

The MC311 Data Summary

January 7, 2019

Data from 11/25/2018 – 12/22/2018 (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	2755	2395	855	55	154	755	865
2	DEP	Scrap Metal Pick-Up Request	2049	1818	581	218	107	520	570
3	DEP	22 Gallon Bin Delivery	1703	1393	324	436	105	372	330
4	DPS	Schedule Residential Inspections	1574	1433	140	44	23	40	57
5	DEP	22 Gallon Bin Pick-Up	629	586	139	126	43	132	99
6	DEP	Unacceptable for Collection	564	673	207	5	60	188	104
7	DPS	Schedule Commercial Bldg. Inspections	492	398	23	6	12	17	16
8	DHCA	Landlord Tenant Issues	489	468	68	98	30	80	112
9	DHCA	Housing Complaints	474	470	59	72	17	112	157
10	DEP	Field Check for Solid Waste Services	453	432	107	105	21	100	99
11	DEP	Cart Repair (Paper Recycling)	445	421	138	60	41	116	85
12	POL	Dead Animal Along the Roadway	403	606	90	70	52	102	43
13	FIN	Request to Discuss Property Tax Bill	353	168	51	30	32	33	31
14	DOT	Inspect, Remove or Prune County Tree	288	254	85	52	23	69	55
15	DOT	Ride On Complaint - Service	260	228	7	3	2	0	4

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1952	2063
2	FIN	Balance of Property Tax Bill	1068	506
3	DPS	DPS Building Inspector Contact Info	1062	935
4	FIN	Payments Made on a Property Tax Account	880	627
5	DOT	Vacuum Leaf Collection Info	706	624
6	DEP	How To Recycle/Dispose of Solid Waste	568	558
7	FIN	Property Tax Delinquent Notice	543	1
8	PIO	MCG Employee Directory Assistance	513	489
9	DOT	Ride On Trip Planning	468	486
10	DEP	Transfer Station Questions	435	715
11	DPS	Permit Status	434	390
12	HHS	Maryland Health Care Connection	379	302
13	HHS	Income Support - Rockville Office	367	333
14	POL	Police Department Information	346	424
15	FIN	Tax Payment Methods	322	124

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	36,430	Abandoned call rate (target: <5%)	11.96%	Average seconds to answer (target: <20)**	134.4
Total requests (inc. phone, web, walk-in)	42,217			Average call duration, seconds (target: <240)	276

* 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.

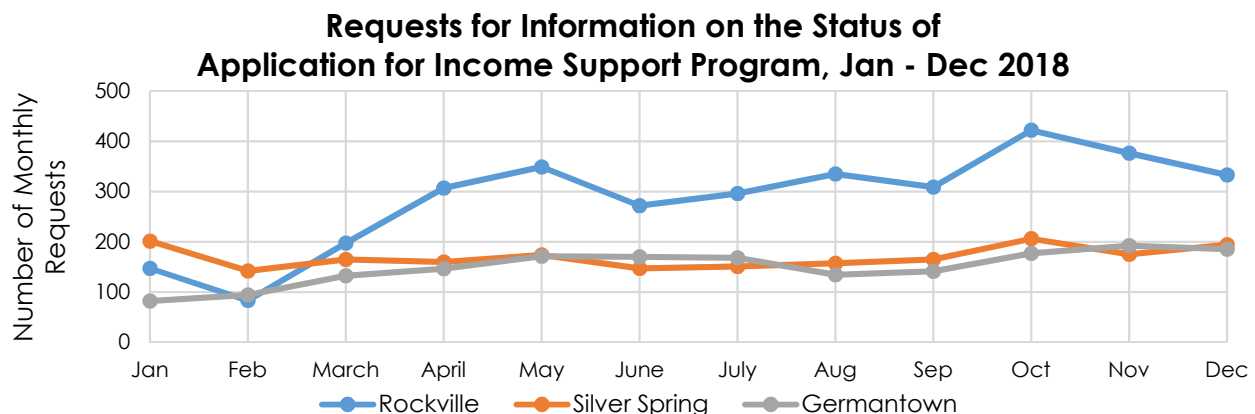
MC311 Request Trends 11/25/2018 – 12/22/2018

- MC311 received a large volume of requests related to residential and commercial building inspections this period:
 - County residents called MC311 to schedule 1,574 residential property inspections, 10% over the 1,433 requests from the previous period.
 - County residents also called to schedule 492 commercial property inspections, 24% over the 398 requests from the previous period.
- MC311 also received increased numbers of service and information requests related to property tax payments during this period. The second semi-annual property tax installment payment was due on December 31st. These requests are detailed below:
 - 1,068 residents requested the balance of their property tax bills, more than twice the 506 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.
 - 880 residents requested information on payments towards their property tax account, 253 or 40% more than the 627 requests received in the previous period.
 - County residents made 543 requests for information on delinquent notices they'd received for unpaid property taxes, up from just 1 request in the previous period. Property owners who believe they received these notices in error can review their property tax account through the County's website and, if necessary, have their claims investigated by County staff.

MC311 Spotlight: Income Support Application Status

From January to December 2018, MC311 received a total of 7,255 requests for information on the status of an application for one or more income support programs available through County Health and Human Services (HHS) offices. These programs include food stamps, Temporary Cash Assistance (TCA), the Temporary Disability Assistance Program (TDAP), and Medicaid. Residents are advised that applications may take up to 60 days to process, but Medicaid-related ones may take longer.

The chart below graphs the total monthly requests for information on the status of an income support application for the Rockville, Silver Spring, and Germantown HHS offices during 2018. As shown, the number of monthly requests for the Silver Spring and Germantown areas remained relatively flat over the year, but requests for the Rockville area increased significantly, from 147 in January to 333 in December, averaging 289 requests a month.



The MC311 Data Summary

January 29, 2019

Data from 12/23/2018 – 1/19/2019 (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	2136	2755	675	46	123	607	635
2	DEP	22 Gallon Bin Delivery	1990	1703	397	474	149	440	343
3	DEP	Scrap Metal Pick-Up Request	1549	2049	439	184	87	393	413
4	DPS	Schedule Residential Inspections	963	1574	85	15	16	22	38
5	DEP	22 Gallon Bin Pick-Up	786	629	177	141	50	157	125
6	DEP	Unacceptable for Collection	613	564	185	19	127	214	60
7	DEP	Cart Repair (Paper Recycling)	470	445	136	55	46	122	107
8	DHCA	Housing Complaints	427	474	44	78	28	111	134
9	DHCA	Landlord Tenant Issues	411	489	48	88	25	67	80
10	DEP	Field Check for Solid Waste Services	367	453	106	44	24	81	98
11	DOT	Report Unplowed or Missed Street	314	5	116	21	5	101	54
12	DPS	Schedule Commercial Bldg. Inspections	293	492	12	5	3	10	6
13	DEP	Same Day (For Use by SWS Staff Only)	284	253	71	47	21	68	75
14	POL	Dead Animal Along the Roadway	283	403	53	44	33	79	36
15	FIN	Request to Discuss Property Tax Bill	277	353	38	20	29	17	18

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1725	1952
2	DEP	County Trash & Recycling Schedule	1328	189
3	FIN	Payments Made on a Property Tax Account	1149	880
4	FIN	Balance of Property Tax Bill	731	1068
5	DEP	Transfer Station Questions	693	435
6	DPS	DPS Building Inspector Contact Info	647	1062
7	DEP	How To Recycle/Dispose of Solid Waste	608	568
8	PIO	County Office Closure	445	42
9	DOT	Ride On Trip Planning	415	468
10	PIO	MCG Employee Directory Assistance	407	513
11	DPS	Permit Status	383	434
12	HHS	Income Support - Rockville Office	339	367
13	FIN	Tax Payment Methods	328	322
14	POL	Police Department Information	317	346
15	DEP	Curbside Recycling Program Questions	256	279

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	33,135	Abandoned call rate (target: <5%)	8.71%	Average seconds to answer (target: <20)**	80.4
Total requests (inc. phone, web, walk-in)	38,654			Average call duration, seconds (target: <240)	245

* 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.

