



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 and 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 T. Bullock, Bill Henry, Kristerfer Burnett, Zeke Cohen, Danielle McCray, Robert Stokes, Sr., Edward Reisinger, President 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 and Appropriations Committee | Recommended Favorably | |
| 10/24/2019 | 0 | Budget and Appropriations Committee | Recommended Favorably | Pass |
| 10/7/2019 | 0 | Budget and Appropriations Committee | Scheduled for a Public Hearing | |
| 9/23/2019 | 0 | Budget and Appropriations Committee | Scheduled for a Public Hearing | |
| 9/12/2019 | 0 | City Council President | Refer to Dept. of Recreation and Parks | |
| 9/12/2019 | 0 | City Council President | Refer to Mayor's Office of Innovation | |
| 9/12/2019 | 0 | City Council President | Refer to Mayor's Office of Information Technology | |
| 9/12/2019 | 0 | City Council President | Refer to Dept. of Public Works | |
| 9/12/2019 | 0 | City Council President | Refer to Dept. of Transportation | |
| 9/12/2019 | 0 | City Council President | Refer to Dept. of Housing and Community Development | |
| 9/12/2019 | 0 | City Council President | Refer to City Solicitor | |
| 9/12/2019 | 0 | City Council President | Refer to 3-1-1 One Call and Dispatch Center | |

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