

The MC311 Data Summary

February 2, 2016

Data from 12/27/2015 – 1/23/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	1759	2081	547	49	97	497	552
2	DEP	22 Gallon Bin Delivery	1429	1205	313	378	112	372	238
3	DEP	Scrap Metal Pick-Up Request	1363	1601	395	163	71	361	365
4	DPS	Schedule DPS Building Inspections	1178	1623	134	37	16	59	67
5	DEP	22 Gallon Bin Pick-up	623	500	165	133	58	149	110
6	DEP	Field Check for Solid Waste Services	463	477	113	42	20	142	143
7	DOT	Inspect, Remove or Prune County Tree	453	931	61	53	25	178	130
8	DHCA	Landlord Tenant Issues	440	424	38	83	28	52	78
9	FIN	Requests to Discuss Property Tax Bill	403	535	27	24	29	19	22
10	DHCA	Housing Complaints	398	346	34	92	35	87	117
11	DEP	Unacceptable for Collection	366	561	71	1	38	160	94
12	DPS	Permit, Plan Review or Inspection Status	359	395	76	21	20	43	37
13	DEP	Cart Repair (Paper Recycling)	310	253	106	32	28	82	62
14	POL	Dead Animal Along the Roadway	227	374	47	43	27	61	29
15	DOT	Pothole Repair	225	236	83	17	7	68	44

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3775	4050
2	FIN	Balance of Property Tax Bill	851	1344
3	DEP	County Trash & Recycling Schedule	787	146
4	FIN	Payments Made on a Property Tax Acct.	742	800
5	DPS	DPS Building Inspector Contact Info.	734	1019
6	HHS	Maryland Health Care Connection	639	755
7	DOT	Ride On Trip Planning	544	522
8	DEP	How To Recycle/Dispose of Solid Waste	528	463
9	PIO	MCG Employee Directory Assistance	470	476
10	DOT	Ride On Inclement Weather Bus Route	424	1
11	--	Non-MCG Directory Assistance	378	344
12	FIN	Tax Payment Methods	338	456
13	POL	Police Department Info.	297	297
14	DEP	Transfer Station Questions	251	143
15	DEP	Curbside Recycling Program Questions	250	196

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	35,045	Abandoned call rate (target: <5%)	2.54%	Average seconds to answer (target: <20)*	14.3
Total requests (inc. phone, web, walk-in)	38,043			Average call duration, seconds (target: <240)	234

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

**The MC311 call center was closed on Friday, January 1st for the New Year Holiday and Monday, January 18th for the Martin Luther King, Jr. Holiday. The Call Center was open on Saturday, January 2nd and Saturday, January 23rd (the call center is normally closed on weekends).

MC311 Request Trends 12/27/2015 – 1/23/2016

- The number of requests in several categories related to trash and recycling collection increased compared to the previous month. These categories include information on collection schedules, transfer station questions, and curbside recycling questions. Regular trash collection services were not available on Friday, January 1st (New Year's Day) and Monday, January 18th (Dr. Martin Luther King, Jr. Holiday).
- Requests to inspect, remove, or prune County trees decreased from 931 requests made during the prior month to 453 requests during the current month. During the same period last year (December 28th through January 24th), MC311 received a total of 1,113 requests to inspect, remove, or prune County trees.
- MC311 received a total of 150 requests from County residents requesting snow shoveling assistance. MC311 refers callers to either the Snow Crew, which matches volunteers and individuals in need of assistance, or CASA de Maryland which provides a snow shoveling service for a fee. From Friday, January 22nd through Thursday, January 28th, MC311 received a total of 373 requests for snow shoveling assistance.

MC311 Spotlight: MC311 Call Center - Winter Storm Jonas

From Friday, January 22nd through Thursday, January 28th, the MC311 Call Center received a total of 32,269 calls. By comparison, the week preceding Winter Storm Jonas (Friday, January 15th to Thursday, January 21st), MC311 received a total of 9,564 calls. The table below shows the number of calls received and the percent of calls abandoned from Jan. 22nd to Jan. 28th. On Tuesday, Jan. 26th, MC311 received over 8,500 calls. On this day, the average amount of time it took for a caller to reach a MC311 Customer Service Representative (CSR) was approximately 15 minutes.

MC311 Call Center – Calls Received from Jan. 22nd – Jan. 28th, 2015

Date	Number of Calls	Available CSRs	Abandoned Call Rate (target: <5%)
Jan. 22 nd	2,060	35	3.06%
Jan. 23 rd	561	35	0.53%
Jan. 24 th	3,899	36	4.98%
Jan. 25 th	7,267	36	28.82%
Jan. 26 th	8,545	38	40.96%
Jan. 27 th	6,212	36	28.25%
Jan. 28 th	3,725	35	8.99%

Of the 26,748 service requests submitted during this time period, 91% of requests (24,438 requests) were submitted by telephone. Additionally, County residents submitted 2,086 requests via the web and 31 requests via Twitter. MC311 received 18,329 requests for services related to the Department of Transportation. Top service requests within the Department include reporting unplowed streets (3,235 requests), snow removal status (2,962 requests) and removal timeline (2,501 requests), and Ride On Inclement Weather Schedule (2,032 requests).

The MC311 Data Summary

February 24, 2016

Data from 1/24/2016 – 2/20/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DOT	Report Unplowed or Missed Street	3551	31	836	256	402	931	276
2	DEP	22 Gallon Bin Delivery	1699	1429	403	393	146	405	332
3	DHCA	Report an Un-shoveled Sidewalk	1486	3	358	211	153	372	275
4	DPS	Schedule DPS Building Inspections	1304	1178	187	53	19	76	75
5	DEP	Bulk Trash Pick-Up Request	1111	1759	345	17	63	318	346
6	DEP	Scrap Metal Pick-Up Request	861	1363	230	101	37	235	250
7	DEP	22 Gallon Bin Pick-up	752	623	207	145	61	174	157
8	DOT	Snow Plow Blocked Driveway	692	23	153	109	60	162	82
9	DOT	Pothole Repair	583	225	236	34	29	150	118
10	DOT	Mailbox Damaged by Snowplow	444	8	42	79	60	215	39
11	DHCA	Landlord Tenant Issues	367	440	44	75	19	48	88
12	DEP	Field Check for Solid Waste Services	363	463	107	38	13	72	122
13	DPS	Permit, Plan Review or Inspection Status	358	359	68	23	19	34	36
14	DHCA	Housing Complaints	292	398	41	59	21	63	93
15	DEP	Cart Repair (Paper Recycling)	290	310	107	27	33	56	65

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4580	3775
2	DOT	Snow Removal Status	2965	5
3	DOT	Snow Plow Timeline	2463	62
4	DOT	Ride On Incident Weather Route/Hours	1829	424
5	DOT	Plowing of County Streets	1530	53
6	DEP	County Trash & Recycling Schedule	1483	787
7	--	State Highway Administration	739	124
8	DOT	Ride On Trip Planning	707	544
9	DPS	DPS Building Inspector Contact Info.	707	734
10	DOT	Ride On S Service Plan Implementation	694	27
11	DEP	How To Recycle/Dispose of Solid Waste	628	528
12	FIN	Balance of Property Tax Bill	582	851
13	HHS	Maryland Health Care Connection	578	639
14	PIO	County Offices Closed	548	174
15	FIN	Payments Made on a Property Tax Account	529	742

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	61,122	Abandoned call rate (target: <5%)	6.98%	Average seconds to answer (target: <20)*	100.5
Total requests (inc. phone, web, walk-in)	58,586			Average call duration, seconds (target: <240)	228

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

**In addition to its regular Monday through Friday operational days, the MC311 call center was open on Saturday, January 23rd, Sunday, January 24th, Monday, February 15th (Presidents' Day Holiday), and Saturday, February 20th. During Winter Storm Jonas (Friday, January 22nd through Thursday, January 28th) the call center had extended operational hours (the call center normally operates from 7 a.m. to 7 p.m.)

