

**ATL
311**

Finance/Executive Committee Update

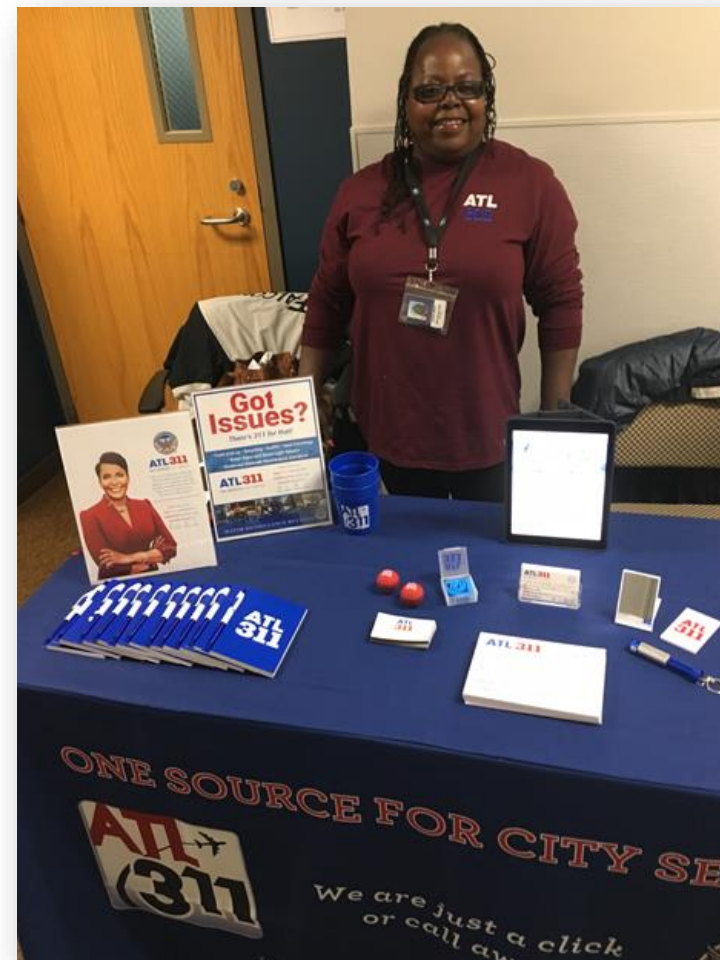
November 2019

***Salethea Graham
Executive Director
Department of Customer Service-ATL311***



ABOUT ATL311

- ATL311 is the City of Atlanta's primary contact channel for non-emergency services and information.
- Operating Hours: M-F 7am-7pm
- City Hall Information Desk: M-F 8am-5pm
- Multi-Channel Access
- **FTE: 114**
- **Current Vacancies: 5**

