

<b>FROM</b>	NAME & TITLE	Rudolph S. Chow, P.E. Director	CITY of BALTIMORE  <b>MEMO</b>	
	AGENCY NAME & ADDRESS	Department of Public Works 600 Abel Wolman Municipal Building		
	SUBJECT	City Council Resolution 19-0163R		

October 18, 2019

**TO:**

Budget and Appropriations Committee

**INTRODUCTION**

I am herein reporting on City Council Resolution 19-0163R introduced by Council Members Pinkett, Dorsey, Bullock, Henry, Burnett, Clarke, Cohen, McCray, Stokes, Reisinger, President Scott, Council Members Schleifer, Clarke, Sneed, and Costello.

**PURPOSE**

The purpose of the Resolution is to invite representatives from 311 Services, the Departments of Public Works, Transportation, Housing and Community Development, Recreation and Parks, BGE, and the Mayor’s Office of Innovation to appear before the Council to discuss the effectiveness of 311 resolving complaints and referring tasks to other agencies.

**BRIEF HISTORY**

Baltimore’s 311 system was initiated in 1996 as a means 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 Bureau 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 will automatically be closed, as will the Sales Force SR. 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 DHCD performs the investigations. Sales Force sends a work order to DHCD’s CHP program. Once the inspection is completed and closed in CHP, a process is followed to generate an SR for Public Works action, and a work order is created in CHP. When the work order is completed by Public Works, it is closed out in CHP, which will then close out the Sales Force SR.

The Honorable President and Members  
of the Baltimore City Council  
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The Bureau of Solid Waste closed 318,662 SRs in FY19. These SRs included not only reactive work but also proactive cleaning, rat abatement and graffiti removal. The Bureau of Water, Wastewater and Stormwater closed 33,386 SRs in FY19 for such issues as exterior water leaks, low water pressure, damaged storm drain inlets, and leaking hydrants. This SR total does not reflect the number of work orders generated by the SRs.

**AGENCY/DEPARTMENT POSITION**

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 19-0163R.

Should the Committee have any questions prior to the hearing, please do not hesitate to contact Ms. Marcia Collins at 410-396-1960, or via email at [Marcia.Collins@baltimorecity.gov](mailto:Marcia.Collins@baltimorecity.gov).

A handwritten signature in blue ink that reads "Rudolph S. Chow For".

Rudolph S. Chow, P.E.  
Director

RSC:MMC