Department of Recreation and Parks
_____	Department of Transportation
_____	Fire Department
_____	Health Department
_____	Mayor's Office of Employment Development
_____	Mayor's Office of Human Services
_____	Mayor's Office of Information Technology
_____	Office of the Mayor
_____	Police Department
_____	Other: _____
_____	Other: _____
_____	Other: _____
_____	Board of Estimates
_____	Board of Ethics
_____	Board of Municipal and Zoning Appeals
_____	Comm. for Historical and Architectural Preservation
_____	Commission on Sustainability
_____	Employees' Retirement System
_____	Other: _____
_____	Other: _____
_____	Other: _____
_____	Environmental Control Board
_____	Fire & Police Employees' Retirement System
_____	Labor Commissioner
_____	Parking Authority Board
_____	Planning Commission
_____	Wage Commission
_____	Other: _____
_____	Other: _____
_____	Other: _____

Boards and Commissions

**CITY OF BALTIMORE
COUNCIL BILL 19-0163R
(Resolution)**

Introduced by: Councilmembers Pinkett, Dorsey, Bullock, Henry, Burnett, Cohen, McCray,
Stokes, Reisinger, President Scott, Councilmembers Schleifer, Clarke, Sneed, Costello

Introduced and read first time: September 9, 2019

Assigned to: Budget and Appropriations Committee

Committee Report: Favorable

Adopted: October 28, 2019

A COUNCIL RESOLUTION CONCERNING

1 Informational Hearing: “Closed Means Closed” – Clarifying 311 Services’ Approach to
2 Resolving Requests

3 FOR the purpose of inviting representatives from 311 Services, the Department of Public Works,
4 the Department of Transportation, and the Department of Housing and Community
5 Development, the Department of Recreation and Parks, BGE, and the Mayor’s Office of
6 Performance and Innovation to appear before the City Council to discuss the effectiveness of
7 311 resolving complaints and referring tasks to other agencies.

8 Recitals

9 Baltimore pioneered the use of centralized call centers for non-emergency complaints, as the
10 first city to launch a 311 service in 1996, that went on to serve as a nationwide model. The
11 expansion of 311 to include a much broader range of services around the turn of the century,
12 under Mayor Martin O’Malley, and the introduction of a free 311 smartphone app for reporting
13 and tracking service requests continued Baltimore’s path-breaking role in the field. During its
14 existence, the 311 system has created over 13,000,000 service requests on behalf of Baltimore
15 City residents, businesses, and visitors.

16 However, citizens still raise concerns about the efficiency of 311’s centralized complaint
17 system and their ability to track the City’s progress towards resolving complaints. Some feel that
18 the current system does not provide sufficient transparency as to who is responsible for a
19 particular complaint or exactly what has been done to “close” a service request. In other
20 instances, citizens are simply not made aware of what tools are available for tracking service
21 requests and are left in the dark about the results of their calls.

22 All of this raises the simple question – is 311 working? How many service requests are
23 satisfactorily resolved and how many instead go unanswered or are “closed” by the system but
24 then require follow-up requests by residents who aren’t satisfied by the initial response? When
25 service requests are referred to other City agencies, are customers connected to the proper people
26 at those agencies to follow-up on their requests? Does 311 Services make repeated efforts, if
27 necessary, to determine whether agencies have fulfilled service requests? If 311 Services directs
28 a service request to the wrong agency, does it have a system in place so that similar service
29 requests will be reported to the correct agency in the future? The City Council is interested in
30 learning the answers to these and similar questions at an informational hearing.

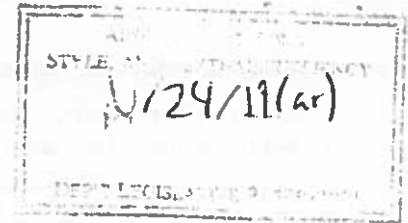
EXPLANATION: Underlining indicates matter added by amendment.
~~Strike-out~~ indicates matter stricken by amendment.

Council Bill 19-0163R

1 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE,** That the
2 Baltimore City Council invites representatives from 311 Services, the Department of Public
3 Works, the Department of Transportation, the Department of Housing and Community
4 Development, the Department of Recreation and Parks, BGE, and the Mayor’s Office of
5 Performance and Innovation to appear before the City Council to discuss the effectiveness of 311
6 resolving complaints and referring tasks to other agencies.