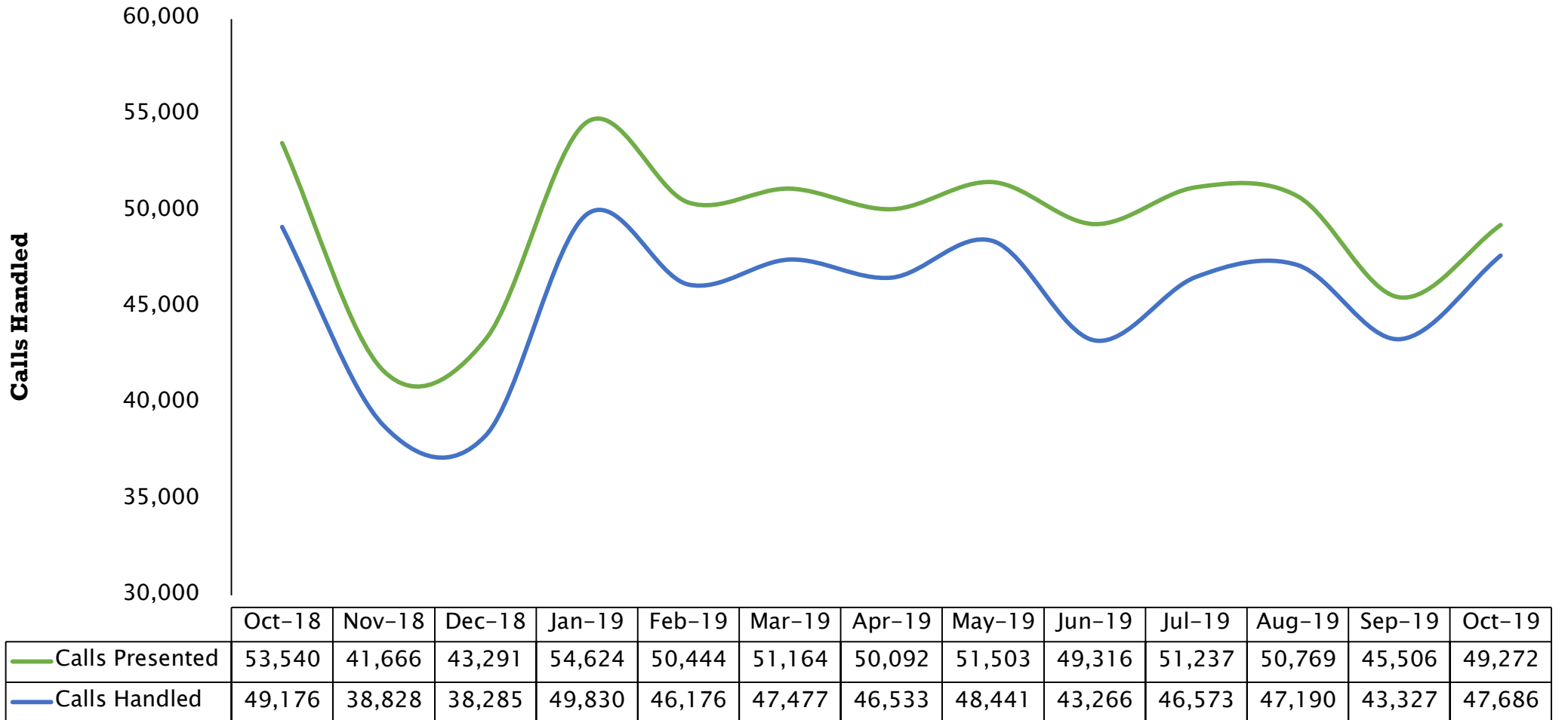




ATL311 CALL VOLUME

Calls Presented:
The number of calls that enters the IVR to speak with an agent.

Calls Handled: The number of calls that are handled by agents.



