

To: The Honorable President and Members of the Baltimore City Council  
c/o Natawna Austin, Executive Secretary

From: Alice Kennedy, Acting Housing Commissioner 

Date: February 25, 2021

**Re: City Council Resolution 21-0010R Informational Hearing - Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Requests**

The Department of Housing and Community Development (DHCD) has reviewed City Council Resolution 21-0010R for the purpose of inviting 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 the City Council to discuss how to improve the status classifications within the 311 system to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.

DHCD provides a variety of services for Baltimore City residents. When a complaint comes into the 311 system it is routed to the appropriate agency for investigation. DHCD's Housing Code Enforcement inspectors are the "eyes of the City," they respond to a variety of issues including but not limited to; property code enforcement issues like high grass and weeds, trash and debris, vacant properties and abandoned vehicles on private property. DHCD inspectors investigate the complaints, and as appropriate, issue citations or notices and creates work orders to address the sanitation related complaints. DHCD has 70 Housing Code Enforcement inspectors who responded to over 50,000 SRs and completed over 266,000 inspections in 2020.

DHCD also has 11 Special Investigations investigators. They respond to complaints such as; illegal dumping, illegal signs, use permits, zoning enforcement, alarms and property registration. DHCD's Special Investigations inspectors respond to an average of 11,000 SRs a year.

Additionally, DHCD provides public access to all DHCD inspections, as well as a host of other property level data that might be of use to the Council via [CoDeMap](#). This online mapping tool is maintained by DHCD's Research & Analytics team. Via CoDeMap, users can access the following information:

- Rental registration status of a property
- Permit history
- Citation history
- Notices

- Any legal filings, like Receivership
- Tax certificates
- Open Work Orders
- Demolition Permits
- Property ownership information

DHCD supports the intent of this Resolution and believes that the terminology used to describe the status of SRs should be updated to more accurately reflect the progress of a request. For instance, rather than “Closed,” language such as “Inspected” or “Referred to” could be used, along with providing additional resources for tracking the request. DHCD recommends that the Baltimore City Office of Information & Technology and the Mayor’s Office of Performance and Innovation lead the effort to upgrade the pioneering 311-service system to more effectively meet the needs of Baltimore City residents.

DHCD **supports** City Council Resolution 21-0010R.

AK/sm

cc: Ms. Themelis, Nina, *Mayor’s Office of Government Relations*