



Legislation Details

File #: 21-0010R **Version:** 0 **Name:** Informational Hearing - Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Requests

Type: City Council Resolution **Status:** Adopted

File created: 1/25/2021 **In control:** Health, Environment, and Technology

On agenda: **Final action:** 3/8/2021

Enactment date: **Enactment #:**

Title: 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, Phylicia Porter, Kristerfer Burnett, John Bullock, Odette Ramos, James Torrence, Zeke Cohen, Mark Conway

Indexes: Informational Hearing

Code sections:

Attachments: 1. 21-0010R~1st Reader, 2. ECB 21-0010R, 3. Law 21-0010R, 4. BDC 21-0010R, 5. Rec and Parks 21-0010R, 6. OPI 21-0010R, 7. DPW 21-0010R, 8. BCIT 21-0010R, 9. 21-0010R BCHD, 10. DHCD 21-0010R (002), 11. DOT 21-0010R, 12. BCIT 311 Clarification Presentation, 13. BCIT 311 Clarification Presentation 2, 14. BCIT 311 Statistical Report 02.28.21, 15. City Administrator 21-0010R, 16. Bill Synopsis 21-0010R, 17. Hearing Agenda 21-0010R, 18. Hearing Minutes 21-0010R, 19. Attendance Record 21-0010R, 20. Hearing Notes 21-0010R, 21. Voting Record 21-0010R, 22. 21-0010R~2nd Reader, 23. BCIT 21-0010R Additional Report Revised

Date	Ver.	Action By	Action	Result
3/8/2021	0	Baltimore City Council	Adopted	
3/8/2021	0	Health, Environment, and Technology	Recommended Favorably	
3/3/2021	0	Health, Environment, and Technology	Recommended Favorably	Pass
2/22/2021	0	Health, Environment, and Technology	Scheduled for a Public Hearing	
1/28/2021	0	Baltimore City Council	Refer to Mayor's Office of Performance and Innovation	
1/28/2021	0	Baltimore City Council	Refer to Dept. of Recreation and Parks	
1/28/2021	0	Baltimore City Council	Refer to Baltimore City Administrator	
1/28/2021	0	Baltimore City Council	Refer to Baltimore Development Corporation	
1/28/2021	0	Baltimore City Council	Refer to 3-1-1 One Call and Dispatch Center	
1/28/2021	0	Baltimore City Council	Refer to Dept. of Public Works	
1/28/2021	0	Baltimore City Council	Refer to Dept. of Transportation	

1/28/2021	0	Baltimore City Council	Refer to Dept. of Housing and Community Development
1/28/2021	0	Baltimore City Council	Refer to Dept. of Health
1/28/2021	0	Baltimore City Council	Refer to Environmental Control Board
1/28/2021	0	Baltimore City Council	Refer to Mayor's Office of Information Technology
1/28/2021	0	Baltimore City Council	Refer to City Solicitor
1/25/2021	0	Baltimore City Council	Assigned
1/25/2021	0	Baltimore City Council	Introduced