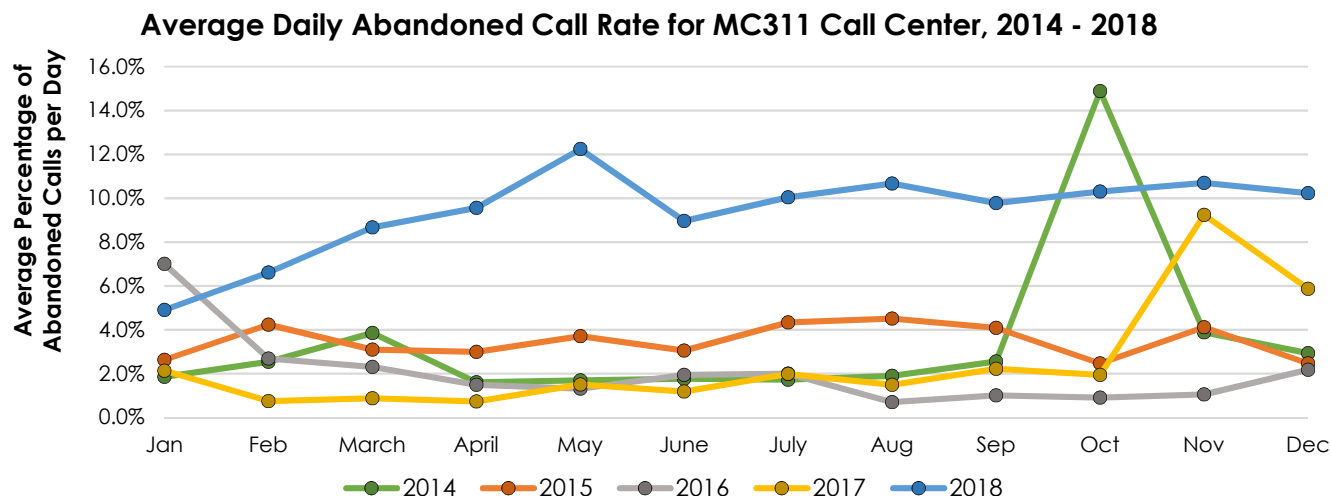
MC311 Request Trends 12/23/2018 – 1/19/2019

- Residents submitted 1,328 requests for information on the County's trash and recycling schedule, roughly seven times more than the 189 requests from the previous period. County residents may call MC311 to check on potential changes to their regularly-scheduled garbage or recycling collection. Garbage collection did not occur on the Christmas, New Year's, and Martin Luther King, Jr. Day holidays.
- Residents also made 445 calls to confirm that County offices were closed, over ten times the 42 requests from the previous period. All County offices were closed on Monday, January 14th, due to the winter storm event over the weekend of January 12th – 13th.
- Residents made 314 service requests about unplowed or missed streets by County snowplow crews, up from just 5 during the previous period. Progress in neighborhood plowing operations during winter storm events can be tracked on the County's "Snow Web Page" found on the County website. Once a street is published on the web portal as completed, residents may report a missed street or request additional service.

MC311 Spotlight: Abandoned Call Rate, 2014 - 2018

The MC311 Call Center sets a daily 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. The abandoned call rate is one of several internal performance measures used by MC311 to track the performance of its customer service operations.

The chart below tracks the average daily rate of calls abandoned by MC311 call center staff from January through December for the years 2014 to 2018. As shown, the call center met its performance target in nearly every month from the years 2014 to 2016, except for October 2014 and January 2016. However, beginning in October 2017 and continuing into 2018, their average monthly abandoned call rates have consistently trended upward. In 2018, the call center exceeded its abandoned call rate target in every month except January, reaching a high of 12.0% in May and averaging 9.4% per month over the full year. In total, the Call Center exceeded its targeted abandoned call rate on 74% of operational days during 2018, with a low of 26% for days in January and a high of 95% for days in May.



The MC311 Data Summary

February 28, 2019

Data from 1/20/2019 – 2/16/2019 (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	2009	2136	559	40	110	530	545
2	DEP	22 Gallon Bin Delivery	1941	1990	351	446	129	404	322
3	DEP	Scrap Metal Pick-Up Request	1385	1549	354	127	85	315	369
4	DPS	Schedule Residential Inspections	1095	963	77	27	10	25	39
5	DEP	22 Gallon Bin Pick-Up	797	786	153	144	51	167	124
6	DOT	Pothole Repair	609	241	153	65	71	136	148
7	DEP	Cart Repair (Paper Recycling)	569	470	160	65	57	147	100
8	DHCA	Landlord Tenant Issues	534	411	67	96	38	88	95
9	DHCA	Housing Complaints	492	427	71	68	26	107	160
10	DEP	Unacceptable for Collection	380	613	96	11	36	138	90
11	DPS	Schedule Commercial Bldg. Inspections	369	293	25	5	6	8	8
12	DEP	Field Check for Solid Waste Services	347	367	111	32	25	95	65
13	DHCA	Licensing and Registration Specialist	335	165	67	74	18	52	52
14	POL	Dead Animal Along the Roadway	289	283	65	35	35	60	43
15	DOT	Inspect, Remove or Prune County Tree	260	188	80	32	26	64	50

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	2015	1725
2	DPS	DPS Building Inspector Contact Info	721	647
3	FIN	Payments Made on a Property Tax Account	656	1149
4	DPS	Permit Status	574	383
5	DEP	How To Recycle/Dispose of Solid Waste	544	608
6	PIO	MCG Employee Directory Assistance	533	407
7	DEP	County Trash & Recycling Schedule	525	1328
8	DOT	Ride On Trip Planning	463	415
9	POL	Police Department Information	429	317
10	FIN	Balance of Property Tax Bill	380	731
11	DEP	Transfer Station Questions	316	693
12	HHS	Income Support - Rockville Office	296	339
13	DEP	Curbside Recycling Program Questions	287	256
14	FIN	Elderly/Military Retiree Property Tax Credit	285	238
15	--	Non-MCG Directory Assistance	233	170

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	34,470	Abandoned call rate (target: <5%)	5.54%	Average seconds to answer (target: <20)**	52.2
Total requests (inc. phone, web, walk-in)	39,255			Average call duration, seconds (target: <240)	251

* 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 1/20/2019 – 2/16/2019

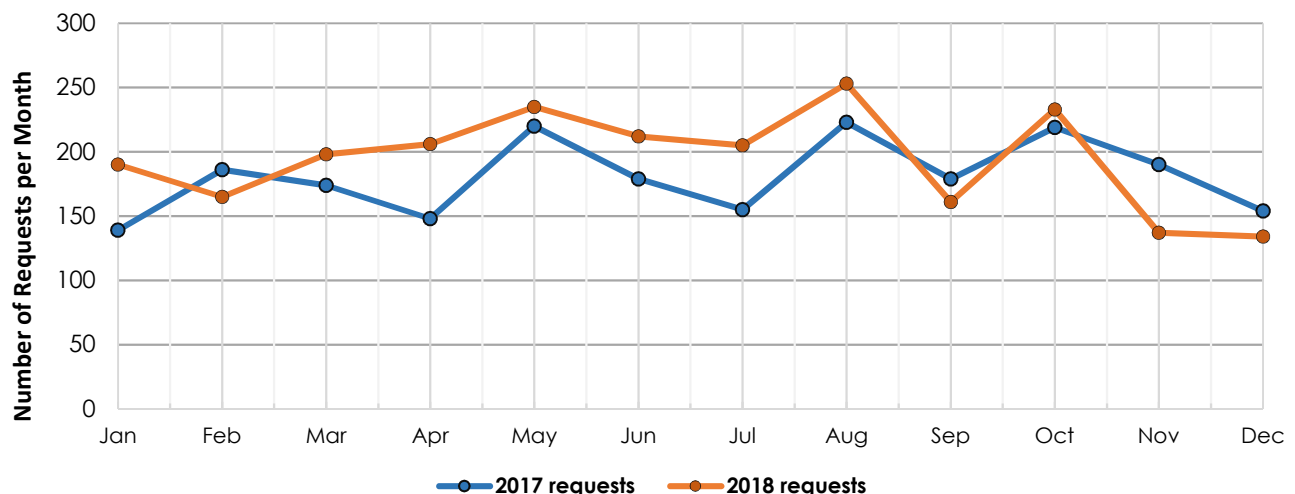
- Residents submitted 609 requests for pothole repair, roughly 2.5 times more than the 241 requests received during the previous period. Potholes are generally inspected and repaired within 3 business days on County-maintained roadways. MC311 asks callers to provide a brief description of the size of the pothole and its location within the County.
- Residents submitted 569 requests to repair or replace paper recycling carts, 21% over the 470 requests received during the previous period. Carts must be placed by the curb at normal collection time. Carts that cannot be repaired will be replaced with a new one.
- Residents contacted MC311 534 times about landlord/tenant issues, 30% more than the 411 requests from the previous period. The DHCA Office of Landlord Tenant Affairs handles disputes between landlord and tenant disputes for most residential rental properties in the County. Callers may file a formal Landlord Tenant complaint through their website.
- Residents made 574 requests for information on the status of their Department of Permitting Services (DPS) building permit, 50% over the 383 requests from the previous period. Permit information is available through the DPS website, with real-time updates made available as they occur. Callers must provide their permit number and type to receive information on the status of their permit.

MC311 Spotlight: DPS eServices

Since 2016, the Department of Permitting Services (DPS) has utilized an electronic system called eServices to process building permits and submit plans online. Through this system, County residents can use ePermits to submit a permit application, pay fees, and receive their permits online; or use ePlans to submit planning documents to DPS, track their review status, and make any necessary changes. DPS staff can then review both types of documents, make comments, request additional information, and approve them online.

