

#10  
13-0-0505

(Do Not Write Above This Line)

First Reading

Committee \_\_\_\_\_  
Date \_\_\_\_\_  
Chair \_\_\_\_\_  
Referred To \_\_\_\_\_

FINAL COUNCIL ACTION  
 2<sup>nd</sup>  1<sup>st</sup> & 2<sup>nd</sup>  3<sup>rd</sup>  
Readings  
 Consent  V Vote  RC Vote

Ordinance By *[Signature]*  
AN ORDINANCE BY COUNCILMEMBER KEISHA LANCE BOTTOMS AN ORDINANCE AUTHORIZING THE CHIEF FINANCIAL OFFICER TO ESTABLISH A SEPARATE COST CENTER UNDER THE MAYORS OFFICE TO PROPERLY ACCOUNT FOR THE OFFICE OF CUSTOMER SERVICE; AND TO TRANSFER CERTAIN POSITIONS FROM THE DEPARTMENTS OF PLANNING AND COMMUNITY DEVELOPMENT, PUBLIC WORKS AND WATERSHED MANAGEMENT TO THE NEW ATL311 CUSTOMER SERVICE CENTER (CSC); AND FOR OTHER PURPOSES.  
ADOPTED BY

Committee *Fin/Exec*  
Date *3-13-13*  
Chair *Shirley A. Moore*  
Action *[Signature]*  
 Fav, Adv, Hold (see rev. side)  
Other \_\_\_\_\_  
Members *[Signatures]*  
Refer To *[Signature]*

Committee \_\_\_\_\_  
Date \_\_\_\_\_  
Chair \_\_\_\_\_  
Action \_\_\_\_\_  
Fav, Adv, Hold (see rev. side) \_\_\_\_\_  
Other \_\_\_\_\_  
Members \_\_\_\_\_  
Refer To \_\_\_\_\_

CERTIFIED  
MAR 18 2013  
ATLANTA CITY COUNCIL PRESIDENT  
*[Signature]*

CERTIFIED  
MAR 18 2013  
Rhonda Daughin Johnson  
MUNICIPAL CLERK

CONSENT REFER   
REGULAR REPORT REFER   
ADVERTISE & REFER   
1<sup>ST</sup> ADOPT 2<sup>ND</sup> READ & REFER   
PERSONAL PAPER REFER   
Date Referred *3/4/13*  
Referred To: *Fin/Exec*  
Date Referred \_\_\_\_\_  
Referred To: \_\_\_\_\_  
Date Referred: \_\_\_\_\_  
Referred To: \_\_\_\_\_

Committee \_\_\_\_\_  
Date \_\_\_\_\_  
Chair \_\_\_\_\_  
Action \_\_\_\_\_  
Fav, Adv, Hold (see rev. side) \_\_\_\_\_  
Other \_\_\_\_\_  
Members \_\_\_\_\_  
Refer To \_\_\_\_\_

Committee \_\_\_\_\_  
Date \_\_\_\_\_  
Chair \_\_\_\_\_  
Action \_\_\_\_\_  
Fav, Adv, Hold (see rev. side) \_\_\_\_\_  
Other \_\_\_\_\_  
Members \_\_\_\_\_  
Refer To \_\_\_\_\_

MAYOR'S ACTION  
APPROVED  
MAR 27 2013  
WITHOUT SIGNATURE  
BY OPERATION OF LAW



*Handwritten signature*

*Handwritten initials*

**AN ORDINANCE BY COUNCILMEMBER KEISHA LANCE BOTTOMS 13-0 -0505**

**AN ORDINANCE AUTHORIZING THE CHIEF FINANCIAL OFFICER TO ESTABLISH A SEPARATE COST CENTER UNDER THE MAYORS OFFICE TO PROPERLY ACCOUNT FOR THE OFFICE OF CUSTOMER SERVICE; AND TO TRANSFER CERTAIN POSITIONS FROM THE DEPARTMENTS OF PLANNING AND COMMUNITY DEVELOPMENT, PUBLIC WORKS AND WATERSHED MANAGEMENT TO THE NEW ATL311 CUSTOMER SERVICE CENTER (CSC); AND FOR OTHER PURPOSES.**

**WHEREAS**, many Departments of the City of Atlanta, Georgia, employs fulltime staff composed of Call Center Representatives, Customer Service Agents, Representatives, Technicians and others; and

**WHEREAS**, these staff members perform a distinct function, customer service intake and triage; and

**WHEREAS**, it is the desire Chief Operating Officer to budget and account for these functions separately; and

**WHEREAS**, the Office of Customer Service needs to have a distinct organizational center to facilitate proper accounting and tracking of financial activity.

