

The MC311 Data Summary

January 16, 2018

Data from 11/26/2017 – 12/23/2017 (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	2444	2252	756	42	146	660	759
2	DEP	Scrap Metal Pick-Up Request	1876	1790	533	210	114	435	531
3	DPS	Schedule Residential Building Inspections	1483	1450	103	43	17	47	58
4	DEP	22 Gallon Bin Delivery	1403	1244	293	367	78	350	232
5	DEP	22 Gallon Bin Pick-Up	562	532	135	100	39	138	85
6	DHCA	Landlord Tenant Issues	554	545	65	98	30	75	110
7	DEP	Cart Repair (Paper Recycling)	499	364	177	52	44	118	99
8	DPS	Permit, Plan Review or Inspection Status	485	392	77	37	16	25	61
9	DEP	Unacceptable for Collection (SWS)	449	637	82	9	28	175	145
10	DHCA	Housing Complaints	410	397	38	69	22	109	129
11	DEP	Field Check for Solid Waste Services	373	378	126	27	24	95	83
12	FIN	Request to Discuss Property Tax Bill	369	240	29	14	19	13	13
13	DPS	Schedule Commercial Bldg. Inspections	363	337	15	8	16	7	15
14	DOT	Tree Maintenance – Block Prunes	337	186	122	n/a	1	123	88
15	POL	Dead Animal Along the Roadway	298	480	62	35	37	85	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.	2584	2223
2	FIN	Balance of Property Tax Bill	1215	773
3	DPS	DPS Building Inspector Contact Info	1119	1032
4	DOT	Vacuum Leaf Collection Info	798	646
5	FIN	Payments Made on a Property Tax Account	793	651
6	HHS	Maryland Health Care Connections	594	372
7	DEP	How to Recycle/Dispose of Solid Waste	564	509
8	PIO	MCG Employee Directory Assistance	516	426
9	DOT	Ride On Trip Planning	503	533
10	FIN	Prepaying Taxes for Upcoming Year	452	n/a
11	FIN	Tax Payment Methods	418	165
12	POL	Police Department Information	390	275
13	DEP	Transfer Station Questions	304	419
14	DEP	Curbside Recycling Program Questions	280	225
15	FIN	Elderly/Military Retiree Property Tax Credit	244	105

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	36,851	Abandoned call rate (target: <5%)	7.05%	Average seconds to answer (target: <20)**	41.4
Total requests (inc. phone, web, walk-in)	41,664			Average call duration, seconds (target: <240)	248

* 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.

MC311 Request Trends 11/26/2017 – 12/23/2017

- Several service and information requests related to property tax payments saw increased use during this period. This was due to the December passage of the Federal Tax Cuts and Jobs Act, which generated uncertainty about real property tax liability. The request types related to the Act are detailed below:
 - 1,215 residents requested the balance of their property tax bills, 442 or 57% more than the 773 requests received in the previous period. Residents can call MC311 or go online to the Department of Finance's website to confirm their outstanding account balance.
 - 793 residents requested information on payments towards their property tax account, 142 or 22% more than the 651 requests received in the previous period.
 - 452 residents requested information on how to prepay their 2018 County property taxes. This request type was created by MC311 to address specific questions from residents about the impact of the Tax Cuts and Jobs Act on their property tax liability.
 - 418 residents called to request information on tax payment methods, more than double the 165 requests from the previous period.
 - 369 residents requested to discuss their property tax bills, a 54% increase over the 240 requests from the previous period.

MC311 Spotlight: DHCA Code Enforcement

Over the past year, MC311 received 34,432 total requests for services from the Department of Housing and Community Affairs (DHCA). DHCA's Code Enforcement Section received 10,333 of these requests (30%). The table below provides detailed information on the most commonly-used Code Enforcement service requests.

As shown, housing complaints made up the majority of requests (64.4%), reports of un-shoveled sidewalks made up 2.6%, and reports of tall grass on occupied and vacant property made up a further 3.6% and 6.3%, respectively. Housing complaints have an expected Service-Level Agreement (SLA) target of 60 days, with 80.2% of 2017 requests fulfilled within this target. By contrast, tall grass on property complaints have an SLA target of 25 days, with 62.5% of requests regarding occupied properties and 80.2% of requests for vacant properties fulfilled within this target. Finally, un-shoveled sidewalk complaints have an SLA target of 7 days, with 99.2% of requests meeting their targeted time in 2017.

MC311 Service Requests for DHCA Code Enforcement Issues, January – December 2017

	Housing Complaints	Un-Shoveled Sidewalk	Tall Grass on Occupied Property	Tall Grass on Vacant Property
% Share of Code Enforcement Requests	64.4%	2.6%	3.6%	6.3%
# of Requests	6659	264	375	646
% of Requests Meeting SLA	80.2%	99.2%	62.5%	80.2%
SLA Resolution Time	60 days	7 days	25 days	25 days

The MC311 Data Summary

February 9, 2018

Data from 12/24/2017 – 1/20/2018 (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	1825	2444	606	30	93	484	568
2	DEP	22 Gallon Bin Delivery	1772	1403	387	449	102	380	284
3	DEP	Scrap Metal Pick-Up Request	1282	1876	372	144	64	338	338
4	DPS	Schedule Residential Building Inspections	1078	1483	98	24	5	26	40
5	DEP	22 Gallon Bin Pick-Up	707	562	169	110	40	145	94
6	DEP	Cart Repair (Paper Recycling)	538	499	185	50	41	151	96
7	DHCA	Landlord Tenant Issues	473	554	49	73	24	76	69
8	DEP	Field Check for Solid Waste Services	420	373	141	43	33	105	80
9	DEP	Same Day (For Use by SWS Staff Only)	420	261	181	43	29	82	78
10	DHCA	Housing Complaints	382	410	30	99	15	84	113
11	DEP	Unacceptable for Collection (SWS)	346	449	107	n/a	28	115	79
12	FRS	Home Evaluation, Smoke Alarms	301	191	9	10	13	24	21
13	FIN	Request to Discuss Property Tax Bill	300	369	37	9	15	16	17
14	DPS	Schedule Commercial Bldg. Inspections	278	363	9	4	2	5	3
15	DPS	Permit, Plan Review or Inspection Status	269	485	52	16	17	24	21

*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.	1956	2584
2	FIN	Prepayment of 2018 Property Taxes	1677	n/a
3	FIN	Payments Made on a Property Tax Account	1108	793
4	DEP	County Trash & Recycling Schedule	863	45
5	FIN	Balance of Property Tax Bill	839	1215
6	DPS	DPS Building Inspector Contact Info	772	1119
7	FIN	Prepaying Taxes for Upcoming Year	585	452
8	DEP	How to Recycle/Dispose of Solid Waste	511	564
9	PIO	MCG Employee Directory Assistance	393	516
10	DOT	Ride On Trip Planning	338	503
11	DEP	Transfer Station Questions	320	304
12	FIN	Tax Payment Methods	304	418
13	DEP	Curbside Recycling Program Questions	290	280
14	HHS	Maryland Health Care Connection	286	594
15	FIN	Elderly/Military Retiree Property Tax Credit	284	244

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	32,993	Abandoned call rate (target: <5%)	12.78%	Average seconds to answer (target: <20)**	79.8
Total requests (inc. phone, web, walk-in)	37,545			Average call duration, seconds (target: <240)	239

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

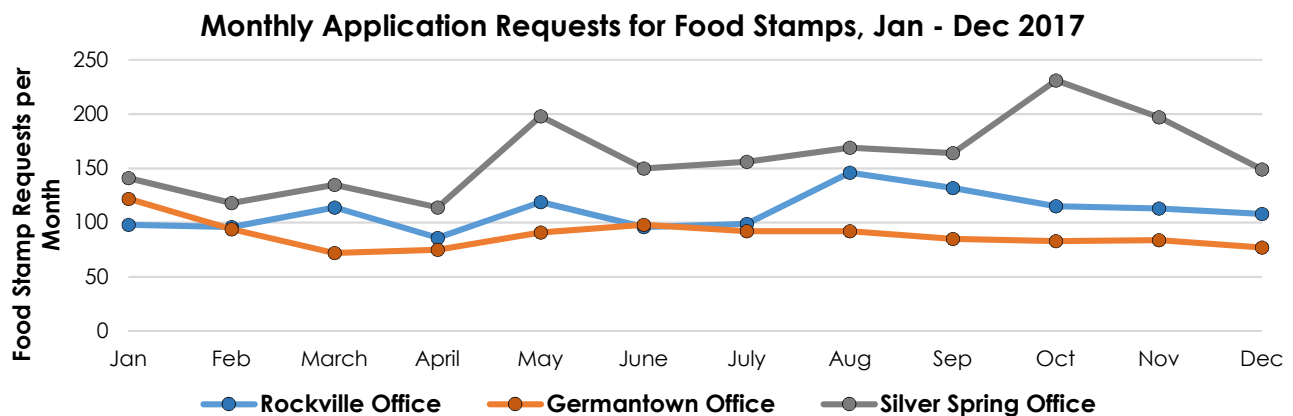
MC311 Request Trends 12/24/2017 – 1/20/2018