The chart below tracks the numbers of requests received for eServices in the last two years. County residents submitted 2,166 total DPS eServices requests in 2017 and 2,329 in 2018. As shown, monthly requests for eServices in 2018 trended slightly higher than the same months in 2017, except for February, September, November, and December.

MC311 Service Requests for DPS ePermits and ePlans, January 2017 - December 2018



The MC311 Data Summary

March 28, 2019

Data from 2/17/2019 – 3/16/2019 (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	2357	2009	755	43	125	630	675
2	DEP	22 Gallon Bin Delivery	2212	1941	407	522	155	593	317
3	DEP	Scrap Metal Pick-Up Request	1677	1385	483	190	78	388	450
4	DPS	Schedule Residential Inspections	1250	1095	107	21	13	48	59
5	DEP	22 Gallon Bin Pick-Up	930	797	170	186	75	211	134
6	DOT	Pothole Repair	704	609	200	67	65	221	136
7	DEP	Cart Repair (Paper Recycling)	598	569	181	54	69	160	122
8	DHCA	Housing Complaints	533	492	67	92	36	172	115
9	DEP	Unacceptable for Collection	480	380	175	7	46	136	116
10	DHCA	Landlord Tenant Issues	463	534	63	97	26	103	88
11	DPS	Schedule Commercial Bldg. Inspections	366	369	21	9	2	9	14
12	DEP	Field Check for Solid Waste Services	339	347	113	39	27	91	53
13	POL	Dead Animal Along the Roadway	300	289	52	30	23	97	48
14	DOT	Inspect, Remove or Prune County Tree	285	260	91	21	29	78	60
15	FIN	Request to Discuss Property Tax Bill	241	239	20	18	24	19	15

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1685	2015
2	DEP	County Trash & Recycling Schedule	964	525
3	FIN	Property Tax Delinquent Notice	877	14
4	FIN	Payments Made on a Property Tax Account	873	656
5	FIN	Balance of Property Tax Bill	792	380
6	DPS	DPS Building Inspector Contact Info	756	721
7	DPS	Permit Status	556	574
8	PIO	MCG Employee Directory Assistance	520	533
9	DEP	How To Recycle/Dispose of Solid Waste	515	544
10	DOT	Ride On Trip Planning	464	463
11	FIN	Elderly/Military Retiree Property Tax Credit	415	285
12	DEP	Transfer Station Questions	359	316
13	POL	Police Department Information	346	429
14	HHS	Income Support - Rockville Office	343	296
15	DEP	Curbside Recycling Program Questions	276	287

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	35,147	Abandoned call rate (target: <5%)	11.21%	Average seconds to answer (target: <20)**	115.1
Total requests (inc. phone, web, walk-in)	41,381			Average call duration, seconds (target: <240)	249

* Location data are not consistently available for all requests.

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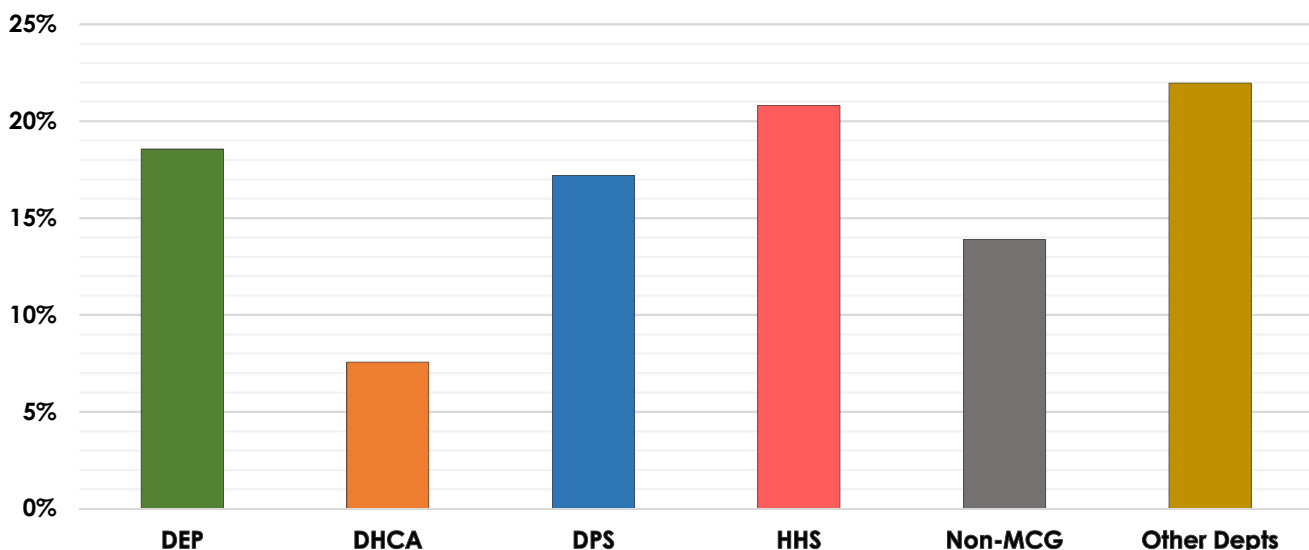
MC311 Request Trends 2/17/2019 – 3/16/2019

- MC311 received large numbers of service and information requests related to property tax payments. Federal and State income tax payments are due on Monday, April 15th. These request types are detailed separately below:
 - Residents made 877 calls about receiving delinquent property tax notices, up from just 14 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. These tax bills are subject to interest and penalty charges until paid in full.
 - Residents made 873 requests for information on the balance of their property tax accounts, up 33% over the 656 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.
 - Residents submitted 792 requests for information on the balance of their property tax bill, more than twice the 380 requests from the previous period. Applications for the tax credit program are due on April 1st.
- Residents made 964 requests for information on the County's trash and recycling schedule, 84% more than the 525 requests made in the previous period. County residents may call MC311 to check on potential changes to their regularly-scheduled garbage or recycling collection. Garbage collection did not occur on the Presidents Day holiday.

MC311 Spotlight: Spanish Language Requests

From March 2018 to February 2019, MC311 received 15,344 calls from residents to request a Spanish-speaking customer service representative. Four County offices received just under 2/3rds of these total service and information requests – DEP, DHCA, DPS, and HHS – totaling 9,842 requests (64%). Non-County agencies and organizations ("Non-MCG") made up another 2,131 calls (14%), while the remaining 3,371 calls (22%) were for other County offices. The total requests from each of these departments are detailed in the table below.

Top MC311 Requests by Department, March 2018 - Feb 2019



The MC311 Data Summary

April 25, 2019

Data from 3/17/2019 – 4/13/2019 (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	2927	2357	844	65	145	742	855
2	DEP	Scrap Metal Pick-Up Request	2606	1677	694	293	129	604	665
3	DEP	22 Gallon Bin Delivery	2091	2212	374	452	141	490	355
4	DPS	Schedule Residential Inspections	1281	1250	96	33	16	45	52
5	DEP	22 Gallon Bin Pick-Up	994	930	171	192	57	236	173
6	DEP	Unacceptable for Collection	721	480	259	20	89	225	120
7	DOT	Pothole Repair	601	704	160	60	97	157	121
8	DHCA	Housing Complaints	561	533	63	102	43	145	140
9	DEP	Cart Repair (Paper Recycling)	540	598	162	58	60	159	93
10	DHCA	Landlord Tenant Issues	535	463	65	87	31	111	127
11	DEP	Field Check for Solid Waste Services	422	339	117	51	35	124	80
12	DOT	Inspect, Remove or Prune County Tree	388	285	122	22	32	116	90
13	DPS	Schedule Commercial Bldg. Inspections	384	366	25	4	10	11	15
14	DHCA	Speak with Licensing, Reg. Specialist	327	229	73	40	12	34	63
15	DEP	Same Day (For Use by SWS Staff Only)	302	184	67	51	22	92	69

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	2183	1685
2	FIN	Payments Made on a Property Tax Account	805	873
3	DPS	DPS Building Inspector Contact Info	714	756
4	DEP	How To Recycle/Dispose of Solid Waste	657	515
5	FIN	Balance of Property Tax Bill	624	792
6	DPS	Permit Status	623	556
7	PIO	MCG Employee Directory Assistance	605	520
8	DOT	Ride On Trip Planning	600	464
9	DEP	Transfer Station Questions	441	359
10	DEP	Curbside Recycling Program Questions	389	276
11	POL	Police Department Information	383	346
12	HHS	Income Support - Rockville Office	343	343
13	FIN	Elderly/Military Retiree Property Tax Credit	337	415
14	DEP	Literature Items – Trash/Recycling	309	180
15	HHS	Income Support - Rockville Office	288	343

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	35,576	Abandoned call rate (target: <5%)	7.93%	Average seconds to answer (target: <20)**	71.3
Total requests (inc. phone, web, walk-in)	45,133			Average call duration, seconds (target: <240)	262

* 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 3/17/2019 – 4/13/2019

- MC311 received 721 service requests for trash or recycling items that were unacceptable for collection, 50% more than the 480 requests received during the previous period. The Department of Environmental Protection's Solid Waste Service (SWS) staff use this request internally to keep track of refuse items left out by residents which can't be collected.
- Residents submitted 623 requests for information on the status of their building permit, up 12% from 556 requests in 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 if they are able to supply their permit number.
- Residents submitted 561 housing complaints, 5% over the 533 from 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. Online users who wish to anonymously file a complaint may also do so through the DHCA's website.
- Residents submitted 535 service requests regarding landlord/tenant issues, 16% over the 463 requests received during the previous period. The Office of Landlord Tenant Affairs handles disputes involving residential rental properties in the County. Residents who wish to file a complaint or speak with an investigator can sign up through the office's website.

