The MC311 Data Summary

Data from 11/27/2016 – 12/24/2016 (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	2244	2176	680	36	99	607	729
2	DEP	Scrap Metal Pick-Up Request	1866	1813	521	198	87	471	513
3	DPS	Schedule Residential Building Inspections	1637	1603	143	63	27	55	65
4	DEP	22 Gallon Bin Delivery	1579	1327	363	401	104	367	293
5	FIN	Property Tax Delinquent Notice	703	7	61	14	32	22	19
6	DEP	Field Check for Solid Waste Services	627	493	141	92	43	181	163
7	DEP	22 Gallon Bin Pick-Up	568	539	154	106	39	133	114
8	DPS	Schedule Commercial Building Inspections	452	463	42	18	15	20	15
9	DEP	Same Day (For Use by SWS Staff Only)	416	296	128	15	28	87	158
10	DPS	Permit, Plan Review or Inspection Status	416	431	77	29	12	28	44
11	DEP	Cart Repair (Paper Recycling)	411	348	151	50	18	96	95
12	DHCA	Landlord Tenant Issues	406	362	66	77	23	70	73
13	DHCA	Housing Complaints	391	386	35	74	27	124	116
14	DHCA	Licensing and Registration Specialist	358	223	72	70	70	66	42
15	DEP	Unacceptable for Collection	344	443	52	12	59	156	63

*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.	3279	3267
2	FIN	Balance of Property Tax Bill	1371	594
3	DPS	Residential Building Inspector Contact Info.	1031	1000
4	FIN	Payments Made on a Property Tax Account	949	546
5	DEP	How To Recycle/Dispose of Solid Waste	610	545
6	DOT	Ride On Trip Planning	582	630
7	PIO	MCG Employee Directory Assistance	546	497
8	HHS	Maryland Health Care Connection	542	427
9	DOT	Vacuum Leaf Collection	532	508
10	FIN	Tax Payment Methods	470	150
11	DEP	Rescue Recovery Fire/Transfer Station Hours**	430	--
12	--	Non-MCG Directory Assistance	402	400
13	DEP	Transfer Station Questions	354	456
14	POL	Police Department Info.	317	361
15	DPS	DPS Location/Hours of Operation	281	271

**This request type was created during this period for use with questions related to the recent fire at the County's Resource Recovery Station.

Call Center Performance*

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	39,249	Abandoned call rate (target: <5%)	12.06%	Average seconds to answer (target: <20)**	50.1
Total requests (inc. phone, web, walk-in)	43,343			Average call duration, seconds (target: <240)	235

*OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

OLO OFFICE OF LEGISLATIVE OVERSIGHT

- MC311 received 703 requests for information about delinquent property tax notices. Property owners who believe they have incorrectly received notices can verify their tax account information through the County Department of Finance's website. If necessary, their accounts will be corrected and revised tax statements will be mailed to them.

- MC311 received 430 information requests on the recent fire at the County's Resource Recovery Station and its impact on the hours of operation at the Transfer Station. Normal operations at the Transfer Station resumed on January 2, 2017.

- MC311 exceeded its maximum abandoned call target rate of 5% on 19 out of 20 days during this period (95% of the time). An average of 12.06% of calls were abandoned over the full four-week period.

MC311 Spotlight: DHCA Code Enforcement

Over the past year, MC311 received 34,462 total requests for services from the Department of Housing and Community Affairs (DHCA). DHCA's Code Enforcement Section received 11,019 of these requests (32%). The table below provides detailed information on the most common Code Enforcement service requests.

As shown, housing complaints made up just under half of all requests (49.9%), reports of un-shoveled sidewalks made up 13.6%, and reports of tall grass on occupied and vacant property made up 6.4% and 3.6%, respectively. Housing complaints have an expected Service-Level Agreement (SLA) target of 60 days, with 78.5% of 2016 requests fulfilled within this target. By contrast, un-shoveled sidewalk complaints have an SLA target of 7 days, with roughly 96% of requests meeting this target in 2016.

MC311 Service Requests for DHCA Code Enforcement Issues, January – December 2016

	Housing Complaints	Un-Shoveled Sidewalk	Tall Grass on Occupied Property	Tall Grass on Vacant Property
% Share of Code Enforcement Service Requests	49.9%	13.6%	6.4%	3.6%
# of Requests	5,502	1,496	709	399
% of Requests Meeting SLA	78.5%	96.4%	86.0%	56.0%
SLA Resolution Time	60 days	7 days	25 days	25 days

The MC311 Data Summary

Data from 12/25/2016 – 1/21/2017 (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	2103	2244	633	40	97	503	631
2	DEP	22 Gallon Bin Delivery	1654	1579	350	414	111	372	271
3	DEP	Scrap Metal Pick-Up Request	1516	1866	435	151	78	365	108
4	DPS	Schedule Residential Building Inspections	1272	1637	142	30	18	60	58
5	DEP	22 Gallon Bin Pick-Up	656	568	170	121	47	158	108
6	DEP	Field Check for Solid Waste Services	605	627	144	85	48	169	133
7	DEP	Cart Repair (Paper Recycling)	448	411	177	57	26	94	91
8	DEP	Unacceptable for Collection	419	344	87	19	35	184	73
9	DPS	Permit, Plan Review or Inspection Status	387	416	54	25	15	38	31
10	DHCA	Housing Complaints	370	391	34	77	21	72	124
11	DHCA	Landlord Tenant Issues	369	406	33	85	16	62	53
12	DEP	Same Day (For Use by SWS Staff Only)	335	416	120	18	11	70	114
13	DPS	Schedule Commercial Building Inspections	331	452	19	6	10	7	18
14	FIN	Requests to Discuss Property Tax Bill	247	307	19	11	9	6	16
15	POL	Dead Animal Along the Roadway	238	342	49	28	25	56	35

*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.	2477	3279
2	DEP	County Trash and Recycling Schedule	1422	77
3	FIN	Payments Made on a Property Tax Account	958	949
4	FIN	Balance of Property Tax Bill	841	1371
5	DPS	Residential Building Inspector Contact Info.	801	1031
6	DEP	How To Recycle/Dispose of Solid Waste	596	610
7	DOT	Ride On Trip Planning	513	582
8	DEP	Transfer Station Questions	465	354
9	HHS	Maryland Health Care Connection	417	542
10	PIO	MCG Employee Directory Assistance	406	546
11	FIN	Tax Payment Methods	321	470
12	--	Non-MCG Directory Assistance	308	402
13	DPS	DPS Location/Hours of Operation	280	281
14	POL	Police Department Info.	258	317
15	DEP	Rescue Recovery Fire/Transfer Station Hours**	255	430

**This request type was created last period for use with questions related to the recent fire at the County's Resource Recovery Station.

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	33,345	Abandoned call rate (target: <5%) 13.52%		Average seconds to answer (target: <20)**	35.0
Total requests (inc. phone, web, walk-in)	37,367			Average call duration, seconds (target: <240)	219

*OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move OL of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

** The MC311 Call Center was closed on Monday, January 16th for the Martin Luther King Jr. Holiday and open on Saturday, January 21st (the Call Center is normally closed on weekends).

OFFICE OF LEGISLATIVE OVERSIGHT

MC311 Request Trends 12/25/2016 – 1/21/2017

- MC311 received a total of 1,422 service requests regarding the County's trash and recycling schedule, compared with just 77 requests during the prior period. Residents can use this service to learn about upcoming changes to County-provided trash and recycling service schedules and, if desired, sign up for notifications about future changes. County collections did not occur on the New Year's Day and Martin Luther King Jr. Day holidays.

- MC311 received 213 service requests for missed County-provided recycling or trash pick-ups, 26% less than the 269 requests received during the previous four-week period. Residents can report a missed recycling or trash collection through MC311 for up to two business days after their scheduled collection. After that, the resident's refuse will be collected on their next collection day.

- County residents submitted 126 service requests for refund of overpayments on tax accounts, 10% more than the 114 requests received during the prior four-week period. Residents with a credit balance on their tax bill must mail or fax a written refund claim to the Department of Finance in order to receive their refund. Downloadable copies of this form are available through the department's website.

MC311 Spotlight: Residential and Commercial Building Inspections

In July 2016, MC311 began using two separate service request types for scheduling DPS residential and commercial construction-related building inspections. Previously, both of these were addressed through a single service request. These two request types are among the most widely-used in MC311, with a total of 10,674 residential inspection requests and 3,537 commercial inspection requests received in the last six months of 2016.

The table below plots the numbers of requests received for residential and commercial building inspections in the last six months. Residential inspection requests were highest in August (1,959 requests), while commercial inspections peaked in October (750 requests).

