

**BALTIMORE COUNTY
POLICE DEPARTMENT**

**LOCAL GOVERNMENT
RESOURCE GUIDE**

NOVEMBER 2008

ANIMAL CONTROL (Department of Health, Bureau of Disease Control)

Phone Number 410-887-5961

Services

1. Animal Adoption includes:
 - Spay/Neuter Certificate (worth \$29 for females/\$23 for males)
 - Rabies Shot
 - License (required by Baltimore County law)
 - First Series of Vaccinations
 - Microchip with lifetime registry
 - Welcome Home Kit
2. Lost pet advice, plus safety tips on how to protect your pet.
3. Investigate reports of animal cruelty and neglect.
4. Handle nuisance complaints regarding pets running loose, leaving unwelcome deposits, and barking.
5. Respond to reports of injured, sick and/or vicious animals.
6. Pick up stray and unwanted dogs and cats, and accept those that are brought to the animal shelter
7. Provide humane traps to capture loose dogs or cats
8. Inspect private and commercial kennels, grooming parlors, pet shops, and other holding facilities.
9. Remove dead animals (excluding farm animals) from County roadways
10. Operate the Baltimore County Animal Shelter which finds new homes for more than 1,100 pets each year.

Common Complaints

- Cruelty to animals
- Excessively barking dogs
- Stray animals
- Dead animals along the roadside

COMMUNITY CONSERVATION

Phone Number 410-887-3317

Services

1. The Mission of the Office of Community Conservation is to preserve, stabilize and enhance the human, physical and economic condition of the County's urban communities through cooperative public-private programs which address specific neighborhood concerns, and empower communities by fostering local self-reliance
2. The Office is responsible for coordinating programs, policies, and capital improvement projects in Community Conservation Areas. The emphasis is on implementation strategies such as community empowerment, public/private partnerships and coordination of public/private action.
3. The Office is comprised of five major components: Sector Coordination, Housing Opportunities, CDBG Grants Administration, Commission on Disabilities, and Grants to Community and Non-profit Organizations

COOPERATIVE EXTENSION

Phone Number 410-666-1022

Services

1. The Cooperative Extension Service offers educational programs and assistance to the community in the areas of agriculture, food safety, nutrition, and 4-H and youth development
2. Educational programs are available for adults and youth in the areas of food safety, nutrition, family life, and financial management. Any club, organization or school whose services are open to the public may request a speaker

CORRECTIONS

Phone Number 410-512-3200

Services

1. The Department of Corrections is comprised of the Baltimore County Detention Center, the Pre-Trial Services Division, Alternative Sentencing Division, and administrative offices
2. The purpose of the Department of Corrections is to ensure public safety and provide a safe environment for its employees, the inmate population, and the community

Common Inquiries

- Concerns about the offender's court date, visiting hours, commissary funds, or the offender's general well-being
- Citizens are also interested in the programs offered at the facility. However, many citizens are not aware of the numerous community service projects the Department of Corrections perform throughout the County via the Alternative Sentencing Unit

COUNTY COUNCIL

Phone Number 410-887-3196

Services

1. Operates pursuant to the Constitution, the Maryland Annotated Code, and the Baltimore County Charter and Code. The legislative branch of the County Government is the County Council and the officers and employees thereof. It is comprised of seven members, each elected from his or her respective Council District, for a term of four years. Each year, at its first Session, the Council selects a Chairperson from among its membership to preside at all meetings.
2. The Council is vested with all the law-making powers of the County, including all such powers as may have been exercised by the General Assembly of Maryland and transferred to the people of the County by the adoption of the Baltimore County Charter.
3. The mission of the County Council is to set broad policy for the efficient operation of the County government and to control the growth and development of the County through the regulation of land use.

Common Inquiries or Complaints

- Handles issues involving cable television.
- Forwards most complaints to the individual councilperson's office who represents the area which is the nature of the complaint or in which the constituent lives.
- Typical complaints range from overgrown grass to loud neighbors.

Councilperson by District

District 1	S. G. Samuel Moxley	410-887-0896
District 2/Chairman	Kevin Kamenetz	410-887-3385
District 3	T. Bryan McIntire	410-887-3387
District 4	Kenneth N. Oliver	410-887-3389
District 5	Vincent J. Gardina	410-887-3384
District 6	Joseph Bartenfelder	410-887-3388
District 7	John Olszewski, Sr	410-887-7174

COUNTY EXECUTIVE

Phone Number 410-887-2450

Services

1. Provides for communications between the County Executive and members of the Baltimore County delegation to the Maryland General Assembly. Two Assistant County Attorneys assigned to the Office of Law provide additional support to this function and serve as liaisons between the Executive and County Council.