MC311 Spotlight: 22-Gallon Recycling Bin Requests

From April 1, 2018 through March 31, 2019, the MC311 Call Center received 32,522 requests for 22-gallon blue recycling bins. Residents receiving County-provided curbside recycling collection are eligible for up to 5 new bins per year. DEP staff deliver bins the week after they are ordered, provided the resident's order is received by 2:00 PM on the previous Friday.

The table below details the total number of requests and the percentage of requests submitted through the MC311 website and Call Center for each Council District during the full twelve-month period. The table also lists the number of complaints resolved, the average number of days it took to close requests, and the percentage of requests that were closed within the specified Service-Level Agreement (SLA), which is ten days.

22-Gallon Blue Bin Delivery Requests by Council District, April 1, 2018 – March 31, 2019

Council District	Total No. of Requests	No. of Complaints Resolved	Average Days to Close	% of Requests Meeting SLA	Source of Requests	
					MC311 Call Center	MC311 Website
1	6,733	6,733	5.62	99.8%	31.7%	66.1%
2	7,248	7,248	6.09	99.6%	31.9%	67.4%
3	2,162	2,162	6.09	99.9%	34.4%	64.5%
4	7,150	7,150	6.09	99.6%	38.7%	60.4%
5	5,552	5,552	5.64	99.8%	37.8%	61.6%

*3,676 requests made during the past year were not assigned to a Council District by MC311 and are excluded from the table.

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

The MC311 Data Summary

May 23, 2019

Data from 4/14/2019 – 5/11/2019 (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	3142	2927	924	53	160	927	921
2	DEP	Scrap Metal Pick-Up Request	2933	2606	799	349	136	764	770
3	DEP	22 Gallon Bin Delivery	2213	2091	348	548	156	572	360
4	DPS	Schedule Residential Inspections	1360	1281	94	42	19	51	62
5	DEP	22 Gallon Bin Pick-Up	1042	994	203	195	67	275	139
6	DHCA	Housing Complaints	754	561	88	165	63	183	217
7	DEP	Unacceptable for Collection	731	721	254	42	53	250	122
8	DOT	Inspect, Remove or Prune County Tree	612	388	195	71	51	171	113
9	DEP	Cart Repair (Paper Recycling)	575	540	142	67	57	193	107
10	DHCA	Landlord Tenant Issues	525	535	82	92	50	73	117
11	DEP	Field Check for Solid Waste Services	464	422	107	57	28	145	112
12	DEP	Same Day (For Use by SWS Staff Only)	408	302	97	46	22	148	91
13	DPS	Schedule Commercial Bldg. Inspections	398	384	34	6	5	10	13
14	DOT	Pothole Repair	319	601	101	39	41	77	53
15	DPS	Speak with Licensing, Reg. Specialist	255	327	41	23	21	37	51

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1979	2183
2	DEP	How To Recycle/Dispose of Solid Waste	744	657
3	DPS	DPS Building Inspector Contact Info	660	714
4	FIN	Payments Made on a Property Tax Account	630	805
5	DPS	Permit Status	614	623
6	PIO	MCG Employee Directory Assistance	586	605
7	DOT	Ride On Trip Planning	577	600
8	DEP	Transfer Station Questions	524	441
9	FIN	Balance of Property Tax Bill	518	624
10	DEP	Literature Items – Trash/Recycling	393	309
11	POL	Police Department Information	393	383
12	DEP	Curbside Recycling Program Questions	378	389
13	HHS	Income Support – Rockville Office	318	343
14	HHS	Income Support – Germantown Office	286	288
15	HHS	General Information	272	338

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	37,060	Abandoned call rate (target: <5%)	11.39%	Average seconds to answer (target: <20)**	99.3
Total requests (inc. phone, web, walk-in)	44,999			Average call duration, seconds (target: <240)	262

* 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 4/14/2019 – 5/11/2019

- MC311 received 754 housing complaints, 34% over the 561 requests from 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. Online users who wish to anonymously file a complaint may also do so through the DHCA's website.
- Residents submitted 612 requests to inspect, prune, or remove a County-maintained tree, 58% more than the 388 requests from the previous period. County residents can submit requests to have a tree inspected and then pruned or removed by the County Arborist – MC311 asks that they provide its location and a description of the issue when they call. Tree work requested through MC311 may take up to one month to complete.
- A total of 258 individuals submitted requests to renew or apply for a fire code permit, nearly three times more than the 92 requests from the previous period. The County requires that every commercial building or tenant receive a Fire Code Compliance permit from the Department of Permitting Services (DPS). MC311 directs callers to consult the DPS website for information on how to apply for or renew permits.

MC311 Spotlight: Pothole Repairs, 2018 vs. 2019

MC311 received 569 pothole repair requests from March 1 through April 30, 2018 and 1,110 pothole repair requests from March 1 through April 30, 2019. The Department of Transportation's (DOT) Highway Services Division handles pothole-related repair requests on County-maintained roadways. MC311 asks callers to provide a location and brief description of the pothole before MC311 staff can forward the request to DOT. Potholes on County roads are generally inspected and repaired within three business days.

The table below details the total numbers and percentages of requests submitted to MC311 from each Council District during the months of March-April in both 2018 and 2019. The table also lists the total increase in requests by number and percentage. Finally, the table lists the percentage of total 2018 and 2019 requests closed within the specified Service-Level Agreement (SLA) for pothole repair requests, which is three days. As shown, DOT handled nearly twice as many total pothole repair requests in March-April 2019 as they did in the same time period in 2018 but completed them within SLA at the same or greater rates in 4 out of 5 districts.

Pothole Service Requests by Council District, March-April 2018 & 2019

Council District	March - April 2018		March - April 2019		Grand Total		
	Total # Requests	% Resolved Within SLA	Total # Requests,	% Resolved Within SLA	# Increase, 2018 - 19	% Increase, 2018 - 19	% Resolved Within SLA, 2018 & 19
1	157	84%	349	98%	192	122%	94%
2	55	96%	100	85%	45	82%	89%
3	42	93%	107	95%	65	155%	95%
4	169	85%	334	92%	165	98%	89%
5	146	90%	220	90%	74	51%	90%
Total	569	88%	1,110	93%	541	95%	91%

Note: 24 total pothole repair requests made during these two timeframes were not assigned to a Council District by MC311 and are excluded from this table.

The MC311 Data Summary

June 26, 2019

Data from 5/12/2019 – 6/8/2019 (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	3454	3142	1050	55	194	958	1048
2	DEP	Scrap Metal Pick-Up Request	3224	2933	871	409	183	797	846
3	DEP	22 Gallon Bin Delivery	2266	2213	458	558	153	504	401
4	DPS	Schedule Residential Inspections	1312	1360	102	31	10	53	38
5	DEP	22 Gallon Bin Pick-Up	1064	1042	228	236	66	238	172
6	DOT	Inspect, Remove or Prune County Tree	813	612	272	111	71	211	119
7	DHCA	Housing Complaints	734	754	71	166	49	182	188
8	DEP	Unacceptable for Collection	596	731	153	9	54	178	191
9	DHCA	Landlord Tenant Issues	554	525	66	111	34	98	129
10	DEP	Cart Repair (Paper Recycling)	552	575	162	79	56	131	114
11	DEP	Same Day (For Use by SWS Staff Only)	496	408	110	52	31	177	126
12	DEP	Field Check for Solid Waste Services	463	464	124	66	39	127	92
13	DPS	Schedule Commercial Bldg. Inspections	414	398	26	11	5	8	7
14	DOT	Request Tree Stump Removal	339	208	40	41	25	179	48
15	POL	Dead Animal Along the Roadway	324	233	75	36	42	55	58

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1885	1979
2	DEP	How To Recycle/Dispose of Solid Waste	820	744
3	DPS	DPS Building Inspector Contact Info	690	660
4	PIO	MCG Employee Directory Assistance	630	586
5	DPS	Permit Status	553	614
6	DEP	Literature Items – Trash/Recycling	536	393
7	DOT	Ride On Trip Planning	525	577
8	DEP	Transfer Station Questions	478	524
9	POL	Police Department Information	473	393
10	FIN	Payments Made on a Property Tax Account	470	630
11	FIN	Balance of Property Tax Bill	363	518
12	HHS	Income Support – Rockville Office	351	318
13	DEP	Curbside Recycling Program Questions	336	378
14	HHS	General Information	310	272
15	HHS	Income Support – Germantown Office	253	286