Monthly Requests for Residential and Commercial Construction-Related Building Inspections, July - December 2016
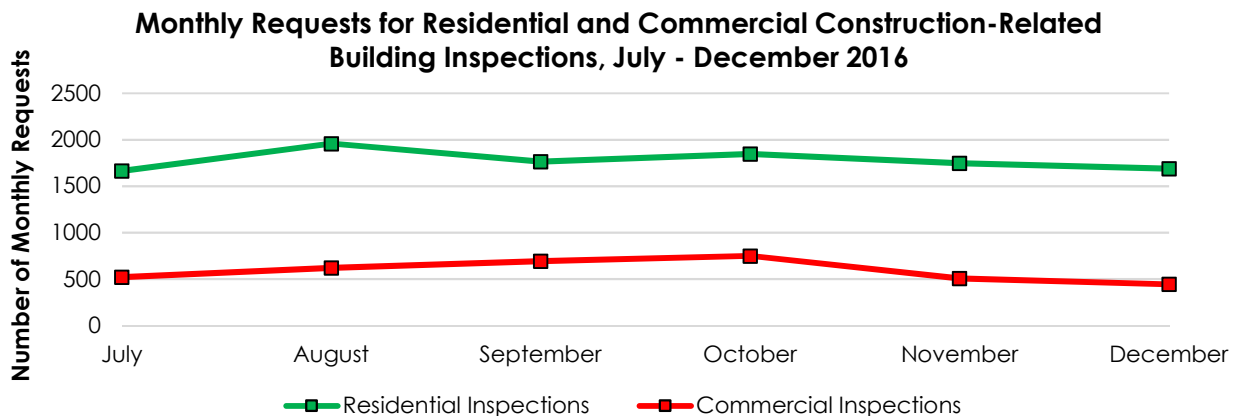
The MC311 Data Summary

Data from 1/22/2017 – 2/18/2017 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	2173		421	569	146	654	343
2	DEP	Bulk Trash Pick-Up Request	1833		588	39	93	499	563
3	DPS	Schedule Residential Building Inspections	1495		131	55	26	66	90
4	DEP	Scrap Metal Pick-Up Request	1354		405	134	80	338	381
5	DEP	22 Gallon Bin Pick-Up	791		222	174	50	190	142
6	DEP	Field Check for Solid Waste Services	625		148	96	44	202	120
7	DHCA	Landlord Tenant Issues	502		69	79	25	80	95
8	DEP	Cart Repair (Paper Recycling)	498		203	73	31	113	71
9	DHCA	Housing Complaints	471		48	97	18	102	175
10	DPS	Permit, Plan Review or Inspection Status	416		76	31	23	36	44
11	DPS	Schedule Commercial Building Inspections	389		26	9	8	9	21
12	DOT	Inspect, Remove or Prune County Tree	356		119	15	24	113	73
13	DEP	Same Day (For Use by SWS Staff Only)	340		153	12	13	65	97
14	DEP	Unacceptable for Collection	318		83	34	16	133	50
15	POL	Dead Animal Along the Roadway	275		40	42	38	76	45

*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.	2919	2477
2	DPS	Residential Building Inspector Contact Info.	1012	801
3	FIN	Payments Made on a Property Tax Account	722	958
4	FIN	Balance of Property Tax Bill	560	841
5	PIO	MCG Employee Directory Assistance	546	406
6	DOT	Ride On Trip Planning	544	513
7	DEP	How To Recycle/Dispose of Solid Waste	396	596
8	HHS	Maryland Health Care Connection	392	417
9	DEP	Transfer Station Questions	288	465
10	--	Non-MCG Directory Assistance	276	308
11	--	Comcast Customer Service	264	245
12	POL	Police Department Info.	253	258
13	DEP	Curbside Recycling Program Questions	242	255
14	--	Washington DC 311	184	181
15	DPS	DPS Location/Hours of Operation	159	280

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	35,029	Abandoned call rate (target: <5%) 6.21%		Average seconds to answer (target: <20)**	27.5
Total requests (inc. phone, web, walk-in)	38,838			Average call duration, seconds (target: <240)	259

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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

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- MC311 received 2,173 service requests for 22-gallon recycling bin deliveries, a 31% increase over the 1,654 requests received during the prior four-week period. The County provides recycling bins for aluminum foil, bottles, cans, and jars to residents who receive County-provided curbside recycling services. Residents may request up to five total bins per year.

- MC311 received 1,012 requests for residential building construction inspector contact information, 26% more than the 801 requests received during the previous period. With their permit number, residents can use this service to access their assigned inspection dates, their inspector's name, and their inspector's contact information.

- MC311 received 356 requests to inspect, remove, or prune County-maintained trees, compared with just 108 requests from the previous period. Residents who request this service are asked to provide their contact information, the tree's location, and a brief description of the issue. A County arborist will then inspect the tree and, if the resident desires it, leave a door hanger at their address with information on their findings.

MC311 Spotlight: DPS eServices

In 2016, the Department of Permitting Services (DPS) created and began using an electronic system called eServices to process building permits and submit plans online. Using this system, County residents can submit both ePermits and ePlans. Through ePermits, they can submit a permit application, pay fees, and receive permits online. Using ePlans allows them to submit planning documents to DPS, track their review status, and make any necessary changes. DPS staff can then review the plans, make comments, request additional information, and approve them online. County residents submitted 1,100 total requests between July 2016 and January 2017.

The chart below tracks the numbers of requests received for eServices in the last seven months. Numbers of requests were highest in July (187 requests) and August (184 requests), but steadily decreased in number down to their lowest point in December (106 requests).

Requests for DPS ePermits and ePlans, July 2016 - January 2017
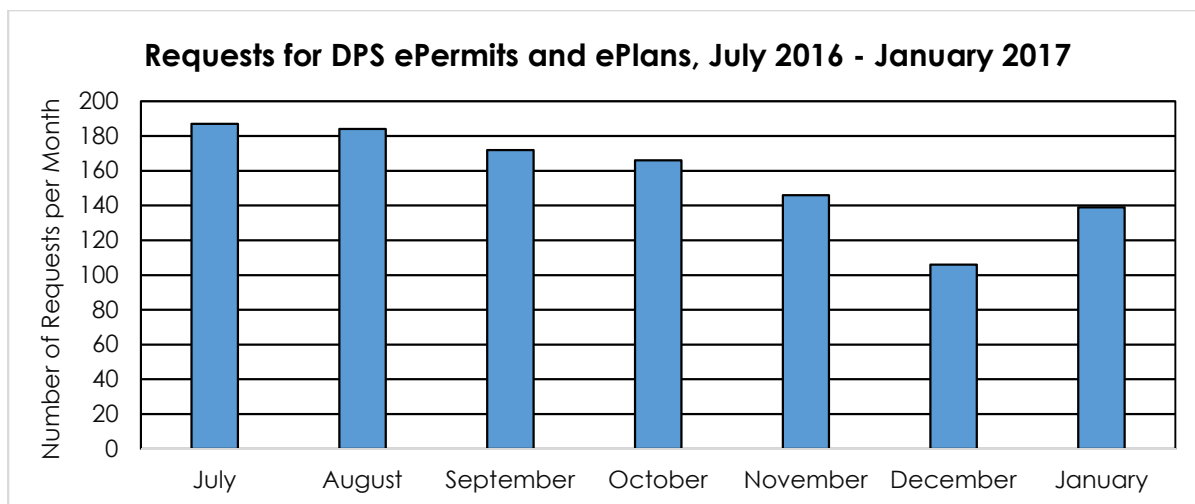
The MC311 Data Summary

March 23, 2017

Data from 2/19/2017 – 3/18/2017 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	2322	2173	509	593	156	605	420
2	DEP	Bulk Trash Pick-Up Request	2143	1833	672	56	121	638	629
3	DEP	Scrap Metal Pick-Up Request	1667	1354	508	193	86	428	432
4	DPS	Schedule Residential Building Inspections	1404	1495	128	45	24	49	71
5	FIN	Property Tax Delinquent Notice	943	13	79	55	56	47	43
6	DEP	22 Gallon Bin Pick-Up	860	791	218	192	68	212	157
7	DEP	Field Check for Solid Waste Services	820	625	250	82	70	252	153
8	DOT	Tree Maintenance – Construction Project	802	269	207	138	30	425	0
9	DEP	Cart Repair (Paper Recycling)	528	498	179	70	50	125	100
10	DEP	Same Day (For Use by SWS Staff Only)	500	340	260	9	35	74	119
11	DEP	Unacceptable for Collection	497	318	98	21	22	247	107
12	DHCA	Licensing and Registration Specialist	472	175	88	93	24	71	122
13	DPS	Permit, Plan Review or Inspection Status	457	416	79	30	21	33	59
14	DHCA	Landlord Tenant Issues	438	502	69	67	29	70	67
15	DPS	Schedule Commercial Building Inspections	405	389	18	12	15	13	13

*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.	3021	2919
2	DEP	County Trash & Recycling Schedule	1097	67
3	DPS	Residential Building Inspector Contact Info.	878	1012
4	FIN	Payments Made on a Property Tax Account	793	722
5	FIN	Balance of Property Tax Bill	735	560
6	DEP	How To Recycle/Dispose of Solid Waste	581	396
7	PIO	MCG Employee Directory Assistance	523	546
8	DOT	Ride On Trip Planning	514	544
9	DEP	Transfer Station Questions	338	288
10	DEP	Curbside Recycling Program Questions	333	242
11	POL	Police Department Info.	293	253
12	HHS	Maryland Health Care Connection	269	392
13	--	Non-MCG Directory Assistance	249	276
14	--	Comcast Customer Service	224	264
15	DPS	DPS Location/Hours of Operation	221	158

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	38,026	Abandoned call rate (target: <5%) 4.80%		Average seconds to answer (target: <20)**	31.1
Total requests (inc. phone, web, walk-in)	44,436			Average call duration, seconds (target: <240)	255