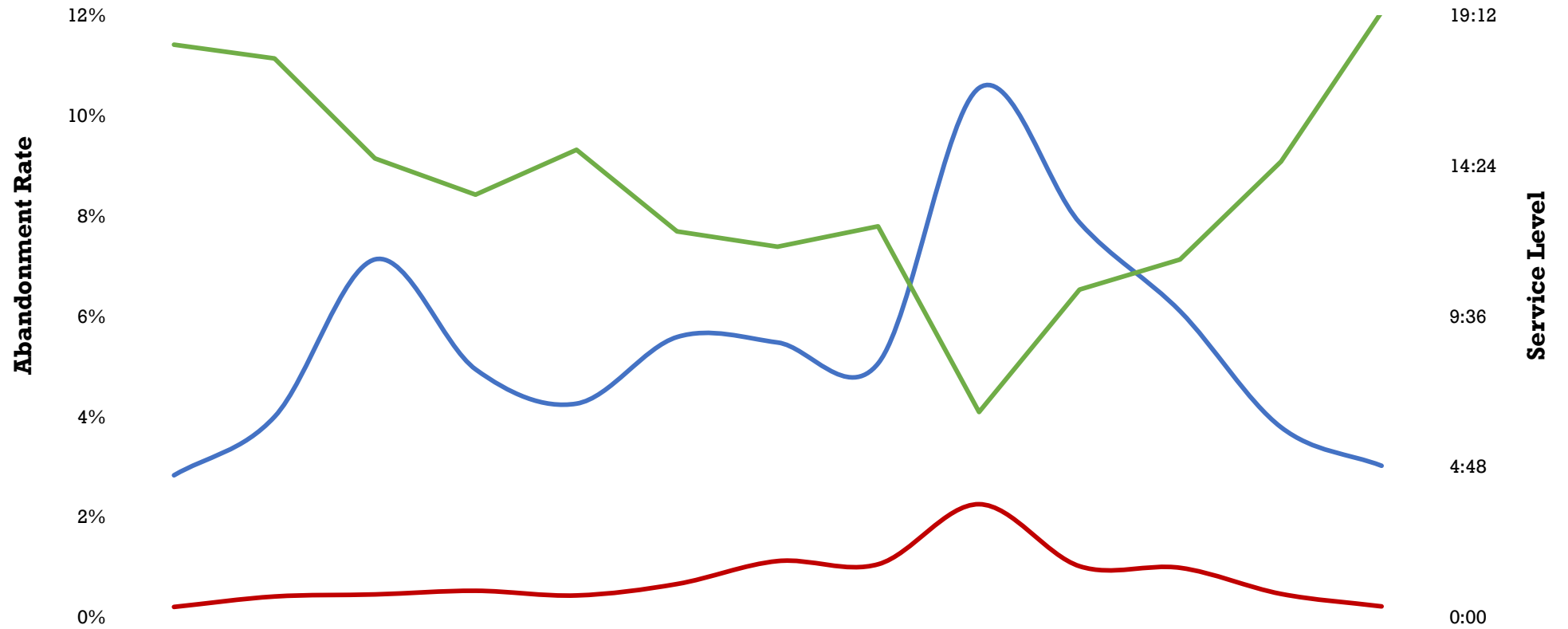


ATL311 PERFORMANCE

Abandoned Call: Caller disconnects before connecting with an agent. The **Abandonment Rate Goal is 5%.**

Average Speed of Answer: Average time it takes for a call center to answer a phone call from the queue.

Service Level: 80% of incoming calls that are answered within 20 seconds.

