

FROM	Name & Title	Olivia D. Farrow, Esq., RS Interim Commissioner of Health 	Health Department MEMO	
	Agency Name & Address	Health Department 1001 E. Fayette Street		
	Subject	Council Bill 09-141R – Informational Hearing – One PLUS One		

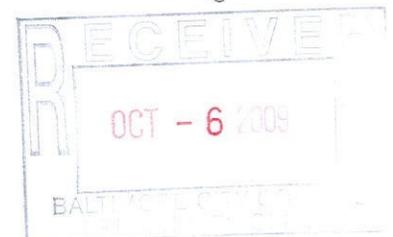
To: President and Members
of the City Council
c/o
409 City Hall

September 14, 2009

The Baltimore City Health Department (BCHD) is pleased to have the opportunity to respond to Council Resolution 09-0141R. This resolution requests the Director of BCHD's Bureau of Vector Control (VC) to report to the City Council on any changes in rodent infestation in Baltimore's neighborhood since the implementation of One PLUS One.

The One PLUS One system began July 14, 2009. Since the implementation, VC noticed a slight increase in Customer Service Requests (CSR) during the initial two weeks. However, since then, the number of service requests received has been similar to years past. In fact, the overall number of CSR complaints received is reducing due to the fact that proactive investigating and baiting has become more successful. Below is a comparison chart of the number of CSR complaints received for the time period of July 14 to September 14 for the last three years.

July 14- September 14	Description	Created
2009	Bureau of Vector Control Total	5629
	HLTH-Rat Rubout	1740
	HLTH-Rat Rubout - Proactive	3887
	HLTH-Rat Rubout Follow-up	2
2008	Bureau of Vector Control Total	6346
	HLTH-Rat Rubout	2174
	HLTH-Rat Rubout - Proactive	4163
	HLTH-Rat Rubout Follow-up	9
2007	Bureau of Vector Control Total	6379
	HLTH-Rat Rubout	2323
	HLTH-Rat Rubout - Proactive	4030
	HLTH-Rat Rubout Follow-up	24



In response to the One PLUS One system, VC has executed a sweep team model for investigating and baiting. The pest control workers (PCW) are divided into two groups. One group consists of five PCWs. This group focuses specifically on citizen complaints. Attached is a map of how the City is divided into five inspection areas. Three PCWs are assigned to serve as a sweep team that will focus on known neighborhoods of high infestation. Special requests will be assigned to members from either group depending on location, target size, and urgency.

One dramatic result from the new system has been the increase in referrals to the Department of Housing and Community Development's Code Enforcement Division. Between July 14 to August 21, 271 cases have been referred to Code Enforcement. Violations observed include high grass, weeds, bulk items, trash, abandoned vehicles and structural housing issues.

The Baltimore City Health Department recognizes the important role that vector control plays in improving the quality of life and promoting public health. We look forward to working with the City Council to ensure that our program meets the City's growing needs and welcome the opportunity to provide more information about this program.

Cc: Angela Gibson

Bureau of Vector Control Geographical Areas