**WHEREAS**, the City of Atlanta has customer service operations in various departments throughout the City, and

**WHEREAS**, there is a need for a consolidated customer service operation, and

**WHEREAS**, the ATL311 Customer Service Center (CSC) is established to a "one-stop" customer service Organization for the public to request City information and services;

**SECTION 1: NOW THEREFORE BE IT ORDAINED BY THE COUNCIL OF THE CITY OF ATLANTA, GEORGIA**, as follows that the Chief Financial Officer is hereby directed to create the necessary Fund, Department, Account and Organization (FDOA) designations, for the Office of Customer Service as follows: (Fund) 1001 (**Department**) **040301 (Function/Activity) 1320000** and (Accounts) 5111001 (Salaries, Regular), 5121003 (Group Health Ins. Contribution-Emp.), 5121001 (Group life Ins. Contribution Emp.), 5124101(Pension Contribution General Employee Pension Fund), 5124102 (Defined Contribution), 5212001(Consultant/Professional Services).



**SECTION 2: NOW THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF ATLANTA** as follows and that the effective date of actions contained within this ordinance shall be upon adoption by City Council and approval by the Mayor, unless otherwise indicated:

**POSITION TRANSFERS:** That the following positions and incumbents are hereby transferred as indicated below:

**DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT  
OFFICE OF BUILDINGS**

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5601 250201 5111001 7240000	5601 040301 5111001 1320000	00689 00684	2	Customer Service Representative, Senior (D)	AD0302
5601 250202 5111001 7240000	5601 040301 5111001 1320000	00750 53591	2	Customer Service Representative, Senior (D)	AD0302
5601 250304 5111001 7240000	5601 040301 5111001 1320000	00813	1	Customer Service Representative, Senior (D)	AD0302

**DEPARTMENT OF PUBLIC WORKS**

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
1001 130306 5111001 4220000	5601 040301 5111001 1320000	01664	1	Customer Service Representative, Senior (D)	AD0302
1001 130312 5111001 4220000	5601 040301 5111001 1320000	01541	1	Customer Service Representative, Senior (D)	AD0302
5401 130509 5111001 4510000	5401 040301 5111001 1320000	01764 01767 21957	3	Customer Service Representative, Senior (D)	AD0302



**POSITION TRANSFERS (Cont'd)**

**DEPARTMENT OF WATERSHED MANAGEMENT**

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170106 5111001 1511000	5051 040301 5111001 1320000	19928 56136	2	Customer Service Representative, Senior (D)	AD0302
5051 170502 5111001 1590000	5051 040301 5111001 1320000	19226 19228 20484	3	Utility Call Center Representative, Senior (D)	AD0316
5052 170408 5111001 4440000	5051 040301 5111001 1320000	53779	1	Utility Call Center Representative (D)	AD0315
5052 170408 5111001 4440000	5051 040301 5111001 1320000	45809	1	Utility Call Center Representative, Senior (D)	AD0316



**POSITION TRANSFERS (Cont'd)**

**DEPARTMENT OF WATERSHED MANAGEMENT (Cont'd)**

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170502	5051 040301	19229	22	Utility Call Center Representative	AD0315
5111001	5111001	20595		(D)	
1590000	1320000	45523			
		45532			
		45533			
		45536			
		45537			
		45538			
		45541			
		52213			
		52286			
		53778			
		53781			
		55205			
		55206			
		55207			
		55209			
		55210			
		55865			
		55867			
		55870			
		55871			



**POSITION TRANSFERS (Cont'd)**

**DEPARTMENT OF WATERSHED MANAGEMENT (Cont'd)**

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170502 5111001 1590000	5051 040301 5111001 1320000	45543 52161 56140	3	Customer Service Supervisor (D)	AD0303
5051 170423 5111001 4410000	5051 040301 5111001 1320000	45494	1	Data/Reporting Analyst	PA0401
5051 170504 5111001 1590000	5051 040301 5111001 1320000	21937 45438 52871	3	Customer Service Manager	AD0304
5052 170502 5111001 1590000	5052 040301 5111001 1320000	56158 56160	2	Customer Service Representative, Senior (D)	AD0302
5051 170702 5111001 4410000	5051 040301 5111001 1320000	19253 53782 54832 54835 55202 56121 56475	7	Customer Service Representative, Senior (D)	AD0302
5051 170702 5111001 4410000	5051 040301 5111001 1320000	52333	1	Customer Service Supervisor (D)	