7 **AND BE IT FURTHER RESOLVED,** That a copy of this Resolution be sent to the Director of 311
8 Services, Director of the Department of Public Works, Director of the Department of
9 Transportation, the Commissioner of the Department of Housing and Community Development,
10 the City Arborist, BGE’s Vice President of Support Services, the Director of the Mayor’s Office
11 of Performance and Innovation, and the Mayor’s Legislative Liaison to the City Council.

INTRODUCTORY*
CITY OF BALTIMORE
COUNCIL BILL _____ R
(Resolution)



Introduced by: President Scott

A RESOLUTION ENTITLED

A COUNCIL RESOLUTION concerning

Honoring United States Representative Elijah Cummings

FOR the purpose of paying tribute to the life of Congressman Elijah Cummings and expressing appreciation for the many contributions he made to Baltimore City and for his many years of exemplary service to the citizens of Baltimore.

Recitals

On October 17, 2019, Baltimore City was saddened by the news of the passing of Elijah Cummings, the Congressman for the 7th Congressional District, which encompasses a significant portion of Baltimore City.

Born to a family of southern sharecroppers, factory workers, and Baptist preachers, Cummings was raised in West Baltimore and integrated a local swimming pool, while under attack, when he was 11. Cummings graduated from Baltimore City College and Howard University before earning his Juris Doctorate at the University of Maryland School of Law.

Congressman Cummings was a man who devoted his life to serving the people of Baltimore and the State of Maryland. His life in public service began, in 1983, when he was elected as a Delegate representing the 44th District of Baltimore City in the Maryland General Assembly. During this time he helped groups like Fayette Street Outreach turn ideas into reality, such as through the creation of a community center. He also led the push to pass the nation's first ban on alcohol and tobacco ads on inner city billboards. While in the Maryland General Assembly, his leadership and advocacy did not go unnoticed. In 1984, he became Chair of the Maryland Legislative Black Caucus. By 1995, Cummings had ascended to the rank of Speaker Pro Tem, making him the first African American in Maryland history to hold a position of such distinction. As Speaker Pro Tem, Cummings held the second highest position in the Maryland House of Delegates.

Since April of 1996, Cummings represented the 7th Congressional District of Maryland in the United States House of Representatives. In 2019, he became the Chairman of the Committee on Oversight and Reform. Some other notable accomplishments of his time in the House of Representatives include leading the Congressional Black Caucus in 2003 and 2004 and his ongoing fight for voting rights.

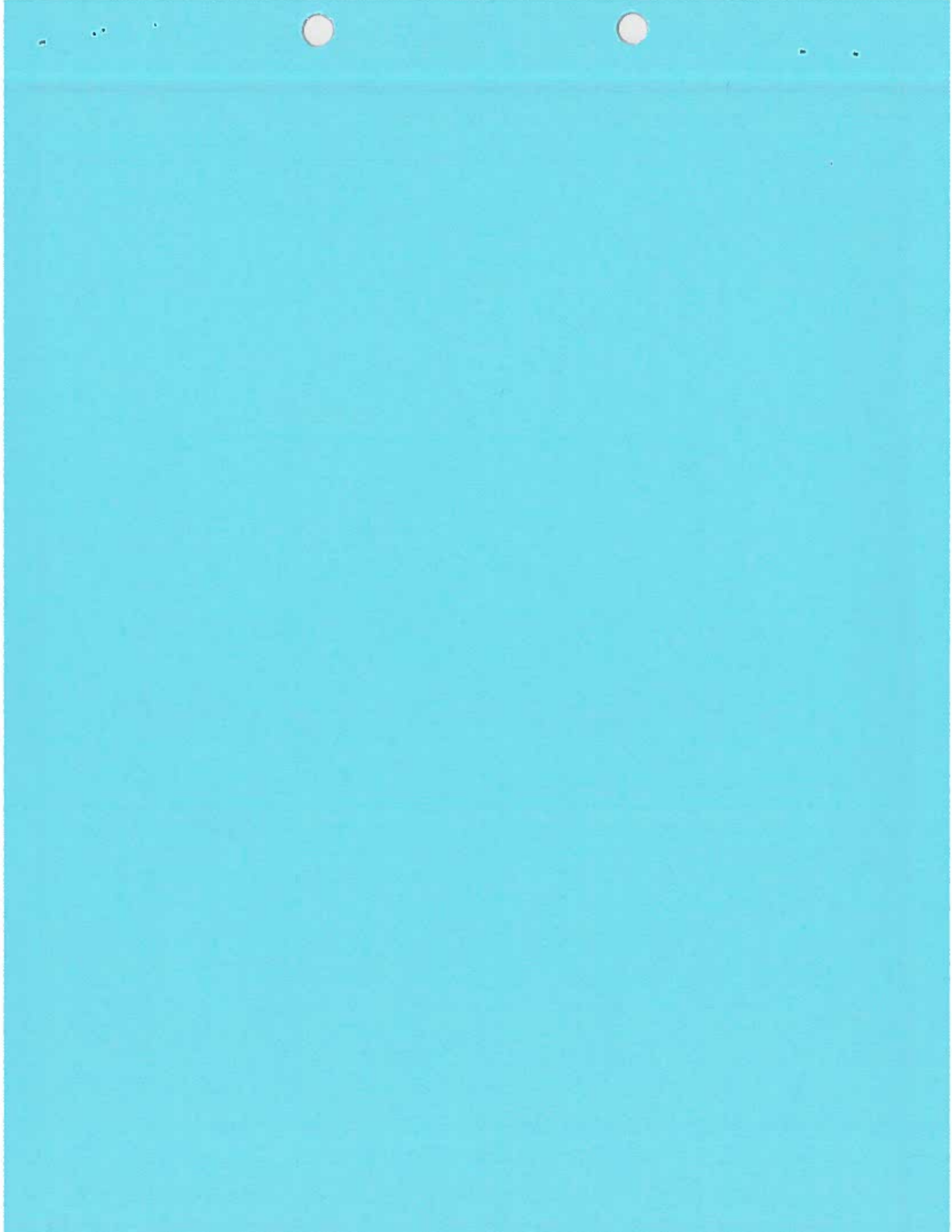
* WARNING: THIS IS AN UNOFFICIAL, INTRODUCTORY COPY OF THE BILL.
THE OFFICIAL COPY CONSIDERED BY THE CITY COUNCIL IS THE FIRST READER COPY.