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

** Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.
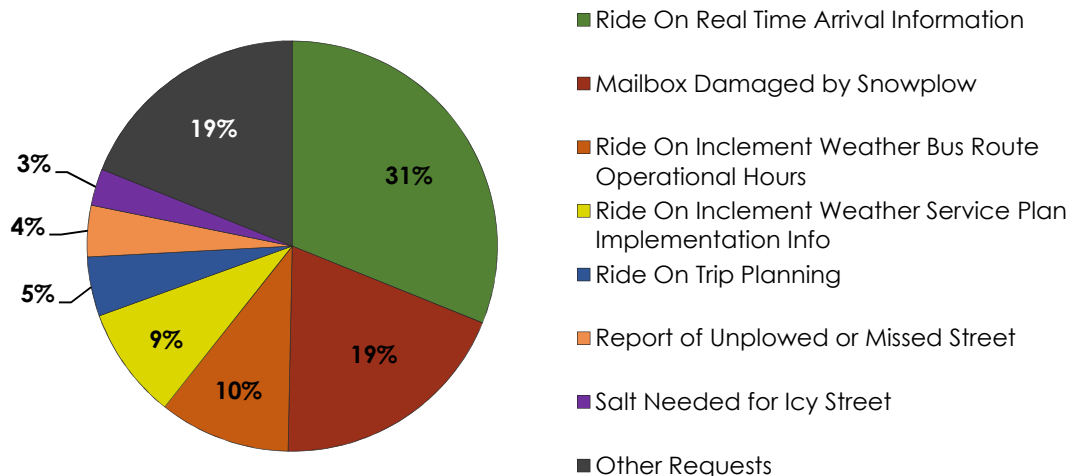
OLO Office of Legislative Oversight

- MC311 received 1,097 information requests for the County's trash and recycling schedule, compared with just 67 requests from the previous period. This significant increase in number of requests coincided with the snow emergency declared by the County on March 13th. Residents can use this type of request to learn about upcoming changes to County-provided trash and recycling service schedules and, if desired, sign up for notifications about future changes.

- MC311 received 943 information requests about delinquent property tax notices, compared with just 13 from the previous period. This increase was observed after the County Department of Finance mailed out property tax assessments to County residents on February 27th. Property owners who believe they have incorrectly received notices can verify their tax account information through the department's website.

- MC311 received 802 requests for specialized, construction-related tree pruning work. This request type is used internally by the Department of Transportation's (DOT) Tree Maintenance Section to manage tree trimming requests for major construction projects involving the use of heavy machinery. MC311 requires that this work be initiated at the direct request of the project head within 6 months of the desired completion date.

MC311 Spotlight: Winter Storm Stella

Montgomery County declared a snow emergency on the evening of March 13th 2017, due to the impact of Winter Storm Stella. Over the next day, MC311 received 4,731 total requests for County services or information, with the County DOT receiving 33% of these requests. The table below provides detailed information on the major categories of DOT-related service requests that MC311 received.

As shown, requests for information on Ride On bus arrival times made up 31% of these requests, while reports of mailboxes damaged by County snowplows made up a further 19%. Requests for information on bus routes open during inclement weather and potential service delays or interruptions made up a further 10% and 9%, respectively.

DOT-Related Service Requests Received During Winter Storm Stella, March 14th, 2017

Legend:
- ■ Ride On Real Time Arrival Information
- ■ Mailbox Damaged by Snowplow
- ■ Ride On Inclement Weather Bus Route Operational Hours
- ■ Ride On Inclement Weather Service Plan Implementation Info
- ■ Ride On Trip Planning
- ■ Report of Unplowed or Missed Street
- ■ Salt Needed for Icy Street
- ■ Other Requests

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The MC311 Data Summary

Data from 3/19/2017 – 4/15/2017 (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	2633	2143	753	67	152	787	809
2	DEP	Scrap Metal Pick-Up Request	2274	1667	625	298	117	598	599
3	DEP	22 Gallon Bin Delivery	1957	2322	464	436	149	468	354
4	DPS	Schedule Residential Building Inspections	1575	1404	152	46	20	62	86
5	DEP	22 Gallon Bin Pick-Up	880	860	260	166	69	199	154
6	DEP	Field Check for Solid Waste Services	598	820	162	88	34	142	148
7	DEP	Cart Repair (Paper Recycling)	553	528	219	53	37	109	121
8	DEP	Same Day (For Use by SWS Staff Only)	506	500	183	10	33	107	172
9	DPS	Permit, Plan Review or Inspection Status	483	457	83	32	28	43	46
10	DHCA	Landlord Tenant Issues	456	438	54	83	36	78	90
11	DHCA	Housing Complaints	454	392	44	70	27	94	183
12	DPS	Schedule Commercial Building Inspections	424	405	32	10	13	8	17
13	DEP	Unacceptable for Collection	309	497	79	9	29	128	52
14	DHCA	Licensing and Registration Specialist	284	472	56	52	24	49	64
15	DOT	Inspect, Remove or Prune County Tree	272	342	76	30	14	73	73

*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.	2875	3021
2	DPS	Residential Building Inspector Contact Info.	831	878
3	FIN	Payments Made on a Property Tax Account	780	793
4	FIN	Balance of Property Tax Bill	660	735
5	DEP	How To Recycle/Dispose of Solid Waste	611	581
6	PIO	MCG Employee Directory Assistance	574	523
7	DOT	Ride On Trip Planning	555	514
8	DEP	Transfer Station Questions	488	338
9	FIN	Elderly/Military Retiree Property Tax Credit	373	3
10	POL	Police Department Information	311	293
11	DEP	Curbside Recycling Program Questions	293	333
12	DPS	DPS Location/Hours of Operation	289	221
13	HHS	Maryland Health Care Connection	267	269
14	--	Non-MCG Directory Assistance	264	249
15	--	Washington DC 311	197	200

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	37,484	Abandoned call rate (target: <5%)	5.86%	Average seconds to answer (target: <20)**	28.7
Total requests (inc. phone, web, walk-in)	42,316			Average call duration, seconds (target: <240)	277

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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

OLO ffice of Legislative Oversight

- MC311 received 373 requests for information about the County's Elderly/Military Retiree Tax Credit, compared with just 3 requests from the previous four-week period. The Council passed legislation on March 7, 2017 to provide a 20% property tax credit for qualifying residents. The credit is granted for a single, consecutive 5-year period - applicants must be over age 65 and have either, (1) owned and lived in their home for at least forty consecutive years, with an assessed home value of no more than $650,000; or (2) are a retiree from one of the U.S. Armed Forces, with an assessed home value of no more than $500,000. Applications will be accepted until September 1, 2017.

- MC311 received 1,957 requests for 22-gallon recycling bin deliveries during this period, 16% less than the 2,322 received during the previous period. The County provides recycling bins for bottles, cans, and jars to residents who receive County-provided curbside recycling services. Individuals are limited to one bin request per week – up to 5 bins can be delivered at a time, but no more than 5 bins are allowed per year.

- Residents submitted 424 service requests for commercial building inspections, 5% more than the 405 requests received during the previous period. County residents may schedule building inspections online through the Department of Permitting Services' (DPS) website. Building permits must be available before scheduling an inspection.

MC311 Spotlight: Bulk Trash Pick-Up Requests

From April 1, 2016 through March 31, 2017, the MC311 Call Center received 29,923 total requests for bulk trash pick-ups. Residents who receive County-provided trash collections are entitled to 5 bulk trash collections per year for large trash items, or items too large to fit in a standard trash can or bag. Residents must schedule bulk trash collections in advance with the County, either by calling MC311 or by going online, and submit an itemized list of the items to be collected. A list of unacceptable items is available on the County's website.

The table below shows the total number of pick-up requests submitted for each Council District during this 12-month period, as well as the percentages of requests submitted through the MC311 website and Call Center. The table also includes the average number of days taken to close requests and the percentage of requests completed within their Service-Level Agreement (SLA), or the target maximum for the number of days it should take to complete the request. The SLA completion time for bulk trash pick-up requests is 5 days.

Bulk Trash Pick-Up Requests by Council District Received from April 1, 2016 – March 31, 2017

Council District*	Total Number of Requests	% Share of Total Requests	Average Days to Close	% of Requests Meeting SLA	Source of Requests**	
					MC311 Website	MC311 Call Center
1	9,326	31.2%	2.57	96.9%	56.6%	43.2%
2	582	1.9%	0.90	99.5%	17.2%	82.6%
3	1,604	5.4%	2.64	94.7%	41.8%	57.8%
4	8,072	27.0%	2.52	95.9%	38.8%	60.2%
5	9,287	31.0%	2.49	97.1%	45.5%	54.2%

* 1,062 requests received during the past year were not assigned to a Council district by MC311, and are excluded from this table.
** Does not include internal customer requests, requests received by Twitter, or request received during walk-in hours.