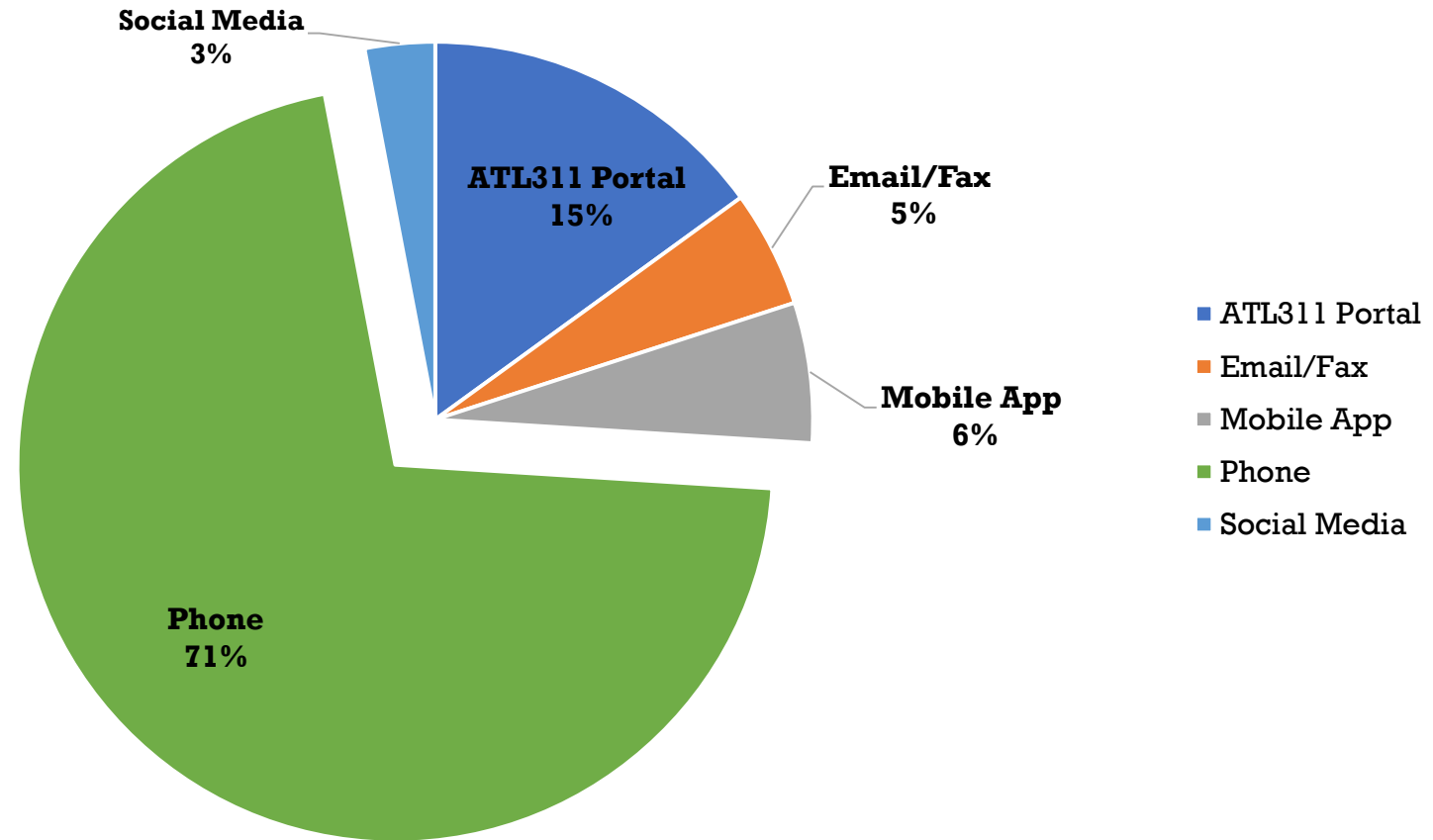


	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19
Abandonment Rate	3%	4%	7%	5%	4%	6%	5%	5%	11%	8%	6%	4%	3%
Avg Speed of Answer	0:20	0:40	0:44	0:51	0:42	1:04	1:48	1:42	3:37	1:38	1:35	0:45	0:21
Service Level	76%	74%	61%	56%	62%	51%	49%	52%	27%	44%	48%	61%	81%

Please note: Improvements in Service Level directly related to Policy Implementation and Added Head Count.



SERVICE REQUESTS BY CHANNEL



Goal is to diversify support channel mix



TOP 5 SERVICE REQUESTS

QUARTER 1

Request Type	Count	Department
How much is my court fine and how do I pay?	11849	Municipal Court
Account Information for Active Water And Sewer Account	9098	Department of Watershed Management
