Finance/Executive Committee Update

April 2020

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: Monday-Friday 7am-7pm

- Multi-Channel Access
  - Dial 3-1-1 or (404)546-0311
  - Email atl311@atlantaga.gov
  - Fax (404)221-9518
  - Atl311.com
  - Social Media Platforms
  - ATL311 Mobile App
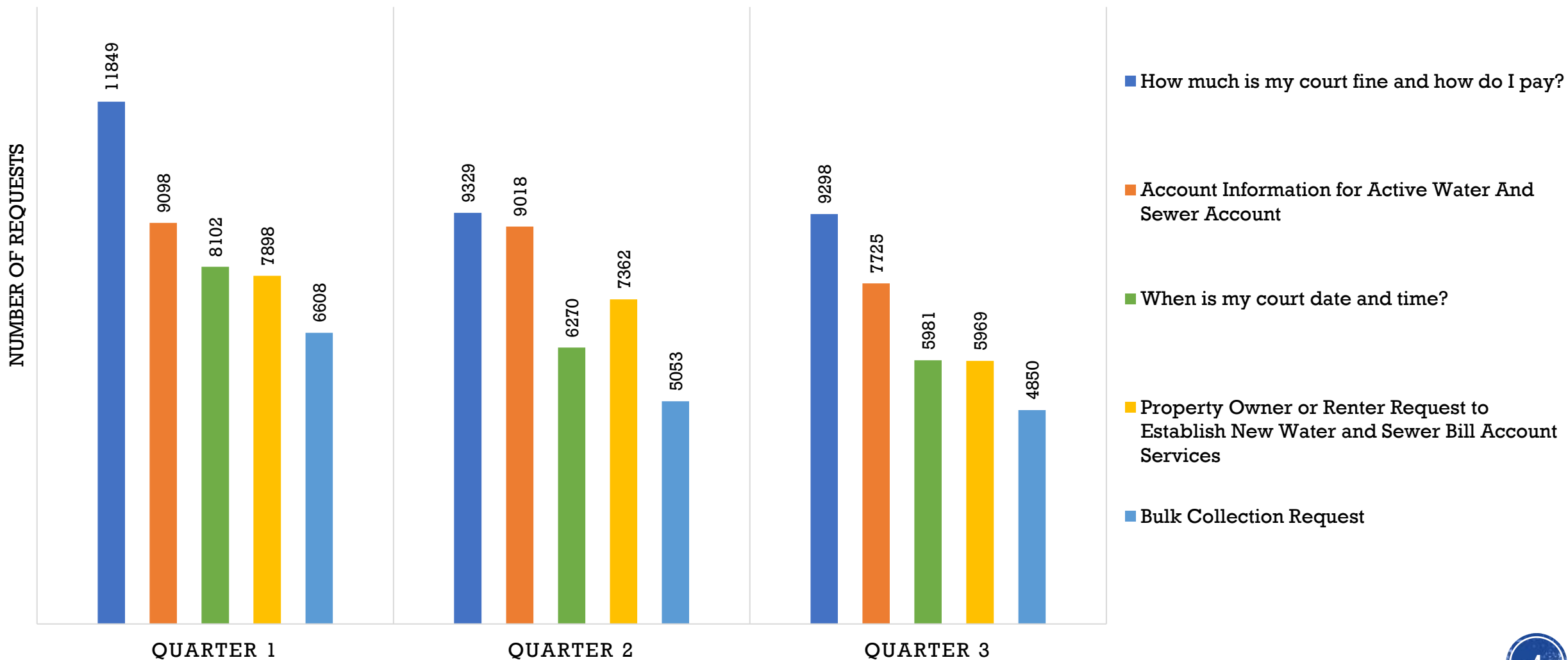
- FTE: 114