MC311 Request Trends 1/24/2016 – 2/20/2016

- MC311 received large numbers of requests in several categories related to snow removal during this period. These categories include reporting an un-plowed street or un-shoveled sidewalk, information on snow removal status and timeline, and Ride On inclement weather schedules. Winter Storm Jonas occurred from Friday, January 22nd through Sunday, January 24th.
- County Residents made 170 requests reporting issues with the County's Snow Map application, specifically regarding the maintenance responsibility of a County road. The expected Service-Level Agreement (SLA) for the Department of Transportation (DOT) to investigate road conditions and maintenance responsibility is 5 days. During the past four weeks, DOT fulfilled requests, on average, in 6.5 days.
- Requests for information on the County's trash and recycling schedule increased from 787 requests made during the prior month to 1,483 requests made during the current month. There was no trash or recycling service on Monday, January 25th and Tuesday, January 26th due to County Government closures.
- The abandoned call rate exceeded the daily target maximum of 5% from Sunday, January 24th through Friday, January 29th. The average abandoned call rate for the six days was 19.95%, reaching a high of 40.96% on Tuesday, January 23rd.

MC311 Spotlight: Pothole Repair Requests

During the past four weeks (Jan. 24th – Feb. 20th), the MC311 Call Center received a total of 583 requests to repair potholes. Individuals submitted 369 requests (63%) via the web and 212 requests (36%) were submitted by telephone. (Two requests were submitted internally by County employees). The table below shows the total number of pothole repair requests for each Council District, including the number of requests fulfilled by DOT or in progress during this time period. The table also shows the average number of days it took to close requests and the percentage of requests that were closed within the Service-Level Agreement (SLA), which is the target maximum for the number of days it should take to close requests. The SLA for pothole repair requests is 3 days.

Pothole Repair Requests by Council District*
Received from Jan. 24th – Feb. 20th, 2016

Council District	Total No. of Requests	No. of Pothole Repair Requests Fulfilled	No. of Pothole Repair Requests In Progress	Average Days to Close	% of Requests Meeting SLA
1	236	186	50	2.8	68.2%
2	34	31	3	2.0	88.2%
3	29	23	6	2.5	82.8%
4	150	124	26	2.5	78.0%
5	118	103	15	2.5	81.4%

*16 requests made during the past month were not assigned to a Council District by MC311 and are excluded from the table above.

The MC311 Data Summary

March 22, 2016

Data from 2/21/2016 – 3/19/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2282	1111	684	45	127	643	736
2	DEP	22 Gallon Bin Delivery	1863	1699	389	485	142	444	379
3	DEP	Scrap Metal Pick-Up Request	1789	861	474	230	109	456	501
4	DPS	Schedule DPS Building Inspections	1752	1304	193	47	31	79	101
5	DEP	22 Gallon Bin Pick-up	815	752	223	154	67	176	186
6	FIN	Property Tax Delinquent Notice	758	7	78	31	43	32	39
7	DOT	Pothole Repair	746	583	277	45	56	178	176
8	DOT	Inspect, Remove or Prune County Tree	495	248	100	66	21	231	61
9	DPS	Permit, Plan Review or Inspection Status	484	358	87	34	18	45	45
10	DEP	Field Check for Solid Waste Services	462	363	110	50	30	114	147
11	DHCA	Housing Complaints	456	292	49	88	26	122	145
12	DHCA	Landlord Tenant Issues	394	367	63	59	26	53	87
13	DEP	Cart Repair (Paper Recycling)	377	290	152	25	24	86	90
14	DHCA	Speak with a Licensing Specialist	353	204	82	50	23	70	73
15	POL	Dead Animal Along the Roadway	335	254	89	60	22	63	72

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3576	4580
2	FIN	Balance of Property Tax Bill	947	582
3	DHCA	State Lead Poisoning Prevention Program	923	52
4	DPS	DPS Building Inspector Contact Info.	909	707
5	FIN	Payments Made on a Property Tax Account	854	529
6	DOT	Ride On Trip Planning	633	707
7	DEP	How To Recycle/Dispose of Solid Waste	609	628
8	PIO	MCG Employee Directory Assistance	503	443
9	HHS	Maryland Health Care Connection	413	578
10	--	Non-MCG Directory Assistance	400	455
11	POL	Police Department Info.	334	416
12	DEP	Curbside Recycling Program Questions	254	366
13	DEP	Transfer Station Questions	234	211
14	--	State Highway Administration	216	739
15	--	Washington DC 311	201	216

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	39,018	Abandoned call rate (target: <5%)	3.29%	Average seconds to answer (target: <20)*	25.3
Total requests (inc. phone, web, walk-in)	44,359			Average call duration, seconds (target: <240)	251

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 2/21/2016 – 3/19/2016

- Bulk trash pick-up requests increased from 1,111 requests made during the prior month to 2,282 requests made during the current month. Individuals made a total of 28,645 requests during the past year, with an average of 2,387 requests per month.
- Scrap metal pick-up requests increased from 861 requests made during the prior month to 1,789 requests made during the current month. A total of 23,165 requests were made during the past year, with an average of 1,930 requests per month.
- MC311 received 758 requests to discuss property tax delinquent notices. This represents an increase from 7 requests made during the prior month. Tax lien sale notification bills are sent in April. The bill shows the amount due and advises the taxpayer of the consequences if the bill remains unpaid.
- Requests for information on the State's Lead Poisoning Prevention Program for rental housing increased from 52 requests made during the prior month to 923 requests made during the current month. To obtain a rental license, all rental units constructed before January 1, 1978, must obtain a registration/tracking number from the Maryland Department of the Environment.
- The abandoned call rate exceeded the daily target maximum of 5% on Monday, February 29th (11.08%) and Tuesday, March 1st (11.84%). The average 311 call wait time for both days was approximately two minutes, exceeding the target maximum of 20 seconds.

MC311 Spotlight: Housing Complaints

From March 1, 2015 through February 29, 2016, the MC311 Call Center received a total of 6,162 requests to file a housing complaint about the maintenance of a rental property or the exterior maintenance of a residential or commercial property. The table below shows the total number of requests for each Council District during this twelve-month period, including the number of those complaints that were resolved by DHCA or remain in progress. The table also shows the average number of days it took to close requests and the percentage of requests that were closed within the Service-Level Agreement (SLA), which is the target maximum for the number of days it should take to close requests. The SLA for housing complaints is 60 days.

Requests to File a Housing Complaints by Council District*
Received from Mar. 1, 2015 – Feb. 29, 2016

Council District	Total No. of Requests	No. of Complaints Resolved	No. of Complaint Requests In Progress	Average Days to Close	% of Requests Meeting SLA
1	747	680	67	33.3	83.5%
2	1,179	992	187	40.4	78.2%
3	385	323	62	41.8	76.4%
4	1,599	1,336	263	44.1	75.8%
5	1,846	1,650	196	36.0	82.2%

*406 requests made during the past month were not assigned to a Council District by MC311 and are excluded from the table above.

