



Legislation Text

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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.