



Lisa N Allen, City of Baltimore 311 Call Center Director
401 E Fayette Street, 3rd Floor
Baltimore, Maryland 21202

March 7, 2022

Re: Senate Bill 749

Good Afternoon

My name is Lisa Allen and I am the 311 Call Center Director for the City of Baltimore. It is my honor to offer testimony in support of Senate Bill 749.

The City of Baltimore was the first city in the country to implement 311 in 1996, forming a partnership between the Department of Justice and The Baltimore City Police Department, to measure if the implementation of a non-emergency number would have a positive impact on 911 by freeing up access for more serious police, fire or medical emergencies. Over the years, the implementation of a non-emergency number, along with public education proved to have a positive effect on 911 by lowering answering times and making 911 operators more available to get customers the help they needed in a timelier fashion.

In 2002, the City of Baltimore expanded it's 311 number to offer general information and serve as the city's intake point to receive and track city services customers were requesting, in an effort to measure city agency performance and the city's service delivery responsiveness. In 2009, the 311 non-emergency transitioned to merge with the 311 city services team and became a civilian run operation, allowing the police officers that were manning the non-emergency number to transition back to serving the residence and visitors of Baltimore City, placing these officers back on the street.

Baltimore has demonstrated and proven that the implementation of a 311 team has had a positive impact on the city. It only would prove as a positive move for the State of Maryland to expand these services and practices statewide. The City of Baltimore has received recognition and awards for the implementation and operation for our 311 non-emergency and city services operations. The City of

Baltimore would love to share these practices statewide and I am confident that the state would benefit from the passing of this bill.

As always, I am happy to share specific experiences and metrics regarding the City of Baltimore's 311 non-emergency and city services divisions. Please feel free to reach out to me if you would like more specific and additional information and practices.

Respectfully submitted,

Lisa N Allen

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