- Residents submitted 1,772 requests for 22-gallon recycling bin deliveries and 707 requests for recycling bin pick-ups, both of which were used 26% more than during the previous period. Montgomery County provides blue 22-gallon recycling bins free of charge to residents who receive County-provided curbside recycling collection. Residents may request up to 5 bins at a time, but are limited to 5 total delivered bins per year.
- Residents sent 1,677 information requests to MC311 about prepaying their 2018 property taxes. This request type was recently created by MC311 to address specific concerns from residents about prepaying their 2018 property taxes before the end of 2017. County residents continue to submit large numbers of information requests on this issue.
- Residents submitted 863 requests for information on the County's trash or recycling schedule, up from just 45 requests during the previous period. Solid Waste Services (SWS) did not conduct trash or recycling collection on the Christmas Day, New Year's Day, or Martin Luther King, Jr. holidays.
- Residents submitted 301 requests for home evaluations or smoke alarms, 58% more than the 191 requests from the previous period. Under a new Maryland law that went into effect in July 2013, County homeowners were required to replace any battery-operated smoke alarms more than 10 years old by January 1, 2018. The County's Fire and Rescue Services division provides free home safety evaluations for residents who currently have at least one working smoke alarm in their home, or a free smoke alarm for those who don't.

MC311 Spotlight: 2017 Food Stamp Requests

During 2017, MC311 received a total of 4,309 requests for information on applying for food stamps through the federal Supplemental Nutrition Assistance Program (SNAP). SNAP provides monthly income benefits to households to supplement their food budget, with eligibility determined by household size, income, and assets. The greatest share of these total requests came from residents in the Silver Spring area (1,922), followed by Rockville (1,322) and Germantown (1,065).

The table below plots the numbers of monthly information requests for food stamps from these areas over the last year. As shown, the largest numbers of requests for information from the Rockville office came in the months of August and September. The Germantown office received their largest numbers of requests in January and June. Finally, the Silver Spring office saw its largest numbers of requests in May and October.



The MC311 Data Summary

February 28, 2018

Data from 1/21/2018 – 2/17/2018 (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	2165	1825	659	35	125	602	629
2	DEP	22 Gallon Bin Delivery	2084	1772	420	463	128	451	345
3	DEP	Scrap Metal Pick-Up Request	1535	1282	425	161	67	392	400
4	DPS	Schedule Residential Building Inspections	1310	1078	89	40	16	40	56
5	DEP	22 Gallon Bin Pick-Up	933	707	229	147	52	160	143
6	DEP	Cart Repair (Paper Recycling)	704	538	254	68	46	176	146
7	DHCA	Landlord Tenant Issues	536	473	68	117	26	88	79
8	DHCA	Housing Complaints	444	382	45	99	27	116	115
9	DEP	Field Check for Solid Waste Services	436	420	147	45	40	113	80
10	DPS	Schedule Commercial Bldg. Inspections	429	278	18	4	12	10	8
11	DPS	Permit, Plan Review or Inspection Status	424	269	72	17	24	24	44
12	DOT	Pothole Repair	377	86	74	49	33	124	82
13	DEP	Same Day (For Use by SWS Staff Only)	316	420	108	21	17	86	82
14	DOT	Tree Maintenance – Block Prunes	296	n/a	81	n/a	n/a	6	206
15	DEP	Unacceptable for Collection (SWS)	293	346	24	3	13	112	141

*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.	2573	1956
2	DPS	DPS Building Inspector Contact Info	1027	772
3	FIN	Payments Made on a Property Tax Account	832	1108
4	FIN	Prepayment of 2018 Property Taxes	564	1677
5	DEP	How to Recycle/Dispose of Solid Waste	532	511
6	DOT	Ride On Trip Planning	517	338
7	PIO	MCG Employee Directory Assistance	509	393
8	FIN	Balance of Property Tax Bill	461	839
9	FIN	Elderly/Military Retiree Property Tax Credit	399	284
10	DEP	Transfer Station Questions	360	320
11	HHS	Maryland Health Care Connection	338	286
12	DEP	Curbside Recycling Program Questions	304	290
13	POL	Police Department Information	266	264
14	--	Non-MCG Directory Assistance	248	190
15	DPS	DPS Location/Hours of Operation	242	264

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	35,426	Abandoned call rate (target: <5%)	9.38%	Average seconds to answer (target: <20)**	46.5
Total requests (inc. phone, web, walk-in)	40,929			Average call duration, seconds (target: <240)	231

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MC311 Request Trends 1/21/2018 – 2/17/2018

- Several service and information requests related to residential and commercial building inspections saw increased use during this period. The request types related to these issues are summarized below:
 - MC311 received 1,310 requests to schedule building inspections for residential property, 22% more than the 1,078 requests from the previous period. Building inspections may be scheduled online through the Department of Permitting Services (DPS) website.
 - Residents also submitted 429 requests to schedule commercial building inspections, an increase of 54% or 151 more than the 278 requests from the previous period.
 - Residents submitted 1,027 requests for contact information for Department of Permitting Services (DPS) building inspectors, an increase of 255 or 33% more than the 772 requests from the previous period. Residents can call MC311 to confirm their inspector's name and contact information or to confirm a previously-scheduled inspection date.
- Residents submitted 536 requests to discuss landlord-tenant issues, an increase of 63 or 13% more than the 473 requests from the previous period. The Office of Landlord Tenant Affairs handles disputes involving most residential rental properties in the County. Residents who wish to file a complaint or speak to an investigator can sign up through their website.
- DOT received 377 service requests for pothole repairs during this period, nearly four times more than the 86 requests from the previous period. Potholes on County-maintained roadways are generally inspected and repaired within three business days.

MC311 Spotlight: 2017 Pothole Repair Requests

From January through December 2017, MC311 received a total of 2,241 pothole repair requests from County residents. Individuals submitted 1,016 requests (45%) over the phone and 1,196 (53%) online. A further 28 requests (1%) were submitted internally by County staff and one was submitted by walk-in request.

The table below includes the total number of pothole repair requests from each Council District for the year, including the number of requests that were fulfilled by DOT or were still in progress at the end of the year. The table also displays 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 target time window for pothole repair requests is three days.

Pothole Repair Requests by Council District Received from January 1st – December 31st, 2017*

Council District	Total Number of Requests	No. of Pothole Repair Requests Fulfilled	No. of Pothole Repair Requests Still in Progress	Average Days to Close	% of Requests Meeting SLA
1	679	677	2	2.8	76.0%
2	170	169	1	1.8	91.8%
3	190	189	1	2.1	89.5%
4	616	610	6	2.9	81.8%
5	539	532	7	2.6	79.8%

* 47 requests made during the past year were not assigned to a Council District by MC311, and have been excluded from the table above.