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	37,263	Abandoned call rate (target: <5%)	11.81%	Average seconds to answer (target: <20)**	109.3
Total requests (inc. phone, web, walk-in)	46,176			Average call duration, seconds (target: <240)	273

* 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 5/12/2019 – 6/8/2019

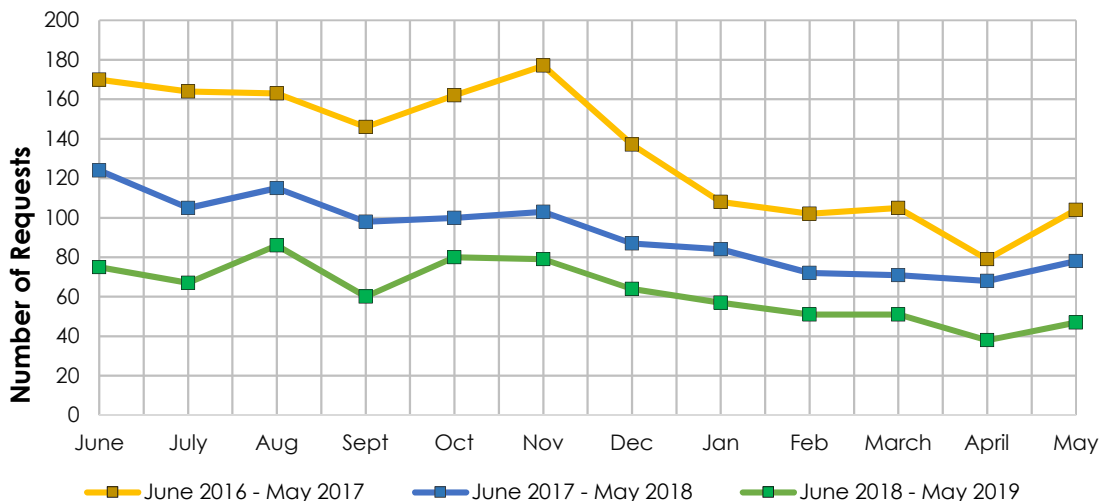
- MC311 received 813 requests to inspect, prune, or remove a county-maintained tree, 33% over the 612 requests from the previous period. County residents can submit requests to have a tree inspected and then pruned or removed by the County Arborist – MC311 requires that they provide its location and a description of the issue during their call. Tree work requested through MC311 may take up to a month to complete.
- Residents submitted 473 requests to provide information to the Montgomery County Police, up 20% from the 393 requests received during the previous period. This request type is used to respond to callers who wish to submit information to the police. MC311 will transfer callers who wish to be seen by the police to their non-emergency number or, if they do not wish to be seen by the police, to their closest police district station.
- Residents submitted 339 requests to remove tree stumps, 63% more than the 208 requests from the previous period. The County Department of Transportation's (DOT) Highway Services Division handles tree stump removal requests and completes approximately 1,600 tree stump removal requests per year. However, due to recent funding constraints, the current expected wait time for removal of a stump is four years.

MC311 Spotlight: Manna Referrals, 2016 – 2019

MC311 received a total of 3,477 MANNA Food Center referral requests from June 1, 2016 through May 31, 2019. Over this three-year period, monthly referral requests peaked during the fall (September – November) and then declined during the spring months (March – May).

The chart below plots the monthly MANNA requests from June 2016 – May 2017, June – May 2018, and June – May 2019. As shown, both the total number of monthly MANNA requests and the visible uptick in monthly requests from each year continued to steadily decline from 2016 to 2019. MANNA administrative staff reported to OLO that the annual numbers of people requesting food assistance have decreased in recent years. However, MC311 administrative staff also reported that county residents can use MC311 to contact the Montgomery County Food Council's Online Food Assistance Resource Directory to help them locate other food assistance provides besides MANNA.

Monthly MANNA Food Center Referral Requests, 2016 – 2019



The MC311 Data Summary

July 16, 2019

Data from 6/9/2019 – 7/6/2019 (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	3393	3454	1016	68	179	946	1050
2	DEP	Scrap Metal Pick-Up Request	2936	3224	829	323	167	738	769
3	DEP	22 Gallon Bin Delivery	2302	2266	422	543	167	565	391
4	DPS	Schedule Residential Inspections	1366	1312	114	29	14	37	41
5	DEP	22 Gallon Bin Pick-Up	1094	1064	214	208	101	230	202
6	DOT	Inspect, Remove or Prune County Tree	773	813	232	93	82	212	130
7	DHCA	Housing Complaints	696	734	100	109	45	188	178
8	DEP	Unacceptable for Collection	631	596	315	2	46	170	94
9	DEP	Field Check for Solid Waste Services	567	463	98	61	63	226	100
10	DEP	Cart Repair (Paper Recycling)	565	552	150	62	50	164	126
11	DHCA	Landlord Tenant Issues	551	554	73	93	49	71	139
12	DEP	Same Day (For Use by SWS Staff Only)	522	496	83	37	64	226	109
13	POL	Dead Animal Along the Roadway	445	324	93	75	57	88	58
14	DPS	Schedule Commercial Bldg. Inspections	375	414	28	5	5	13	16
15	DHCA	Speak with Licensing, Reg. Specialist	308	287	78	50	23	48	57

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1995	1885
2	DEP	How To Recycle/Dispose of Solid Waste	1020	820
3	DEP	Transfer Station Questions	694	478
4	DPS	DPS Building Inspector Contact Info	690	690
5	PIO	MCG Employee Directory Assistance	610	630
6	DPS	Permit Status	586	553
7	POL	Police Department Information	465	473
8	DOT	Ride On Trip Planning	458	525
9	FIN	Balance of Property Tax Bill	398	363
10	DEP	Literature Items – Trash/Recycling	393	536
11	HHS	Income Support – Rockville Office	357	351
12	HHS	General HHS Information	346	310
13	DEP	Curbside Recycling Program Questions	344	336
14	FIN	Redeem Property From Tax Lien	290	60
15	FIN	Payments Made on a Property Tax Account	285	470

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	38,748	Abandoned call rate (target: <5%)	6.31%	Average seconds to answer (target: <20)**	52.6
Total requests (inc. phone, web, walk-in)	46,489			Average call duration, seconds (target: <240)	258

* 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.

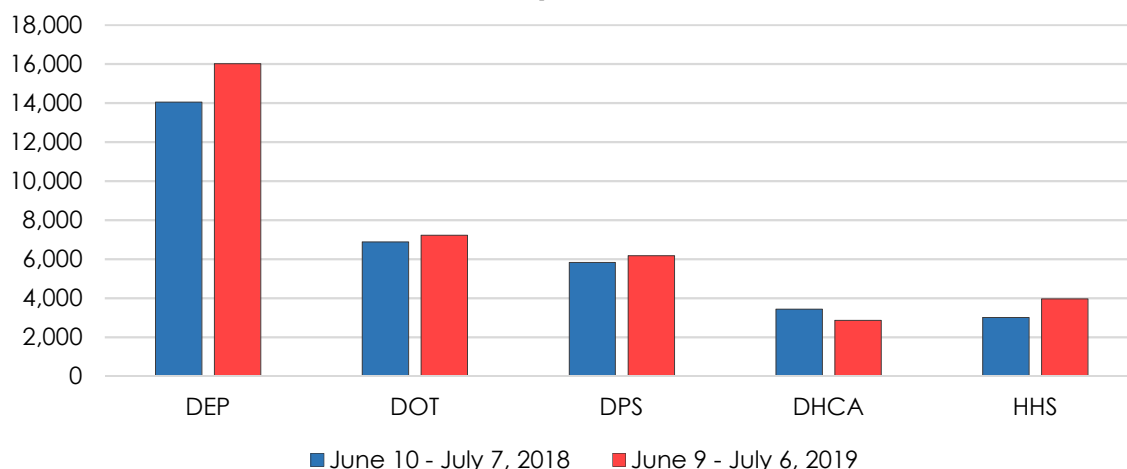
MC311 Request Trends 6/9/2019 – 7/6/2019

- MC311 received large numbers of requests for information regarding the county's trash and solid waste disposal services. These request types are detailed separately below:
 - Residents made 1,020 calls about how to recycle or dispose of solid waste items, 24% over the 820 requests received during the previous period. Residents may 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 also made 694 calls with questions about the county's transfer station, 45% over the 478 requests received in 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 can be dropped off free of charge, but fees are assessed for heavier loads.
- County residents submitted 290 requests for information on how to redeem properties from under tax liens, nearly five times the 60 requests received during the previous period. Under Maryland State law, local jurisdictions hold annual tax sales to sell property tax liens for unpaid property taxes and other charges to the highest bidder. Montgomery County's tax lien sale is held every year on the second Monday in June. Owners or anyone else with an estate or interest in the property have the right to redeem tax liens on the property up until the right of redemption is foreclosed by an order of the County Circuit Court.