The MC311 Data Summary

Data from 4/16/2017 – 5/13/2017 (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	2714	2633	817	62	138	731	889
2	DEP	Scrap Metal Pick-Up Request	2474	2274	697	289	126	640	661
3	DEP	22 Gallon Bin Delivery	1977	1957	490	452	141	462	371
4	DPS	Schedule Residential Building Inspections	1592	1575	146	58	31	58	78
5	DEP	Missed County Recycling/Trash Pick-Up	1573	216	1028	7	46	113	347
6	DEP	Field Check for Solid Waste Services	1573	598	693	50	54	199	562
7	DEP	Same Day (For Use by SWS Staff Only)	1112	506	568	23	42	151	325
8	DEP	22 Gallon Bin Pick-Up	945	880	282	181	79	206	174
9	DHCA	Landlord Tenant Issues	579	456	83	86	48	69	112
10	DHCA	Housing Complaints	571	454	68	80	35	158	185
11	DOT	Inspect, Remove or Prune County Tree	548	272	197	55	48	134	100
12	DEP	Cart Repair (Paper Recycling)	525	553	216	36	39	121	108
13	DPS	Schedule Commercial Building Inspections	473	424	42	11	20	11	13
14	DPS	Permit, Plan Review or Inspection Status	468	483	80	26	27	45	63
15	DEP	SWS Non-Collection in Districts 1, 5	453	n/a	241	n/a	11	28	145

*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.	2931	2875
2	DPS	Residential Building Inspector Contact Info.	935	831
3	DEP	How To Recycle/Dispose of Solid Waste	634	611
4	DOT	Ride On Trip Planning	582	555
5	FIN	Balance of Property Tax Bill	579	660
6	FIN	Payments Made on a Property Tax Account	499	780
7	PIO	MCG Employee Directory Assistance	479	574
8	DEP	Transfer Station Questions	468	488
9	DEP	Curbside Recycling Program Questions	400	293
10	FIN	Elderly/Military Retiree Property Tax Credit	328	373
11	POL	Police Department Information	296	311
12	--	Washington DC 311	269	197
13	HHS	Maryland Health Care Connection	260	267
14	DPS	DPS Location/Hours of Operation	256	289
15	DHCA	State Lead Poisoning Prevention Prog.	225	14

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	41,009	Abandoned call rate (target: <5%)	6.22%	Average seconds to answer (target: <20)**	33.8
Total requests (inc. phone, web, walk-in)	47,081			Average call duration, seconds (target: <240)	282

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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

OLO OFFICE OF LEGISLATIVE OVERSIGHT

- The County has experienced significant service problems with one of its contracted solid waste collection companies over the last month, specifically impacting collection of yard trimmings, scrap metal, and recycling in Districts 1 (Bethesda) and 5 (Silver Spring). This impacted the following Department of Environmental Protection (DEP) service requests:
  - o 1,573 residents called to report a missed County-provided recycling or trash pick-up, more than six times the 216 requests received during the previous period. 1,028 (65%) of these requests came from Bethesda and 347 (22%) came from Silver Spring.
  - o MC311 staff created a new service request type specifically for the non-collection issue, which was used to record 453 additional reports of non-collection, mostly from residents of Bethesda (53%) and Silver Spring (32%).
  - o Residents made 1,573 requests for Solid Waste Service field checks, 163% more than the 598 requests from the previous period. Field checks are performed by SWS personnel at the request of residents to resolve a trash or recycling issue.
- 225 residents requested information on compliance with the State Lead Poisoning Prevention Program to obtain rental licenses, up from just 14 in the previous period. Maryland State law requires that all residential rental properties built before January 1, 1978 be registered annually with the State's Department of the Environment (MDE) and meet the program's lead risk reduction requirements to be fully licensed. The County DHCA's Licensing & Registration Unit also requires property owners to complete and submit a lead poisoning prevention checklist. These checklists were due on May 2, 2017.

MC311 Spotlight: Spanish Language Requests

From January 1, 2016 through December 31, 2016, the MC311 Call Center received 21,234 requests from individuals requesting to speak to a Spanish-speaking Customer Service Representative (CSR). Of these total requests, 80% (17,021 requests) were categorized by MC311 as General Information requests, meaning that the call was resolved by CSRs at the MC311 contact center. The remaining 20% (4,213 requests) were categorized as Service Requests and submitted to the appropriate departments for fulfillment.

The table below displays the departments that received the highest numbers of requests from Spanish-speaking MC311 customers, as well as the percentages of those requests that were categorized as either General Information or Service Requests.

Requests for Spanish-Speaking Customer Service Representatives, by Department
Received from Jan. 1, 2016 – Dec. 31, 2016

Department	No. of Requests	% General Info. Requests	% Service Requests
Non-MCG	4660	100%	0%
HHS	4276	95%	5%
DEP	3314	20%	80%
DPS	2937	92%	8%
DOT	2004	81%	19%
DHCA	1168	51%	49%
PIO	969	100%	0%
FIN	629	93%	7%
POL	557	96%	4%
OHR	92	84%	16%

The MC311 Data Summary

Data from 5/14/2017 – 6/10/2017 (four weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District* 1	2	3	4	5
1	DEP	22 Gallon Bin Delivery	3738	1977	879	910	254	762	519
2	DEP	Bulk Trash Pick-Up Request	2868	2714	846	66	159	743	851
3	DEP	Scrap Metal Pick-Up Request	2780	2474	735	334	162	671	689
4	DPS	Schedule Residential Building Inspections	1693	1592	157	46	33	60	79
5	DEP	SWS Non-Collection in Districts 1, 5	1611	453	666	1	68	137	476
6	DEP	22 Gallon Bin Pick-Up	1572	945	432	281	125	309	195
7	DEP	Field Check for Solid Waste Services	1093	1573	426	32	87	171	332
8	DEP	Missed County Recycling/Trash Pick-Up	1031	1573	500	19	73	105	305
9	DEP	Cart Repair (Paper Recycling)	992	525	413	108	69	217	160
10	DEP	Same Day (For Use by SWS Staff Only)	790	1112	353	24	44	136	230
11	DHCA	Landlord Tenant Issues	677	579	77	116	35	99	96
12	DOT	Inspect, Remove or Prune County Tree	656	548	206	116	49	165	109
13	DHCA	Housing Complaints	597	571	77	103	38	125	194
14	DEP	Recycling/Trash Literature Items	487	350	112	60	39	96	113
15	DPS	Permit, Plan Review or Inspection Status	481	468	88	34	21	48	52

*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.	2746	2931
2	DPS	Residential Building Inspector Contact Info.	1099	935
3	DEP	How To Recycle/Dispose of Solid Waste	818	634
4	DOT	Ride On Trip Planning	546	582
5	PIO	MCG Employee Directory Assistance	539	479
6	FIN	Balance of Property Tax Bill	534	579
7	FIN	Payments Made on a Property Tax Account	441	499
8	DEP	Transfer Station Questions	396	468
9	DEP	Curbside Recycling Program Questions	327	400
10	DEP	County Trash/Recycling Schedule	296	103
11	POL	Police Department Information	283	296
12	FIN	Elderly/Military Retiree Property Tax Credit	220	328
13	--	Comcast Customer Service	199	181
14	HHS	Maryland Health Care Connection	195	260
15	DPS	DPS Location/Hours of Operation	191	256

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	41,493	Abandoned call rate (target: <5%)	11.00%	Average seconds to answer (target: <20)**	36.3
Total requests (inc. phone, web, walk-in)	49,844			Average call duration, seconds (target: <240)	285

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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

OLO FFICE OF LEGISLATIVE OVERSIGHT

- The County Department of Environmental Protection (DEP) continued to experience service problems with its contracted solid waste collection companies this period, impacting collection of trash, yard trimmings, and scrap metal in Districts 1 (Bethesda) and 5 (Silver Spring). DEP's Division of Solid Waste Services (SWS) has reported that new contractors have since begun picking up waste items in these neighborhoods, and that normal service should resume shortly. MC311 has continued to receive higher than usual volumes of DEP-related service request types:

  o MC311 received 1,611 reports of recycling or trash non-collection in Bethesda and Silver Spring, nearly four times the 453 requests received during the previous period. Of these, 666 requests (41%) were from Bethesda and 476 (30%) from Silver Spring.

  o Residents called to report 1,031 missed County-provided recycling or trash pick-ups, down 34% from the 1,573 requests received in the previous period. A total of 500 requests (48%) came from Bethesda and 305 (30%) came from Silver Spring.

- MC311 received 3,738 requests for new 22 gallon bin deliveries, 89% more than the 1,977 requests received during the last period. The County provides replacement 22 gallon recycling bins for residents who receive County-provided curbside recycling collection. Residents may order from 1 up to 5 bins, but are limited to 5 total bin orders per year.

- The MC311 Call Center exceeded its targeted service-level agreement (SLA) abandoned call rate of 5.00% or less this period, with 11.00% of calls having been dropped. MC311 staff exceeded this targeted rate on 18 of the 20 days this period (90%).

MC311 Spotlight: MANNA Referrals

From June 2013 through May 2017, MC311 received 13,651 MANNA Food Center referral requests. Over the last four years, a seasonal pattern is apparent, with monthly referral requests peaking during the fall (September – November) and then declining during the spring months (March - May). However, as shown in the chart below, the total number of yearly and monthly MANNA requests have declined steadily from 2013 through 2017.

