



## Council Bill 21-0010R

1 Further, simple requests often get lost in the byzantine patchwork of agency duties and  
2 responsibilities when agencies internally refer certain matters to each other for resolution without  
3 alerting the citizen who reported the matter. Without being notified of these inter-agency  
4 referrals, citizens face the anxiety of thinking that the City is being unresponsive or delaying their  
5 response. In other instances, citizens are simply not made aware of what tools are available for  
6 tracking service requests and are left in the dark about the results of their calls.

7 All of this raises the simple question – is 311 working? How many service requests are  
8 satisfactorily resolved and how many instead go unanswered or are “closed” by the system but  
9 then require follow-up requests by residents who aren’t satisfied by the initial response? When  
10 service requests are referred to other City agencies, are customers connected to the proper people  
11 at those agencies to follow-up on their requests? Does 311 Services make repeated efforts, if  
12 necessary, to determine whether agencies have fulfilled service requests? If 311 Services directs  
13 a service request to the wrong agency, does it have a system in place so that similar service  
14 requests will be reported to the correct agency in the future? The City Council is interested in  
15 learning the answers to these and similar questions at an informational hearing.

16 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE,** That the  
17 Baltimore City Council invites representatives from 311 Services, the Department of Public  
18 Works, the Department of Transportation, the Department of Housing and Community  
19 Development, the Department of Recreation and Parks, the Office of the City Administrator, the  
20 Baltimore Development Corporation, BGE, and the Mayor’s Office of Performance and  
21 Innovation to appear before the City Council to discuss how to improve the status classifications  
22 within the 311 to make them better understandable, more transparent, and more reliable for the  
23 citizens of Baltimore.

24 **AND BE IT FURTHER RESOLVED,** That a copy of this Resolution be sent to the Mayor,  
25 Director of 311 Services, Director of the Department of Public Works, Director of the  
26 Department of Transportation, the Acting City Administrator, the Executive Director of the  
27 Baltimore Development Corporation, the Commissioner of the Department of Housing and  
28 Community Development, the City Arborist, BGE’s Vice President of Support Services, the  
29 Director of the Mayor’s Office of Performance and Innovation, and the Mayor’s Legislative  
30 Liaison to the City Council.