Proclamation

311 COMMUNITY ENGAGEMENT DAY

March 11, 2018

WHEREAS, the City of Baltimore was the first city in the country to launch a 311 system; and

WHEREAS, we partnered with the Department of Justice in utilizing a research grant to measure the impact on 911 if a non-emergency number was used; and

WHEREAS, due to its success, by 2002 service agencies were using 311 as an intake center for all service requests and general information inquiries from citizens and visitors; and

WHEREAS, over the years, many cities and counties nationwide have used Baltimore’s 311 Call Center as a model for non-emergency municipal services; and

WHEREAS, a 311 National Executive Leadership Council was recently created, representing a few select cities that are respected as leaders in the industry; the City of Baltimore’s own Lisa Allen, our 311 Call Center director was appointed as one of the members of this council; and

WHEREAS, given the City of Baltimore was the first city to implement 311, it is only fitting that we join other cities around the country in formally recognizing “311 Community Engagement Day.”

THEREFORE, I, Catherine E. Pugh, Mayor of the City of Baltimore, do hereby proclaim March 11, 2018, as “311 COMMUNITY ENGAGEMENT DAY,” in Baltimore and do urge all citizens to join in this observance.

IN WITNESS WHEREOF, I have hereunto set the Great Seal of the City of Baltimore to be affixed this eleventh day of March, two thousand eighteen.

Catherine E. Pugh
Mayor