Monthly MANNA Food Center Referral Requests, 2013 - 2017

Legend:
- June 2013 - May 2014
- June 2014 - May 2015
- June 2015 - May 2016
- June 2016 - May 2017
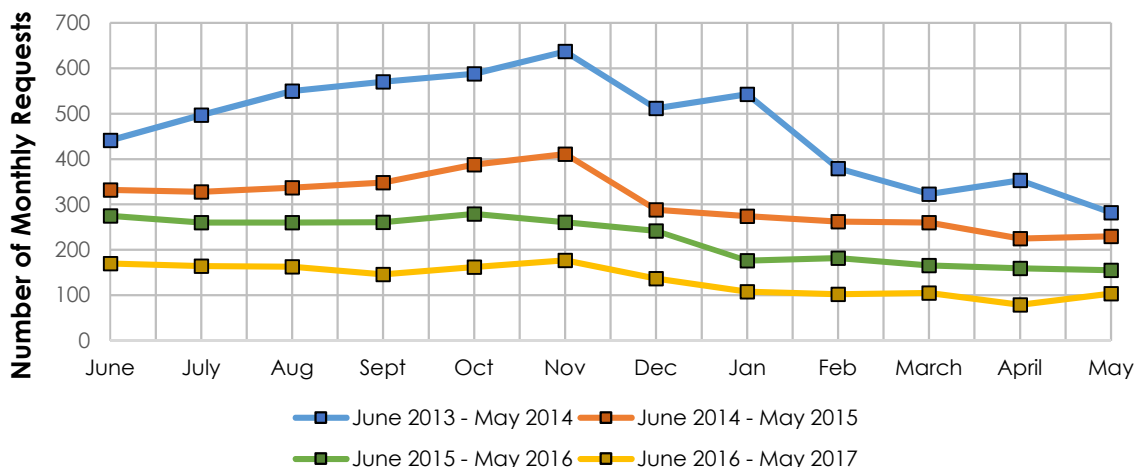
The MC311 Data Summary

Data from 6/11/2017 – 7/8/2017 (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	3196	2868	961	60	164	844	995
2	DEP	Scrap Metal Pick-Up Request	2840	2780	811	302	130	737	739
3	DEP	22 Gallon Bin Delivery	2203	3738	463	544	164	491	362
4	DPS	Schedule Residential Building Inspections	1555	1693	152	44	22	65	74
5	DEP	22 Gallon Bin Pick-Up	935	1572	232	151	73	185	153
6	DOT	Inspect, Remove or Prune County Tree	737	656	188	177	71	154	139
7	DHCA	Landlord Tenant Issues	729	677	74	104	47	98	109
8	DEP	Field Check for Solid Waste Services	605	1093	228	44	37	109	179
9	DEP	Cart Repair (Paper Recycling)	599	992	202	75	47	139	128
10	DHCA	Housing Complaints	594	597	59	109	33	129	224
11	DEP	Same Day (For Use by SWS Staff Only)	521	790	187	40	25	121	147
12	POL	Dead Animal Along the Roadway	504	286	96	70	47	137	63
13	DPS	Permit, Plan Review or Inspection Status	469	481	92	40	24	45	62
14	DHCA	Licensing and Registration Specialist	457	268	111	108	30	77	72
15	DOT	Request Tree Stump Removal	427	274	91	84	32	159	57

*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.	2929	2746
2	DPS	DPS Building Inspector Contact Info	1000	1099
3	DEP	How To Recycle/Dispose of Solid Waste	815	818
4	DOT	Ride On Trip Planning	599	546
5	DEP	Transfer Station Questions	472	396
6	FIN	Balance of Property Tax Bill	464	534
7	PIO	MCG Employee Directory Assistance	444	539
8	DEP	Curbside Recycling Program Questions	295	327
9	FIN	Elderly/Military Retiree Property Tax Credit	279	220
10	FIN	Payments Made on a Property Tax Account	275	441
11	POL	Police Department Information	271	283
12	DEP	County Trash & Recycling Schedule	265	296
13	DPS	DPS Location/Hours of Operation	215	191
14	HHS	Maryland Health Care Connection	215	195
15	--	Non-MCG Directory Assistance	210	167

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	37,614	Abandoned call rate (target: <5%)	8.34%	Average seconds to answer (target: <20)**	50.4
Total requests (inc. phone, web, walk-in)	45,199			Average call duration, seconds (target: <240)	275

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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OLO OFFICE OF LEGISLATIVE OVERSIGHT

- Residents submitted 504 reports of dead animals along County roadways, a 76% increase over the 286 requests received during the previous period. The County Animal Services Division is responsible for removing dead domestic animals, such as cats or dogs, as well as other dead animals the size of a possum or larger from County-maintained roadways and adjacent properties. Such requests generally see increased demand during the summer months – for reference, MC311 received 410 dead animal removal requests between June 12 and July 9, 2016,

- Residents submitted 457 requests to contact a DHCA licensing/registration specialist, 71% more than the 268 requests received in the last period. The DHCA Licensing and Registration Unit (L&R) handles the registration and licensing of rental properties in the County. As of July 1, 2017, renewal fees for FY2018 can be paid online, but are due by July 31, 2017. Invoices for FY2018 rental licenses (covering July 1, 2017 – June 30, 2018) were due June 30, 2017.

- MC311 received 472 requests for information on County-operated transfer stations, 19% more than the 396 requests received last period. The County operates a transfer station where trash and recyclables are dropped off before being moved offsite for final disposal, which sees increased use by County residents during the summer. Information on the transfer station's hours of operation, user fees, and acceptable trash/recycling items is available through MC311.

MC311 Spotlight: Recreation Department Requests, Summer 2013 - 2016

During the summers of 2013 – 2016, MC311 received 1,242 requests regarding the County Department of Recreation. While they were a small portion of each summer's total service requests, these totals include several categories of recreation-related information requests.

As shown below, requests for the Recreation Department's office location and hours of operation made up between 22% - 27% of REC-related requests between Summer 2013 and 2016. The remaining request types saw more variable use over these years: between 3 - 10 % of them were for information on summer camps; 5 - 10% were for information on County-operated swimming pools; and 7 – 13% were for information on recreation programs for Seniors. Requests for renting County Recreation facilities decreased the most, making up 12% of this total in summer 2013, but just 1% by summer 2016.

MC311 Recreation-Related Requests, Summer 2013 - 2016
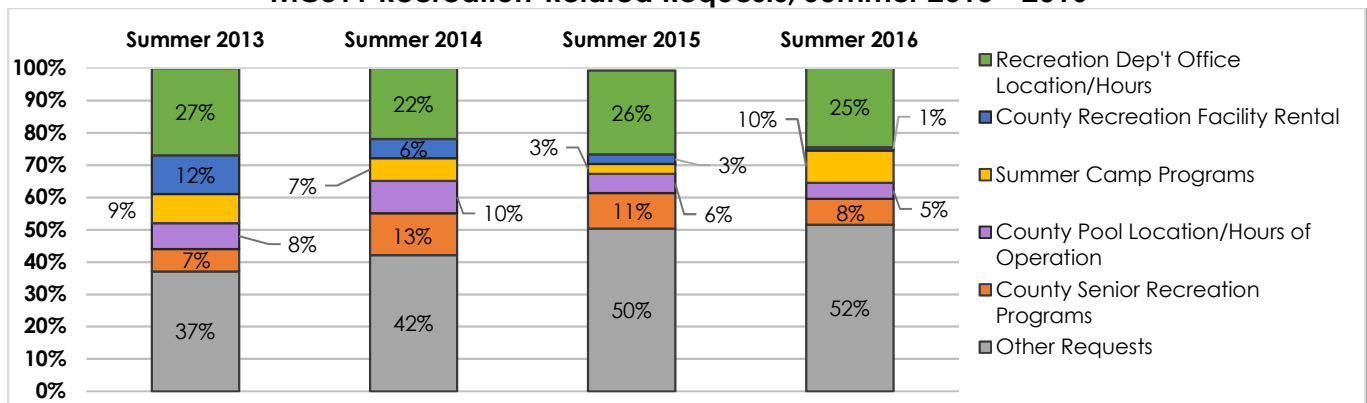
The MC311 Data Summary

Data from 7/9/2017 – 8/5/2017 (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	3017	3196	927	47	165	827	918
2	DEP	Scrap Metal Pick-Up Request	2606	2840	721	293	156	628	695
3	DEP	22 Gallon Bin Delivery	1974	2203	459	468	143	434	311
4	DPS	Schedule Residential Building Inspections	1681	1555	108	57	25	75	64
5	DOT	Tree Maintenance – Block Prunes	1019	308	0	68	144	771	32
6	DEP	22 Gallon Bin Pick-Up	942	935	262	174	54	177	171
7	DOT	Inspect, Remove or Prune County Tree	704	737	197	122	69	165	139
8	DHCA	Housing Complaints	687	594	94	109	35	173	220
9	DHCA	Licensing and Registration Specialist	685	457	161	167	39	105	109
10	DHCA	Landlord Tenant Issues	578	729	106	114	37	61	109
11	DEP	Cart Repair (Paper Recycling)	576	599	228	52	35	137	115
12	DEP	Field Check for Solid Waste Services	564	605	167	57	44	126	156
13	DPS	Permit, Plan Review or Inspection Status	515	469	127	31	21	48	57
14	DEP	Same Day (For Use by SWS Staff Only)	439	521	135	26	25	104	146
15	DPS	Schedule Commercial Bldg. Inspections	419	368	31	11	12	19	9

*Location data are not consistently available for all requests.