The MC311 Data Summary

March 28, 2018

Data from 2/18/2018 – 3/17/2018 (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	2449	2084	522	521	171	551	472
2	DEP	Bulk Trash Pick-Up Request	2216	2165	647	19	122	654	736
3	DEP	Scrap Metal Pick-Up Request	1790	1535	517	200	109	472	467
4	DPS	Schedule Residential Building Inspections	1264	1310	90	31	12	26	49
5	DEP	22 Gallon Bin Pick-Up	982	933	236	169	73	179	141
6	DEP	Cart Repair (Paper Recycling)	621	704	215	70	43	152	134
7	DOT	Inspect, Remove or Prune County Tree	584	263	183	76	32	172	105
8	DHCA	Landlord Tenant Issues	554	536	64	99	21	87	102
9	DHCA	Housing Complaints	466	444	59	90	30	118	130
10	DPS	Permit, Plan Review or Inspection Status	445	424	75	22	20	35	43
11	DEP	Field Check for Solid Waste Services	430	436	123	40	33	122	109
12	DPS	Schedule Commercial Bldg. Inspections	409	429	20	3	8	5	14
13	DOT	Pothole Repair	361	377	87	29	36	119	87
14	DOT	Request Tree Stump Removal	348	151	99	96	9	97	43
15	DOT	Tree/Tree Limb Fallen on Ground	346	32	133	33	26	88	56

*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	2024	2573
2	FIN	Elderly/Military Retiree Property Tax Credit	1202	399
3	FIN	Payments Made on a Property Tax Account	1059	832
4	DPS	DPS Building Inspector Contact Info	945	1027
5	FIN	Property Tax Delinquent Notice	723	5
6	FIN	Balance of Property Tax Bill	671	461
7	DEP	How to Recycle/Dispose of Solid Waste	573	532
8	FIN	Prepayment of 2018 Property Taxes	524	564
9	PIO	MCG Employee Directory Assistance	500	509
10	DOT	Ride On Trip Planning	431	517
11	DEP	Transfer Station Questions	400	360
12	DEP	County Trash & Recycling Schedule	353	143
13	DEP	Curbside Recycling Program Questions	349	304
14	POL	Police Department Information	289	266
15	DEP	Literature Items – Trash/Recycling	286	137

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	37,552	Abandoned call rate (target: <5%)	14.60%	Average seconds to answer (target: <20)**	92.7
Total requests (inc. phone, web, walk-in)	44,446			Average call duration, seconds (target: <240)	259

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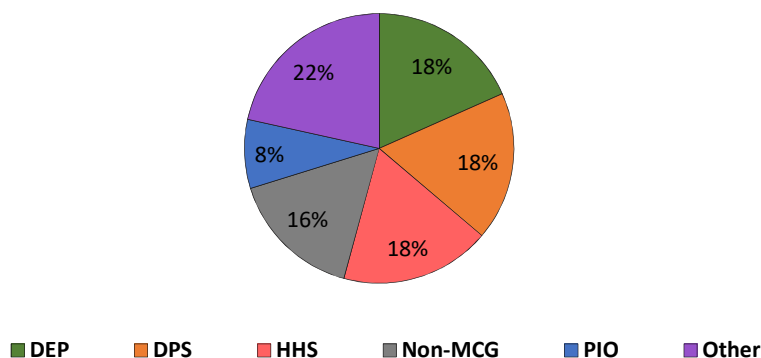
MC311 Request Trends 2/18/2018 – 3/17/2018

- MC311 received large numbers of service and information requests related to property tax payments. Federal and State income tax payments are due on Tuesday, April 17th. These request types are detailed separately below:
 - 1,202 residents requested information on the County's property tax credit for military retirees, three times more than the 399 requests from the previous period. Applications for the tax credit are due on April 1st.
 - 723 residents called to report receiving notices about delinquent property taxes, up from just 5 requests from the previous period. The second of semi-annual property tax installment payments were due on December 31st, and became delinquent on January 1st. Delinquent tax bills are subject to interest and penalty charges until paid in full.
 - 671 residents requested information on the balance of their property tax accounts, up 46% from 461 requests during the previous period. Residents can call MC311 or go online to the Department of Finance's website to confirm their outstanding account balance.
- MC311 also received large numbers of service requests for damaged and downed trees. Residents can call to request the County Arborist to perform work on trees maintained by the County, though the work may take up to one month to complete:
 - 584 residents called to request an inspection, pruning, or removal of a County-maintained tree, more than double the 263 requests received in the previous period.
 - 348 residents requested removal of a tree stump, more than twice the 151 requests from the previous period.
 - 346 residents called to report a tree or tree limb that had fallen on their property, up from just 32 requests during the previous period.

MC311 Spotlight: Spanish Language Requests

From March 2017 to February 2018, MC311 received 19,538 calls from residents to request a Spanish-speaking customer service representative. Four County offices received nearly two-thirds of these total service and information requests – DEP, DPS, HHS, and PIO – totaling 12,207 requests (62%). Non-County agencies and organizations ("Non-MCG") made up another 3,121 calls (16%), while the remaining 4,210 calls (22%) were for other County offices. The total requests from each of these departments are detailed in the pie chart below.

Top MC311 Requests by Department, March 2017 - Feb 2018



The MC311 Data Summary

April 24, 2018

Data from 3/18/2018 – 4/14/2018 (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	2462	2216	797	27	124	684	729
2	DEP	22 Gallon Bin Delivery	2201	2449	423	530	140	504	376
3	DEP	Scrap Metal Pick-Up Request	2004	1790	576	219	103	515	532
4	DPS	Schedule Residential Inspections	1323	1264	81	26	12	34	37
5	DEP	22 Gallon Bin Pick-Up	946	982	213	158	72	196	154
6	DEP	Cart Repair (Paper Recycling)	600	621	193	99	34	151	117
7	DOT	Tree Maintenance – Block Prunes	600	148	407	190	0	0	0
8	DHCA	Landlord Tenant Issues	564	554	86	103	36	80	91
9	DHCA	Housing Complaints	513	466	54	94	41	139	151
10	DEP	Field Check for Solid Waste Services	440	430	135	45	35	119	96
11	DPS	Schedule Commercial Bldg. Inspections	400	409	21	5	8	8	11
12	DOT	Inspect, Remove or Prune County Tree	372	584	100	52	36	97	96
13	DEP	Unacceptable for Collection (SWS)	358	327	69	2	42	141	101
14	DHCA	Speak with Licensing, Reg. Specialist	324	233	71	52	24	61	57
15	DEP	Same Day (For Use by SWS Staff Only)	314	332	96	24	26	94	74

*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.	2348	2024
2	DPS	DPS Building Inspector Contact Info	938	945
3	FIN	Payments Made on a Property Tax Account	805	1059
4	FIN	Elderly/Military Retiree Property Tax Credit	691	1202
5	DEP	How to Recycle/Dispose of Solid Waste	550	573
6	DEP	Transfer Station Questions	525	400
7	DEP	County Trash & Recycling Schedule	507	353
8	PIO	MCG Employee Directory Assistance	491	500
9	DOT	Ride On Trip Planning	485	431
10	DPS	Permit Status	476	88
11	FIN	Balance of Property Tax Bill	432	671
12	DEP	Literature Items – Trash/Recycling	317	286
13	DEP	Curbside Recycling Program Questions	311	349
14	POL	Police Department Information	305	289
15	FIN	Prepayment of 2018 Property Taxes	255	524

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	36,372	Abandoned call rate (target: <5%)	10.38%	Average seconds to answer (target: <20)**	68.1
Total requests (inc. phone, web, walk-in)	43,040			Average call duration, seconds (target: <240)	246

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MC311 Request Trends 3/18/2018 – 4/14/2018

- The Department of Transportation (DOT) performed 600 “block prunes,” or tree trimming maintenance requests, over three times the 148 prunes done in the previous period. Among these total requests, 68% were performed in District 1 (Bethesda, Chevy Chase) and 32% in District 2 (Germantown, Clarksburg). DOT's Highway Services Division uses this service request type to internally track its tree trimming work.
- A total of 525 residents requested information on the County's transfer station, 31% more than the 400 requests over the previous period. County residents may bring large loads of trash or recyclables to the station for disposal – up to 500 pounds of garbage or yard waste may be dropped off free of charge, but fees are assessed for heavier loads.
- Residents submitted 507 requests for information on the County's trash and recycling pickup schedule, a 44% increase over the 353 requests during the previous period. Residents may contact MC311 to check on upcoming changes to their regularly-scheduled trash and recycling collection schedules.
- Residents submitted 476 information requests on the status of their permit, more than five times the 88 requests from the previous period. Residents who have applied for a construction-related permit through the Department of Permitting Services (DPS) may call MC311 to check on its status, so long as they can provide their permit number.

MC311 Spotlight: Scrap Metal Pick-Up Requests

From April 1, 2017 through March 31, 2018, the MC311 Call Center received 25,649 requests for scrap metal collections. Residents who receive County-provided recycling collection services are also eligible to have larger scrap metal items scheduled for collection. Scrap metal items are classified as any large item that is made of at least 51% metal, or is too bulky to fit in a trash can or trash bag. A list of acceptable and unacceptable items is available on the County Department of Environmental Protection (DEP) website, or by telephone from MC311.

