



Memorandum

To: The Honorable President and Members of the Baltimore City Council
Budget and Appropriations Committee

From: Dan Hymowitz, Director, Mayor's Office of Performance and Innovation

Date: October 20, 2019

Re: City Council Bill 19-0163R

The Mayor's Office of Performance and Innovation (OPI) has reviewed City Council Bill 19-0163R and looks forward to hearing from the City Council about the specific issues identified in this bill as well as to discuss the effectiveness of 311 at resolving complaints and referring tasks to City agencies.

OPI believes that there are ways to make 311 even more useful to residents, including by improving how information is communicated through 311. For instance, in some cases, the language used by 311 could more clearly describe the status of a resident's request and could clarify that a request may require multiple steps or multiple agencies prior to resolution.

OPI sees this in our work with city agencies to improve cleanliness throughout the City. OPI regularly convenes DPW and DHCD for CleanStat and through our work with leadership at each of these agencies OPI has identified opportunities to provide clarity and transparency to citizens about 311 requests:

- Working with DHCD to adapt the messages residents receive from 311 related to two Code Enforcement requests. This new language will clarify that an inspection has occurred, and that the cleaning request has been forwarded to DPW. We expect this change to be in place in the next few weeks.
- The development of a CleanStat dashboard that will be available to all residents. Using service request data, the dashboard will help residents better understand the City's cleaning operations and performance and will illustrate the multi-step process for cleaning-related service requests – including target timelines for completion. We will communicate with the City Council a timeline around its release.

We look forward to hearing from members of this committee during this hearing about specific issues of concern and discussing potential improvements with the goal of delivering better service to Baltimore residents.