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	FIN	Elderly/Military Retiree Property Tax Credit	2661	279
2	DOT	Ride On Real Time Arrival Info.	2383	2929
3	DPS	DPS Building Inspector Contact Info	1149	1000
4	DEP	How To Recycle/Dispose of Solid Waste	762	815
5	FIN	Balance of Property Tax Bill	729	464
6	DOT	Ride On Trip Planning	573	599
7	PIO	MCG Employee Directory Assistance	446	444
8	DEP	Curbside Recycling Program Questions	342	295
9	DEP	Transfer Station Questions	339	472
10	--	State Asses/Tax Office Contact Info	312	114
11	FIN	Tax Payment Methods	265	98
12	POL	Police Department Information	241	271
13	FIN	Payments Made on a Property Tax Account	226	275
14	--	Non-MCG Directory Assistance	221	210
15	HHS	Maryland Health Care Connection	212	215

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	41,556	Abandoned call rate (target: <5%)	13.90%	Average seconds to answer (target: <20)**	96.0
Total requests (inc. phone, web, walk-in)	49,286			Average call duration, seconds (target: <240)	280

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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OLO OFFICE OF LEGISLATIVE OVERSIGHT

- MC311 received a large number of requests for several service types related to homeowner taxes. The 2017 tax year began on July 1, 2017:
  - 2,661 residents requested information on the County's elderly/military retiree tax credit program, nearly ten times the 279 requests received in the previous period. Applications for the program will be accepted until September 1st.
  - 312 requests were made for State assessment/tax office contact information, nearly three times the 114 requests received in the previous period.
  - Residents also submitted 265 requests for information on tax payment methods, 170% more than the 98 requests from the previous period.
- MC311 also received a large number of requests for several service types related to residential and commercial building inspections:
  - 1,681 requests were made to schedule residential building inspections, an 8% increase over the 1,555 requests received in the previous period.
  - 419 requests were made to schedule commercial building inspections, 14% more than the 368 received in the previous period.
  - 1,149 requests were made for building inspector contact information, 13% more than the 1,000 requests received in the previous period.
- The County DOT performed 1,019 "block prunes," or tree trimming maintenance requests, which were over three times the 308 prunes done in the previous period. 76% of these were in Area 4 (Olney), while another 14% were in Area 3 (Rockville). The DOT's Highway Services Division uses this service request to track its tree trimming work.

MC311 Spotlight: Earned Income Credit Refund, August 2012 – August 2017

In the last five years, MC311 has received 4,901 requests from individuals requesting information on the County's Earned Income Credit (EIC) refund. The graph below depicts the trend in monthly requests received from 2012 to 2017 (to date). For each year, the number of requests has continued to trend significantly higher in August compared with other months.

The number of requests received in August 2016 was more consistent with the totals received in August 2013 and 14, compared with just 377 requests received in August 2015. The Department of Finance website notes that EIC refund checks are mailed at the end of July for tax returns filed by June.

Requests for Information on Earned Income Credit (EIC) Refund Program, August 2012 - 17

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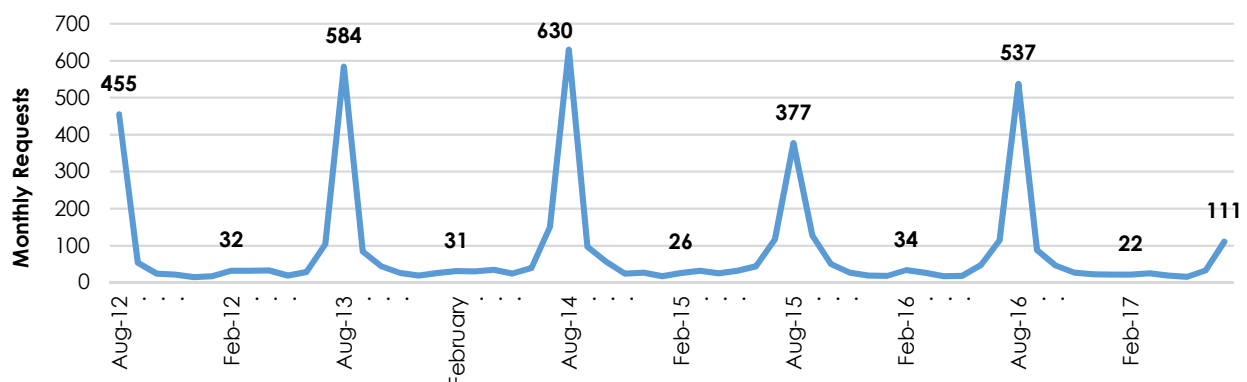
The MC311 Data Summary

September 18, 2017

Data from 8/6/2017 – 9/2/2017 (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	2840	3017	846	49	169	822	891
2	DEP	Scrap Metal Pick-Up Request	2357	2606	674	271	136	575	655
3	DPS	Schedule Residential Building Inspections	1749	1681	145	72	17	83	71
4	DEP	22 Gallon Bin Delivery	1683	1974	352	420	116	404	291
5	DOT	Construction-Related Tree Trimming	899	194	30	180	365	307	16
6	DEP	22 Gallon Bin Pick-Up	745	942	169	150	45	162	132
7	DOT	Inspect, Remove or Prune County Tree	687	704	210	75	56	220	114
8	DHCA	Landlord Tenant Issues	624	578	82	96	42	90	115
9	DHCA	Housing Complaints	618	687	71	94	46	163	191
10	DEP	Cart Repair (Paper Recycling)	533	576	176	67	44	129	112
11	DPS	Permit, Plan Review or Inspection Status	532	515	110	42	19	43	54
12	DEP	Field Check for Solid Waste Services	435	564	129	47	23	116	112
13	DPS	Schedule Commercial Bldg. Inspections	422	419	28	8	5	17	7
14	DEP	Same Day (For Use by SWS Staff Only)	379	439	93	44	24	107	107
15	DEP	Literature Items - Trash/Recycling	361	359	105	42	30	74	66

*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.	2448	2383
2	FIN	Elderly/Military Retiree Property Tax Credit	1466	2661
3	DPS	DPS Building Inspector Contact Info	1251	1149
4	FIN	Balance of Property Tax Bill	714	729
5	DEP	How To Recycle/Dispose of Solid Waste	698	762
6	DOT	Ride On Trip Planning	627	573
7	--	Earned Income Credit EIC Refund	573	165
8	PIO	MCG Employee Directory Assistance	534	446
9	DEP	Transfer Station Questions	397	339
10	DEP	Curbside Recycling Program Questions	350	342
11	POL	Police Department Information	265	241
12	FIN	Payments Made on a Property Tax Account	249	226
13	--	Non-MCG Directory Assistance	245	221
14	DPS	DPS Location/Hours of Operation	229	198
15	HHS	Maryland Health Care Connection	229	212

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	39,040	Abandoned call rate (target: <5%) 10.88%		Average seconds to answer (target: <20)**	59.5
Total requests (inc. phone, web, walk-in)	45,699			Average call duration, seconds (target: <240)	265

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

** Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.
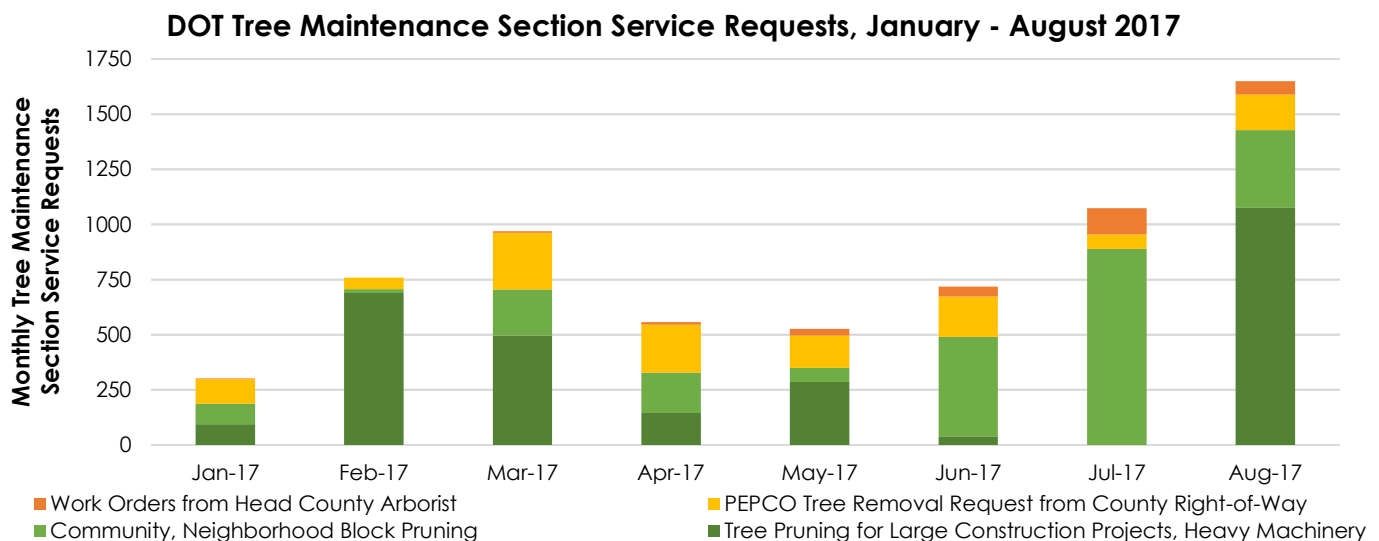
OLO FFICE OF LEGISLATIVE OVERSIGHT

- Residents submitted 1,466 requests for information on the County's elderly/military retiree property tax credit, 45% less than the 2,661 requests received during the previous period. The deadline for applications for 2017 tax returns was September 1, 2017.
- DOT's Tree Maintenance Section completed 899 requests for tree trimming work related to large construction projects, more than four times the 194 requests received in the previous period. The Tree Maintenance Section uses this request type to clear overhanging tree foliage to accommodate construction-related heavy machinery.
- 573 residents requested information on the Earned Income Credit (EIC) tax credit program, roughly 2-1/2 times the 165 requests received last period. The EIC is an income-based tax credit available to County taxpayers filing Maryland State income taxes. If a taxpayer qualifies for a refund under the State's Refundable EIC, then they are also eligible for an additional payment of 100% of this same amount from the County, which is called the Working Families Income Supplement. Due to recent changes in their practices, the IRS reported that taxpayers claiming the EITC will experience a delay in receiving their refund.

