

Wilmington, Delaware  
December 11, 2025

**#0156**                    **WHEREAS**, Wilmington residents rely on the City’s 311 system to report service needs,  
**Sponsor:**            track progress, and receive timely information; and

**Council**                    **WHEREAS**, the Administration consistently encourages the public to use 311 as the  
**Member**  
**Spadola**                primary way to report concerns and request City services; and

**Co-Sponsors:**        **WHEREAS**, users have reported that 311 e-mail receipts often omit the original address  
  
**Council**                    and written description submitted, making it difficult to identify or follow up on multiple  
**Members**  
**Darby**                    requests; and

**Willauer**  
**Cabrera**                **WHEREAS**, closure notices frequently state only “Closed” or “Resolved” without  
  
describing the work completed, reducing transparency and confidence in the system; and

**WHEREAS**, residents have reported long hold times, dropped calls, and the absence of  
an option to leave a callback number when calling 311; and

**WHEREAS**, while 311 is a helpful tool for routing and tracking requests, it is not  
intended to replace direct communication between residents and City staff.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF**  
**WILMINGTON** that this Council respectfully requests that the Administration engage the  
311 vendor and implement improvements to report service needs, track progress, and receive  
timely information.

**BE IT FURTHER RESOLVED** that the full ticket details in initial auto-receipt messages  
sent to residents should be inclusive of:

- Full street address or nearest intersection reported,
- Complainant’s written description of the issue,
- Date and time received, and
- Unique ticket number.

**BE IT FURTHER RESOLVED** that residents should receive automatic status updates at each key stage of a request, including messages indicating when requests are:

- Received,
- In progress,
- Work is scheduled, and
- Completed.

Each update should contain a brief, plain-language summary of what was done or what will be done next.

**BE IT FURTHER RESOLVED** that when a ticket is marked completed, the resident shall receive a close-out e-mail stating:

- The specific work performed,
- The date of completion, and
- Contact information for follow-up questions.

**BE IT FURTHER RESOLVED** that a callback option should be introduced to accommodate 311 phone users. The 311 phone line should be updated to:

- Offer callers the option to leave a callback number after a set number of rings or a defined hold time,
- Preserve the caller's place in line, and
- Log dropped calls and attempted callbacks to prevent lost service requests.

**BE IT FURTHER RESOLVED** that City staff should request a written timeline from the current 311 vendor for implementing the above actions within thirty (30) days of this Resolution's adoption. Within sixty (60) days of adoption, the vendor should provide the Administration and City Council with a brief progress update summarizing system changes, new capabilities, and early performance metrics.

**BE IT FURTHER RESOLVED** that the City is encouraged to maintain and strengthen direct communication between staff and residents. While 311 is a valuable tool for routing and tracking requests, it works best when paired with responsive, person-to-person

communication. City employees are encouraged to continue engaging openly with the public and to use 311 as a support tool rather than a barrier to dialogue.

Passed by City Council,

ATTEST: \_\_\_\_\_  
City Clerk

**SYNOPSIS:** This Resolution respectfully requests that the Administration engage the City's current 311 vendor to implement improvements for reporting service needs, tracking progress, and receiving timely information. Changes should include, but are not limited to, full ticket details in acknowledgement emails, issuing automatic status updates, providing informative close-out notices, and introducing callback options for 311 phone users.