The MC311 Data Summary

April 20, 2016

Data from 3/20/2016 – 4/16/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2391	2282	739	44	131	654	794
2	DEP	Scrap Metal Pick-Up Request	2161	1789	610	222	126	583	613
3	DEP	22 Gallon Bin Delivery	1964	1863	441	480	150	480	349
4	DPS	Schedule DPS Building Inspections	1856	1752	183	59	27	84	74
5	DOT	Inspect, Remove or Prune County Tree	952	495	387	77	174	151	140
6	DEP	22 Gallon Bin Pick-up	862	815	242	159	83	190	154
7	DEP	Field Check for Solid Waste Services	607	462	194	76	40	128	159
8	DEP	Unacceptable for Collection	568	272	101	5	72	248	140
9	DHCA	Landlord Tenant Issues	559	394	78	99	29	65	99
10	DHCA	Housing Complaints	482	456	46	105	26	124	141
11	DPS	Permit, Plan Review or Inspection Status	439	484	79	37	17	45	57
12	DEP	Cart Repair (Paper Recycling)	429	377	158	38	23	113	94
13	DOT	Pothole Repair	427	746	142	29	30	111	108
14	FIN	Requests to Discuss Property Tax Bill	310	300	28	9	16	10	8
15	DEP	Same Day (For Use by SWS Staff Only)	255	160	103	20	5	60	65

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3744	3576
2	DPS	DPS Building Inspector Contact Info.	1055	909
3	FIN	Payments Made on a Property Tax Account	716	854
4	FIN	Balance of Property Tax Bill	684	947
5	DOT	Ride On Trip Planning	648	633
6	DEP	How To Recycle/Dispose of Solid Waste	612	609
7	PIO	MCG Employee Directory Assistance	457	503
8	--	Non-MCG Directory Assistance	393	400
9	POL	Police Department Info.	358	334
10	HHS	Maryland Health Care Connection	342	413
11	DEP	Transfer Station Questions	312	234
12	DHCA	State Lead Poisoning Prevention Program	305	923
13	DEP	Curbside Recycling Program Questions	246	254
14	--	Business License Application or Renewal	246	33
15	HHS	Free Income Tax Assistance Tax Year 2015	239	72

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	36,357	Abandoned call rate (target: <5%)	1.57%	Average seconds to answer (target: <20)*	13.9
Total requests (inc. phone, web, walk-in)	44,039			Average call duration, seconds (target: <240)	244

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 3/20/2016 – 4/16/2016

- Requests for business license application or renewal information increased from 33 requests made during the prior month to 239 requests made during the current month. All business licenses expire on April 30th.
- Requests for assistance with 2015 income tax preparation increased from 72 requests made during the prior month to 239 requests in the current month. MC311 CSRs can schedule appointments for eligible customers directly with the Montgomery Community Action Agency VITA Partnership. Tax preparation assistance is also provided by area nonprofits and the Retired and Senior Volunteer Tax Aide Program.
- The number of requests for a visit or call from a Solid Waste Services staff member increased 31% from 462 requests made during the prior month to 607 requests in the current month. Resident may request a field check for a variety of reasons, including courtesy pick-ups, complaints about partial-pickup or container placement, or reports of inadvertent items collected by County contractors.

MC311 Spotlight: 22-Gallon Recycling Bin Requests

From April 1, 2015 through March 31, 2016, the MC311 Call Center received 22,665 requests for 22-gallon blue recycling bins. Residents who receive County-provided curbside recycling collection are eligible to receive up to 5 bins per year. DEP staff deliver bins the week they are ordered if the order is received by 2 PM Friday. The table below shows the total number of requests for each Council District during this twelve-month period and the percentage of requests submitted through the MC311 website and Call Center. The table also shows the average number of days it took to close requests and the percentage of requests that were closed within the Service-Level Agreement (SLA), which is the target maximum for the number of days it should take to close requests. The SLA for bin requests is 10 days.

**22-Gallon Blue Bin Delivery Requests by Council District
Received from Apr. 1, 2015 – Mar. 31, 2016**

Council District*	Total No. of Requests	No. of Complaints Resolved	Average Days to Close	% of Requests Meeting SLA	Source of Requests**	
					MC311 Website	MC311 Call Center
1	5,570	5,570	6.32	99.9%	60.6%	38.7%
2	5,730	5,729	6.43	99.9%	58.4%	41.0%
3	1,625	1,625	6.27	100.0%	59.1%	40.7%
4	5,172	5,172	6.10	99.9%	51.5%	47.9%
5	4,093	4,093	6.06	100.0%	72.6%	25.3%

*475 requests made during the past month were not assigned to a Council District by MC311 and are excluded from the table.

** Does not include internal customer requests or requests received by Twitter or during walk-in hours.

The MC311 Data Summary

May 23, 2016

Data from 4/17/2016 – 5/14/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2660	2391	836	54	164	756	815
2	DEP	Scrap Metal Pick-Up Request	2481	2161	720	295	161	647	637
3	DPS	Schedule DPS Building Inspections	1838	1856	179	67	25	62	54
4	DEP	22 Gallon Bin Delivery	1714	1964	449	414	118	409	299
5	DEP	22 Gallon Bin Pick-up	833	862	242	173	76	189	142
6	DEP	Field Check for Solid Waste Services	584	607	140	79	26	139	188
7	DHCA	Housing Complaints	583	482	78	113	33	153	168
8	DPS	Permit, Plan Review or Inspection Status	527	439	81	41	24	30	63
9	DOT	Inspect, Remove or Prune County Tree	508	952	232	35	20	75	128
10	DHCA	Landlord Tenant Issues	476	559	61	73	39	88	100
11	DOT	Pothole Repair	422	427	150	30	21	116	98
12	DEP	Cart Repair (Paper Recycling)	382	429	135	35	29	96	83
13	DEP	Unacceptable for Collection	336	568	68	2	37	175	52
14	FIN	Requests to Discuss Property Tax Bill	291	310	16	14	16	16	12
15	DOT	Road Repair	261	232	109	19	21	53	51

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3847	3744
2	DPS	DPS Building Inspector Contact Info.	965	1055
3	DOT	Ride On Trip Planning	685	648
4	DEP	How To Recycle/Dispose of Solid Waste	638	612
5	FIN	Payments Made on a Property Tax Account	623	716
6	FIN	Balance of Property Tax Bill	618	684
7	PIO	MCG Employee Directory Assistance	496	457
8	--	Non-MCG Directory Assistance	453	393
9	POL	Police Department Info.	383	358
10	HHS	Maryland Health Care Connection	332	342
11	DEP	Curbside Recycling Program Questions	291	246
12	DEP	Transfer Station Questions	273	312
13	DEP	Residential Trash and Recycling Literature	258	213
14	--	Prince George's County 311	223	101
15	--	Washington DC 311	207	211

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	36,146	Abandoned call rate (target: <5%)	1.33%	Average seconds to answer (target: <20)*	11.7
Total requests (inc. phone, web, walk-in)	43,336			Average call duration, seconds (target: <240)	241

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 4/17/2016 – 5/14/2016

- MC311 received 221 requests to file a Ride On service complaint, a 56% increase from the 142 requests made during the prior month. Since January 1, 2016, a total of 915 requests have been made.
- Individuals made 332 requests for information on the Maryland Health Care Connection during this month, compared with 342 requests made during the prior month. Since Nov. 1, 2015, MC311 has received a total of 4,574 requests for information. Open enrollment for all other individuals purchasing insurance lasts from Nov. 1, 2016 to Jan. 31, 2016. Individuals qualifying for Medicaid, MCHP, or MCHP Premium may enroll at any point during the year.
- MC311 received 124 requests for MANNA Center food referrals, compared with 152 requests made during the prior month. Since January 1, 2016, MC311 has received a total of 748 referral requests. This is 35% decrease in the total number of referrals compared to the same period last year when 1,146 requests were made.

MC311 Spotlight: Spanish-Language Requests

From January 1, 2015 through December 31, 2015, the MC311 Call Center received 28,169 requests from individuals requesting to speak to a Spanish-speaking Customer Service Representative (CSR). Of the 28,169 total requests, 84% (23,617 requests) were categorized by MC311 as General Information requests, meaning the call was resolved by CSRs at the MC311 contact center. The remaining 16% (4,552 requests) were for categorized as Service Requests and submitted to departments for fulfillment. The table below displays the departments receiving the highest numbers of requests from Spanish-speaking MC311 customers, and the percentages of those requests categorized either as General Information or Service Requests.