MC311 Spotlight: DOT Tree Maintenance Section Service Requests, Summer 2017

From January through August 2017, DOT's Tree Maintenance Section used MC311 to internally schedule and oversee 6,551 service requests. The four main types of work these were used for are illustrated in the chart below, which include: tree pruning for large construction projects; 'block prunes,' or large-scale pruning work for neighborhoods or communities; tree removal requests from PEPCO for trees on County right-of-ways; and work orders directly requested by the County arborist.

As shown below, tree trimming work for large construction projects made up 2,820 (43%) of these total requests. However, its monthly uses were more spread out, with the greatest numbers being done in February (688 or 91% of total requests) and August (1,075 or 65% of the total). By contrast, block pruning of neighborhood or communities was the most frequently used service in the months of June (63%) and July (83%).

DOT Tree Maintenance Section Service Requests, January - August 2017

Legend:
- Work Orders from Head County Arborist
- PEPCO Tree Removal Request from County Right-of-Way
- Community, Neighborhood Block Pruning
- Tree Pruning for Large Construction Projects, Heavy Machinery

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The MC311 Data Summary

Data from 9/3/2017 – 9/30/2017 (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	2840	829	41	125	125	813
2	DEP	Scrap Metal Pick-Up Request	2212	2357	635	263	109	109	615
3	DEP	22 Gallon Bin Delivery	1582	1683	338	382	109	109	282
4	DPS	Schedule Residential Building Inspections	1508	1749	141	55	17	17	56
5	DEP	22 Gallon Bin Pick-Up	711	745	183	139	45	45	132
6	DOT	Inspect, Remove or Prune County Tree	633	687	164	136	79	79	80
7	DHCA	Landlord Tenant Issues	604	624	73	123	26	26	107
8	DHCA	Housing Complaints	548	618	70	98	25	25	164
9	FIN	Request to Discuss Property Tax Bill	505	314	49	27	32	32	25
10	DPS	Permit, Plan Review or Inspection Status	484	532	90	31	23	23	54
11	DEP	Cart Repair (Paper Recycling)	446	533	166	46	30	30	103
12	DHCA	Licensing and Registration Specialist	401	325	98	101	29	29	58
13	DEP	Same Day (For Use by SWS Staff Only)	380	379	132	28	23	23	90
14	DPS	Schedule Commercial Bldg. Inspections	352	422	15	7	10	10	10
15	DEP	Field Check for Solid Waste Services	342	435	114	23	21	21	93

*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.	2505	2448
2	FIN	Balance of Property Tax Bill	1216	714
3	FIN	Elderly/Military Retiree Property Tax Credit	1202	1466
4	DPS	DPS Building Inspector Contact Info	1147	1251
5	DOT	Ride On Trip Planning	635	627
6	FIN	Payments Made on a Property Tax Account	611	249
7	FIN	Tax Payment Methods	606	227
8	DEP	How To Recycle/Dispose of Solid Waste	597	698
9	PIO	MCG Employee Directory Assistance	426	534
10	DEP	Transfer Station Questions	323	397
11	DEP	Curbside Recycling Program Questions	284	350
12	HHS	Maryland Health Care Connection	263	229
13	POL	Police Department Information	230	265
14	PIO	MC311 General Information	222	198
15	--	State Asses/Tax Office Contact Info	211	198

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	37,995	Abandoned call rate (target: <5%) 14.76%		Average seconds to answer (target: <20)**	86.5
Total requests (inc. phone, web, walk-in)	43,864			Average call duration, seconds (target: <240)	261

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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

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MC311 Spotlight: Abandoned Call Rate

OLO analyzed the average performance of the MC311 customer service center's abandoned call rate, or the rate of calls ultimately not answered by MC311 staff, to examine the call center's long-term performance on this benchmark. To generate this information, OLO compiled the rates of abandoned calls recorded in its 86 previously-completed MC311 data reports. These reports cover a period of roughly 4 ½ years, beginning on March 26th, 2013 with the first edition and ending with the most recently-published report from September 18th, 2017.

From March 2013 to September 2017, the MC311 customer service center achieved its abandoned call rate target of 5% or less about 80% of the time, a more consistent rate than its average seconds to answer or average handle time targets. However, the customer service center's performance for this measure began to decline significantly in Fall 2016, a trend which continued into 2017. In the past 12 months, the customer service center consistently failed to meet its targeted 5% abandoned call rate. This trend is illustrated in the table below.

MC311 Customer Service Center Abandoned Call Rates from OLO MC311 Reports, 2013 - 2017
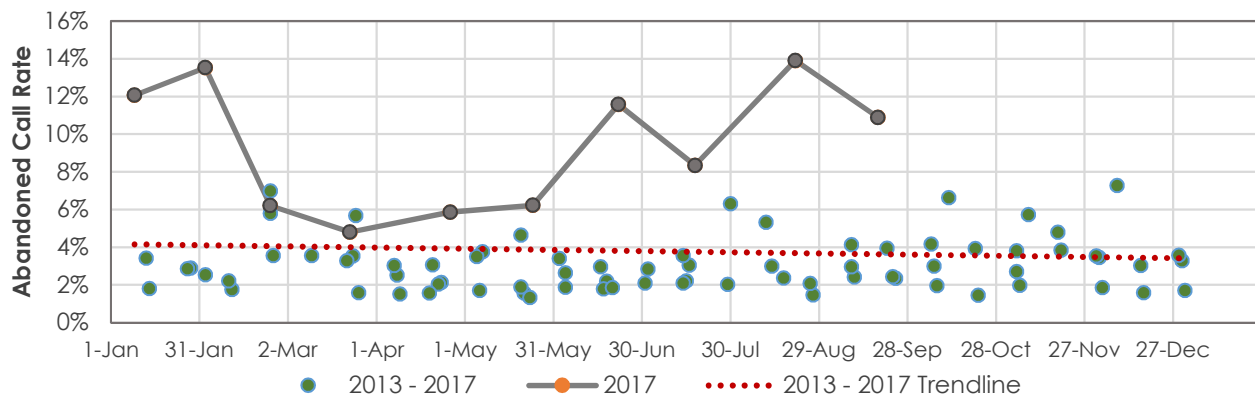
To further illustrate these findings, OLO compiled a separate dataset of MC311's month-to-month abandoned call rates from September 2013 through October 2017, including the monthly % shares of operational days where the call center failed to meet this target. In the past 12 months, MC311 exceeded its abandoned call rate target on 35% or more of the days from each of the last 12 months, reaching 100% of operational days in December 2016 and August 2017. Overall, MC311 failed to meet its abandoned call rate target on 180 operational days (71% of the time). Within those 180 days, 61 occurred during the past three months. By contrast, the call center failed to meet the average abandoned call rate target on 31 operational days (12% of the time) from October 2015 to September 2016, 48 days (18% of the time) from October 2014 – September 2015, and 13 days (5% of the time) from October 2013 – September 2014.

Monthly % Share of Days MC311 Call Center Exceeded Abandoned Call Rate Target, Oct 2013 – Sept 2017
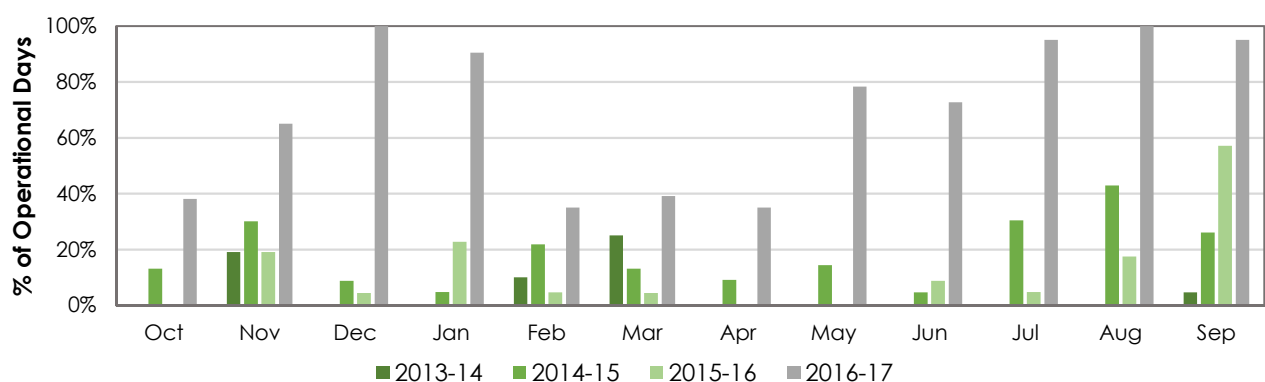
The MC311 Data Summary