Cummings stressed the importance of people working together to further justice. When the 2015 Baltimore City uprising began, Congressman Cummings took to the streets, bullhorn in hand, to restore peace. He marched arm and arm with residents in the streets singing "This Little Light of Mine." During his sermon at Freddie Gray's funeral, Representative Cummings warned, "Our children are the living messages we send to a future we will never see, but now our children are sending us to a future they will never see! There's something wrong with that picture!" Representative Cummings cultivated and mentored the next generation of leaders. He was fond of saying "There is something about pain as a driving force... Through your pain, you will find your passion, and through your passion, you will find your purpose."

Congressman Cummings represented the best of Baltimore and of our democracy. He elevated our hopes and challenged us all to strive for a better future. Whether it was sponsoring the HIV Prevention Outreach of 1997, the Violence Against Women Act of 1999, focusing on protecting his constituents from foreclosure, or defending the Affordable Care Act, each and every day Congressman Cummings gave his all to the citizens of Baltimore, the State of Maryland and the United States of America. He was an integral part of our Democracy in America, and his legacy will not be forgotten.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE, That the City Council pays tribute to the life of Congressman Elijah Cummings and expresses appreciation for the many contributions he made to Baltimore City and for his many years of exemplary service to the citizens of Baltimore.

AND BE IT FURTHER RESOLVED, That a copy of this Resolution be sent to the family of Congressman Cummings, the Mayor, and the Mayor's Legislative Liaison to the City Council.



ACTION BY THE CITY COUNCIL

OCT 28 2010

FIRST READING (INTRODUCTION) _____ 20 _____

PUBLIC HEARING HELD ON _____ 20 _____

COMMITTEE REPORT AS OF _____ 20 _____

_____ FAVORABLE _____ UNFAVORABLE _____ FAVORABLE AS AMENDED _____ WITHOUT RECOMMENDATION

Chair

COMMITTEE MEMBERS:

COMMITTEE MEMBERS:

SECOND READING: The Council's action being favorable (unfavorable), this City Council bill was (was not) ordered printed for Third Reading on:

_____ 20 _____

_____ Amendments were read and adopted (defeated) as indicated on the copy attached to this blue backing.

THIRD READING _____ 20 _____

_____ Amendments were read and adopted (defeated) as indicated on the copy attached to this blue backing.

THIRD READING (ENROLLED) _____ 20 _____

_____ Amendments were read and adopted (defeated) as indicated on the copy attached to this blue backing.

THIRD READING (RE-ENROLLED) _____ 20 _____

WITHDRAWAL _____ 20 _____

There being no objections to the request for withdrawal, it was so ordered that this City Council Ordinance be withdrawn from the files of the City Council.

President

Chief Clerk