**MC311 Requests for Spanish-Speaking CSRs, by Department
Received from Jan. 1, 2015 – Dec. 31, 2015**

Department	No. of Requests	% General Info. Requests	% Service Requests
DEP	3,911	38%	62%
DHCA	1,214	48%	52%
DOT	3,442	85%	15%
DPS	3,013	87%	13%
FIN	1,762	95%	5%
HHS	5,720	97%	3%
Non-MCG	5,893	100%	0%
OHR	176	68%	32%
PIO	1,587	100%	0%
POL	581	94%	6%

The MC311 Data Summary

June 20, 2016

Data from 5/15/2016 – 6/11/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2772	2660	859	56	158	742	904
2	DEP	Scrap Metal Pick-Up Request	2501	2481	719	302	139	579	730
3	DPS	Schedule DPS Building Inspections	2075	1838	171	75	18	73	66
4	DEP	22 Gallon Bin Delivery	1903	1714	463	470	145	454	345
5	DEP	22 Gallon Bin Pick-up	935	833	268	198	60	209	187
6	DOT	Inspect, Remove or Prune County Tree	784	508	302	64	89	225	87
7	DHCA	Housing Complaints	618	583	57	130	43	162	168
8	DPS	Permit, Plan Review or Inspection Status	557	527	91	38	19	42	46
9	DEP	Field Check for Solid Waste Services	473	584	115	50	27	113	163
10	DHCA	Landlord Tenant Issues	459	476	64	96	30	76	78
11	DOT	Pothole Repair	412	422	166	22	18	89	105
12	DEP	Cart Repair (Paper Recycling)	388	382	162	28	24	83	90
13	DEP	Same Day (For Use by SWS Staff Only)	331	248	83	34	13	87	114
14	POL	Dead Animal Along the Roadway	306	222	67	40	42	68	52
15	DEP	Unacceptable for Collection	264	336	81	5	20	129	28

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3823	3847
2	DPS	DPS Building Inspector Contact Info.	1099	965
3	DOT	Ride On Trip Planning	687	685
4	DEP	How To Recycle/Dispose of Solid Waste	623	638
5	PIO	MCG Employee Directory Assistance	519	496
6	FIN	Payments Made on a Property Tax Account	482	623
7	FIN	Balance of Property Tax Bill	466	618
8	--	Non-MCG Directory Assistance	465	453
9	POL	Police Department Info.	336	383
10	DEP	Curbside Recycling Program Questions	319	291
11	DEP	Residential Trash and Recycling Literature	312	258
12	DEP	Transfer Station Questions	297	273
13	DEP	County Trash & Recycling Schedule	268	17
14	HHS	Maryland Health Care Connection	245	332
15	--	Prince George's County 311	232	223

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	36,408	Abandoned call rate (target: <5%)	1.85%	Average seconds to answer (target: <20)*	14.4
Total requests (inc. phone, web, walk-in)	43,616			Average call duration, seconds (target: <240)	230

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

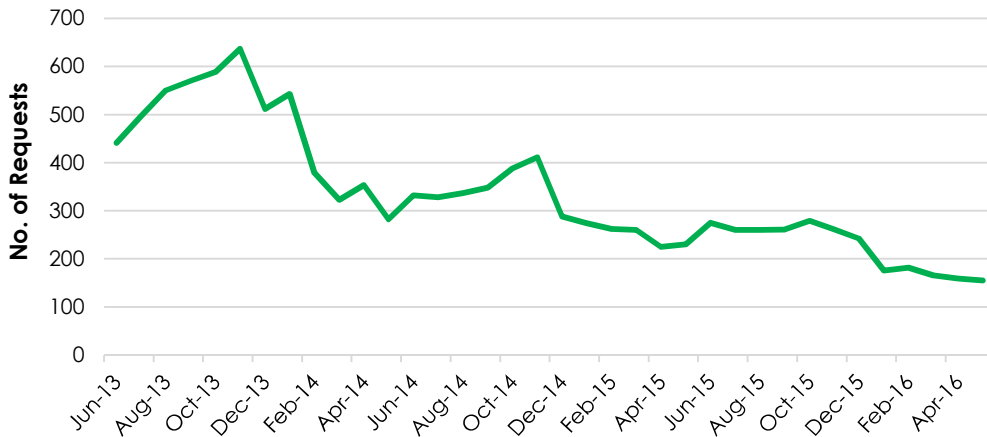
MC311 Request Trends 5/15/2016 – 6/11/2016

- MC311 received 268 requests for information related to the County's trash and recycling schedule, a 94% increase from the 17 requests made during the prior month. Regular trash collection services were not available on Monday, May 30th (Memorial Day).
- MC311 received eight requests from individuals requesting assistance with retrieving lost items (e.g., keys, cell phones) from County maintained storm drains. Since Jan. 1, 2016, MC311 has received a total of 26 requests for assistance. DOT Division of Highway Services investigate and respond to the service request within one business day.
- The abandoned call rate exceeded the target maximum of 5.0% on Monday, June 6th (5.85%). On this day the average speed to answer a call was 42 seconds, exceeding the target maximum of 20 seconds.

MC311 Spotlight: MANNA Referrals

From June 2013 through May 2016, MC311 received 12,034 Manna Food Center referral requests. Over the three-year time period a seasonal pattern emerges, with the number of referral requests peaking during the fall (September – November) and declining during the spring (March - May). However, since 2013, the total number of referral requests received during both the fall and spring months have declined, particularly during peak months.

Monthly MANNA Food Center Referral Requests, 2013 - 2016



Referral Requests Received (Sept. – Nov.)		
Year	No. of Referrals	Decrease from Prior Year
2013	1,795	--
2014	1,147	-36%
2015	801	-30%

Referral Requests Received (Mar. – May)		
Year	No. of Referrals	Decrease from Prior Year
2014	958	--
2015	715	-25%
2016	480	-33%

The MC311 Data Summary

July 14, 2016

Data from 6/12/2016 – 7/9/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2866	2772	889	68	158	762	882
2	DEP	Scrap Metal Pick-Up Request	2533	2501	692	303	149	632	684
3	DEP	22 Gallon Bin Delivery	1948	1903	522	479	127	387	356
4	DPS	Schedule DPS Building Inspections	1600	2075	152	71	28	51	56
5	DEP	22 Gallon Bin Pick-up	870	935	289	158	60	177	153
6	DPS	Permit, Plan Review or Inspection Status	668	557	110	33	28	34	58
7	DOT	Inspect, Remove or Prune County Tree	591	784	157	66	44	219	95
8	DHCA	Housing Complaints	580	618	75	109	32	138	184
9	DEP	Field Check for Solid Waste Services	575	473	151	64	39	127	176
10	DHCA	Landlord Tenant Issues	500	459	69	101	28	81	96
11	DPS	Schedule Residential Building Inspections	410	--	49	9	3	17	15
12	POL	Dead Animal Along the Roadway	410	306	82	52	56	96	57
13	DEP	Cart Repair (Paper Recycling)	407	388	173	33	29	85	87
14	DEP	Same Day (For Use by SWS Staff Only)	407	331	107	24	18	112	146
15	DHCA	Licensing and Registration Specialist	357	162	94	63	30	59	56

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3691	3823
2	DPS	DPS Building Inspector Contact Info.	910	1099
3	DEP	How To Recycle/Dispose of Solid Waste	714	623
4	DOT	Ride On Trip Planning	675	687
5	PIO	MCG Employee Directory Assistance	517	519
6	FIN	Balance of Property Tax Bill	512	466
7	--	Non-MCG Directory Assistance	486	465
8	POL	Police Department Info.	402	366
9	FIN	Payments Made on a Property Tax Account	366	482
10	DEP	Curbside Recycling Program Questions	330	319
11	DEP	Transfer Station Questions	318	297
12	DEP	Residential Trash and Recycling Literature	308	312
13	DPS	Residential Building Inspector Contact Info.	283	--
14	HHS	Maryland Health Care Connection	230	245
15	--	Washington DC 311	225	222

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	37,770	Abandoned call rate (target: <5%)	2.09%	Average seconds to answer (target: <20)*	16.1
Total requests (inc. phone, web, walk-in)	44,397			Average call duration, seconds (target: <240)	230

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

**The MC311 Call Center was closed on Monday, July 4th for the July 4th Holiday and open on Saturday, July 9th (the Call Center is normally closed on weekends).

