



Legislation Details (With Text)

File #: 19-0164R **Version:** 0 **Name:** City Government Customer Service Centers
Type: City Council Resolution **Status:** Withdrawn
File created: 9/9/2019 **In control:** City Council
On agenda: **Final action:** 7/6/2020
Enactment date: **Enactment #:**
Title: City Government Customer Service Centers
For the purpose of recommending the creation of City government customer service centers.
Sponsors: Bill Henry, Ryan Dorsey, John T. Bullock, Kristerfer Burnett, Zeke Cohen, Robert Stokes, Sr., Mary Pat Clarke, Shannon Sneed, Edward Reisinger, Mayor Brandon M. Scott
Indexes: Center, City, Customer Service, Government
Code sections:
Attachments: 1. 19-0164R~1st Reader, 2. Parking 19-0164R, 3. DGS 19-0164R, 4. Law 19-0164R

Date	Ver.	Action By	Action	Result
7/6/2020	0	City Council	Withdrawn	
9/12/2019	0	The City Council	Refer to Mayor's Office of Constituent Services	
9/12/2019	0	The City Council	Refer to Parking Authority Board	
9/12/2019	0	The City Council	Refer to Dept. of Housing and Community Development	
9/12/2019	0	The City Council	Refer to Dept. of Finance	
9/12/2019	0	The City Council	Refer to City Solicitor	
9/12/2019	0	The City Council	Refer to Dept. of Public Works	
9/12/2019	0	The City Council	Refer to Mayor's Office of Employee Development	
9/12/2019	0	The City Council	Refer to Mayor's Office of Children and Family Success	
9/12/2019	0	The City Council	Refer to Dept. of Real Estate	
9/12/2019	0	The City Council	Refer to Dept. of General Services	
9/9/2019	0	City Council	Assigned	
9/9/2019	0	City Council	Introduced	

*** Warning:** This is an unofficial, introductory copy of the bill.
The official copy considered by the City Council is the first reader copy.

Introductory*

City of Baltimore Council Bill R (Resolution)

Introduced by: Councilmember Henry

A Resolution Entitled

A Council Resolution concerning

City Government Customer Service Centers

For the purpose of recommending the creation of City government customer service centers.

Recitals

Several cities across the United States have created customer service centers where residents can access information about their city and their city's services. Some services vary by location, but residents can generally receive information about city services, get referrals, pay bills, receive applications and necessary forms, receive advice from a legal clinic, and use computers to access the internet. In Seattle, Washington, for example, there are multiple customer service centers that function as small "city halls", spread out across the city, mainly as storefronts along commercial corridors. Seattle also has a mobile customer service center that visits traditionally underserved neighborhoods.

Additionally, customer service centers can offer access to a wide variety of forms that residents might find necessary, such as applications for parking permits, applications for permits to operate a business, and applications for employment with the City. At many such centers, citizens can pay utility bills and parking fines, get pet licenses, and learn general information about City services, like the days for trash pick-up, contacts for community organizations, and zoning information.

Now, therefore, be it resolved by the City Council of Baltimore, That the Baltimore City Council recommends the creation of City government customer service centers.

And be it further resolved, That a copy of this Resolution be sent to the Director of the Mayor's Office of Constituent Services, the Mayor, and the Mayor's Legislative Liaison to the City Council.