Top MC311 Requests by Department, 2018 & 2019

MC311 received a total of 46,489 requests from County residents between June 9th and July 6th, 2019, a 9% increase over the 42,792 total requests received during the equivalent four-week period in 2018 (June 10th - July 7th, 2018). 78% of total requests from both 2018 and 2019 came from five County departments – the Department of Environmental Protection (DEP), Department of Transportation (DOT), Department of Permitting Services (DPS), Department of Housing and Community Affairs (DHCA), and Health and Human Services (HHS). As shown in the chart below, DEP-related requests rose from 14,049 in 2018 to 16,024 a year later (14% increase), while HHS-related requests rose from 3,021 to 3,963 (31% increase). By contrast, numbers of DOT- and DPS-related requests remained relatively steady, while DHCA-related requests fell from 3,437 to 2,864 (17% decrease).

**Top MC311 Requests By County Department,
June - July 2018 & 2019**



The MC311 Data Summary

August 12, 2019

Data from 7/7/2019 – 8/3/2019 (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	3403	3393	1092	78	163	821	1007
2	DEP	Scrap Metal Pick-Up Request	2866	2936	836	299	146	636	765
3	DEP	22 Gallon Bin Delivery	2156	2302	467	512	166	517	353
4	DPS	Schedule Residential Inspections	1393	1366	106	21	9	39	58
5	DEP	22 Gallon Bin Pick-Up	1006	1094	234	222	77	228	147
6	DOT	Inspect, Remove or Prune County Tree	934	773	316	115	71	230	175
7	DHCA	Housing Complaints	817	696	81	164	53	218	203
8	DEP	Unacceptable for Collection	640	631	400	12	39	100	72
9	DHCA	Landlord Tenant Issues	617	551	101	105	56	92	120
10	DEP	Cart Repair (Paper Recycling)	586	565	175	70	50	162	111
11	DEP	Field Check for Solid Waste Services	562	567	150	60	45	182	103
12	DHCA	Speak with Licensing, Reg. Specialist	547	308	139	114	43	230	78
13	HHS	Income Supports Case Mgr. - Rockville	409	95	50	9	99	146	14
14	FIN	Request to Discuss Property Tax Bill	404	153	40	16	15	19	14
15	DOT	Tree or Limb Fallen on Ground	396	226	161	48	21	108	46

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1860	1995
2	DEP	How To Recycle/Dispose of Solid Waste	766	1020
3	DPS	DPS Building Inspector Contact Info	709	690
4	PIO	MCG Employee Directory Assistance	709	610
5	FIN	Balance of Property Tax Bill	646	398
6	DPS	Permit Status	596	586
7	DEP	Transfer Station Questions	506	694
8	FIN	Elderly/Military Retiree Property Tax Credit	460	115
9	--	State Asses/Tax Office Contact Info	434	164
10	POL	Police Department Information	423	465
11	DOT	Ride On Trip Planning	414	458
12	DEP	Curbside Recycling Program Questions	363	344
13	DEP	Literature Items – Trash/Recycling	333	393
14	FIN	Payments Made on a Property Tax Account	309	285
15	HHS	Status of Income Support Benefits	296	58

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	40,514	Abandoned call rate (target: <5%)	10.38%	Average seconds to answer (target: <20)**	99.7
Total requests (inc. phone, web, walk-in)	48,202			Average call duration, seconds (target: <240)	273

* 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.

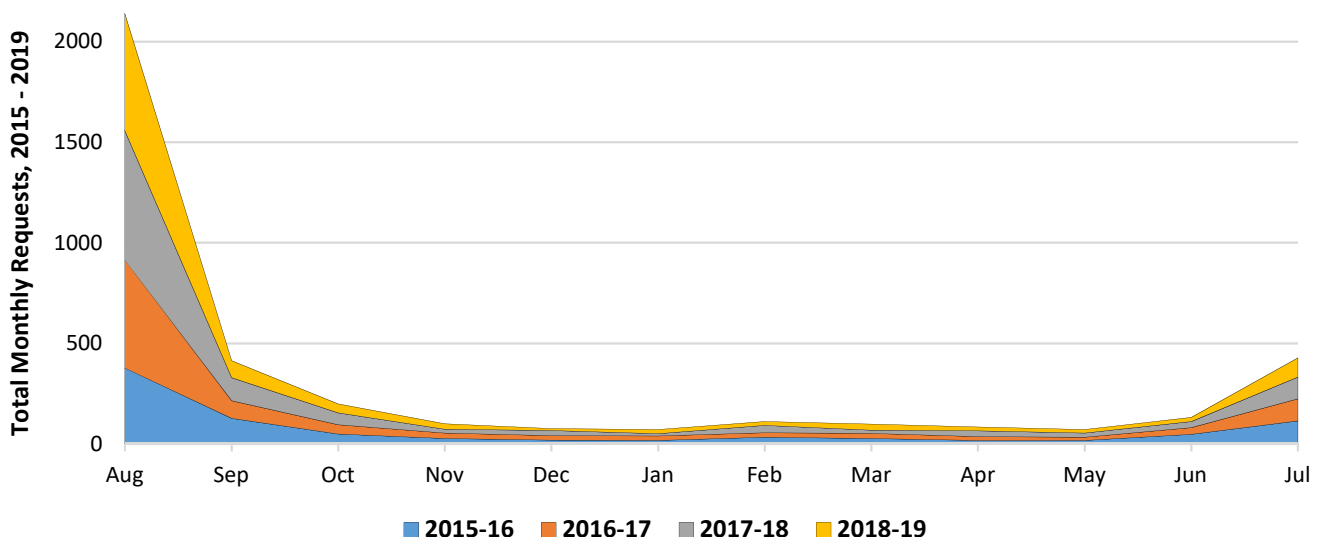
MC311 Request Trends 7/7/2019 – 8/3/2019

- MC311 received a large number of requests for information regarding County property taxes. Annual & semi-annual tax bills are mailed to all County homeowners in July and tax bills are posted to the County website by July 1st. These requests are detailed below:
 - County residents submitted 646 information requests for the balance of their property tax bills, 62% over the 398 requests from the previous period.
 - Residents submitted 460 requests for information on the County's property tax credit for military retirees, four times the 115 requests from the previous period.
 - Residents submitted 434 requests for contact information for the State Department of Assessments and Taxation, 165% more than the 164 from the previous period.
 - MC311 received 409 requests from residents to contact their Rockville-based income supports case manager to verify case status, over four times the 95 requests received during the previous period. The County's available income supports include cash assistance, disability assistance, Medicaid, and other aid.
 - Residents submitted 404 requests to discuss their property tax bill, 164% over the 153 requests received in the previous period.

MC311 Spotlight: Earned Income Credit Refund, 2015 – 2019

In the last four years, MC311 received 3,929 requests from individuals requesting information on the County's Earned Income Credit (EIC) refund. EIC refund checks are mailed at the end of July for tax returns filed by June, according to the Department of Finance's website. The graph below tracks the trend in monthly requests received from August 2015 to July 2019. For each year, the number of requests has continued to trend significantly higher in August compared with other months. In total, 582 requests were received in August 2018, similar to the total received in August 2017 (644 requests) and 2016 (537 requests), compared with just 377 requests in August 2015.

Monthly Requests for Information on Earned Income Credit (EIC) Refund Program, 2015 –2019



The MC311 Data Summary

September 18, 2019

Data from 8/4/2019 – 8/31/2019 (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	3213	3403	996	67	182	814	991
2	DEP	Scrap Metal Pick-Up Request	2660	2866	738	313	145	640	710
3	DEP	22 Gallon Bin Delivery	1910	2156	407	504	146	453	277
4	DPS	Schedule Residential Inspections	1520	1393	105	33	6	31	49
5	DEP	22 Gallon Bin Pick-Up	878	1006	201	201	67	213	127
6	DOT	Inspect, Remove or Prune County Tree	808	934	254	65	82	218	158
7	DHCA	Housing Complaints	728	817	82	148	50	177	190
8	DEP	Unacceptable for Collection	638	640	408	12	33	108	63
9	DHCA	Landlord Tenant Issues	582	617	100	98	46	95	132
10	DEP	Cart Repair (Paper Recycling)	458	586	130	60	37	147	80
11	DEP	Field Check for Solid Waste Services	439	562	116	56	36	134	84
12	DPS	Schedule Commercial Bldg. Inspections	421	359	29	8	9	10	8
13	DHCA	Speak with Licensing, Reg. Specialist	412	547	114	83	31	73	63
14	HHS	Income Supports Case Mgr. - Rockville	367	409	51	8	75	152	13
15	POL	Dead Animal Along the Roadway	341	396	79	48	57	69	48