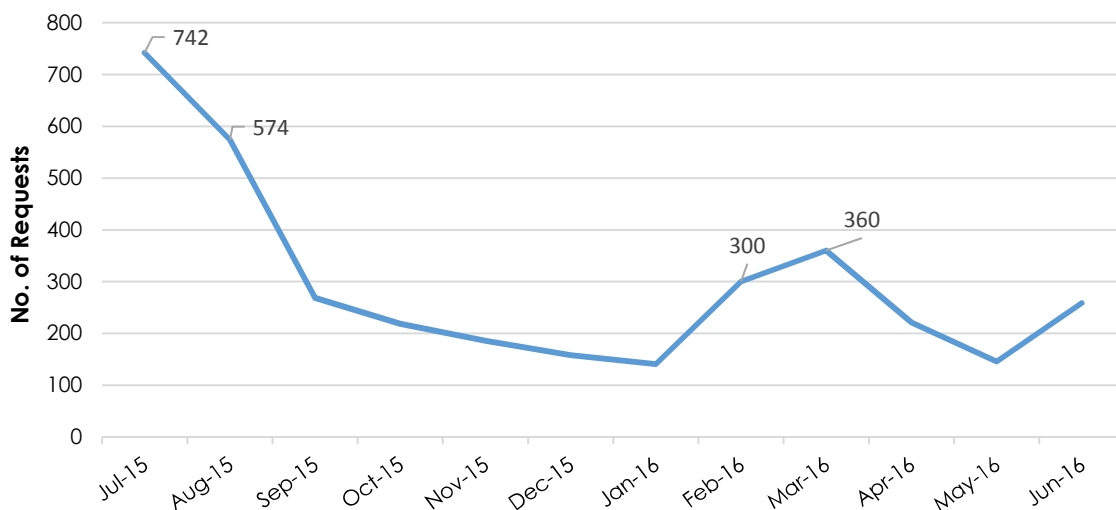
MC311 Request Trends 6/12/2016 – 7/9/2016

- The number of requests regarding the status of building permit applications and inspections increased 20% from 557 requests made during the prior month to 668 requests made during the current month. Specific permit information is available in real time (updates are available as they occur) via the Department of Permitting's website.
- MC311 received 410 requests to schedule residential building inspections and 230 requests for residential building inspector contact information. This is the first month MC311 has distinguished residential building inspection requests from broader DPS inspection request topics.
- The abandoned call rate exceeded the target maximum of 5.0% on Thursday, June 30th (5.39%) and Saturday, July 9 (5.17%). MC311 was closed on Monday, July 4th (Independence Day).

MC311 Spotlight: DHCA Licensing/Registration Specialists

From July 2015 through June 2016, MC311 received a total of 3,353 requests to speak with a DHCA licensing or registration specialist. The Licensing and Registration Office oversees the licensing of residential rental properties and registration of common ownership communities (COC). The number of requests received in July and August are significantly higher compared with other months. Annual invoices for rental license renewals and COC registration fees are mailed in June with payment due by July 31st. Requests also increased in February and March. All rental properties built prior to July 1, 1978 are required to comply with the State Lead Poisoning Prevention Program in order to receive a renewal license in July. Rental owners must submit an annual lead poisoning prevention checklist to DHCA by the end of March.

Requests to Speak with DHCA Licensing and Registration Specialists, 2015-2016



The MC311 Data Summary

August 17, 2016

Data from 7/10/2016 – 8/6/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2751	2866	883	60	167	701	902
2	DEP	Scrap Metal Pick-Up Request	2444	2533	721	296	135	575	694
3	DEP	22 Gallon Bin Delivery	1803	1948	451	430	143	414	35
4	DPS	Schedule Residential Building Inspections	1661	1600	147	52	28	49	52
5	DEP	22 Gallon Bin Pick-up	821	870	258	142	70	189	158
6	DHCA	Housing Complaints	613	580	91	84	28	158	195
7	DOT	Inspect, Remove or Prune County Tree	601	591	195	74	68	137	118
8	DEP	Field Check for Solid Waste Services	593	575	121	42	28	154	243
9	DPS	Permit, Plan Review or Inspection Status	585	668	69	38	14	40	68
10	DHCA	Landlord Tenant Issues	546	500	88	98	34	77	98
11	DPS	Schedule Commercial Building Inspections	515	125	30	28	7	26	13
12	FIN	Requests to Discuss Property Tax Bill	475	279	18	18	28	12	16
13	DEP	Same Day (For Use by SWS Staff Only)	470	407	145	21	22	117	165
14	DHCA	Licensing and Registration Specialist	470	357	111	101	28	79	67
15	DEP	Cart Repair (Paper Recycling)	451	407	182	46	29	109	82

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3372	3691
2	DPS	Residential Building Inspector Contact Info.	1130	910
3	FIN	Balance of Property Tax Bill	847	512
4	DEP	How To Recycle/Dispose of Solid Waste	706	714
5	DOT	Ride On Trip Planning	684	675
6	PIO	MCG Employee Directory Assistance	536	517
7	--	Non-MCG Directory Assistance	466	486
8	FIN	Payments Made on a Property Tax Account	394	366
9	--	State Assessment and Taxation Office	373	165
10	DEP	Curbside Recycling Program Questions	359	330
11	POL	Police Department Info.	345	402
12	--	Earned Income Credit (EIC) Refund	323	57
13	DEP	Transfer Station Questions	297	318
14	HHS	Maryland Health Care Connection	258	230
15	DEP	Residential Trash and Recycling Literature	245	308

*Location data are not consistently available for all requests.

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	34,764	Abandoned call rate (target: <5%)	2.37%	Average seconds to answer (target: <20)*	16.2
Total requests (inc. phone, web, walk-in)	48,247			Average call duration, seconds (target: <240)	233

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 7/10/2016 – 8/6/2016

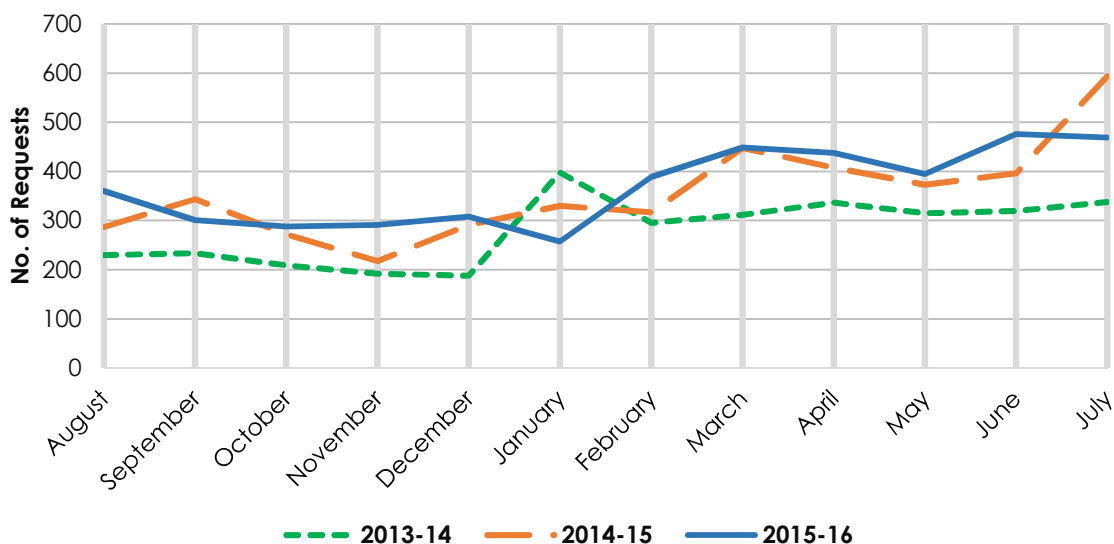
- MC311 received 601 requests to inspect, remove, or prune County-owned trees this period. The Service-Level Agreement, the target maximum for the number of days it should take to close requests, was reduced from 365 days to 240 days. SLA targets are reviewed in May/June of each year in consultation with CountyStat and MC311.
- The number of requests for several categories related to property taxes increased from the previous period. These included requests for the balance of individual property tax bills, discussion of property tax bills, and contact information for the State Department of Assessments and Taxation. Annual tax bills are due September 30th.
- MC311 received 323 information requests regarding the status of individual Earned Income Credit (EIC) refunds, compared with just 57 from the previous period. EIC refund checks are mailed at the end of July for tax returns filed through June.

