



Mayor's Office of Criminal Justice

Tips for using Baltimore City's 311 System

Your first step for dealing with issues in your neighborhood both big and small is a call to 311.

Baltimore's "3-1-1" system is the best tool for addressing the environmental problems in your neighborhoods.

There are currently three ways to submit a 311 service request:

1. Simply dial 3-1-1
2. Download the mobile app on your iPhone or android device
3. Submit a request online (baltimorecity.gov/311-services)

When contacting 311, follow these tips:

1. Be Specific & Concise: Have your thoughts well prepared and clearly explain your concern in two sentences or less.
2. Provide an Exact Location: Make sure you are giving an exact address or intersection of where the issue is. Provide additional descriptive details about the location if necessary.
3. Leave a Phone Number or Email Address: The city's frontline staff may need to follow up with you if they have a question about your request. If you wish to remain anonymous simply state at the beginning of the call that you would like to be anonymous.
4. Get a Timeframe: The operator should let you know how long your request will take. Different types of requests take different lengths of time to complete.*
5. Keep a Record of your Call: Always record confirmation number, date of call and the operator's name in case you need to follow up on the request.
6. Follow Up: If your issue isn't resolved in the amount of time given, call back and ask if 311 can get an agency representative to follow up with you. You can also contact your councilperson if your request is not resolved.

*Note that all requests will not be resolved after the service request is "closed." Many issues have multiple steps. For example, when a high grass and weeds request is closed, that indicates that the work has been requested, not that the work has been done. Talk to your operator or reach out to your local councilperson to find out the process for your particular request.