



Baltimore City
One Call Center
Overview

CONTENTS



WHO ARE WE?



311 PROCESS



WHICH CITY
AGENCIES DOES
311 ASSIST?



NEW INNOVATIONS

The 311 Call Center: Who Are We?



311 is committed to providing exceptional and respectful customer service by promoting a positive customer experience.

WHAT is 311?

Callers may dial 311, or
(443) 263-2220 outside of the City or
from your mobile phone.
Visit online at
www.311services.baltimorecity.gov,
or use the 311 mobile app.



311 is your "one Stop Shop" and
the best way to alert the City of
any non-emergency issues.



WHAT IS 311?

Your #1 Source for Contacting The City

Every single call gets
responded to.



All Call Center Agents are
locally based, and City of
Baltimore employees.



Call center is open 7 days a week
from 6 AM - 10 PM. Attendants are
available after hours to receive
requests for emergency water and
sewer issues.

311 Service Request PROCESS



Step 1

Submit service request by dialing 311, submitting online or 311 mobile app.



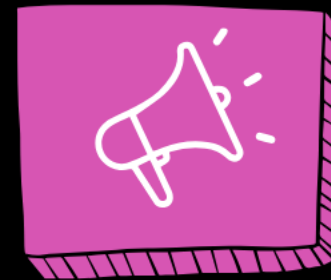
Step 2

311 agent receives request and DELIVERS to corresponding City agency.



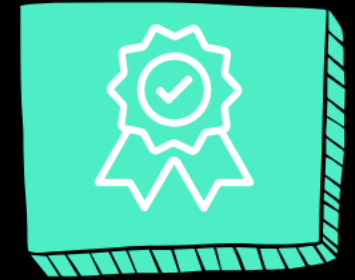
Step 3

Request is dispatched to investigator for follow up and resolution.



Step 4

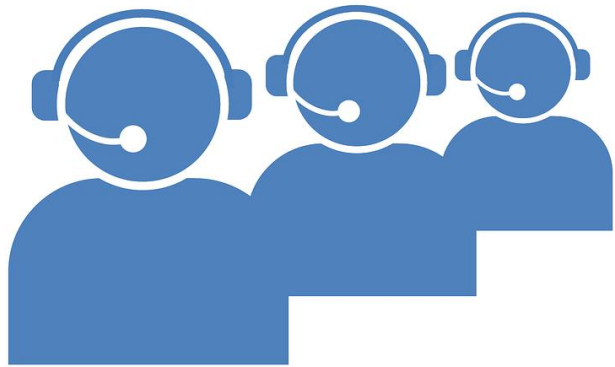
After complaint is resolved, investigator will provide details of findings and CLOSE the request.



Step 5

Citizen will receive an automated email with an update/status for complaint.

Top 7 Agency Service Requests



Responsible for maintaining the cleanliness of our city. DPW also supplies drinking water to approximately 1.8 million people in the Baltimore Metropolitan Area, treats wastewater, maintains the City's Storm Drain System, and operates three reservoir watersheds, three water filtration plants and two wastewater plants.



The Department of Transportation provides the City of Baltimore with a comprehensive and modern transportation system that integrates all modes of travel and provides mobility and accessibility in a convenient, safe and cost-effective manner.



The Baltimore City Health Department is the local agency responsible for protecting and promoting the health of the citizens of Baltimore City. The department's divisions and affiliated quasi-governmental organizations strive to meet the various public health needs of the city through a variety of services, programs and initiatives

Top 7 Agency Service Requests



Housing and Community Development is responsible for inspecting, issuing permits, regulating the safety, structure, and sanitation of Baltimore City buildings.



Department of Recreation and Parks manages the city-owned recreational buildings, events, parks, aquatic centers, forestry, therapeutic centers and outdoor spaces in Baltimore City.



The PABC was created to develop and implement a strategic plan that addresses the parking concerns of both citizens and the business leaders of Baltimore.



311 handles calls from citizens wishing to report non-emergency police issues, and those who wish to leave praise or a complaint for a Baltimore Police Officer.



311 INNOVATIONS



Chatbot Technology will offer the citizens the opportunity to voice their concerns via chat/text



Multi-language Options via the Web Portal and Mobile App



New system configurations will provide field workers with the capability to update Service Requests real-time



“Closed Means Closed” will provide accurate updates and resolution statuses to the citizens

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THANK YOU

**Baltimore City Office of Information & Technology
(BCIT) – 311 Call Center**

“Over the next decade engage all City departments, businesses and citizens to design, build and implement technology that creates a safe, thriving and smart city”

– BCIT Vision Statement