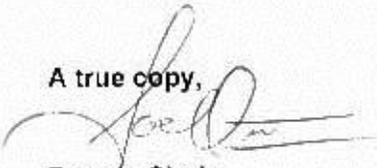
**POSITION TRANSFERS (Cont'd)**

**DEPARTMENT OF WATERSHED MANAGEMENT (Cont'd)**

<u>FROM:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>TO:</u> <u>ACCOUNT</u> <u>NUMBER</u>	<u>POS.</u> <u>NO.</u>	<u>NO.</u> <u>POS.</u>	<u>CLASSIFICATION TITLE</u>	<u>CLASS</u> <u>CODE</u>
5051 170612	051 040301	53665	1	Customer Service Representative, Senior (D)	AD0302
5111001	5111001				
4410000	1320000				

**SECTION 2:** The Commissioner of Human Resources is authorized to make any necessary administrative personnel adjustments or corrections.

**SECTION.3:** That all ordinances and parts of ordinances in conflict herewith are hereby waived.

A true copy,  
  
Deputy Clerk

ADOPTED by the Atlanta City Council  
APPROVED as per City Charter Section 2-403

MAR 18, 2013  
MAR 27, 2013

RCS# 2  
3/18  
4:15

Atlanta City Council

CONSENT I

CONSENT AGENDA SECTION I; ALL ITEMS

3/18/13

ADOPT

YEAS: 10  
NAYS: 0  
ABSTENTIONS: 0  
NOT VOTING: 6  
EXCUSED: 0  
ABSENT 0

Y Smith	Y Archibong	Y Moore	Y Bond
NV Hall	Y Wan	NV Martin	NV Watson
Y Young	Y Shook	Y Bottoms	Y Willis
Y Winslow	NV Adrean	NV Sheperd	NV Mitchell

		03-18-13
ITEMS ADOPTED ON CONSENT	ITEMS ADOPDED ON CONSENT	ITEMS ADVERSED ON CONSENT
1. 13-O-0316	35. 13-R-0422	67. 13-R-0480
2. 13-O-0498	36. 13-R-0423	68. 13-R-0481
3. 13-O-0506	37. 13-R-0424	69. 13-R-0482
4. 13-O-0299	38. 13-R-0425	70. 13-R-0483
5. 13-O-0505	39. 13-R-0511	71. 13-R-0484
6. 13-O-0513	40. 12-R-1165	72. 13-R-0485
7. 13-O-0303	41. 13-R-0292	73. 13-R-0486
8. 13-O-0304	42. 13-R-0434	74. 13-R-0487
9. 13-O-0499	43. 13-R-0436	75. 13-R-0489
10. 13-O-0289	44. 13-R-0521	76. 13-R-0490
11. 13-O-0290	45. 13-R-0494	77. 13-R-0491
12. 13-O-0291	46. 13-R-0495	78. 13-R-0492
13. 13-O-0507	47. 13-R-0520	
14. 13-O-0284	48. 13-R-0462	
15. 13-O-0285	49. 13-R-0463	
16. 13-O-0515	50. 13-R-0464	
17. 13-R-0456	51. 13-R-0465	
18. 13-R-0457	52. 13-R-0488	
19. 13-R-0458	53. 13-R-0466	
20. 12-R-0459	54. 13-R-0467	
21. 13-R-0460	55. 13-R-0468	
22. 13-R-0443	56. 13-R-0469	
23. 13-R-0444	57. 13-R-0470	
24. 13-R-0445	<b>ITEMS ADVERSED ON</b>	
25. 13-R-0446	<b>CONSENT</b>	
26. 13-R-0447	58. 13-R-0471	
27. 13-R-0448	59. 13-R-0472	
28. 13-R-0449	60. 13-R-0473	
29. 13-R-0450	61. 13-R-0474	
30. 13-R-0452	62. 13-R-0475	
31. 13-R-0504	63. 13-R-0476	
32. 13-R-0419	64. 13-R-0477	
33. 13-R-0420	65. 13-R-0478	
34. 13-R-0421	66. 13-R-0479	