



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
ADVISORY NEIGHBORHOOD COMMISSION 5B
WEBSITE: www.anc5b.org**

**RESOLUTION CALLING FOR IMMEDIATE REMEDIATION OF DC 311
WEB AND MOBILE PLATFORM FAILURES AND STANDARDIZATION OF SERVICE
REQUEST INTAKE**

WHEREAS, DC 311 is intended to serve as the District's centralized intake and tracking system for non emergency city service requests across multiple agencies, including but not limited to the Department of Public Works, the District Department of Transportation, and the Department of General Services; and

WHEREAS, the District relies heavily on 311 request data to allocate resources, measure agency performance, respond to emergencies, and communicate responsiveness to residents, particularly during high impact events such as snowstorms and service disruptions; and

WHEREAS, residents of ANC 5B and Commissioners have experienced significant, repeated failures in the DC 311 web portal and mobile application that undermine the integrity of the system and delay service delivery; and

WHEREAS, in coordination with DPW on illegal dumping matters, it was discovered that agency staff were unable to view specific notes entered by residents and Commissioners within the Salesforce based 311 portal, indicating improper configuration or data field mapping between intake and servicing agency systems, which materially delayed response and impaired effective enforcement; and

WHEREAS, the DC 311 mobile application is widely unreliable and contains functional defects, including but not limited to the inability to successfully enter required email address fields during ticket creation, which prevents submission of complete service requests; and

WHEREAS, the same submission can be completed through the desktop web portal, demonstrating inconsistent functionality between platforms and indicating defects specific to the mobile application; and

WHEREAS, the web portal when accessed on a mobile device is not mobile optimized, creating usability barriers for residents who primarily access city services through smartphones; and

WHEREAS, available service request categories are inconsistent across submission channels, and in certain instances specific service request types are only available through telephone interaction with a live 311 agent and not through the web portal or mobile application; and

WHEREAS, during the recent snow emergency, residents were advised that enforcement for businesses failing to clear sidewalks required submission of a specific 311 service request type

that was not available on the web or mobile platforms, but only accessible by calling 311 and using specific terminology, creating confusion and inequitable access to enforcement mechanisms; and

WHEREAS, residents cannot reasonably be expected to know that certain service codes are hidden from digital platforms or require specific phrasing when speaking with an agent; and

WHEREAS, inaccurate intake tools, incomplete data transmission, inconsistent service code availability, and platform instability compromise the validity of 311 data relied upon by the District for operational decision making; and

WHEREAS, residents deserve a transparent, functional, consistent, and technologically competent service request system;

NOW THEREFORE BE IT RESOLVED, that ANC 5B calls upon the Office of Unified Communications to:

1. Conduct and publicly release a comprehensive technical audit of the DC 311 web portal and mobile application, including data field mapping between Salesforce and all servicing agencies.
2. Immediately remediate configuration errors that prevent agency personnel from receiving complete resident submitted notes and attachments.
3. Correct all mobile application defects that prevent successful ticket submission, including required field validation failures.
4. Implement consistent functionality and feature parity across phone, web, and mobile app channels.
5. Publish a complete and standardized list of all available 311 service request categories and ensure identical availability across all submission platforms.

BE IT FURTHER RESOLVED, that ANC 5B calls upon the Office of the Chief Technology Officer to:

1. Lead a stabilization and modernization effort for the DC 311 digital platforms to ensure reliability, mobile responsiveness, accessibility compliance, and full end to end data integrity.
2. Implement system monitoring and public reporting of submission failure rates, application uptime, and error resolution timelines.

BE IT FURTHER RESOLVED, that ANC 5B calls upon all servicing agencies, including DPW, DDOT, and DGS, to:

1. Verify that all intake data fields, including narrative notes and attachments, are properly mapped and visible within agency systems.
2. Prohibit closure of service requests without documented action or clear explanatory disposition.
3. Coordinate with OUC and OCTO to ensure that service codes required for enforcement actions are available through all digital intake channels.

BE IT FURTHER RESOLVED, that ANC 5B urges the Council of the District of Columbia to exercise active oversight to ensure that DC 311 functions as a reliable, transparent, and equitable intake system worthy of the District's residents.

BE IT FURTHER RESOLVED that ANC 5B will transmit this resolution to the Director of the Office of Unified Communications, the Chief Technology Officer, the Directors of DPW, DDOT, and DGS, the Mayor of the District of Columbia, and the relevant Council Committees with oversight of OUC and OCTO.

BE IT FINALLY RESOLVED, that ANC 5B designates Zahid Rathore, Commissioner 5B07, to represent ANC 5B on all matters related to this topic.

This resolution came before ANC 5B at a duly noticed public meeting on 3/18/2026. ANC 5B is composed of 7 Commissioners, so that 4 Commissioners constitute a quorum. With 6 Commissioners present, ANC 5B voted 6 Yea, 0 Nay, and 0 Abstain.

Edward Borrego, Chair, ANC 5B


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Zahid Rathore, Secretary, ANC 5B


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