



## Legislation Details (With Text)

<b>File #:</b>	15-0268R	<b>Version:</b>	0	<b>Name:</b>	Investigative Hearing - Eliminating 911 Connection Problems
<b>Type:</b>	City Council Resolution	<b>Status:</b>	Withdrawn		
<b>File created:</b>	9/21/2015	<b>In control:</b>	City Council		
<b>On agenda:</b>		<b>Final action:</b>	7/18/2016		
<b>Enactment date:</b>		<b>Enactment #:</b>			
<b>Title:</b>	Investigative Hearing - Eliminating 911 Connection Problems FOR the purpose of demanding that representatives from the Mayor's Office of Information Technology appear before the City Council to explain the inexcusable connection problems and busy signals that have prevented some callers from reaching 911 operators.				
<b>Sponsors:</b>	Nick Mosby, Carl Stokes, William "Pete" Welch, President Young, James B. Kraft, Sharon Green Middleton, Eric T. Costello, Brandon M. Scott, Robert Curran, Helen L. Holton, Warren Branch, Bill Henry, Rochelle Spector, Edward Reisinger				
<b>Indexes:</b>	911, Connection Problems, Investigative Hearing				
<b>Code sections:</b>					
<b>Attachments:</b>	1. 15-0268R~1st Reader				

Date	Ver.	Action By	Action	Result
7/18/2016	0	City Council	Withdrawn	
9/24/2015	0	The City Council	Refer to Police Department	
9/24/2015	0	The City Council	Refer to Mayor's Office of Information Technology	
9/21/2015	0	City Council	Assigned	
9/21/2015	0	City Council	Introduced	

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INTRODUCTORY\*

CITY OF BALTIMORE  
COUNCIL BILL        R  
(Resolution)

Introduced by: Councilmember Mosby

### A RESOLUTION ENTITLED

A COUNCIL RESOLUTION concerning

#### **Investigative Hearing - Eliminating 911 Connection Problems**

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

## Recitals

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

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

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

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

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

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

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ccres/911MOIT/tw