

ADOPTED BUDGET RECOMMENDATION

Instruct the Information Technology Agency to report to the Innovation, Grants, Technology, Commerce and Trade Committee on the process of opening and closing tickets in the 3-1-1 system. The report should address the issue of Council Offices needing to request that tickets be reopened and the process used to close tickets.

(Pursuant to adoption of the Mayor's 2016-17 Budget on May 19, 2016)