



Legislation Details (With Text)

File #: 19-0186R **Version:** 0 **Name:** Informational Hearing: 311 and Disparities in Response Time

Type: City Council Resolution **Status:** Failed - End of Term

File created: 12/16/2019 **In control:** Housing and Urban Affairs Committee

On agenda: **Final action:** 12/7/2020

Enactment date: **Enactment #:**

Title: Informational Hearing: 311 and Disparities in Response Time
For the purpose of inviting representatives from 311 Services and the Department of Public Works to appear before the City Council to explain the disparities in response times for 311 calls based on the neighborhood of the caller’s complaint and how to resolve those disparities.

Sponsors: Mayor Brandon M. Scott, Kristerfer Burnett, Zeke Cohen, John T. Bullock, Ryan Dorsey, Leon F. Pinkett, III, Mary Pat Clarke, Edward Reisinger, Sharon Green Middleton, Eric T. Costello, Danielle McCray

Indexes: 311 Services, Informational Hearing, Response

Code sections:

Attachments: 1. 19-0186R~1st Reader

Date	Ver.	Action By	Action	Result
12/7/2020	0	City Council	Failed - End of Term	
12/19/2019	0	The City Council	Refer to Dept. of Public Works	
12/19/2019	0	The City Council	Refer to 3-1-1 One Call and Dispatch Center	
12/16/2019	0	City Council	Assigned	
12/16/2019	0	City Council	Introduced	

*** Warning:** This is an unofficial, introductory copy of the bill.
The official copy considered by the City Council is the first reader copy.

Introductory*

**City of Baltimore
Council Bill R
(Resolution)**

Introduced by: President Scott

A Resolution Entitled

A Council Resolution concerning
Informational Hearing: 311 and Disparities in Response Time

For the purpose of inviting representatives from 311 Services and the Department of Public Works to appear before the City Council to explain the disparities in response times for 311 calls based on the neighborhood of the caller’s complaint and how to resolve those disparities.

Recitals

The City's 311 non-emergency response center receives calls regarding, among other topics, illegally parked cars, graffiti, and illegal dumping. Illegal dumping is especially a problem in City alleys. The recommended deadline for removal of trash from an alley by DPW is 7 days. Data from Open Baltimore shows that between January and October of 2019, requests were being filled within the recommended time frame primarily in the southeast portions of the City, which tend to be wealthier than other parts of the City. However, the southwest portions of the City, which tend to be poorer, are known to have challenges with combating illegal dumping, and requests there are rarely filled within the recommended time frame.

The City Council would like to know why these response disparities exist and what can be done to resolve all complaints within the recommended time frame.

Now, therefore, be it resolved by the City Council of Baltimore, That the Baltimore City Council invites representatives from 311 Services and the Department of Public Works to appear before the City Council to explain the disparities in response times for 311 calls based on the neighborhood of the caller's complaint and how to resolve these disparities.

And be it further resolved, That a copy of this Resolution be sent to the Mayor, the Director of 311 Services, the Director of the Department of Public Works, and the Mayor's Legislative Liaison to the City Council.