MC311 Spotlight: Repair of Paper Recycling Carts

Since August 2013, MC311 has received 12,069 requests from residents to repair paper recycling carts. Residents can request repairs for broken lids and wheels or cracks in the cart itself. DEP Solid Waste Services (SWS) staff perform repairs every Thursday for requests received by 2pm Wednesday. If repairs aren't possible, SWS staff will replace the cart. The Service-Level Agreement (SLA) for cart repair requests is 8 days. Between August 1, 2015 and July 31st, 2016, 99% of cart repair requests met the SLA target.

As shown below, the number of requests increased during the first half of each year (January - June) and generally declined October and December. Overall, the number of requests for this service have increased, rising from 3,369 in 2013-14 to 4,421 in 2015-16, a 31% increase.

Requests to Repair Paper Recycling Carts, 2013 - 2016



The MC311 Data Summary

September 21, 2016

Data from 8/7/2016 – 9/3/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2579	2751	745	47	138	688	807
2	DEP	Scrap Metal Pick-Up Request	2177	2444	566	271	116	538	583
3	DEP	22 Gallon Bin Delivery	1752	1803	420	410	125	425	295
4	DPS	Schedule Residential Building Inspections	1732	1661	159	45	17	70	47
5	DEP	22 Gallon Bin Pick-up	807	821	214	162	70	177	132
6	DHCA	Licensing and Registration Specialist	609	470	142	143	45	83	87
7	DHCA	Housing Complaints	607	613	81	110	34	160	173
8	DEP	Field Check for Solid Waste Services	605	593	138	35	40	171	213
9	DPS	Permit, Plan Review or Inspection Status	579	585	102	37	23	42	37
10	DPS	Schedule Commercial Building Inspections	559	515	23	24	18	14	18
11	DHCA	Landlord Tenant Issues	531	546	76	123	28	82	112
12	DOT	Inspect, Remove or Prune County Tree	495	601	143	48	57	156	88
13	DEP	Same Day (For Use by SWS Staff Only)	473	470	161	18	18	112	161
14	DOT	Tree Maintenance – Block Prunes	418	226	32	53	--	332	--
15	DEP	Cart Repair (Paper Recycling)	387	451	136	38	23	92	98

*Location data are not consistently available for all requests.

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3363	3372
2	DPS	Residential Building Inspector Contact Info.	962	1130
3	DEP	How To Recycle/Dispose of Solid Waste	718	706
4	FIN	Balance of Property Tax Bill	715	847
5	DOT	Ride On Trip Planning	672	684
6	PIO	MCG Employee Directory Assistance	542	536
7	--	Non-MCG Directory Assistance	468	466
8	POL	Police Department Info.	430	345
9	FIN	Payments Made on a Property Tax Account	379	394
10	DEP	Curbside Recycling Program Questions	319	359
11	--	Earned Income Credit Refund	317	323
12	DHCA	Rental Facility License Renewal Info.	305	234
13	DEP	Transfer Station Questions	277	297
14	FIN	Tax Payment Methods	263	233
15	HHS	Maryland Health Care Connection	252	258

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	41,208*	Abandoned call rate (target: <5%)	3.94%	Average seconds to answer (target: <20)**	21.2
Total requests (inc. phone, web, walk-in)	46,986			Average call duration, seconds (target: <240)	235

*Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

**Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 8/7/2016 – 9/3/2016

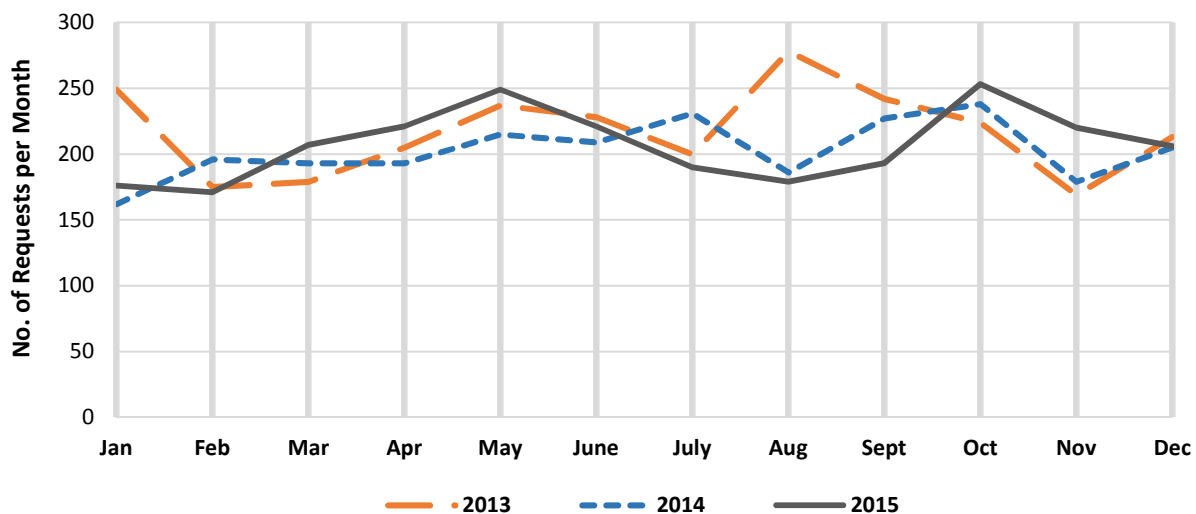
- MC311 exceeded its average call wait time target of 20 seconds on 10 days during the current four-week period (50% of the time). Over the full four-week period, the average seconds to answer was 21.2 seconds.
- MC311 received 235 complaints about Ride On bus driver behavior, an 11% increase from the 212 requests received during the prior month. Residents must provide a description of the incident, including the date and time, destination, and bus route. All complaints are investigated by Transit staff.
- DOT's Tree Maintenance Section currently uses the MC311 System to internally manage block prune requests. Block prunes are larger-scale neighborhood tree maintenance requests submitted by either a community representative or by a HOA President. MC311 received 418 requests for "block prunes," an 85% increase from 226 during the previous month. The SLA time frame for completion is 240 days.

MC311 Spotlight: Ride On Lost and Found

From 2013 to 2015, MC311 received 7,519 service requests for Ride On Lost and Found contact information. Ride On staffs a Lost and Found office at each depot from 8:00 AM – 4:00 PM. Using the bus route number, MC311 representatives are able to provide callers with specific contact information for each office.

As shown below, the number of requests for Ride On Lost and Found offices generally increased during the earlier months of each year (February – May). However, the number of annual requests has largely remained flat, totaling 2,599 requests in 2013, 2,434 requests in 2014, and 2,486 requests in 2015.