The table below lists the total requests from each Council District over the last year and the shares of requests that were 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 targeted maximum for scrap metal collection is 5 days.

Scrap Metal Pickup Requests by Council District Received from Apr. 1, 2017 – Mar. 31, 2018

Council District*	Total Number of Requests**	Average Days to Close	% of Requests Meeting SLA	Source of Requests***	
				MC311 Website	MC311 Call Center
1	7407	4.26	70.5%	42.3%	56.7%
2	2692	4.59	61.7%	61.1%	38.9%
3	1320	4.47	67.5%	52.5%	47.1%
4	6347	3.96	70.7%	54.1%	45.1%
5	6901	3.69	76.1%	50.3%	48.7%

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

** All scrap metal pickup requests were ultimately fulfilled.

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

The MC311 Data Summary

May 23, 2018

Data from 4/15/2018 – 5/12/2018 (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	3009	2462	969	55	153	771	895
2	DEP	Scrap Metal Pick-Up Request	2788	2004	796	308	150	663	725
3	DEP	22 Gallon Bin Delivery	2273	2201	469	488	147	512	403
4	DPS	Schedule Residential Inspections	1393	1323	51	13	6	21	28
5	DEP	22 Gallon Bin Pick-Up	1090	946	238	191	73	219	190
6	DEP	Cart Repair (Paper Recycling)	635	600	211	84	49	158	126
7	DHCA	Landlord Tenant Issues	611	564	83	106	39	88	109
8	DHCA	Housing Complaints	611	513	72	105	27	169	184
9	DEP	Field Check for Solid Waste Services	581	440	174	34	68	135	157
10	DEP	Same Day (For Use by SWS Staff Only)	533	314	186	42	52	116	136
11	DOT	Tree Maintenance – Block Prunes	510	600	505	0	0	3	0
12	DPS	Schedule Commercial Bldg. Inspections	467	400	13	8	4	5	8
13	DEP	Unacceptable for Collection (SWS)	462	358	132	5	51	183	87
14	DOT	Inspect, Remove or Prune County Tree	442	372	140	26	33	142	94
15	POL	Dead Animal Along the Roadway	300	222	56	27	31	59	79

*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	2151	2348
2	DPS	DPS Building Inspector Contact Info	1052	938
3	FIN	Payments Made on a Property Tax Account	716	805
4	DEP	How to Recycle/Dispose of Solid Waste	709	550
5	FIN	Balance of Property Tax Bill	550	432
6	PIO	MCG Employee Directory Assistance	541	491
7	DOT	Ride On Trip Planning	479	485
8	DEP	Transfer Station Questions	452	525
9	DPS	Permit Status	430	476
10	DEP	Literature Items – Trash/Recycling	423	317
11	POL	Police Department Information	316	305
12	DEP	Curbside Recycling Program Questions	307	311
13	HHS	Food Stamps - Rockville Office	306	232
14	HHS	Maryland Health Care Connection	259	232
15	--	Non-MCG Directory Assistance	215	250

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	36,625	Abandoned call rate (target: <5%)	10.79%	Average seconds to answer (target: <20)**	119
Total requests (inc. phone, web, walk-in)	44,833			Average call duration, seconds (target: <240)	268

* 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.

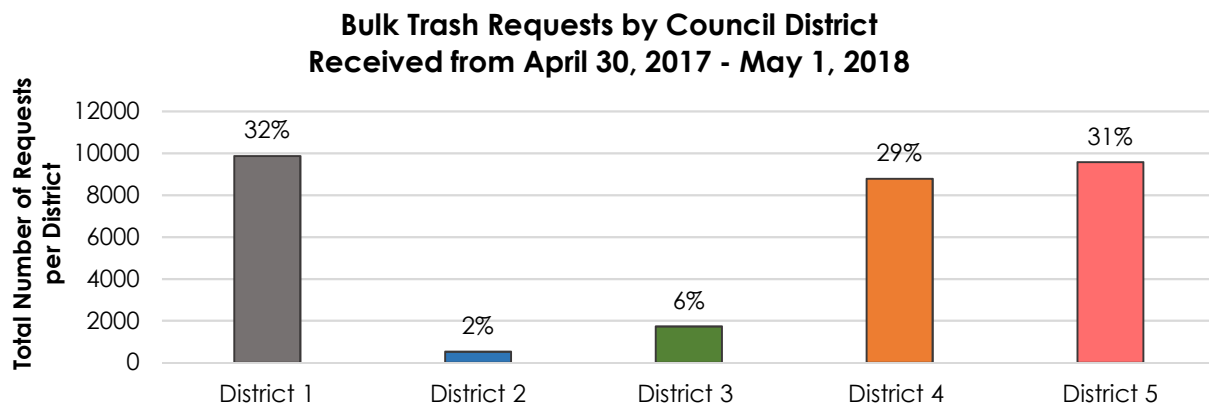
MC311 Request Trends 4/15/2018 – 5/12/2018

- The MC311 Call Center exceeded its targeted daily abandoned call rate of 5% or less on 19 of its 20 operational days (95% of the time) this period, with an average of 10.58% of calls per day going unanswered. The call center also exceeded its targeted average call answering time of 20 seconds or less on all 20 days - MC311 staff took an average of nearly two minutes to answer incoming calls.
- County residents made 1,052 calls to MC311 to request contact information for the Department of Public Service (DPS) residential building Inspector, 12% more than the 938 requests recorded in the previous period. Residents may call MC311 or consult the DPS website to confirm their scheduled inspection date, their inspector's name, or other necessary information, provided they can supply their assigned inspection number.
- Department of Environmental Protection (DEP) staff requested 581 field checks for solid waste service needs, 32% over the 440 requests from the previous period. Field checks are conducted by DEP's Solid Waste Services (SWS) staff when County residents request a visit or call from them regarding a trash or recycling issue. Callers are asked to provide their name, phone number, the address of the property in question, and any other necessary details or outstanding service requests related to the issue.
- Residents submitted 709 requests for information on how to recycle or dispose of solid waste, 29% greater than the 550 requests received in the previous period. Residents may call MC311 to inquire about the proper means of disposal for their solid waste items, or alternately can consult DEP's website themselves to search for their item among a list of common waste items and their prescribed means of disposal.

MC311 Spotlight: Bulk Trash Pick-Up Requests

From April 30th, 2017 through May 1st, 2018, the MC311 Call Center received 31,864 requests for bulk trash pick-up requests. Residents who receive County-provided trash collection services are also eligible for up to five bulk trash pickups per calendar year. "Bulk trash" items are classified as any trash item that is too large to fit in a standard-sized trash can or bag. Collections must be scheduled with the County in advance, and are performed on the residents' regularly-scheduled collection days.

The chart below details the total numbers of bulk trash pick-up requests from each Council District over the last year and the shares each made up of the yearly total. As shown, most requests for the year came from District 1 (32%), District 4 (29%), and District 5 (31%).



The MC311 Data Summary

June 21, 2018

Data from 5/13/2018 – 6/9/2018 (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	3182	3009	983	57	157	866	963
2	DEP	Scrap Metal Pick-Up Request	2837	2788	791	341	143	692	754
3	DEP	22 Gallon Bin Delivery	2086	2273	461	460	142	421	403
4	DPS	Schedule Residential Inspections	1489	1393	85	30	13	21	34
5	DEP	22 Gallon Bin Pick-up	1002	1090	241	198	67	172	178
6	DHCA	Housing Complaints	839	611	100	173	42	238	226
7	DOT	Inspect, Remove or Prune County Tree	642	442	196	54	56	169	154
8	DEP	Cart Repair (Paper Recycling)	567	635	186	74	40	141	117
9	DHCA	Landlord Tenant Issues	549	611	85	81	47	73	92
10	DEP	Field Check for Solid Waste Services	507	581	157	43	38	118	140
11	DEP	Same Day (For Use by SWS Staff Only)	448	533	147	39	39	110	112
12	DEP	Unacceptable for Collection (SWS)	420	462	64	3	36	212	104
13	DHCA	Speak with Licensing, Reg. Specialist	393	442	111	43	29	71	73
14	POL	Dead Animal Along the Roadway	336	300	100	47	43	51	49
15	DPS	Schedule Commercial Inspections	305	467	12	3	8	7	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	1840	2151
2	DPS	DPS Building Inspector Contact Info	988	1052
3	DEP	How to Recycle/Dispose of Solid Waste	608	709
4	FIN	Payments Made on a Property Tax Account	531	716
5	DOT	Ride On Trip Planning	473	479
6	DEP	Transfer Station Questions	453	452
7	PIO	MCG Employee Directory Assistance	452	541
8	DEP	Literature Items – Trash/Recycling	384	423
9	DPS	Permit Status	378	430
10	DEP	Curbside Recycling Program Questions	301	307
11	POL	Police Department Information	296	316
12	HHS	Food Stamps - Rockville Office	293	306
13	FIN	Balance of Property Tax Bill	272	550
14	HHS	General Information Request	237	156
15	HHS	Maryland Health Care Connection	218	259

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	34,102	Abandoned call rate (target: <5%)	13.51%	Average seconds to answer (target: <20)**	150
Total requests (inc. phone, web, walk-in)	42,231			Average call duration, seconds (target: <240)	268

* 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.