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1952	1860
2	DPS	DPS Building Inspector Contact Info	842	709
3	DEP	How To Recycle/Dispose of Solid Waste	771	766
4	PIO	MCG Employee Directory Assistance	662	709
5	--	Earned Income Credit EIC Refund	632	104
6	FIN	Balance of Property Tax Bill	628	646
7	DPS	Permit Status	623	596
8	DOT	Ride On Trip Planning	523	414
9	POL	Police Department Information	467	423
10	DEP	Transfer Station Questions	445	506
11	DEP	Literature Items – Trash/Recycling	355	333
12	HHS	Status of Income Support Benefits	323	296
13	FIN	Payments Made on a Property Tax Account	287	309
14	DEP	Curbside Recycling Program Questions	278	363
15	--	State Asses/Tax Office Contact Info	261	434

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	39,477	Abandoned call rate (target: <5%)	4.63%	Average seconds to answer (target: <20)**	40.7
Total requests (inc. phone, web, walk-in)	46,547			Average call duration, seconds (target: <240)	253

* 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 8/4/2019 – 8/31/2019

- MC311 received large numbers of service and information requests related to residential and commercial property inspections. These request types are detailed separately below:
 - County residents submitted 1,520 requests for construction-related permitting inspections for residential properties, 127 or 9% over the 1,393 requests from the previous period.
 - Residents made 842 requests for contact information for Department of Permitting Services (DPS) residential property inspectors, 133 or 19% more than the 709 requests from the previous period.
 - Residents also submitted 421 inspection requests for construction-related permitting inspections for commercial properties, 62 or 17% more than the 359 requests from the previous period.
- MC311 received 632 requests for information on the availability of the Earned Income Credit (EIC) tax credit refund program, six times more than the 104 requests from the previous period. The EIC is an income-based tax credit available to County taxpayers who file 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 the same amount from the County, referred to as the Working Families Income Supplement. EITC refund checks for tax returns filed through June of 2019 were mailed at the end of July 2019, though taxpayers may have experienced a delay in receiving their returns.

MC311 Spotlight: MC311 Service Requests Totaling Less Than 2,000 in FY2019

MC311 regularly receives a steady volume of calls regarding service and information request types that generally do not reach the 15 most-requested of each type that are profiled in OLO's monthly MC311 Data Summary report. The table below lists 10 service request types that were requested less than 2,000 total times in FY2019, along with the highest monthly requests. As shown, the requests involve four main County Departments – Transportation, Finance, Environmental Protection, and Permitting Services.

Dep't	Service Request Type	Total FY19 Requests	Highest Monthly Request	
			Month	#
FIN	Property Tax Delinquent Notice	1,764	March	1,039
DEP	Missed County Provided Recycling or Trash Pick-up	1,684	May	187
DEP	35 Gallon Cart Delivery (Paper Recycling)	1,680	March	241
DOT	Road Repair	1,664	March	193
DPS	Fire Code Compliance Inspection Request	1,642	April	212
DOT	Tree or Limb Fallen on Ground (Non Emergency)	1,530	February	236
FIN	Redeem Property From Tax Lien	1,508	October	235
FIN	Request Refund Due to Overpayment of Tax Account	1,501	January	208
DOT	Report Streetlight Outage or Malfunctioning	1,485	October	185
DPS	Contacting a Zoning Specialist	1,273	April	144

The MC311 Data Summary

October 9, 2019

Data from 9/1/2019 – 9/28/2019 (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	3082	3213	930	58	174	746	983
2	DEP	Scrap Metal Pick-Up Request	2481	2660	727	279	125	587	641
3	DEP	22 Gallon Bin Delivery	1886	1910	405	485	129	401	283
4	DPS	Schedule Residential Inspections	1372	1520	90	19	10	40	45
5	DEP	22 Gallon Bin Pick-Up	926	878	219	193	69	205	123
6	DOT	Inspect, Remove or Prune County Tree	758	808	278	84	58	186	127
7	DHCA	Housing Complaints	654	728	82	135	45	171	147
8	DHCA	Landlord Tenant Issues	579	582	109	84	51	90	123
9	DEP	Unacceptable for Collection	471	638	277	5	30	88	63
10	DEP	Cart Repair (Paper Recycling)	470	458	135	73	34	129	87
11	POL	Dead Animal Along the Roadway	440	341	115	47	54	86	67
12	DEP	Field Check for Solid Waste Services	422	439	116	64	31	127	62
13	DPS	Schedule Commercial Bldg. Inspections	407	421	34	8	11	13	11
14	HHS	Income Supports Case Mgr. - Rockville	395	367	51	13	87	159	17
15	FIN	Request to Discuss Property Tax Bill	394	252	33	19	23	20	7

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1916	1952
2	FIN	Payments Made on a Property Tax Account	845	287
3	FIN	Balance of Property Tax Bill	823	628
4	DPS	DPS Building Inspector Contact Info	711	842
5	DEP	How To Recycle/Dispose of Solid Waste	649	771
6	PIO	MCG Employee Directory Assistance	624	662
7	DPS	Permit Status	575	623
8	DOT	Ride On Trip Planning	516	523
9	FIN	Tax Payment Methods	430	204
10	POL	Police Department Information	401	467
11	DEP	Transfer Station Questions	348	445
12	HHS	General HHS Information	331	225
13	HHS	Status of Income Support Benefits	320	323
14	DEP	Curbside Recycling Program Questions	310	278
15	DEP	Literature Items – Trash/Recycling	300	355

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	37,723	Abandoned call rate (target: <5%)	6.84%	Average seconds to answer (target: <20)**	72.0
Total requests (inc. phone, web, walk-in)	44,646			Average call duration, seconds (target: <240)	262

* 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 9/1/2019 – 9/28/2019

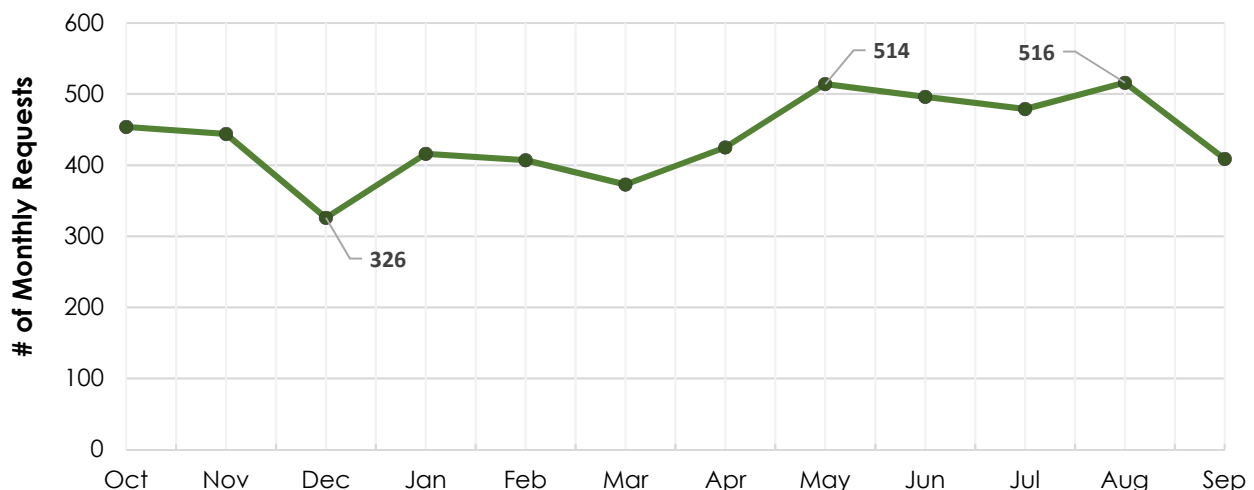
- The 2019 fiscal year began on July 1, 2019 and MC311 again received large numbers of service and information requests related to residential property taxes:
 - MC311 received 845 calls from residents to request information on payments they had recently made on their property tax accounts, nearly three times more than the 287 requests received during the previous period.
 - A total of 823 residents requested the balance of their property tax bill, 31% over the 628 requests from the previous period.
 - MC311 took 430 requests for information on tax payment methods, over twice the 204 requests from the previous period.
 - A total of 394 residents requested to discuss their property tax bill, 56% over the 252 requests received previously.
- MC311 received 440 service requests regarding dead animals along County-maintained roadways, 29% over the 341 requests received during the previous period and 37% over the 321 requests received during the corresponding four-week period in 2018. 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: Police Information Calls

MC311 received 5,259 calls from residents wishing to provide information to the Police Department between October 2018 and September 2019. MC311 Customer Service Representatives will transfer callers who wish to be seen by the police to their non-emergency number or if they do not wish to be seen by the police, to their closest police district station.

As shown below, the number of monthly calls during this 12-month period declined during the winter months, reaching a low of 326 calls in December 2018, before peaking in the summer months with highs of 514 and 516 calls in May and June 2019, respectively.