When is my court date and time?	8102	Municipal Court
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	7898	Department of Watershed Management
Bulk Collection Request	6608	Department of Public Works

QUARTER 2

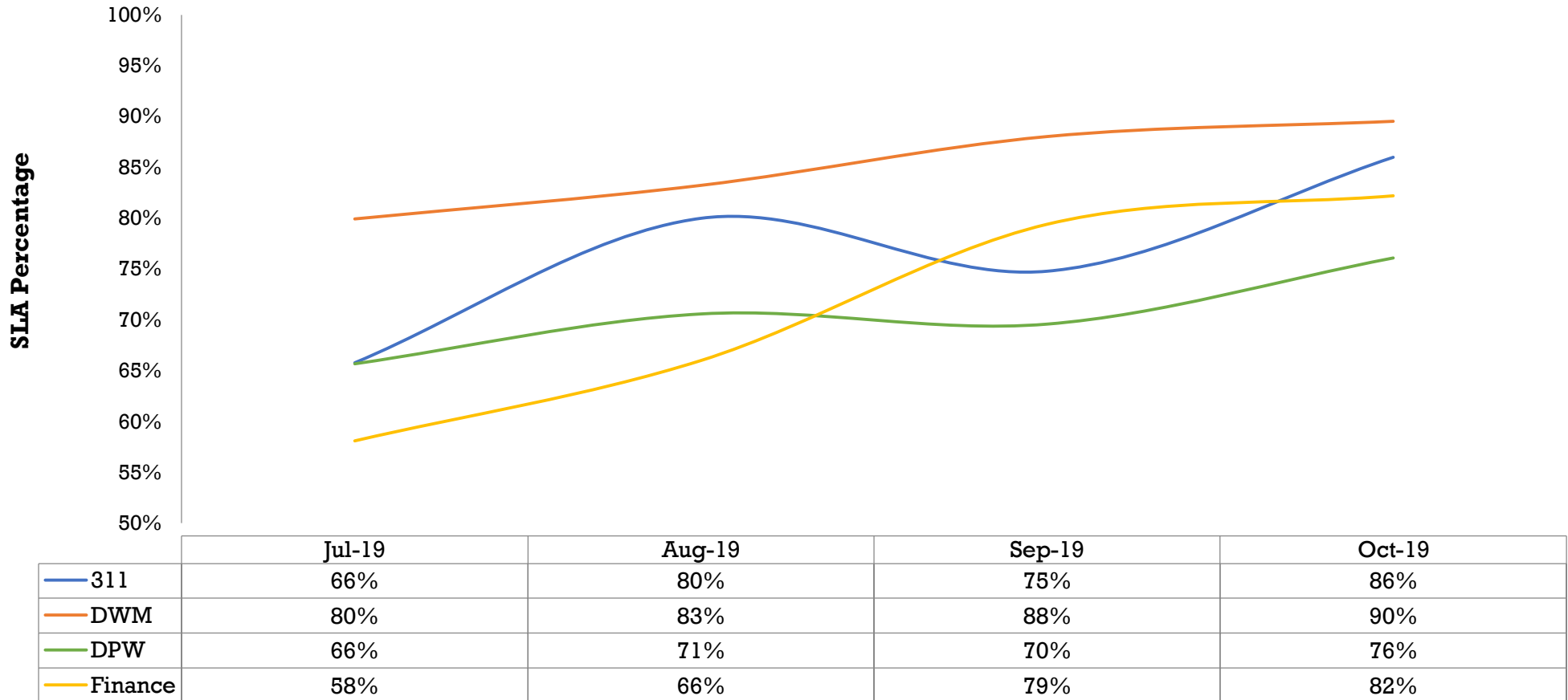
Request Type	Count	Department
How much is my court fine and how do I pay?	3615	Municipal Court
Account Information for Active Water And Sewer Account	3321	Department of Watershed Management
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	2785	Department of Watershed Management
When is my court date and time?	2546	Municipal Court
What if I missed my court date?	2244	Municipal Court



