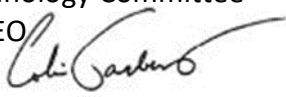




MEMORANDUM

DATE: February 2, 2021
TO: Health, Environment, and Technology Committee
FROM: Colin Tarbert, President and CEO 
POSITION: **No Position**
SUBJECT: City Council Bill No. 21-0010R (Resolution)
Information Hearing – Getting on the Same Page: Clarifying 311 Services’
Approach to Resolving Requests

INTRODUCTION

The Baltimore Development Corporation (BDC) is reporting on City Council Bill No. 21-0010R introduced by Councilmembers Middleton, Porter, Burnett, Bullock, Ramos, Torrence and Conway.

PURPOSE

For the purpose of inviting representatives from 311 Services, the Department of Public Works, the Department of Transportation, the Department of Housing and Community Development, the Department of Recreation and Parks, the Office of the City Administrator, the 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.

BRIEF HISTORY

Baltimore became the first U.S. city in 1996 to launch a 311 service for the use of centralizing a call center for non-emergency citizen complaints. 311 was intended to connect Baltimore City residents, businesses, and visitors to report problems, request services and checking on the status of previously reported issues.

However, the efficiency of the 311 service has become a cause of concern. Residents and businesses question the response time and lack of follow thru by city agencies. Residents have expressed frustration with delays and unresponsiveness to their request, from the 311 Call Center. They are equally frustrated with the inability to track the progress, status or agency assigned to their complaint.

FISCAL IMPACT

None

City Council Bill Resolution No. 21-0010R
February 2, 2021
Page 2

AGENCY POSITION

The BDC takes **No Position** on City Council Bill Resolution No. 21-0010R.

If you have any questions, please do not hesitate to contact Kim Clark at 410-837-9305 or kclark@baltimoredevelopment.com.

[SEB]