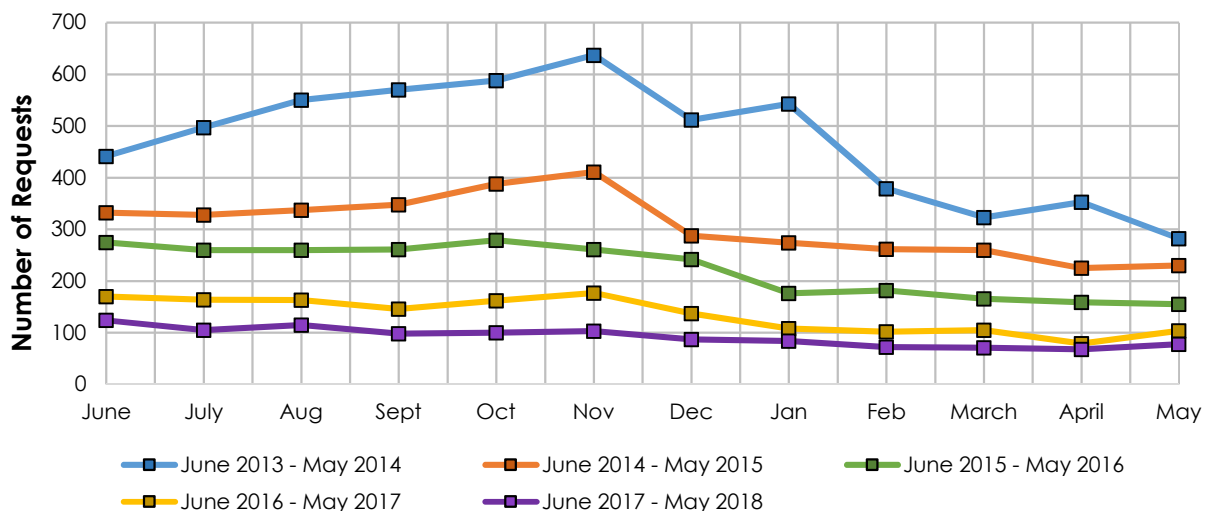
MC311 Request Trends 5/13/2018 – 6/9/2018

- MC311 received 839 service requests for housing complaints, 91 more calls (37%) than the 611 requests received during the previous period. The Department of Housing and Community Affairs' (DHCA) Office of Housing Code Enforcement handles complaints about the maintenance and living conditions of single- and multi-family rental properties and their adjoining areas. Online users who wish to file a complaint anonymously may also do so through the DHCA's website.
- Residents submitted 642 requests to inspect, prune, or remove a County-maintained tree, 200 more calls (45%) than the 442 requests from the previous period. County residents may submit requests to have a tree inspected and then pruned or removed by the County Arborist, and are asked to provide its location and a description of the issue when they call. Requested tree work may take up to a month to complete.
- Residents submitted 531 information requests for payments they had previously made on their County property tax accounts, 185 less requests (26%) than the 716 recorded in the previous period. Residents who wish to access their property tax payment history may do so by calling MC311 or by going on the Department of Finance (FIN) website, provided they can supply their account number, bill number, or home address.
- MC311 received 336 requests about dead animals along County roadways, 36 more calls (12%) than the 300 requests from last period. The County Police Department's Animal Services Division is responsible for retrieving dead domestic animals (dogs, cats, etc.) and other dead animals the size of a possum or larger from County roadways and adjacent property. Removal requests are generally completed within 24 hours.

MC311 Spotlight: MANNA Referrals, 2013 - 2018

From June 2013 through May 2018, MC311 received 14,576 MANNA Food Center referral requests. Over this five-year period, 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, both the total number of monthly MANNA requests and the observable seasonal uptick in monthly requests from each year have declined steadily from 2013 to 2018.

Monthly MANNA Food Center Referral Requests, 2013 - 2018



The MC311 Data Summary

July 19, 2018

Data from 6/10/2018 – 7/9/2018 (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	3314	3182	1027	54	171	933	1017
2	DEP	Scrap Metal Pick-Up Request	2844	2837	821	337	157	662	786
3	DEP	22 Gallon Bin Delivery	1919	2086	413	463	135	424	326
4	DPS	Schedule Residential Inspections	1526	1489	84	39	12	32	44
5	DEP	22 Gallon Bin Pick-up	914	1002	220	178	79	188	130
6	DHCA	Housing Complaints	739	839	82	120	39	221	219
7	DHCA	Landlord Tenant Issues	604	549	70	107	39	75	117
8	DOT	Inspect, Remove or Prune County Tree	599	642	156	106	49	162	117
9	DEP	Cart Repair (Paper Recycling)	533	567	182	88	37	123	98
10	DEP	Field Check for Solid Waste Services	498	507	142	62	49	132	99
11	POL	Dead Animal Along the Roadway	465	336	81	83	43	108	90
12	DOT	Request Tree Stump Removal	404	285	138	21	24	111	104
13	DEP	Unacceptable for Collection (SWS)	394	420	59	7	38	226	62
14	DHCA	Licensing and Registration Specialist	382	393	96	68	20	66	80
15	DEP	Same Day (For Use by SWS Staff Only)	381	448	101	48	27	118	87

*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	2084	1840
2	DPS	DPS Building Inspector Contact Info	1031	988
3	DEP	How to Recycle/Dispose of Solid Waste	740	608
4	DOT	Ride On Trip Planning	560	473
5	PIO	MCG Employee Directory Assistance	481	452
6	DEP	Transfer Station Questions	480	453
7	DPS	Permit Status	396	378
8	FIN	Balance of Property Tax Bill	368	272
9	DEP	Literature Items – Trash/Recycling	364	384
10	POL	Police Department Information	356	296
11	FIN	Payments Made on a Property Tax Account	319	531
12	DEP	Curbside Recycling Program Questions	317	301
13	Non-MCG	Non-MCG Directory Assistance	271	203
14	HHS	Food Stamps - Rockville Office	247	293
15	HHS	Maryland Health Care Connection	232	218

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	35,119	Abandoned call rate (target: <5%)	7.13%	Average seconds to answer (target: <20)**	67.2
Total requests (inc. phone, web, walk-in)	42,785			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.