SERVICE LEVEL AGREEMENT PERFORMANCE

Service Level Agreement (SLA): Estimated completion time for a service request and/or work order. The SLA is defined by the responsible Department per problem type.

SLA Goal: 90%





DEPARTMENT OF WATERSHED MANAGEMENT

**Based ATL311 Reported Requests Only*

QUARTER 1

Top 5 Request Types	Count
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	7,898
Account Holder Request to Close/Transfer Water and Sewer Account	3,371
Account Adjustment From Repair or Water Leak On A Water and Sewer Account	3,323
Report of Leaking Or Broken Water Meter	2,263
Information on How to Dispute Your Water and Sewer Bill	1,873

QUARTER 2

Top 5 Request Types	Count
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	2,785
Account Adjustment From Repair Or Water Leak On A Water and Sewer Account	1,318
Account Holder Request to Close /Transfer Water and Sewer Account	1,092
Where Can I pay my Bill?	989
Report of Leaking or Broken Water Meter	811

Service Request Fulfillment
22709



General Information
27825



Service Request-Referral
199



Total Service Requests
50,733

*Average Handle Time: 8:40

Fiscal Year 2020



DEPARTMENT OF PUBLIC WORKS

**Based ATL311 Reported Requests Only*

QUARTER 1

Top 5 Request Types	Count
Bulk Collection Request	6,608
Garbage Bin Replacement - Damaged by City Workers	2,309
Missed Yard Trimming	2,199
Missed Residential Garbage	1,944
Missed Collection Day of Scheduled Service	1,124

QUARTER 2

Top 5 Request Types	Count
Bulk Collection Request	1966
Garbage Bin Replacement - Damaged by City Workers	877
Missed Residential Garbage	549
New Trash and Recycling Service	475
Missed Collection Day of Scheduled Service	351

Service Request Fulfillment
34,309



General Information
9,492



Service Request-Fulfillment Referral
2



Total Service Requests
43,733

*Average Handle Time: 7:16

Fiscal Year 2020



MUNICIPAL COURT

**Based ATL311 Reported Requests Only*

QUARTER 1

Top 5 Request Types	Count
How much is my court fine and how do I pay?	11,849
When is my court date and time?	8,102
What if I missed by court date?	6,229
How do I reset my initial court date? (Only available if court date has not passed)	2,416
I can't find my citation online	1,547

QUARTER 2

Top 5 Request Types	Count
How much is my court fine and how do I pay?	3,615
When is my court date and time?	2,546
What if I missed by court date?	2,244
How do I reschedule my initial court date? (Only available if court date has not passed)	704
Disposition Requests	374

Service
Request
Fulfillment
1189



General
Information
48086



**Total
Service
Requests
49275**

*Average Handle Time: 4:14

Fiscal Year 2020



CODE ENFORCEMENT

**Based ATL311 Reported Requests Only*

QUARTER 1

Top 5 Request Types	Count
Overgrown Grass	1,265
Code Enforcement-Junk Trash and Debris-Private Property Only	1,062
Code Enforcement-Junk Vehicle Violation	371
Vacant Lot - Overgrowth (exceeds 12 inches) or Junk, Trash, and Debris	237
Code Enforcement-Interior/Structural	197

