

2023 DEPARTMENT OF FINANCE LEGISLATIVE SUMMARY

Ordinance No.: **XXXX-2023**

Purpose of the Request: Ordinance 88-2023 provided for authority to establish upgrades and improvements for the City of Cleveland’s 311 system. This is an amendment to that ordinance that clarifies that prior authority. This legislation makes explicit the authorization to expend funds on 311 process improvements, communications, and other forms of expanded access—beyond only technological improvements.

There is no increased cost or expenditure.

Desired Outcome: The desired outcome is to clarify that the authorization to improve 311 provided by 88-2023 is not only technology improvements but also includes operational, business, communication, and related improvements and services.

Priority: The priority of this item is urgent.

Cost: This amendment carries no cost.