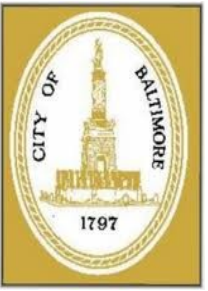


NAME & TITLE	Rebecca Woods, Esq., Executive Director	CITY of BALTIMORE MEMO	
AGENCY NAME & ADDRESS	Environmental Control Board 1 North Charles Street, 13th Floor, Baltimore, Maryland 21201		
SUBJECT	City Council Resolution # 21-0010R Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Reports		

February 23, 2021

TO: The Honorable President and Members
Of the Baltimore City Council

Dear Mr. President and Members:

The Baltimore City Environmental Control Board (ECB) has been requested to review City Council Resolution # 21-0010R, Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Reports. The purpose of the Resolution is to invite representatives from 311 Services, the Department of Public Works, the Department of Transportation, the Department of Housing and Community Development, the Department of Recreation and Parks, the Office of the City Administrator, the Baltimore Development Corporation, BGE, and the Mayor's Office of Performance and Innovation to appear before City Council 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.

Although the stated purpose of the Resolution does not include the Environmental Control Board (ECB), the Resolution was referred to the ECB for its input. As such, this agency is willing to participate; especially since the operations of the ECB and its BMORE Beautiful community programming is impacted by the City's use of 311.

The ECB regularly encounters issues with bulk trash reporting; broad service request categories; vague or inaccurate responses, like "Fixed", "No Action Taken", "No Violation"; and many other problems that frustrate City residents. These issues frequently come to the ECB's attention during hearings or through communications with the agency's Community Liaison.

In hopes of bettering the 311 reporting system, the Environmental Control Board will be in attendance at the public hearing and will be prepared to share any information in our possession.

Rebecca A. Woods

Rebecca A. Woods, Esq.
Executive Director
Environmental Control Board