QUARTER 2

Top 5 Request Types	Count
Code Enforcement-Junk Trash and Debris-Private Property Only	363
Overgrown Grass	185
Code Enforcement-Unsanitary Conditions	64
Code Enforcement-Junk Vehicle Violation	63
Code Enforcement Inspection-Open and Vacant	54

General Information
2,310



Cases Created
5,088



**Total Service Requests
7,398**

*Average Handle Time: 6:47

Fiscal Year 2020



DEPARTMENT OF FINANCE-REVENUE

QUARTER 1

**Based ATL311 Reported Requests Only*

QUARTER 2

Top 5 Request Types	Count
Solid Waste Charges and Billing	1,162
Registering a New Business in the City of Atlanta	810
Department of Finance-Office of Revenue	558
Renewing Your Business License in the City of Atlanta	372
Request Copy of Business Tax Certificate or Good Standing Letter	347

Top 5 Request Types	Count
Registering a New Business in the City of Atlanta	340
Department of Finance-Office of Revenue	231
Solid Waste Charges and Billing	207
Renewing Your Business License in the City of Atlanta	112
Request Copy of Business Tax Certificate or Good Standing Letter	90

Service Request Fulfillment
351



General Information
5,137

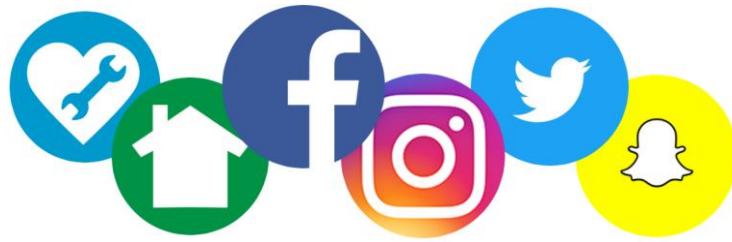


**Total Service Requests
5,488**

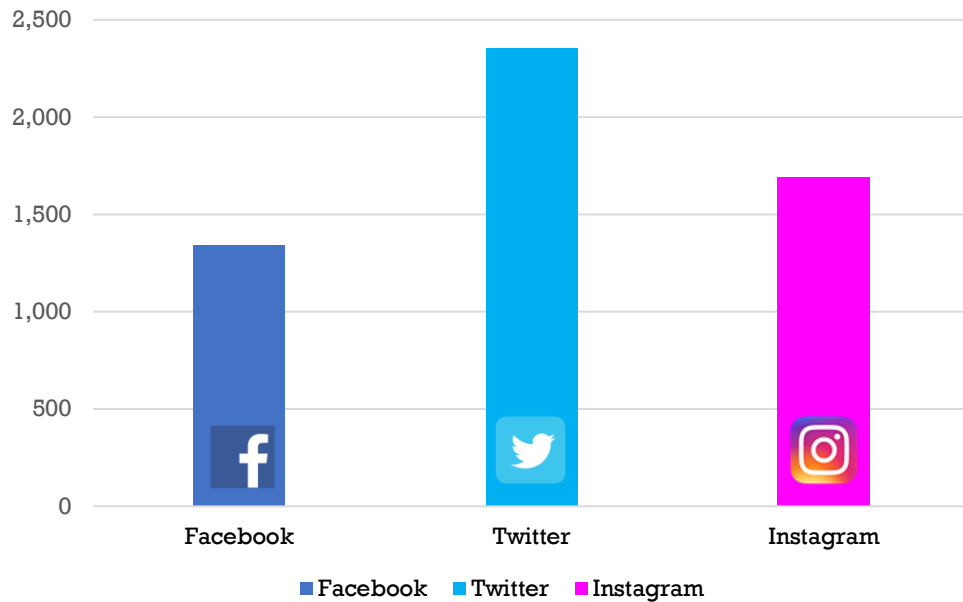
*Average Handle Time: 6:45

Fiscal Year 2020

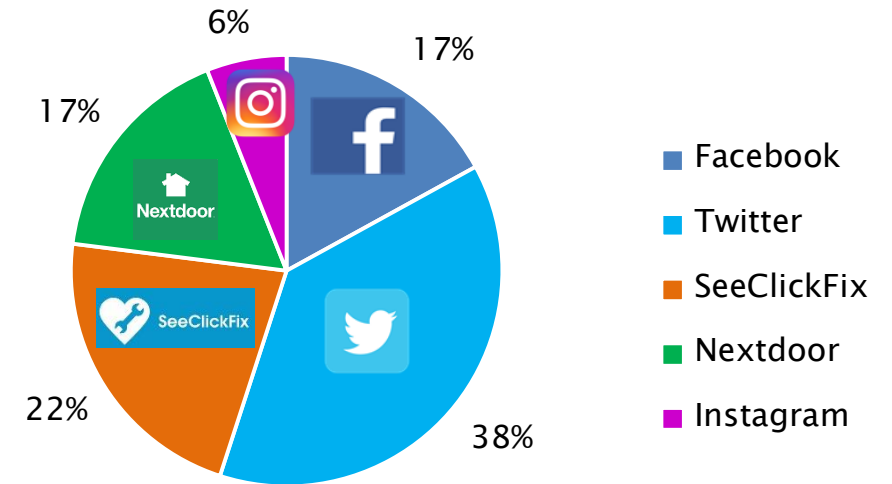
ATL311 SOCIAL MEDIA



