



## Legislation Details

**File #:** 19-0163R      **Version:** 0      **Name:** Informational Hearing: "Closed Means Closed" - Clarifying 311 Services' Approach to Resolving Requests

**Type:** City Council Resolution      **Status:** Adopted

**File created:** 9/9/2019      **In control:** Budget & Appropriations Committee

**On agenda:**      **Final action:** 10/28/2019

**Enactment date:**      **Enactment #:**

**Title:** Informational Hearing: "Closed Means Closed" - Clarifying 311 Services' Approach to Resolving Requests  
For the purpose of inviting representatives from 311 Services, the Department of Public Works, the Department of Transportation, and the Department of Housing and Community Development, the Department of Recreation and Parks, BGE, and the Mayor's Office of Performance and Innovation to appear before the City Council to discuss the effectiveness of 311 resolving complaints and referring tasks to other agencies.

**Sponsors:** Leon F. Pinkett, III, Ryan Dorsey, John Bullock, Bill Henry, Kristerfer Burnett, Zeke Cohen, Danielle N. McCray, Robert Stokes, Sr., Edward Reisinger, Mayor Brandon M. Scott, Eric T. Costello, Shannon Sneed, Mary Pat Clarke, Isaac "Yitzy" Schleifer

**Indexes:** 311 Services, Informational Hearing, Resolving Requests

**Code sections:**

**Attachments:** 1. 19-0163R~1st Reader, 2. DHCD 19-0163R, 3. 311 Call Center 19-0163r, 4. DPW 10-0163r, 5. Law 19-0163R, 6. OPI 19-0163R, 7. DOT 19-0163R, 8. 19-0163R~2nd Reader, 9. Complete Bill File 19-0163R

Date	Ver.	Action By	Action	Result
10/28/2019	0	City Council	Adopted	
10/28/2019	0	Budget & Appropriations Committee	Recommended Favorably	
10/24/2019	0	Budget & Appropriations Committee	Recommended Favorably	Pass
10/7/2019	0	Budget & Appropriations Committee	Scheduled for a Public Hearing	
9/23/2019	0	Budget & Appropriations Committee	Scheduled for a Public Hearing	
9/12/2019	0	The City Council	Refer to Dept. of Recreation and Parks	
9/12/2019	0	The City Council	Refer to Mayor's Office of Innovation	
9/12/2019	0	The City Council	Refer to Mayor's Office of Information Technology	
9/12/2019	0	The City Council	Refer to Dept. of Public Works	
9/12/2019	0	The City Council	Refer to Dept. of Transportation	
9/12/2019	0	The City Council	Refer to Dept. of Housing and Community Development	
9/12/2019	0	The City Council	Refer to City Solicitor	
9/12/2019	0	The City Council	Refer to 3-1-1 One Call and Dispatch Center	

9/9/2019	0	City Council	Assigned
9/9/2019	0	City Council	Introduced