MC311 Request Trends 6/10/2018 – 7/9/2018

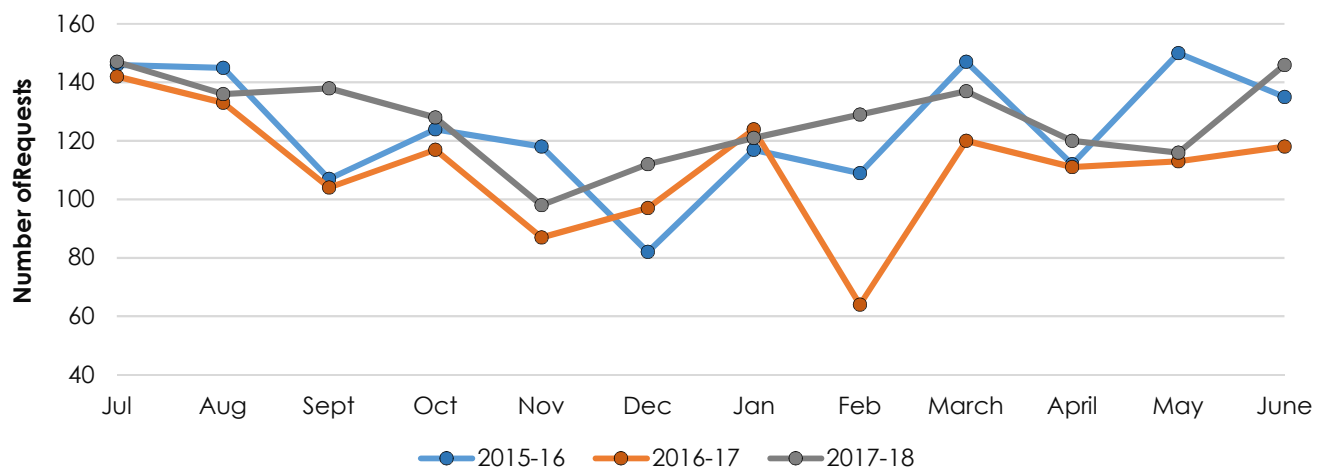
- The MC311 Call Center exceeded its targeted daily abandoned call rate of 5% or less on 11 of its 20 operational days this period (55% of the time), with an average of 7.13% of calls going unanswered. This represents a 47% reduction in abandoned calls from the previous period, when an average of 13.51% of calls per day were abandoned.
- Residents submitted 740 requests for information on how to recycle or dispose of solid waste, 132 or 22% over the 608 requests from the previous period. Residents can call MC311 to confirm the proper disposal method, or consult DEP's website themselves to search for their waste item among a list of commonly-requested types of waste.
- Residents submitted 604 requests regarding a landlord/tenant issue, 132 or 10% more than the 549 requests from the previous period. The Office of Landlord Tenant Affairs handles disputes involving residential rental properties in the County. Residents who want to file a complaint or speak to an investigator can sign up through their website.
- MC311 received 404 requests to remove a tree stump, 119 or 42% more than the 285 recorded in the previous period. Department of Transportation (DOT) tree maintenance staff handle stump removal requests. Due to recent funding constraints, DOT has temporarily suspended its expected service completion timeframe, and MC311 is advising that such requests may take up to three years to complete.

MC311 Spotlight: Aging and Disability Resource Unit, 2015 - 2018

From July 2015 through June 2018, MC311 received 5,298 requests for contact information from the Department of Health and Human Services' (HHS) Aging and Disability Resource Unit (ADRU). Requests regarding the ADRU comprise the highest number of HHS-related requests received by MC311 over the past three years. In addition to serving as an entry point for case management services, ADRU also offers resources to seniors and people with disabilities to help them remain safe and live independently in their community.

As shown below, the total number of yearly requests steadily increased during these three years – 1,637 were received in 2015-16, followed by 1,757 in 2016-17 and 1,904 in 2017-18. Overall, yearly requests for the program increased by 16% from 2015-16 to 2017-18.

Number of Monthly Requests for the Aging and Disability Resource Unit, 2015 - 2018



The MC311 Data Summary

September 13, 2018

Data from 7/8/2018 – 9/1/2018 (eight 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	6457	6496	1923	113	356	1858	1991
2	DEP	Scrap Metal Pick-Up Request	5214	5681	1415	598	283	1331	1444
3	DEP	22 Gallon Bin Delivery	3792	4005	794	851	238	876	659
4	DPS	Schedule Residential Inspections	3257	3014	223	81	41	89	101
5	DEP	22 Gallon Bin Pick-Up	1827	1916	400	384	114	353	285
6	DHCA	Housing Complaints	1489	1581	137	308	80	364	448
7	DOT	Inspect, Remove or Prune County Tree	1463	1236	437	218	125	374	280
8	DHCA	Landlord Tenant Issues	1346	1153	189	216	103	164	233
9	DEP	Cart Repair (Paper Recycling)	1119	1100	380	133	54	299	227
10	DHCA	Licensing and Registration Specialist	1007	776	255	217	86	170	142
11	POL	Dead Animal Along the Roadway	868	801	254	73	68	219	111
12	DEP	Field Check for Solid Waste Services	864	1005	205	100	51	253	223
13	DPS	Schedule Commercial Bldg. Inspections	861	678	41	19	14	16	18
14	DEP	Same Day (For Use by SWS Staff Only)	665	829	128	85	35	217	194
15	DEP	Unacceptable for Collection (SWS)	646	814	285	3	52	230	70

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	4047	3925
2	DPS	DPS Building Inspector Contact Info	2175	2020
3	DEP	How To Recycle/Dispose of Solid Waste	1694	1348
4	FIN	Balance of Property Tax Bill	1518	640
5	PIO	MCG Employee Directory Assistance	1152	933
6	DOT	Ride On Trip Planning	1060	1034
7	DEP	Transfer Station Questions	897	933
8	DPS	Permit Status	851	774
9	FIN	Elderly/Military Retiree Property Tax Credit	840	140
10	FIN	Payments Made on a Property Tax Account	750	850
11	POL	Police Department Information	740	652
12	DEP	Curbside Recycling Program Questions	685	617
13	--	Earned Income Credit EIC Refund	676	56
14	DEP	Literature Items – Trash/Recycling	634	748
15	--	State Asses/Tax Office Contact Info	634	239

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	77,055	Abandoned call rate (target: <5%)	10.81%	Average seconds to answer (target: <20)***	122.6
Total requests (inc. phone, web, walk-in)	91,126			Average call duration, seconds (target: <240)	274

* This report includes data from an eight-week time period (7-8 to 9-1-2018), rather than the standard four-week period, and provides comparative data for the eight-week period immediately preceding it (5-13 to 7-7-2018). Service and information request totals tallied higher this period, reflecting the increased data collection period length.

** Location data are not consistently available for all requests.

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

MC311 Request Trends 7/8/2018 – 9/1/2018

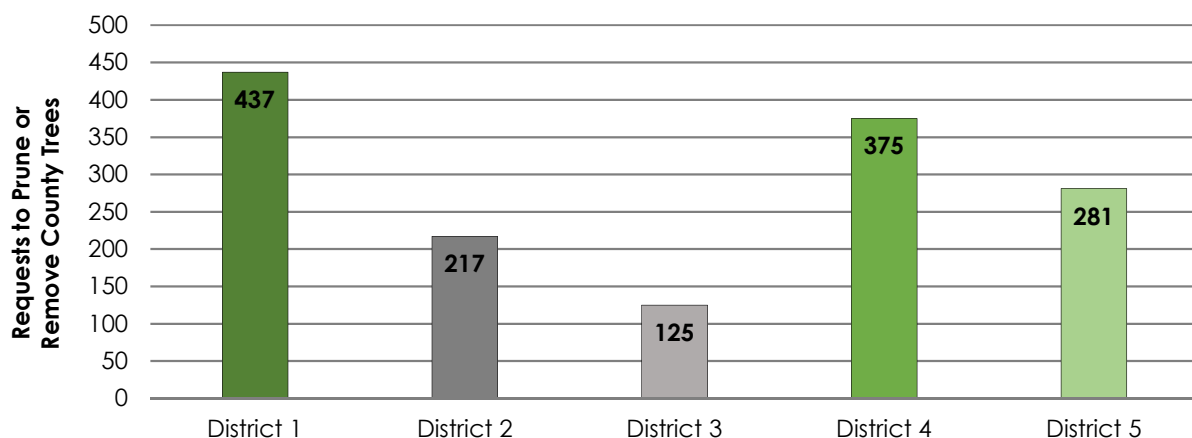
- MC311 received a substantial number of requests for several service types related to homeowner taxes. The 2018 fiscal year began on July 1, 2018:
 - A total of 1,518 residents requested the balance of their property tax bill, more than twice the 640 requests from the previous period.
 - A further 840 callers requested information on the County's elderly/military retiree tax credit program, six times the 140 requests received in the previous period. Applications for the program were accepted until September 1st.
 - There were 676 requests for State assessment/tax office contact information, over twelve times the 56 requests received in the previous period.
 - Residents also submitted 634 requests for contact information for the State Department of Assessments and Taxation Office, 165% more than the 239 requests from the previous period.
- MC311 also received a large number of requests for several service types related to residential and commercial building inspections:
 - A total of 1,694 requests were made to schedule residential building inspections, a 26% increase over the 1,348 requests received in the previous period.
 - Another 861 requests were made to schedule commercial building inspections, 27% more than the 368 received in the previous period.

MC311 Spotlight: DOT Tree Removal Requests by Council District, July - August 2018

Through July and August of 2018, County residents submitted 1,435 service requests to inspect, prune or remove County-maintained trees. Residents are required to submit a request to the County Arborist, along with their contact information, the location of the tree, and a brief description of the issue. Residents will then be notified about the status of the requested inspection, though these may take up to a month to complete.

