



City of Baltimore

City Council
City Hall, Room 408
100 North Holliday Street
Baltimore, Maryland 21202

Legislation Text

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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