Police Department Information Calls, Oct 2018 - Sep 2019



The MC311 Data Summary

November 8, 2019

Data from 9/29/2019 – 10/26/2019 (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	2607	3082	829	54	143	641	822
2	DEP	Scrap Metal Pick-Up Request	2119	2481	601	242	91	491	614
3	DEP	22 Gallon Bin Delivery	1669	1886	289	468	123	396	253
4	DPS	Schedule Residential Inspections	1337	1372	119	30	15	41	52
5	DEP	22 Gallon Bin Pick-Up	736	926	156	158	63	170	112
6	DOT	Inspect, Remove or Prune County Tree	616	758	172	88	61	141	134
7	DHCA	Landlord Tenant Issues	591	579	76	90	41	120	130
8	DHCA	Housing Complaints	564	654	68	81	40	174	136
9	POL	Dead Animal Along the Roadway	502	440	71	77	68	107	105
10	DEP	Field Check for Solid Waste Services	439	422	130	88	25	114	75
11	DEP	Cart Repair (Paper Recycling)	437	470	117	64	49	119	75
12	DPS	Schedule Commercial Bldg. Inspections	410	407	31	9	11	16	14
13	DEP	Unacceptable for Collection	351	471	93	15	19	99	122
14	HHS	Income Supports Case Mgr. - Rockville	348	395	40	143	104	135	11
15	DEP	Same Day (For Use by SWS Staff Only)	278	328	61	29	24	111	52

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1839	1916
2	FIN	Payments Made on a Property Tax Account	1166	845
3	DPS	DPS Building Inspector Contact Info	780	711
4	FIN	Balance of Property Tax Bill	679	823
5	DPS	Permit Status	636	575
6	DEP	How To Recycle/Dispose of Solid Waste	602	649
7	PIO	MCG Employee Directory Assistance	571	624
8	DEP	Transfer Station Questions	493	348
9	HHS	Holiday Giving Project Referrals	444	29
10	DOT	Ride On Trip Planning	443	516
11	DEP	County Trash & Recycling Schedule	441	199
12	HHS	Status of Income Support Benefits	379	320
13	POL	Police Department Information	358	401
14	DEP	Curbside Recycling Program Questions	288	310
15	HHS	General HHS Information	283	331

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	37,300	Abandoned call rate (target: <5%)	3.95%	Average seconds to answer (target: <20)**	39.8
Total requests (inc. phone, web, walk-in)	42,897			Average call duration, seconds (target: <240)	269

* 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 9/29/2019 – 10/26/2019

- MC311 received 1,166 information requests from residents regarding payments made on their property tax accounts, an increase of 321 or 38% over the 845 requests received in the previous period. The first semi-annual property tax installment payments were due on September 30, 2019. Second installment payments are due on December 31, 2019.
- MC311 also received 780 requests for contact information for Department of Permitting Services (DPS) residential building inspectors, an increase of 69 or 10% more than the 711 requests received in the last period. Residents can call MC311 to confirm their inspector's contact information and their inspection date but must provide their permit number.
- County residents submitted 636 information requests for the status of their DPS building permit, an increase of 61 or 11% over the 575 requests received previously. Residents who applied for a construction-related permit through the Department of Permitting Services (DPS) may call MC311 to check on its status if they are able to supply their permit number.
- Residents submitted 444 requests for information on the County's 2019 Holiday Giving Project, up from just 29 calls received during 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 referral deadline for a Thanksgiving basket was October 24, 2019; the deadline for a December Holiday basket is November 18, 2019.

MC311 Spotlight: OHR-Related MC311 Calls, 2018 vs. 2019

MC311 received 37,300 phone calls during the four-week period of September 29, 2019 to October 26, 2019. Of this overall total, 3% (1,150 phone calls) were for service and information requests related to the County's Office of Human Resources (OHR). General information requests made up 75% (866 calls) of OHR-related calls, while 25% (284 calls) were for service requests. Phone calls regarding employee recruitment/selection issues, which may involve both service and information request types, made up 15% (174 calls) of the 1,150 total calls.

These overall shares of OHR-related service and information phone calls are comparable to the 1,265 calls received by MC311 during the equivalent four-week time period in 2018. Information requests made up 76% (966 calls) of the total, while service requests made up the remaining 24% (299 calls). Requests regarding employee recruitment/selection issues made up 13% (160 calls) of this overall total, compared to the 15% (174 calls) received in 2019.

MC311 Total and OHR-Related Service and Information Requests, 2018 vs. 2019

		2018		2019	
		#	%	#	%
OHR-Related MC311 Calls	General Information	966	76%	866	75%
	Service Requests	299	24%	284	25%
	Overall Requests	1,265	100%	1,150	100%
Total Calls to MC311	General Information	28,324	73%	27,039	72%
	Service Requests	10,474	27%	10,261	28%
	Overall Requests	38,798	100%	37,300	100%

The MC311 Data Summary

December 5, 2019

Data from 10/27/2019 – 11/23/2019 (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	2711	2607	800	42	161	735	887
2	DEP	Scrap Metal Pick-Up Request	2060	2119	601	191	121	503	588
3	DEP	22 Gallon Bin Delivery	1641	1669	287	469	129	376	243
4	DPS	Schedule Residential Inspections	1299	1337	115	30	23	49	61
5	DEP	22 Gallon Bin Pick-Up	681	736	120	164	45	154	119
6	DHCA	Housing Complaints	539	564	63	78	29	157	155
7	DHCA	Landlord Tenant Issues	504	591	77	86	34	83	103
8	POL	Dead Animal Along the Roadway	498	502	71	108	65	120	72
9	DOT	Inspect, Remove or Prune County Tree	464	616	151	36	44	129	93
10	DPS	Schedule Commercial Bldg. Inspections	436	410	40	7	13	18	10
11	DEP	Cart Repair (Paper Recycling)	433	437	120	76	42	114	77
12	DEP	Unacceptable for Collection	396	351	158	6	28	85	114
13	DEP	Recycling & Refuse Field Check	384	439	84	52	44	118	74
14	HHS	Income Supports Case Mgr. - Rockville	319	348	44	8	76	117	20
15	DEP	Same Day (For Use by SWS Staff Only)	268	278	54	31	36	93	54

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info	1595	1839
2	DPS	DPS Building Inspector Contact Info	720	780
3	FIN	Payments Made on a Property Tax Account	623	1166
4	DEP	How To Recycle/Dispose of Solid Waste	598	602
5	FIN	Balance of Property Tax Bill	519	679
6	DPS	Permit Status	510	636
7	PIO	MCG Employee Directory Assistance	505	571
8	DOT	Vacuum Leaf Collection Schedule	500	21
9	DEP	County Trash & Recycling Schedule	452	441
10	HHS	Holiday Giving Project Referrals	428	444
11	DOT	Ride On Trip Planning	403	443
12	DEP	Transfer Station Questions	376	493
13	POL	Police Department Information	349	358
14	HHS	Status of Income Support Benefits	313	379
15	HHS	Maryland Health Care Connection	308	223

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	34,480	Abandoned call rate (target: <5%)	4.73%	Average seconds to answer (target: <20)**	46.5
Total requests (inc. phone, web, walk-in)	39,909			Average call duration, seconds (target: <240)	260

* 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 10/27/2019 – 11/23/2019

- County residents submitted 500 requests for information on the County's vacuum leaf collection schedule, up from just 21 requests 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 scheduled to arrive. The second round of scheduled leaf collection work began after the Thanksgiving holiday.
- MC311 received 464 requests to inspect, prune, or remove a county-maintained tree, a decrease of 152 or 25% less than the 616 requests received previously. County residents can submit requests to have a tree inspected and then pruned or removed by the County Arborist – MC311 requires that they provide its location and a description of the issue when they call. Tree work requested through MC311 may take up to a month to complete.
- MC311 also received 436 requests to schedule construction-related commercial building inspections, an increase of 26 or 6% over the 410 requests received during the previous period. Individuals may schedule a commercial building inspection through MC311 or the Department of Permitting Services (DPS) website but must supply their permit number.
- MC311 answered 308 information requests regarding the Maryland Health Care Connection (MHC) program, an increase of 85 or 13% more than the 223 requests from the last period. The MHC is the state's online enrollment system for obtaining health insurance coverage – Maryland residents ages 18 – 65 are eligible to apply. Open enrollment for the program began on November 1, 2019 and will end on December 15, 2019.

MC311 Spotlight: Request Fulfillment by Department

Over the past twelve months, MC311 received over 218,000 service requests (not including requests for general information). For each specific request type (such as scheduling residential property inspections), 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 203,245 requests, or 93% 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 listed in the table below.

Total MC311 Requests and Percentages of Requests Meeting SLA by Department, 12/1/2018 to 11/30/2019

County Department	# of Requests Received*	% of Requests Meeting SLA
DEP	120,581	97.7%
DOT	34,406	90.6%
DHCA	21,048	89.2%
DPS	16,770	78.7%
HHS	9,583	80.5%
FIN	4,172	96.3%
POL	4,118	95.5%
Other	4,010	94.7%
OHR	3,870	72.8%
Total	218,558	93.0%

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