5,383 Followers



14,642 Messages Received



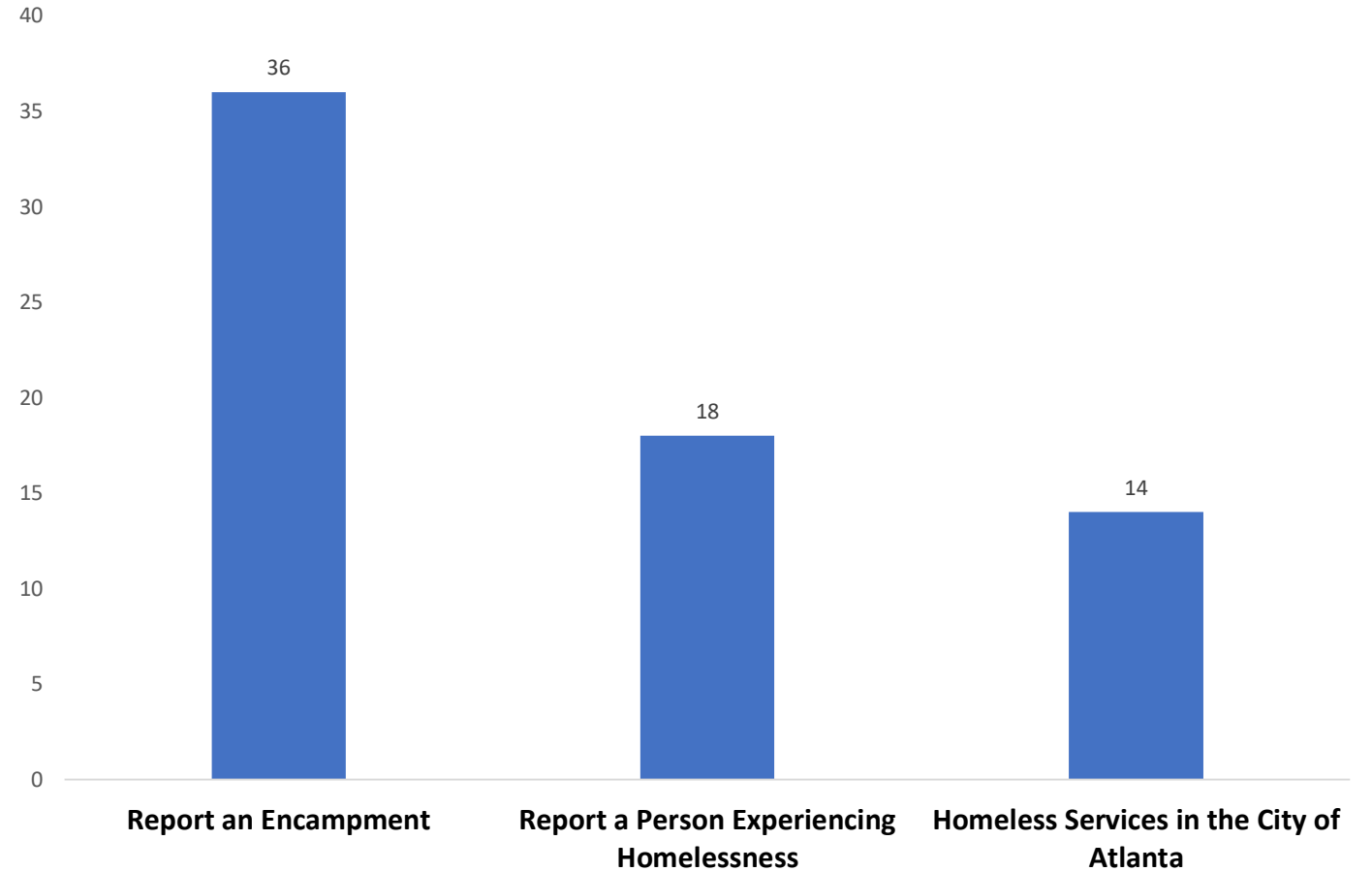
*October 2018-October 2019

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HOMELESSNESS OUTREACH

- ATL311 began taking requests for homelessness outreach
 - Partnership between Office of Constituent Services, APD HOPE and Partners for Home
- Requests can be submitted via all ATL311 contact channels



September 12, 2019-October 31, 2019

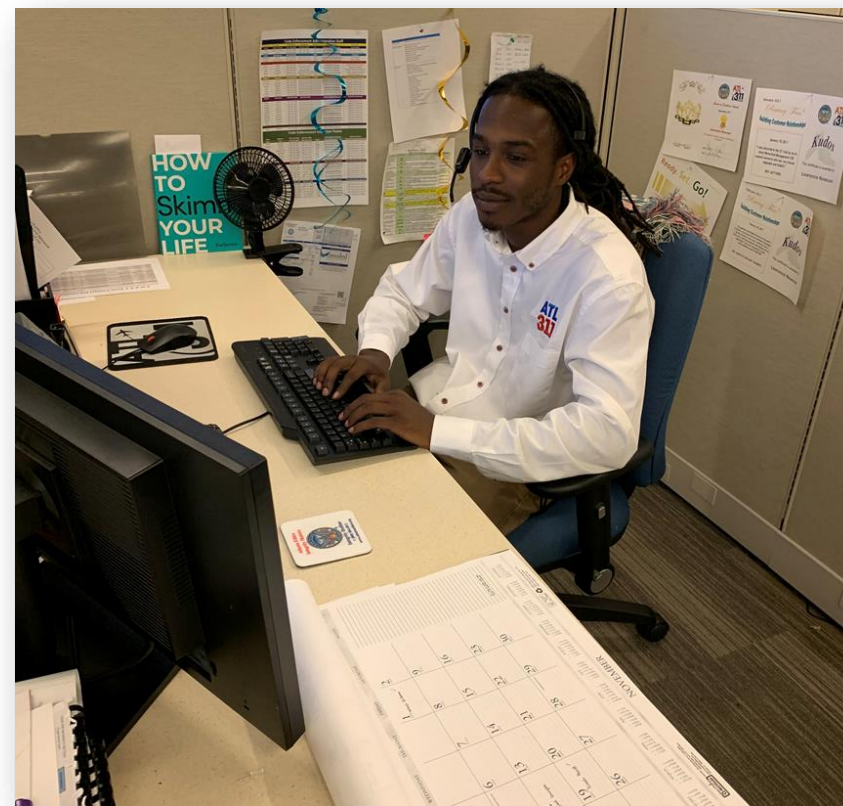
FY20 HIGHLIGHTS

- Updates to the Interactive Voice Response System (IVR)
 - Clear and Concise Language
 - Departmental Options
- ATL311 staff received more than 1000 hours of training since the start of the fiscal year
- Celebrated the 5-year Anniversary of ATL311 and 1-year Anniversary of the app
 - Achieved 10,000 app downloads
- Participated in more than 34 community events since the start of FY20



ATL311 NEXT STEPS

- Robust Marketing Campaign
 - Targeted Advertisements
 - Social Media
 - Print
 - Streaming Services
 - Commercials on Channel 26
 - Billboards
- ADA Support
 - TTY/TTD Phone
 - Educate the public on Georgia Relay Service (711)
- Training Goals
 - Departmental Refresher Training
 - Chick-fila Leadership Seminar
 - LinkedIn Learning
 - Fred Pryor Seminars
- DWM Transition



ATL
311

Questions?



ONE SOURCE FOR CITY SERVICES