

**CITY OF BALTIMORE
COUNCIL BILL 19-0186R
(Resolution)**

Introduced by: President Scott, Councilmembers Burnett, Cohen, Bullock, Dorsey, Pinkett,
Clarke, Reisinger, Middleton, Costello, McCray

Introduced and read first time: December 16, 2019

Assigned to: Housing and Urban Affairs Committee

REFERRED TO THE FOLLOWING AGENCIES: Department of Public Works, 311 Services

A RESOLUTION ENTITLED

1 A COUNCIL RESOLUTION concerning

2 **Informational Hearing: 311 and Disparities in Response Time**

3 FOR the purpose of inviting representatives from 311 Services and the Department of Public
4 Works to appear before the City Council to explain the disparities in response times for 311
5 calls based on the neighborhood of the caller's complaint and how to resolve those
6 disparities.

7 **Recitals**

8 The City's 311 non-emergency response center receives calls regarding, among other topics,
9 illegally parked cars, graffiti, and illegal dumping. Illegal dumping is especially a problem in
10 City alleys. The recommended deadline for removal of trash from an alley by DPW is 7 days.
11 Data from Open Baltimore shows that between January and October of 2019, requests were
12 being filled within the recommended time frame primarily in the southeast portions of the City,
13 which tend to be wealthier than other parts of the City. However, the southwest portions of the
14 City, which tend to be poorer, are known to have challenges with combating illegal dumping, and
15 requests there are rarely filled within the recommended time frame.

16 The City Council would like to know why these response disparities exist and what can be
17 done to resolve all complaints within the recommended time frame.

18 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE,** That the
19 Baltimore City Council invites representatives from 311 Services and the Department of Public
20 Works to appear before the City Council to explain the disparities in response times for 311 calls
21 based on the neighborhood of the caller's complaint and how to resolve these disparities.

22 **AND BE IT FURTHER RESOLVED,** That a copy of this Resolution be sent to the Mayor, the
23 Director of 311 Services, the Director of the Department of Public Works, and the Mayor's
24 Legislative Liaison to the City Council.

EXPLANATION: Underlining indicates matter added by amendment.
~~Strike out~~ indicates matter deleted by amendment.