



July 6, 2023

The Honorable Blaine A. Griffin
President
Cleveland City Council
601 Lakeside Avenue
Cleveland, Ohio 44114

Subject: **Building an IT platform to track and report on data in the City's 311 system and to make necessary investments in broadband infrastructure to strengthen City cyber security.**

Dear Council President Griffin:

Please let this correspondence represents our request for the above-referenced legislation to be passed under suspension at the July 12, 2023, City Council meeting. This legislation authorizes the Director of Finance to enter into one or more agreements with qualified vendors for the purpose of providing an enterprise-size, citizen-engagement IT platform.

The project includes the costs to build a system that includes tracking residents' non-emergent 311-placed calls for City services or complaints, collection of information regarding residents' calls, providing a means for residents to track the status of their requests and constructing a knowledge portal for City staff receiving 311 placed calls.

Should you have any additional questions or concerns, please call me at 664-2536.

Sincerely,

A handwritten signature in black ink that reads "Ahmed Abonamah /bjh".

Ahmed Abonamah, Director
Department of Finance

Cc: All Members of Council
Patricia J. Britt, City Clerk, Clerk of Council
Ryan Puente, Chief of Government Affairs