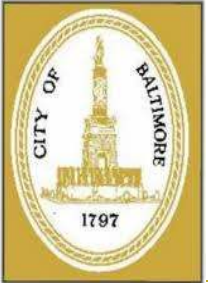


FROM	NAME & TITLE	Matthew W. Garbark, Acting Director	CITY of BALTIMORE <i>MEMO</i>	
	AGENCY NAME & ADDRESS	Department of Public Works 600 Abel Wolman Municipal Building		
	SUBJECT	City Council Resolution 21-0010R		

March 1, 2021

TO:

Health, Environment, and Technology Committee

I am herein reporting on City Council Resolution 21-0010R introduced by Council Vice President Middleton and Council Members Porter, Burnett, Bullock, Ramos, Torrence, and Conway.

The purpose of the Bill is to invite representatives from 311 Services, the Departments of Public Works, Transportation, Housing and Community Development, Recreation and Parks; the Office of the City Administrator, Baltimore Development Corporation, BGE, and the Mayor’s Office of Performance and Innovation to appear before the City Council to discuss how to improve the status classifications within the 311 to make them better understandable, more transparent, and more reliable for the citizens of Baltimore.

Baltimore’s 311 system was initiated in 1996 to provide a centralized point for non-emergency service calls. Later enhancements to the system allowed for Service Requests (SRs) to be gathered via a free application for smartphones and other electronic devices. Requests for services are assigned to certain categories, which allows 311 call agents to direct those requests to appropriate agencies for their investigation and resolution.

The Department of Public Works handles SRs related to its functions under the Bureaus of Water/Wastewater/Stormwater and Solid Waste. The numbers of SRs for certain categories can fluctuate with the seasons, such as water main or water service breaks during severely cold weather. In general, SR calls generate a referral to the Department via Sales Force to investigate an issue. The results of the investigation are entered into the SR and, if required, one or more “child” work orders are created and assigned to a crew. Once the crew work is completed, the information is entered into the work order and marked as completed. When all child work orders are completed and closed, the parent SR is to be automatically closed, as will the Sales Force SR. Salesforce recently updated its system in January of 2021 to Salesforce Lightning Experience

The Honorable President and Members
of the Baltimore City Council
March 1, 2021
Page 2

which has improved its interface with Cityworks. When work orders close in Cityworks they close out in Salesforce, allowing 311 intake callers to see detailed notes, child and parent Work Orders.

Some SRs are investigated by other agencies before Public Works receives a referral, as in cases such as illegal dumping or problem vacant properties needing cleaning or boarding. In these cases the Department of Housing and Community Development (DHCD) performs the investigations. Once the inspection is completed and closed, a process is followed to generate an SR for Public Works action, and a work order is created. When the work order is completed by Public Works, it is closed out, which will then close out the Sales Force SR.

The Department of Public Works will attend the hearing on this resolution to provide more detailed information and to answer any questions the Council Committee may have on City Council Resolution 21-0010R.



Matthew W. Garbark
Acting Director

MWG:MMC