2. The Mission of the Office of the County Executive is to enhance the quality of life for Baltimore County citizens through visionary leadership, while providing necessary and cost-effective services to all citizens. This includes providing for an expanding tax base, protecting public investment, developing an educated workforce, and safeguarding the lives and property of its citizens
3. The Constituent Services Department forwards all calls, emails, letters and drop-in visits to the appropriate department to handle

Common Inquiries or Complaints

- The most common complaints are for Code Enforcement where someone is not taking care of their home and a neighbor complains
- A large number of calls are for Social Service issues, either housing, food stamps or medical assistance.
- Calls by seniors seeking many types of assistance are common where they just need an advocate to speak for them.
- Public Works issues are numerous including persons needing street or pothole repairs, as well as requests for traffic calming devices

DEPARTMENT OF ENVIRONMENTAL PROTECTION AND RESOURCE MANAGEMENT (DEPRM)

Phone Numbers 410-887-3776 or 410-887-8413

Services

1. The DEPRM manages, protects, and enhances the natural resources of Baltimore County.
2. The DEPRM encourages the health of its citizens through the application of environmental and public health laws, principles, and practices
3. Departments include:
 - Agricultural and Rural Land Preservation
 - Capital Programs and Operations
 - Development Coordination
 - Environmental Health East/West
 - Environmental Impact Review
 - Policy, Education, Research and Communication
 - Groundwater Management
 - Inspection and Enforcement
 - Storm Water Engineering
 - Watershed Management and Monitoring

Common Complaints

- Water pollution is the most common complaint from citizens

ECONOMIC DEVELOPMENT

Phone Number 410-887-2123

Services

- 1 Assists with site selection, financing, workforce development and training for Baltimore County businesses.
- 2 Our diverse business community of more than 22,000 companies can be found on corporate campuses in White Marsh, Hunt Valley and Owings Mills, in research and development facilities at UMBC and Towson University, inside federal headquarters of the Social Security Administration and Centers for Medicare & Medicaid Services, and in the neighborhood shops of our traditional downtowns.

FAIR PRACTICES AND COMMUNITY AFFAIRS, OFFICE OF

Phone Number 410-887-5557

Services

The Office has three main components.

1. **Fair Practices** – This office strives to ensure diversity and fairness in the workplace. The purpose of the office is to address the concerns of Baltimore County employees who believe that they have been discriminated against on the basis of age, color, creed, mental or physical disability, national origin, race, religion or sex. Fair Practices Specialists handle complaints of unfairness from county employees, as well as plan and conduct training programs geared to eradicate discrimination.
2. **Community Affairs** – This office interacts with the various ethnic populations in Baltimore County to assist them to showcase their respective communities. Throughout the year, the office conducts seminars and workshops geared toward organizational self-sufficiency. These programs are open to all county citizens.
3. **Minority/Women Business Enterprise** – This office provides information to minority, women and disabled-owned businesses about procurement opportunities with Baltimore County, and about financing and preparation of business and marketing plans.

Common Inquiries or Complaints

Common issues addressed by this office include racial, gender and ethnicity discrimination in the workplace, private and residential sectors.

HEALTH, DEPARTMENT OF

Phone Numbers

Child, Adolescent & Reproductive Health	410-887-3422
Disease Control	410-887-2583
Animal Control Division/Shelter	410-887-5961
PHEP/Bioterrorism	410-887-2428
Long Term Care	410-887-2789
Media Relations	410-887-6092
Medical Social Work	410-887-8291
Mental Health	410-887-2735
Minority Outreach Coordinator	410-887-3748
Public Health Nursing	410-887-2705
Substance Abuse	410-887-3828

Services

- 1 Promotes health and prevents disease and disability for the residents of Baltimore County through leadership, services and partnerships.
- 2 Assures a health system that is accessible, coordinated, comprehensive, culturally sensitive, community based, accountable, and of high quality.
- 3 Some of the services include the following.
 - Child, Adolescent & Reproductive Health
 - Disease Control
 - Animal Control Division/Shelter
 - PHEP/Bioterrorism
 - Long Term Care
 - Media Relations
 - Medical Social Work
 - Mental Health
 - Minority Outreach Coordinator
 - Public Health Nursing
 - Substance Abuse

Common Inquiries

A wide range of issues are addressed by this office, including requests for available health services, Long Term Care availability, concerns for the well-being of children, and assistance with treating substance abuse.

