


F R O M	Name & Title	Dr. Letitia Dzirasa, Commissioner	Health Department AGENCY REPORT	
	Agency Name & Address	Health Department 1001 E. Fayette Street Baltimore, Maryland 21201		
	Subject/ Position:	21-0010R – Informational Hearing - Getting on the Same Page: Clarifying 311 Services’ Approach to Resolving Requests FAVORABLE		

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

March 3, 2021

The Baltimore City Health Department (BCHD) is pleased to have the opportunity to review Council Bill #21-0010R, entitled, “Informational Hearing - Getting on the Same Page: Clarifying 311 Services’ Approach to Resolving Requests.” This resolution calls upon several City agency representatives to “discuss how to improve the status classifications within the 311 to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.”

BCHD supports full transparency in the fulfillment of constituents’ service requests through the 311 program. Internally, BCHD staff conduct robust tracking of all service requests, broadly ranging from addressing public nuisances to inspecting food service facilities to capturing potentially dangerous animals in City neighborhoods.

To promote additional conversation regarding how 311 service requests are resolved, BCHD urges a **favorable report** for Council Bill #21-0010R.