Data from 10/1/2017 – 10/28/2017 (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	2423	2579	660	41	128	681	678
2	DEP	Scrap Metal Pick-Up Request	2042	2212	527	235	92	486	502
3	DPS	Schedule Residential Building Inspections	1523	1508	120	42	10	51	56
4	DEP	22 Gallon Bin Delivery	1511	1582	291	360	111	315	245
5	DEP	22 Gallon Bin Pick-Up	715	711	169	117	56	136	118
6	DHCA	Landlord Tenant Issues	621	604	152	104	32	116	113
7	POL	Dead Animal Along the Roadway	605	338	152	69	74	151	83
8	DOT	Tree Maintenance – Block Prunes	590	183	0	76	0	450	63
9	DHCA	Housing Complaints	556	548	67	94	30	144	165
10	DOT	Inspect, Remove or Prune County Tree	541	633	222	77	37	115	75
11	DPS	Permit, Plan Review or Inspection Status	503	484	78	34	19	38	56
12	DEP	Cart Repair (Paper Recycling)	488	446	182	41	32	116	101
13	DEP	Unacceptable for Collection (SWS)	425	308	87	9	29	141	152
14	DPS	Schedule Commercial Bldg. Inspections	407	352	32	10	10	7	15
15	DEP	Field Check for Solid Waste Services	381	342	127	26	32	94	88

*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.	2753	2505
2	DPS	DPS Building Inspector Contact Info	1176	1147
3	FIN	Payments Made on a Property Tax Account	904	611
4	FIN	Balance of Property Tax Bill	802	1216
5	DEP	How to Recycle/Dispose of Solid Waste	604	597
6	DOT	Ride On Trip Planning	599	635
7	PIO	MCG Employee Directory Assistance	507	426
8	HHS	Holiday 2017 Gift Giving Referrals	484	69
9	DEP	Transfer Station Questions	332	323
10	DEP	County Trash & Recycling Schedule	328	201
11	DEP	Curbside Recycling Program Questions	320	284
12	HHS	Maryland Health Care Connection	302	263
13	POL	Police Department Information	287	230
14	DPS	DPS Location/Hours of Operation	267	201
15	DOT	Washington DC 311	216	177

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	37,499	Abandoned call rate (target: <5%)	10.58%	Average seconds to answer (target: <20)**	66.5
Total requests (inc. phone, web, walk-in)	43,441			Average call duration, seconds (target: <240)	259

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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

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- The MC311 Call Center exceeded its average seconds to answer target of 20 seconds or less on all 20 operational days this period, with MC311 representatives taking an average of 66.5 seconds to respond to calls. The call center also exceeded its targeted call length time of 240 seconds or less on 18 out of 20 operational days (90% of the time), with representatives taking an average of 259 seconds to complete calls.

- The Department of Transportation (DOT) performed 590 "block prunes," or tree trimming maintenance requests, more than three times the 183 prunes done in the previous period. Of these total requests, 76% were for District 4 (Olney), 13% for District 2 (Germantown, Clarksburg), and 11% for District 5 (Silver Spring). The DOT's Highway Services Division uses this service request to internally track its tree trimming work.

- Residents submitted 484 information requests for Holiday 2017 Giving Project referrals, roughly seven times the 69 requests received in the previous period. County residents interested in receiving a holiday gift basket may contact their case worker, their Housing and Opportunities Commission resident counselor, or their child's school counselors to register with the program. The deadline for referrals for a Thanksgiving basket was October 18, 2017; the deadline for a December Holiday basket is November 15, 2017.

MC311 Spotlight: Tax Refunds, Nov 2016 – Oct 2017

Over the past twelve months, MC311 received 2,395 requests related to tax refunds, primarily for information on how to obtain refunds for overpayment of property tax accounts and requests for the status of a real property tax refund request. While the majority of tax refund requests were for general information needs, which can be answered directly by MC311 representatives, 610 (34%) of these were service requests, which are sent to the Department of Finance for resolution. The table below demonstrates the trend in the numbers of tax refund-related service requests over the last twelve months, as well as the percentage of requests that met their Service-Level Agreement (SLA), which is the standard length of time that it should take to close a particular MC311 request type.

Monthly MC311 Requests Related to Tax Refunds

Month	# of Requests (Total)	# of Service Requests	% of Service Requests Met SLA
November 2016	218	52	100%
December 2016	267	56	100%
January 2017	247	59	98%
February 2017	184	55	100%
March 2017	227	76	92%
April 2017	171	46	93%
May 2017	139	42	98%
June 2017	143	19	100%
July 2017	140	24	100%
August 2017	150	33	100%
September 2017	218	64	100%
October 2017	291	84	100%
Total	**2395**	**610**	**98.2%**

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The MC311 Data Summary

Data from 10/29/2017 – 11/25/2017 (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	2252	2423	750	28	112	629	695
2	DEP	Scrap Metal Pick-Up Request	1790	2042	552	191	95	455	480
3	DPS	Schedule Residential Building Inspections	1450	1523	133	51	21	50	48
4	DEP	22 Gallon Bin Delivery	1244	1511	269	331	72	284	209
5	DEP	Unacceptable for Collection (SWS)	637	425	127	17	40	210	241
6	FIN	Property Tax Delinquent Notice	629	8	27	19	38	18	20
7	DHCA	Landlord Tenant Issues	545	621	76	86	36	78	101
8	DEP	22 Gallon Bin Pick-Up	532	715	139	96	28	100	92
9	POL	Dead Animal Along the Roadway	480	605	94	69	88	109	52
10	DHCA	Housing Complaints	397	556	30	72	16	103	148
11	DPS	Permit, Plan Review or Inspection Status	392	503	64	26	19	39	40
12	DOT	Inspect, Remove or Prune County Tree	391	541	124	86	35	82	57
13	DEP	Field Check for Solid Waste Services	378	381	130	40	21	86	91
14	DEP	Cart Repair (Paper Recycling)	364	488	128	40	27	95	72
15	DPS	Schedule Commercial Bldg. Inspections	337	407	17	6	6	9	5

*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.	2223	2753
2	DPS	DPS Building Inspector Contact Info	1032	1176
3	FIN	Balance of Property Tax Bill	773	802
4	FIN	Payments Made on a Property Tax Account	651	904
5	DOT	Vacuum Leaf Collection Info	646	70
6	DOT	Ride On Trip Planning	533	599
7	DEP	How to Recycle/Dispose of Solid Waste	509	604
8	PIO	MCG Employee Directory Assistance	426	507
9	DEP	Transfer Station Questions	419	332
10	HHS	Maryland Health Care Connection	372	302
11	HHS	Holiday 2017 Gift Giving Referrals	314	484
12	POL	Police Department Information	275	287
13	DEP	County Trash & Recycling Schedule	262	328
14	DEP	Curbside Recycling Program Questions	225	320
15	DPS	DPS Location/Hours of Operation	219	267

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	33,152	Abandoned call rate (target: <5%) 12.20%		Average seconds to answer (target: <20)**	96.7
Total requests (inc. phone, web, walk-in)	37,944			Average call duration, seconds (target: <240)	244

* OLO reports MC311 Call Center performance data using MC311 Siebel's Customer Service Center (CSC) Scorecard. However, due to data issues occurring since the physical move of the Call Center last summer, MC311 reports that data included in the (CSC) Scorecard is not reliable at this time. DTS is working with telecom and Avaya to resolve this issue. MC311 currently does not have an expected timeframe for resolution of this matter.

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- Residents submitted 646 requests for information on the County's scheduled vacuum leaf collections, over nine times the 70 requests received during the previous period. The Department of Transportation's Division of Highway Services provides vacuum leaf collection services for County residents, and posts signs throughout their scheduled work areas several days before their leafing crews are slated to arrive. The collection season began on November 6th and the second round of leaf collection work began after the Thanksgiving holiday.

- MC311 received 637 requests regarding trash items unacceptable for collection, 50% more than the 425 requests received in the previous period. This service request type is used internally by Division of Solid Waste Services (SWS) staff to record trash items put out by residents that cannot be collected. Within these total requests, 210 (33%) came from District 4, while a further 241 (38%) came from District 5.

- MC311 received 629 service requests regarding property tax delinquent notices, compared to just 8 requests from the previous period. Annual property tax bills, as well as the first installment of semi-annual bills, are due on or before September 30th, and are considered delinquent on October 1st.

- The MC311 Call Center exceeded its average seconds to answer target of 20 seconds or less on 19 of 20 operational days this period (95% of the time), with MC311 representatives taking an average of 96.7 seconds to respond to calls.

MC311 Spotlight: DHCA Housing Complaints

Between December 2016 and November 2017, MC311 received 34,324 service or information requests. From this total, 11,399 (33%) were to register housing complaints, landlord- or tenant-related complaints, or to check on the status of a previously-registered complaint in a specific Council district. The Department of Housing and Community Affairs (DHCA) Housing Code Enforcement office is charged with resolving complaints regarding the maintenance and condition of single family and multi-family residential rental property. Landlord- and tenant-related disputes are handled separately by the DHCA's Office of Landlord Tenant Affairs.

As shown in the chart below, the greatest shares of all three types of complaints received during this time period came from Districts 2, 4, and 5. For comparison, the smallest shares of requests consistently came from Districts 1 and 3.

Monthly MC311 Requests Related to DHCA Housing or Landlord/Tenant Complaints

District	Housing Complaints		Checking Status of Housing Complaint, Inspection		Landlord/Tenant Complaints, Disputes	
	#	%	#	%	#	%
District 1	753	11%	46	5%	943	13%
District 2	1,126	17%	74	8%	1,231	17%
District 3	361	5%	31	3%	435	6%
District 4	1,617	24%	108	11%	1,056	15%
District 5	2,241	34%	124	13%	1,253	17%
Total	**6,098**	**100%**	**383**	**100%**	**4,918**	**100%**