LIQUOR BOARD

Phone Number 410-887-3191

Services

1. Liquor License Commissioner's responsibility is to regulate and control the sale and distribution of alcoholic beverages within the County
2. The Commission investigates and processes all alcoholic beverage license applications, investigates police reports pertaining to liquor law violations, and handles all public complaints

Common Inquiries and Complaints

- Serving alcohol to minors
- Excessive noise and music from bars and restaurants
- Gambling

LOCAL MANAGEMENT BOARD (LMB)

Phone Numbers

General Information	410-887-4255
Neighborhood Statistical Profile Manager	410-887-8689
Program Manager	410-887-3246
Disproportionate Minority Contact Manager	410-887-2531
LCC/CSI Program Manager	410-887-2170
LCC Assistant	410-887-2745

Services

1. Local Management Board facilitates collaboration across child-serving agencies and promotes effective partnerships with public and private stakeholders
2. The efficient and effective delivery of government and private resources to families and children so that they may lead self-sufficient, healthy and safe lives

Common Inquiries or Complaints

Occasionally, this office may get a complaint about an after-school program, as it funds some of them, but complaints to the LMB are relatively infrequent.

PERMITS AND DEVELOPMENT MANAGEMENT

Phone Numbers

General Information	410-887-3353
Building Engineer	410-887-4585
Building Plans Review	410-887-3985
Code Enforcement	410-887-3375
Development Management	410-887-3321
Development Plans Review	410-887-3751
Inspections	410-887-3953
Building	410-887-3953
Plumbing	410-887-3620
Electrical	410-887-3960
Land Acquisition	410-887-3521
Permit Processing	410-887-3900
Miscellaneous Permits	410-887-3616
Zoning Review	410-887-3391

Services

1. Oversees the development of over 600 square miles of land in the County.
2. Reviews new development plans to make sure they comply with land use regulations and fit in with existing communities and infrastructure.
3. Reviews the necessary public improvements each project requires, and Land Acquisition deals with the related rights-of way, easements, etc.
4. Permit Processing, Building Plans Review, and Zoning Review take in permit applications and check for compliance with building and zoning codes.
5. Building, Electrical and Plumbing Inspection Units make sure what is built is what was approved. The Electrical and Plumbing Boards test and license the electricians and plumbers.
6. Code Enforcement keeps the day-to-day use of a property in compliance with County laws. Code Enforcement also monitors the Rental Registration program.
7. Miscellaneous Permits processes gathering permits, dog licenses, and handles various other regulated issues.

Common Inquiries or Complaints

- Common inquiries include permit regulations, the cost of permits, and questions about development plans in a particular area or neighborhood.
- Complaints range from possible code enforcement issues to questions about proper permits being acquired by a commercial business or resident.

PLANNING AND ZONING

Phone Numbers

Historic Preservation/ Master Planning	410-887-3495
Adequate Public School Facilities/ Community Planning/ Development Review	410-887-3480
Development Management	410-887-3321
Development Plans Review	410-887-3751

Services

1. Formulates policies, plans and regulations to guide future growth and to preserve and enhance existing communities.
2. Duties related to its role as staff to the Planning Board, the Landmarks Preservations Commission, and the Design Review Panel
3. Consists of the following.
 - Adequate Public School Facilities
 - Capital Improvement Program
 - Community Planning
 - Development Review
 - Historic Preservation
 - Planning Board

Common Inquiries or Complaints

- The two most common inquiries and complaints to Community Planning are regarding proposed residential or commercial development in an area or neighborhood and traffic issues such as congestion or traffic signals.
- The most frequent citizen complaint to Historic Preservation deals with unauthorized alterations to designated buildings. These matters are generally addressed via a call to Preservation Services staff, who forwards the complaint to the Code Enforcement Office. As a rule, Code Enforcement will send out an inspector who will issue a stop-work order which requires the owner to cease all work until the issue can be presented to the Baltimore County Landmarks Preservation Commission (LPC). The Commission must approve all exterior alterations to designated historic buildings.

POLICE DEPARTMENT

Phone Numbers

Emergency	911
Non-Emergency Complaints	410-887-2222
Terrorism Hotline	1-800-492-TIPS
Metro Crime Stoppers	1-866-7-LOCKUP
Gang Hotline	410-823-0785
Crime Information Hotline	410-583-2216
Gun Hotline	410-887-GUNS

Services

- 1 Enforces the laws and ordinances of the state and county, safeguards life and property, prevents and detects crime, preserves the peace, and protects the rights of all citizens
2. Some services provided to the public are as follows:
 - Abandoned Vehicles
 - Auction of Unclaimed Property
 - Cold Cases
 - Crime Prevention
 - Crime Statistics
 - Economic Crimes
 - Homeland Security Division
 - Identity Theft
 - Missing Persons
 - Most Wanted
 - News – Media Relations
 - Non-Emergency Assistance
 - Volunteer and Internship Programs
 - Workplace Violence Team
 - Youth and Community Resources

Common Inquiries or Complaints

- Types of calls will vary by season (i.e. parking space disputes after a snow).
- Calls range from a variety of issues such as stolen vehicles, parking complaints, loud music complaints, and suspicious persons.
- The non-emergency phone number is sometimes used for calls that are not police-related and citizens are directed to the appropriate phone number.

