



HEARING NOTES

City Council Resolution: 21-0010R

Informational Hearing - Getting on the Same Page: Clarifying 311 Services' Approach to Resolving Requests

Committee: Health, Environment, and Technology
Chaired by: Danielle McCray

Hearing Date: March 3, 2021
Time (Beginning): 10:05 AM
Time (Ending): 11:45 AM
Location: Webex Virtual Hearing
Total Attendance: Approximately 70 people
Committee Members in Attendance:

Danielle McCray John Bullock Mark Conway
Ryan Dorsey James Torrence Isaac "Yitzy" Schleifer

Bill Synopsis in the file? [X] YES [ ] NO [ ] N/A
Attendance sheet in the file? [X] YES [ ] NO [ ] N/A
Agency reports read? [X] YES [ ] NO [ ] N/A
Hearing televised or audio-digitally recorded? [X] YES [ ] NO [ ] N/A
Certification of advertising/posting notices in the file? [ ] YES [ ] NO [X] N/A
Evidence of notification to property owners? [ ] YES [ ] NO [X] N/A
Final vote taken at this hearing? [X] YES [ ] NO [ ] N/A
Motioned by: Conway
Seconded by: Bullock
Final Vote: Favorable

Major Speakers

(This is not an attendance record.)

Lisa Allen, Office of Information and Technology
Leyla Layman, Office of Information and Technology
Stephanie Murdock, Department of Housing and Community Development
Eric Booker, Department of Housing and Community Development
Jason Hessler, Department of Housing and Community Development
Marcia Collins, Department of Public Works

John Chalmers, Department of Public Works  
Jeff Amoros, Department of Health  
Dan Hymowitz, Mayor's Office of Performance and Innovation  
Liam Davis, Department of Transportation  
Jenny Morgan, Department of Recreation and Parks  
Rebecca Woods, Environmental Control Board  
Kim Clark, Baltimore Development Corporation

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### **Major Issues Discussed**

1. Chairwoman McCray called the hearing to order, explained the Committee's plan for the proceedings, and noted the need to resolve issues with 311 service requests.
2. Council Vice-President Middleton discussed the purpose of the resolution and the need to address constituent service requests that are closed without being resolved. She noted that constituents often call her office for assistance because of 311 problems.
3. Representatives from the Office of Information and Technology (BCIT) presented on the 311 system (presentations in file). Representatives from other agencies summarized their written reports and noted that they were available to answer the Committee's questions.
4. Councilmembers asked the following questions:
  - a. What changes can 311 make to address the lack of communication to residents? The system allows agencies to enter comments on requests that explain ongoing work and outcomes. BCIT encourages agencies to use that function and is also working with the agencies to identify ways to better communicate about issues that take time to resolve.
  - b. How many requests are assigned to the incorrect agency? BCIT does not have that information on hand, but will provide it to the Committee. The system does show when a request is transferred between agencies.
  - c. How can the City address 311 requests for recurring issues or similar issues at multiple properties controlled by the same owner? Agencies try to address recurring issues with property owners through outreach. It can be hard to identify issues happening at multiple properties with common ownership around the City, but agencies work with owners to correct those issues when identified.
  - d. Is 311 working on clarifying terminology so residents can see what is actually happening? Yes, an interagency workgroup is studying this now.
  - e. What is the most common 311 request? Bulk trash removal.
  - f. What type of citations are most dismissed by the Environmental Control Board? The Board does not track the types of citations dismissed or the reasons for dismissal.
  - g. When will the interagency workgroup report? BCIT will provide an interim report by the end of April.
  - h. Can the 311 system link old service requests to new ones created when agencies transfer? The workgroup will have to look at the agency processes to see how to do this.
  - i. Is there any way to know who incorrectly closed requests in the system so agencies can follow up with more training for those staff? The Salesforce system does track user actions.
  - j. Does 311 use customer surveys to verify that closed requests have actually been resolved, as it has done in the past? Not currently, but it can explore doing that again.
  - k. Do 311 operators inform callers of potential COVID-19 related delays? Yes, 311 updated its script at the beginning of the City's pandemic response.

- l. How long has the interagency workgroup been meeting? It began in February 2020, but its work has been delayed by the pandemic.
  - m. Are classification language updates already in progress/will they be part of the report? The workgroup is working on changes that will work for all agencies. Staff will need training before implementation.
  - n. When does the clock start for the wait time goals for calls (the initial message when calling is about 30 seconds alone)? The clock starts after the caller selects the option for an operator, but callers can do that without listening to the full message.
5. The Committee voted to recommend the resolution favorably.

**Further Study**

**Was further study requested?**

**Yes**     **No**

**If yes, describe.**

- 1. BCIT will report the number of service requests referred to incorrect agencies.
- 2. BCIT will provide the interagency workgroup’s report on its work and changes to the 311 system by the end of April 2021.
- 3. BCIT will continue to work with the other agencies on terminology and process changes to better communicate service request status to the public.

**Committee Vote:**

D. McCray: ..... Yea  
 J. Bullock: ..... Yea  
 M. Conway: ..... Yea  
 R. Dorsey: ..... Nay  
 P. Porter: ..... Absent  
 J. Torrence: ..... Yea  
 I. Schleifer: ..... Absent



Matthew L. Peters, Committee Staff

Date: March 4, 2021

Cc: Bill File  
 OCS Chrono File