Requests for Information on Ride On Lost and Found Locations, 2013 - 2015



The MC311 Data Summary

October 12, 2016

Data from 9/4/2016 – 10/1/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2593	2579	755	55	130	717	814
2	DEP	Scrap Metal Pick-Up Request	2076	2177	607	220	113	513	549
3	DEP	22 Gallon Bin Delivery	1774	1752	404	425	119	388	335
4	DPS	Schedule Residential Building Inspections	1590	1732	157	66	18	65	49
5	DEP	22 Gallon Bin Pick-up	781	807	234	146	51	168	133
6	DEP	Field Check for Solid Waste Services	657	605	162	61	48	198	169
7	DPS	Schedule Commercial Building Inspections	637	559	24	26	13	15	10
8	DHCA	Housing Complaints	585	607	77	146	28	113	183
9	DOT	Tree Maintenance – Block Prunes	572	418	315	--	--	257	--
10	DOT	Inspect, Remove or Prune County Tree	556	495	193	65	50	158	77
11	DHCA	Landlord Tenant Issues	526	531	63	121	18	85	124
12	DPS	Permit, Plan Review or Inspection Status	523	579	69	35	23	43	57
13	DEP	Same Day (For Use by SWS Staff Only)	460	473	164	12	36	105	142
14	FIN	Request to Discuss Property Tax Bill	410	475	30	14	12	18	18
15	DEP	Cart Repair (Paper Recycling)	389	387	134	46	35	94	75

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3765	3363
2	FIN	Balance of Property Tax Bill	1210	715
3	FIN	Payments Made on a Property Tax Account	1027	379
4	DPS	Residential Building Inspector Contact Info.	995	962
5	DEP	How To Recycle/Dispose of Solid Waste	648	718
6	FIN	Tax Payment Methods	645	263
7	DOT	Ride On Trip Planning	585	672
8	PIO	MCG Employee Directory Assistance	499	542
9	POL	Police Department Info.	446	430
10	--	Non-MCG Directory Assistance	418	468
11	DEP	Transfer Station Questions	313	277
12	DEP	Curbside Recycling Program Questions	303	319
13	HHS	Maryland Health Care Connection	297	252
14	--	Comcast Customer Service	281	183
15	DEP	Residential Trash and Recycling Literature	266	245

*Location data are not consistently available for all requests.

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	41,804	Abandoned call rate (target: <5%)	6.62%	Average seconds to answer (target: <20)**	32.7
Total requests (inc. phone, web, walk-in)	47,733			Average call duration, seconds (target: <240)	231

*Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

**Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

*The MC311 Call Center was closed on Monday, September 5th for the Labor Day Holiday and open on Saturday, September 9th (the Call Center is normally closed on weekends).

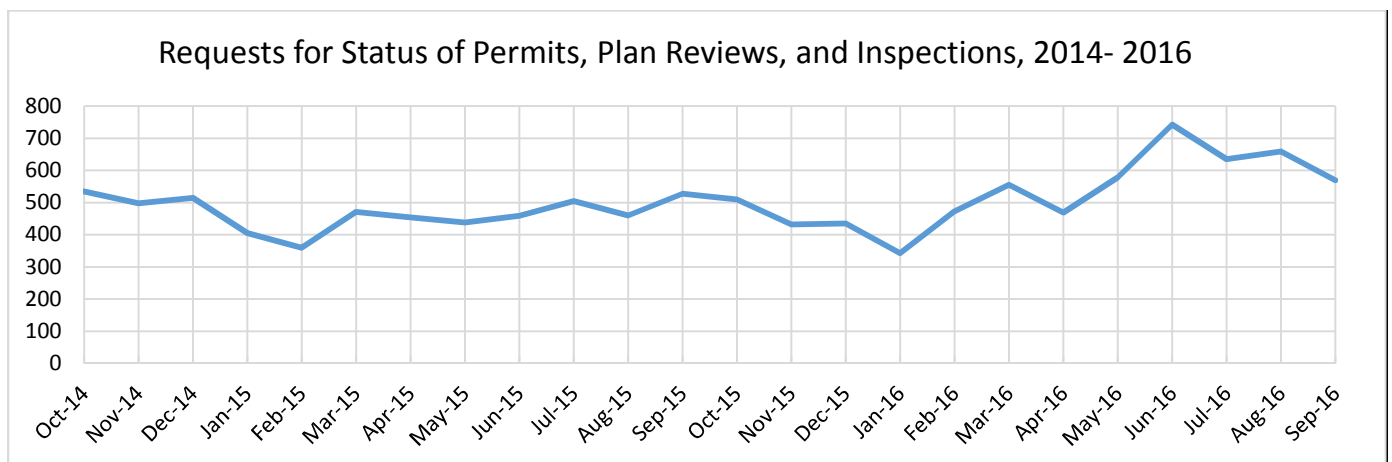
MC311 Request Trends

- MC311 exceeded its average seconds to answer target of 20 seconds or less on 18 out of 20 operational days during this period (90% of the time). Over the total time period, the average response time was 32.7 seconds. Additionally, the abandoned call rate exceeded the target maximum of 5.0% of total calls on 13 out of 20 operational days (65% of the time). The average abandoned call rate for the period was 6.62%.
- The number of requests for several categories related to property tax payments increased from the previous period. These categories included requests for the balance of property tax bills, payments made on property tax accounts, and information on tax payment methods. Annual tax bills and the first semi-annual payments were due on Friday, September 30th.
- MC311 received 281 information requests for Comcast Customer Service, a 54% increase from 183 requests during the previous period. Since January 1st, 2016, MC311 has received 1,635 such requests. MC311 provides callers with Comcast's customer service telephone number and business address.

MC311 Spotlight: Permits, Plan Reviews, and Inspections

Over the past two years, MC311 received 12,027 requests for the status of construction-related permits, plan reviews, and inspections. Department of Permitting Services (DPS) operates an online system providing real-time status information. MC311 representatives can check the status of permits for callers using the permit number and type. Questions that cannot be answered by a Tier 1 or Tier 2 MC311 Representative are forwarded to the appropriate DPS staff. The Service-Level Agreement (SLA) for such requests is 3 days.

As shown below, monthly requests have increased since the spring of 2016. Between February and September 2016, MC311 received 4,681 requests, 27% more than the 3,674 received during the same period in 2015. The lowest number of requests were received in January and February of each year.



The MC311 Data Summary

November 8, 2016

Data from 10/2/2016 – 10/29/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2402	2593	731	55	131	642	774
2	DEP	Scrap Metal Pick-Up Request	1948	2076	532	227	100	504	542
3	DPS	Schedule Residential Building Inspections	1749	1590	126	59	27	49	75
4	DEP	22 Gallon Bin Delivery	1427	1774	331	334	92	344	275
5	DPS	Schedule Commercial Building Inspections	723	637	32	43	7	12	25
6	DEP	22 Gallon Bin Pick-Up	630	781	177	122	47	153	113
7	DEP	Field Check for Solid Waste Services	629	657	123	68	47	193	161
8	HHS	2016 Holiday Giving Project Referrals	607	77	14	123	83	93	81
9	DHCA	Landlord Tenant Issues	570	526	73	115	16	87	94
10	POL	Dead Animal Along the Roadway	569	370	102	72	70	146	106
11	DPS	Permit, Plan Review or Inspection Status	540	523	70	51	19	41	42
12	DHCA	Housing Complaints	511	585	64	96	27	149	131
13	DOT	Inspect, Remove or Prune County Tree	461	556	140	41	27	176	69
14	DOT	Tree Maintenance – Block Prunes	428	572	1	32	0	395	0
15	DEP	Same Day (For Use by SWS Staff Only)	380	460	140	29	18	69	121

*Location data are not consistently available for all requests.

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3622	3765
2	DPS	Residential Building Inspector Contact Info.	1009	995
3	FIN	Payments Made on a Property Tax Account	917	1027
4	FIN	Balance of Property Tax Bill	794	1210
5	DOT	Ride On Trip Planning	691	585
6	DEP	How To Recycle/Dispose of Solid Waste	620	648
7	PIO	MCG Employee Directory Assistance	533	499
8	--	Non-MCG Directory Assistance	495	418
9	POL	Police Department Info.	386	446
10	DEP	County Trash and Recycling Schedule	361	151
11	DEP	Transfer Station Questions	360	313
12	HHS	Maryland Health Care Connection	324	297
13	DPS	DPS Location/Hours of Operation	293	194
14	--	Washington DC 311 Contact Info	274	218
15	DEP	Curbside Recycling Program Questions	263	303

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	41,188	Abandoned call rate (target: <5%)	5.73%	Average seconds to answer (target: <20)**	31
Total requests (inc. phone, web, walk-in)	46,226			Average call duration, seconds (target: <240)	232

*Due to a MC311 system issue, the total number of calls for the four week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

**Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

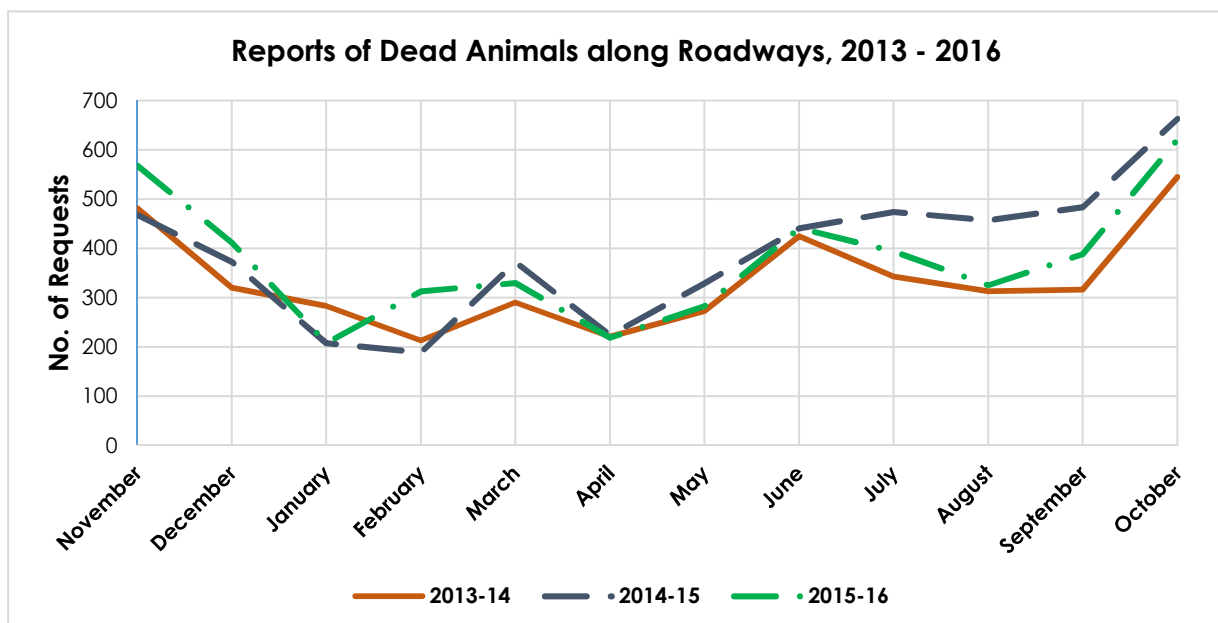
MC311 Request Trends 10/2/2016 – 10/29/2016

- MC311 received 607 referral requests for the 2016 Holiday Giving Project, a 57% increase from the 259 requests received during the same four-week period last year. This project works with public and private donors to provide food, toys, and gift cards to County residents in financial need during the holidays. The deadline for Thanksgiving referrals was Wednesday, October 26, 2016.
- Requests to schedule commercial building inspections increased 14%, from 637 requests made during the prior four-week period to 723 requests made during the current four-week period. Building permit inspections may be scheduled online through the Department of Permitting Services' website.
- MC311 received 630 requests to collect old, damaged 22-gallon recycling bins, a decrease of 19% from 781 requests received during the prior month. Since January 1, 2016, MC311 has received a total of 8,575 recycling bin pick-up requests.

MC311 Spotlight: Dead Animals along County Roadways

Since November 1, 2015, MC311 has received 4,502 requests to remove dead animals along County roadways or adjacent properties. The Animal Services Division is responsible for handling this type of request. The target Service- Level Agreement (SLA) for the Animal Services Division to remove a dead animal is one day. Since October 1, 2015, 91.9% of requests have met this target.

As shown below, a cyclical pattern emerges over the three-year period (November 2013 to October 2016), with requests decreasing during winter and early spring months and increasing in the late spring and summer months. In all three years, the highest number of requests were received in October.



The MC311 Data Summary

December 8, 2016

Data from 10/30/2016 – 11/26/2016 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	2176	2402	668	44	119	553	674
2	DEP	Scrap Metal Pick-Up Request	1813	1948	513	199	110	460	443
3	DPS	Schedule Residential Building Inspections	1603	1749	144	44	31	78	75
4	DEP	22 Gallon Bin Delivery	1327	1427	286	328	96	326	230
5	POL	Dead Animal Along the Roadway	707	569	195	84	86	137	118
6	DEP	22 Gallon Bin Pick-Up	539	630	155	116	34	118	96
7	HHS	2016 Holiday Giving Project Referrals	539	607	9	81	52	62	65
8	DEP	Field Check for Solid Waste Services	493	629	130	44	35	175	99
9	DPS	Schedule Commercial Building Inspections	463	723	26	13	8	8	8
10	DEP	Unacceptable for Collection	443	284	49	19	60	193	119
11	DPS	Permit, Plan Review or Inspection Status	431	540	66	28	19	29	38
12	DHCA	Housing Complaints	386	511	47	92	13	93	110
13	DHCA	Landlord Tenant Issues	362	570	34	81	18	69	90
14	DEP	Cart Repair (Paper Recycling)	348	359	120	50	18	83	76
15	DEP	Same Day (For Use by SWS Staff Only)	296	380	127	12	17	64	76

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3267	3622
2	DPS	Residential Building Inspector Contact Info.	1000	1009
3	DOT	Ride On Trip Planning	630	691
4	FIN	Balance of Property Tax Bill	594	794
5	DOT	Leaf Vacuum Program Information	560	86
6	FIN	Payments Made on a Property Tax Account	546	917
7	DEP	How To Recycle/Dispose of Solid Waste	545	620
8	DOT	Vacuum Leaf Collection	508	18
9	PIO	MCG Employee Directory Assistance	497	533
10	DEP	Transfer Station Questions	456	360
11	HHS	Maryland Health Care Connection	427	324
12	--	Non-MCG Directory Assistance	400	495
13	POL	Police Department Info.	361	386
14	DEP	County Trash and Recycling Schedule	284	361
15	DPS	DPS Location/Hours of Operation	271	293

*Location data are not consistently available for all requests.

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours**	36,402**	Abandoned call rate (target: <5%)	7.27%	Average seconds to answer (target: <20)***	29
Total requests (inc. phone, web, walk-in)	40,740			Average call duration, seconds (target: <240)	214

*Due to a MC311 system issue, the total number of calls for the four-week period in 2016 does not include single calls which resulted in multiple service requests. MC311 is currently working to resolve this issue.

**The MC311 Call Center was closed on Friday, November 11th for Veteran's Day and Thursday, November 24th for Thanksgiving and was open on Saturday, November 12th and Saturday, November 26th (the Call Center is normally closed on weekends).

***The MC311 Call Center experienced a two hour outage on November 10th, 2016. During this time, customers were able to access MC311 via the Internet.

**Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 10/30/2016 – 11/26/2016

- MC311 exceeded its average abandoned call rate target of 5% or less on 14 days during the current four-week period (70% of the time). Over the full four-week period, the average abandoned call rate was 7.27%.
- MC311 received 560 requests for information on the County's Leaf Vacuum Collection Program, a significant increase from 86 requests made during the prior four-week period. The DOT Division of Highway Services' annual collection program began on November 7.
- MC311 received 443 reports from Solid Waste Services staff regarding unacceptable items placed at the curb for collection, a 56% increase from 284 requests made during the prior period. Since January 1, 2016, MC311 has received a total of 4,039 reports.
- Requests for County Flu Clinic appointments increased from 45 requests made during the previous period to 176 requests made during the current period. Appointments for the County's 2016-17 Flu Clinic are currently fully booked. A total of 234 requests were made from September through November 2016.

MC311 Spotlight: Housing Complaints

Over the past two years, MC311 received an average of 520 complaints per month from residents seeking to file complaints related to the maintenance of single- and multi-family residential rental property, commercial property, common areas of residential condominiums, and vacant properties/unimproved lots. The expected Service-Level Agreement (SLA) for DHCA's Code Enforcement Office to resolve a housing complaint is 60 days. Between November 2015 and October 2016, 78% of requests met this SLA target.

As shown below, requests peak during spring and summer months. When comparing the two periods, requests rose from 6,010 (2014-15) to 6,458 (2015-16), an overall increase of 7%.