PUBLIC WORKS

Phone Numbers

Utilities

Sewer blockages/	410-887-7415
Overflow or basement backups	
Storms drains clogged	410-887-7428
Sinkhole complaints	410-887-7415
Water main breaks	410-396-5352 (Balto City)
Street light out	410-685-0123 (BGE)
Missing/sunken manhole cover	410-887-7415

Highways

Customer Service Section number	410-887-3560
Adopt-A-Road Program	410-887-5464
Roadside Trees/Tree Removal	410-887-3560
Traffic Engineering	410-887-3554
Transportation Planning	410-887-3554

After hours emergencies should be reported to the Utilities Dispatch Office at 410-887-5210.

Services

1. Provides and maintains the public infrastructure systems in the most safe, effective and efficient manner possible
2. Some services provided are.
 - Utilities
 - Highways
 - Traffic Engineering
 - Transportation Planning
 - Solid Waste Management
 - Engineering and Construction
 - Building and Equipment Services

Highways

1. Sidewalk Repair – In Baltimore County, the property owner is responsible for the maintenance of the sidewalk in front of their property. Driveway apron repair is also their responsibility. However, Baltimore County does have a Concrete Construction Program through which the property owner can apply to have Baltimore County's concrete contractor repair their sidewalk for them. An estimate of the charges to repair the sidewalk and/or driveway apron is provided, and the charges can be put on the homeowners' property tax bill, divided evenly over a period of five years, interest free.
2. Adopt-A-Road – The County's Adopt-A-Road Program is very successful. Citizens, communities, students, service groups, or other organizations adopt a section of a roadway in Baltimore County and pledge to perform cleanups on their portion of the roadway three to four times per year. The County provides all of the supplies necessary, provides safety instruction, and provides signs with their group's name marking where the adopted portion of the roadway begins and ends.

Common Inquiries or Complaints

- Road repair
- Sidewalk repair
- Felled trees
- Snow removal

RECREATION AND PARKS

Phone Numbers

Recreation and Parks	410-887-3871
Graffiti Hotline	410-887-7844
Revenue Producing Facilities	410-887-3813
Park and Facility Maintenance	410-887-3827
Planning and Development	410-887-3824
Recreation Programming	410-887-3804

Services

- 1 The agency is responsible for a comprehensive agenda of public recreation and parks programs conducted in school recreation centers, parks, beaches, or other land and buildings.
- 2 The agency acquires, designs, develops, equips, operates and maintains facilities for its programs.
- 3 Some services provided are as follows:
 - Graffiti Hotline
 - Revenue Producing Facilities
 - Park and Facility Maintenance
 - Planning and Development
 - Recreation Programming

Common Inquiries or Complaints

- Inquiries about events hosted at a Recreation and Parks facility.
- Graffiti or other vandalism of park properties.

SOCIAL SERVICES, DEPARTMENT OF

Phone Numbers

Adult and Adolescent Services	410-887-3941
Children's Services	410-887-3961
Family Investment	410-887-3984
Family Services	410-887-3951
Family Violence	410-887-3031
Housing Office	410-887-8904
Information Systems	410-887-3999
Public Information Officer	410-887-3944
Volunteer Services	410-887-3024

Services

1. The Department of Social Services strives to promote individual well-being, stronger families and communities, to protect vulnerable children and adults from abuse and neglect, and to provide the tools to help people achieve economic independence
2. The Department envisions strong, healthy families where children are nurtured to achieve their full potential, where individuals live lives of maximum independence, and where all citizens realize their full capacity to be productive, contributing members of the community.

Common Inquiries

The Department of Social Services receives numerous inquiries regarding assistance, ranging from housing to food to family services

WORKFORCE DEVELOPMENT

Phone Numbers

Eastpoint Workforce Development Center	410-288-9050 ext 601
Hunt Valley Workforce Development Center	410-887-7950
Youth Services	410-887-3398
Executive Liaison	410-887-8096
Business Services	410-887-3501
Special Programs	410-887-4048

Services

1. Responds to the changing needs of area businesses by providing access to skilled, well trained, job ready employees by continuing our private-public partnerships and an open dialogue to find solutions for future workforce needs and issues.
2. Provides appropriate training programs through public and private resources and expertise to ensure that individuals have the necessary skills to meet the demands of today's evolving workplace.

- 3 Services are free of charge. Job seekers should be 18 years old with a high school diploma. An individual must be a resident of Baltimore County or must have previously worked in the County to be eligible for services.
4. The Youth Services Department offers assistance to those under 18 years of age

Common Inquiries

- Class schedules, types of training available
- Helps job seekers access services to find employment
- Helps job seekers identify existing skills and matches applicants to appropriate employment
- Resume building, interviewing skills, and assistance with filling out job applications
- Assistance for nursing school graduates with state board test preparation
- Assistance to businesses as customers who are looking for trained employees
- The Youth Services Department offers a youth summer jobs program