As shown below, 437 of these requests (30%) came from residents in District 1, with a further 375 (26%) coming from District 4 and 281 (20%) from District 5. Finally, residents in District 2 submitted 217 requests (15%) and residents in District 3 submitted 125 requests (9%), the lowest totals for the two-month period.

Requests to Prune or Remove County Trees by Council District, July - August 2018



The MC311 Data Summary

October 10, 2018

Data from 9/2/2018 – 9/29/2018 (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	2614	3245	830	37	140	763	809
2	DEP	Scrap Metal Pick-Up Request	2180	2580	632	237	143	548	592
3	DEP	22 Gallon Bin Delivery	1684	1831	394	392	120	377	289
4	DPS	Schedule Residential Inspections	1466	1634	117	33	16	48	57
5	DEP	22 Gallon Bin Pick-Up	810	855	171	163	68	175	137
6	DOT	Inspect, Remove or Prune County Tree	770	696	229	168	64	169	130
7	DHCA	Housing Complaints	753	806	113	130	40	181	226
8	DHCA	Landlord Tenant Issues	546	738	68	133	29	90	128
9	DEP	Unacceptable for Collection (SWS)	514	407	225	0	52	164	62
10	DEP	Cart Repair (Paper Recycling)	511	553	164	53	45	121	124
11	DOT	Tree Maintenance – Block Prunes	454	281	209	30	91	121	0
12	DPS	Schedule Commercial Bldg. Inspections	433	461	21	10	13	9	9
13	DEP	Field Check for Solid Waste Services	409	442	96	50	21	140	93
14	FIN	Request to Discuss Property Tax Bill	352	226	54	25	35	20	15
15	DEP	Same Day (For Use by SWS Staff Only)	347	317	89	36	19	116	87

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2250	2063
2	FIN	Balance of Property Tax Bill	1049	689
3	DPS	DPS Building Inspector Contact Info	947	1075
4	FIN	Payments Made on a Property Tax Account	870	384
5	DEP	How To Recycle/Dispose of Solid Waste	750	874
6	PIO	MCG Employee Directory Assistance	567	576
7	FIN	Tax Payment Methods	556	202
8	DOT	Ride On Trip Planning	544	558
9	DPS	Permit Status	452	397
10	POL	Police Department Information	387	370
11	DEP	Transfer Station Questions	363	457
12	HHS	Food Stamps - Rockville Office	309	292
13	DEP	Curbside Recycling Program Questions	304	363
14	DEP	Literature Items – Trash/Recycling	268	315
15	HHS	General Information	265	237

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	37,387	Abandoned call rate (target: <5%) 9.78%		Average seconds to answer (target: <20)**	100.7
Total requests (inc. phone, web, walk-in)	44,004			Average call duration, seconds (target: <240)	267

** Location data are not consistently available for all requests.

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

MC311 Request Trends 9/2/2018 – 9/29/2018

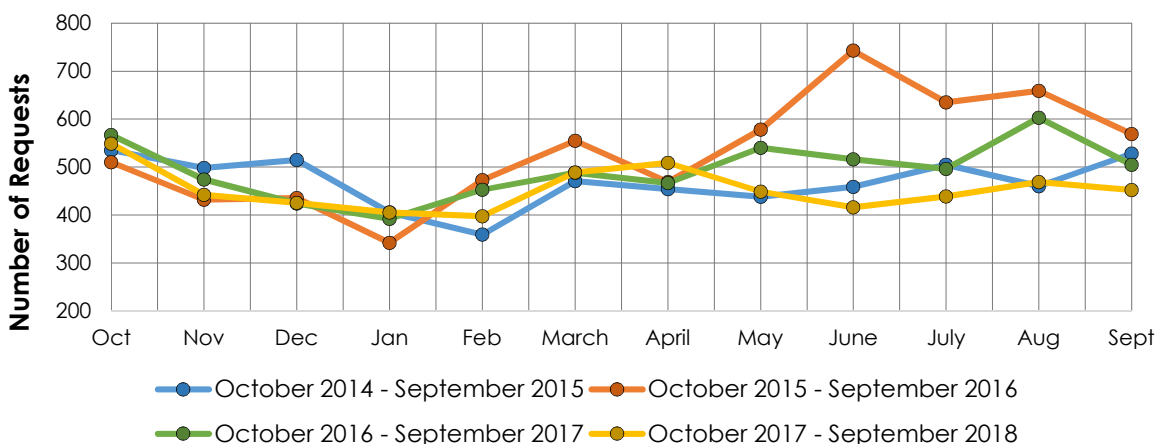
- The MC311 Call Center exceeded its targeted daily abandoned call rate of 5% or less on 17 of its 20 operational days (85% of the time) this period, with an average of 9.78% of calls per day going unanswered. The call center also exceeded its targeted call answering time of 20 seconds or less on all 20 days - MC311 staff took an average of 1 minute, 41 seconds to answer incoming calls.
- The 2018 fiscal year began on July 1, 2018, and MC311 again received large numbers of requests for several service types related to homeowner taxes:
 - A total of 1,049 residents requested the balance of their property tax bill, 52% over the 689 requests from the previous period.
 - A further 870 callers requested information on payments they'd recently made on their property tax accounts, more than twice the 384 requests received previously.
- The Department of Environmental Protection's (DEP) Solid Waste Services division used MC311 to submit 514 reports of unacceptable curbside trash or recycling items, 26% over the 407 requests from the previous period. SWS staff use this service request type to keep track of the volume of refuse items that are not accepted on collection days.
- The Department of Transportation (DOT) performed 454 "block prunes," or tree trimming maintenance requests; 62% more than the 281 prunes done in the previous period. Of these total requests, most were performed in District 1 (Bethesda, Chevy Chase, 46%) and District 4 (Olney, Wheaton, 27%). DOT's Highway Services Division uses this service request type to internally track its tree trimming work.

MC311 Spotlight: Permits, Plan Reviews, and Inspections

From October 2014 through September 2018, MC311 received 14,576 requests for the status of construction permits, plan reviews, or inspections. The Department of Permitting Services (DPS) operates an online system providing real-time status information, which MC311 staff can use to check the status of permits for callers using the permit number and type.

As shown in the chart below, a seasonal pattern is apparent over this four-year period, with monthly requests peaking during the summer, declining during the fall and winter months, and then rising again during the late winter and early spring.

Monthly Requests for Status of Permits, Plan Reviews, or Inspections, 2014 - 2018



The MC311 Data Summary

November 9, 2018

Data from 9/30/2018 – 10/27/2018 (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	2919	2614	886	54	160	816	923
2	DEP	Scrap Metal Pick-Up Request	2441	2180	701	257	137	625	671
3	DPS	Schedule Residential Inspections	1804	1466	136	53	20	76	75
4	DEP	22 Gallon Bin Delivery	1584	1684	326	404	85	326	268
5	DHCA	Housing Complaints	749	753	107	118	39	166	245
6	DEP	22 Gallon Bin Pick-Up	735	810	185	153	49	133	114
7	POL	Dead Animal Along the Roadway	644	321	157	80	104	137	83
8	DEP	Unacceptable for Collection (SWS)	622	514	181	5	88	229	115
9	DOT	Inspect, Remove or Prune County Tree	529	770	182	56	49	110	119
10	DHCA	Landlord Tenant Issues	515	546	65	98	34	96	114
11	DEP	Cart Repair (Paper Recycling)	451	511	153	50	40	111	93
12	DPS	Schedule Commercial Bldg. Inspections	418	433	34	5	11	4	12
13	DEP	Field Check for Solid Waste Services	389	409	106	39	23	129	82
14	DHCA	Licensing and Registration Specialist	369	212	95	69	22	77	57
15	DEP	Same Day (For Use by SWS Staff Only)	318	347	69	43	24	105	75

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2413	2250
2	DPS	DPS Building Inspector Contact Info	1144	947
3	FIN	Payments Made on a Property Tax Account	927	870
4	FIN	Balance of Property Tax Bill	746	1049
5	DEP	How To Recycle/Dispose of Solid Waste	715	750
6	DOT	Ride On Trip Planning	600	544
7	HHS	Holiday Giving Project Referrals	579	31
8	PIO	MCG Employee Directory Assistance	562	567
9	DEP	Transfer Station Questions	480	363
10	DPS	Permit Status	462	452
11	POL	Police Department Information	384	387
12	HHS	Food Stamps - Rockville Office	363	309
13	DEP	County Trash & Recycling Schedule	346	208
14	DEP	Curbside Recycling Program Questions	299	304
15	HHS	General Information	281	265

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	38,798	Abandoned call rate (target: <5%)	10.79%	Average seconds to answer (target: <20)**	106.6
Total requests (inc. phone, web, walk-in)	44,925			Average call duration, seconds (target: <240)	271

** Location data are not consistently available for all requests.

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

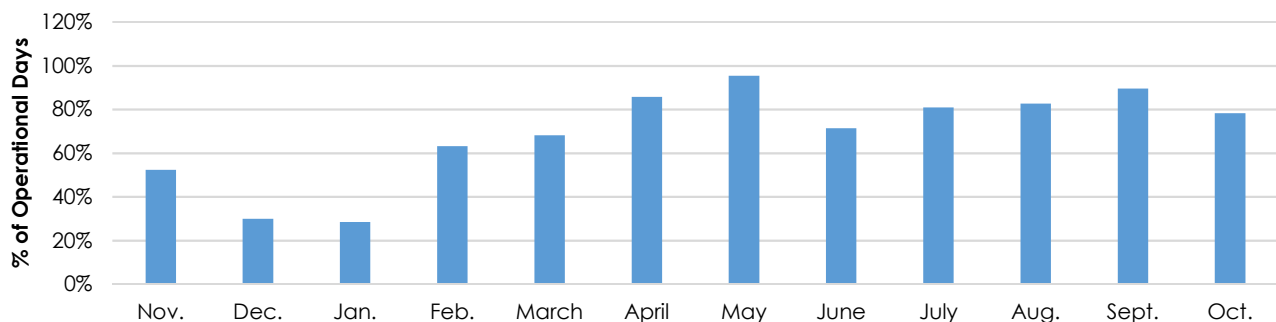
MC311 Request Trends 9/30/2018 – 10/27/2018

- MC311 received a large volume of requests related to residential and commercial building inspections this period:
 - County residents called MC311 to schedule 1,804 residential property inspections, 23% over the 1,466 requests from the previous period.
 - Residents also made 1,144 requests for DPS building inspector contact information, 21% over the 947 requests from the previous period.
- County residents submitted 927 requests for information on payments they'd recently made on their property tax accounts, 7% over the 870 requests received previously. The first semi-annual property tax installment payments were due on September 30th. The second semi-annual installment payments are due on December 31st.
- MC311 received 579 requests for information on 2018 Holiday Gift Giving Project referrals, up from 31 during the last 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 referral deadline for a Thanksgiving basket was October 22, 2018; the deadline for a December Holiday basket is November 19, 2018.
- Residents made 363 requests for information about the status of applications for food stamps or other financial assistance through the Department of Health and Human Services' (DHHS) Rockville office, 17% over the 309 requests from the previous period. County residents in need of financial assistance can apply for the Temporary Cash Assistance (TCA), Temporary Disability Assistance Program (TDAP), or Food Supplement Program (food stamps) through the DHHS website, over the phone, or in person at one of their regional offices. Eligibility for each is based on household size and income.

MC311 Spotlight: Call Center Abandoned Call Rate

MC311 set a target rate of 5% or less for incoming calls that are abandoned (i.e. left unanswered by a MC311 representative). This does not include the time a caller spends listening to the automated MC311 greeting. Over the past twelve months, the call center exceeded its abandoned call rate of 5% or less on 175 operational days (69% of the time). Of those 175 days, 63% (110 days) occurred in six months – April, May, July, August, September, and October. As shown in the chart below, the maximum abandoned call rate target was exceeded on at least six days every month between November 2017 and October 2018, peaking at 21 out of 22 days (95% of the time) in May 2018.

**Monthly % of Days MC311 Exceeded 5% Abandoned
Call Rate Target Maximum, Nov. 2017 - Oct. 2018**



The MC311 Data Summary

December 7, 2018

Data from 10/28/2018 – 11/24/2018 (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	2395	2919	737	40	138	700	669
2	DEP	Scrap Metal Pick-Up Request	1818	2441	518	175	97	468	471
3	DPS	Schedule Residential Inspections	1433	1804	113	36	20	49	45
4	DEP	22 Gallon Bin Delivery	1393	1584	286	322	93	328	224
5	DEP	Unacceptable for Collection (SWS)	673	622	215	6	102	224	122
6	POL	Dead Animal Along the Roadway	606	644	160	60	83	121	117
7	DEP	22 Gallon Bin Pick-Up	586	735	120	119	35	144	87
8	DHCA	Housing Complaints	470	749	61	81	25	117	140
9	DHCA	Landlord Tenant Issues	468	515	43	99	36	83	104
10	DEP	Field Check for Solid Waste Services	432	389	129	61	22	121	93
11	DEP	Cart Repair (Paper Recycling)	421	451	135	55	30	115	80
12	DPS	Schedule Commercial Bldg. Inspections	398	418	27	11	7	5	13
13	DEP	Same Day (For Use by SWS Staff Only)	327	318	62	60	17	92	94
14	DOT	Inspect, Remove or Prune County Tree	254	529	89	31	22	63	47
15	DOT	Ride On Complaint - Driver Behavior	235	222	2	5	1	2	4

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	2063	2413
2	DPS	DPS Building Inspector Contact Info	935	1144
3	DEP	Transfer Station Questions	715	480
4	FIN	Payments Made on a Property Tax Account	627	927
5	DOT	Vacuum Leaf Collection Info	624	33
6	DEP	County Trash & Recycling Schedule	584	346
7	DEP	How To Recycle/Dispose of Solid Waste	558	715
8	HHS	Holiday Giving Project Referrals	507	579
9	FIN	Balance of Property Tax Bill	506	746
10	PIO	MCG Employee Directory Assistance	489	562
11	DOT	Ride On Trip Planning	486	600
12	POL	Police Department Information	424	384
13	DPS	Permit Status	390	462
14	HHS	Food Stamps - Rockville Office	333	363
15	HHS	Maryland Health Care Connection	302	231

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	34,108	Abandoned call rate (target: <5%)	9.98%	Average seconds to answer (target: <20)**	91.2
Total requests (inc. phone, web, walk-in)	39,275			Average call duration, seconds (target: <240)	252

* Location data are not consistently available for all requests.

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

MC311 Request Trends 10/28/2018 – 11/24/2018

- Residents submitted 1,393 requests for delivery of new 22-gallon recycling bins, 14% fewer than the 1,584 requests received in the previous period. The County provides blue 22-gallon recycling bins, free of charge, to residents who receive County-provided curbside recycling collection. Residents may request up to five bins at a time but are limited to five total delivered bins per year.
- Residents submitted 715 requests for information on the County transfer station, 49% over the 480 requests from the previous period. County residents are permitted to bring up to 500 pounds of garbage or yard waste to the station for disposal, free of charge, but the County assesses fees for heavier loads.
- Residents submitted 624 requests for information on the County's Vacuum Leaf Collection schedule, up from just 33 in 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 scheduled to arrive. The second round of scheduled leaf collection work began after the Thanksgiving holiday.
- Another 584 residents requested information on the County's trash and recycling collection schedule, a 69% increase over the 346 requests from the previous period. Residents may contact MC311 to check for changes to their regularly-scheduled trash and recycling collection. Solid Waste Services (SWS) staff did not conduct trash or recycling collection on the Veterans Day or Thanksgiving Day holidays.

MC311 Spotlight: Request Fulfillment by Department

Over the past twelve months, MC311 received over 207,000 service requests (not including requests for general information). For each specific request type (such as bulk trash pick-ups), the County established and maintains a Service-Level Agreement (SLA), which specifies the maximum amount of time it should take to close the request. Over the past year, MC311 met the SLA for 193,746 requests, or 94% of the total. The total numbers of requests received by department, and the percentage of those requests which were completed within the SLA by department staff, are detailed in the table below.

Total MC311 Requests and Percentages of Requests Meeting SLA by Department, 11/26/2017 to 11/24/2018

County Department	# of Requests Received*	% of Requests Meeting SLA
DEP	117,235	97%
FIN	4,068	94%
Other	2,448	94%
POL	4,162	92%
DHCA	19,859	89%
DOT	32,717	89%
HHS	7,326	88%
DPS	14,095	87%
OHR	3,422	78%
Total	207,190	94%

* Requests for general information are not included in this table.