- Current Vacancies: 15

ATL311 CALL VOLUME
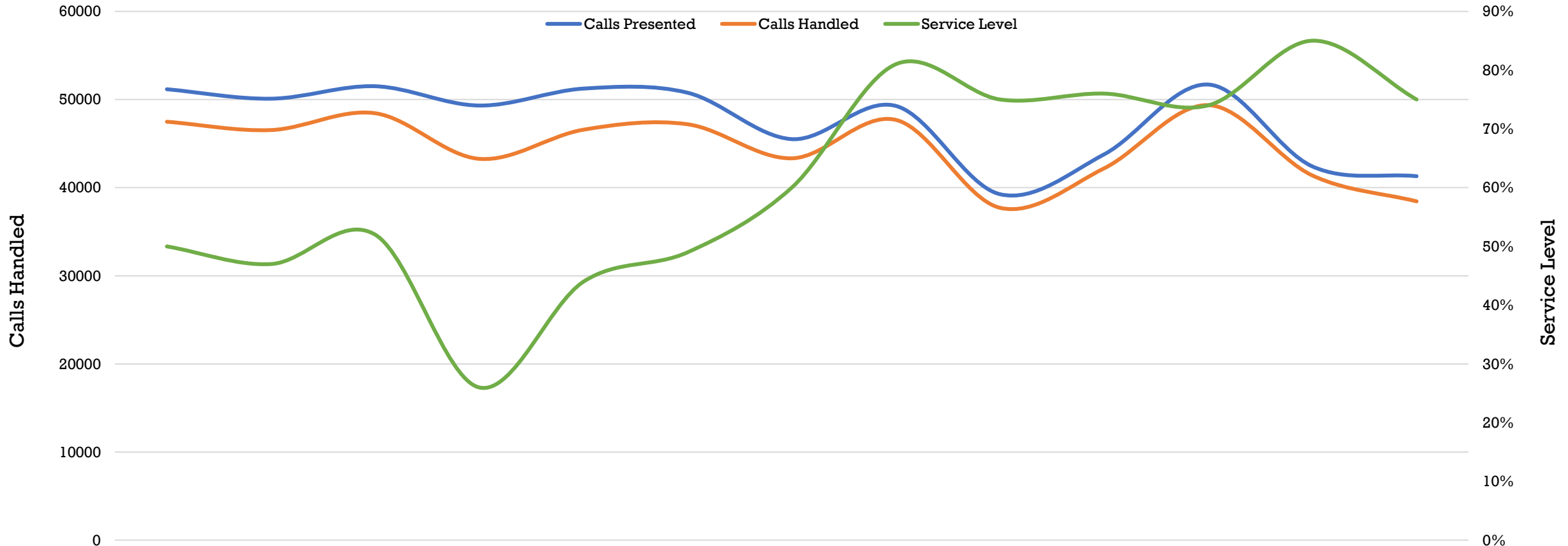
	March-19	April-19	May-19	June-19	July-19	August-19	September-19	October-19	November-19	December-19	January-20	February-20	March-20
Calls Presented	51164	50092	51503	49316	51237	50769	45506	49272	39257	43781	51697	42407	41302
Calls Handled	47477	46533	48441	43266	46573	47190	43327	47686	37714	42192	49361	41378	38446
Service Level	50%	47%	52%	26%	44%	49%	60%	81%	75%	76%	74%	85%	75%

Service Level Goal: Answer 80% within 20 seconds

3

TOP 5 SERVICE REQUESTS

NUMBER OF REQUESTS

QUARTER 1

11849, 9098, 8102, 7898, 6608

QUARTER 2

9329, 9018, 6270, 7362, 5053

QUARTER 3

9298, 7725, 5981, 5969, 4850

- How much is my court fine and how do I pay?
- Account Information for Active Water And Sewer Account
- When is my court date and time?
- Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services
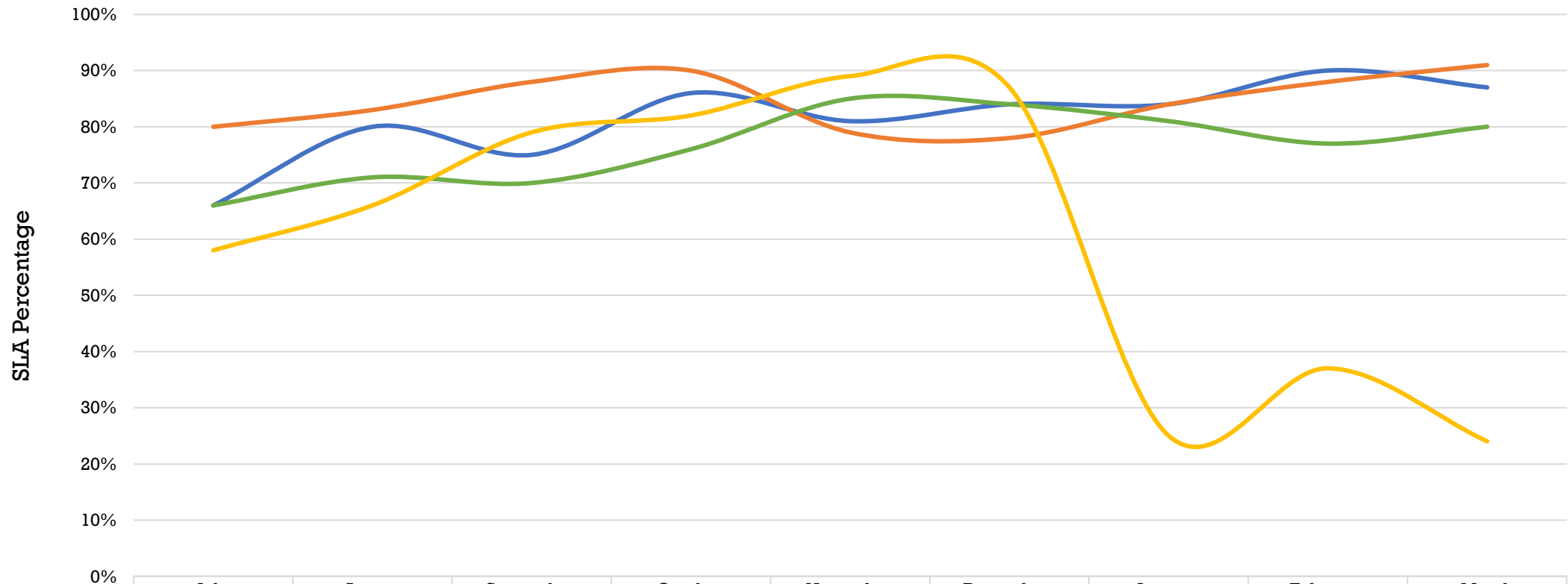- Bulk Collection Request

Fiscal Year 2020

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SERVICE LEVEL AGREEMENT PERFORMANCE

	July	August	September	October	November	December	January	February	March
ATL311	66%	80%	75%	86%	81%	84%	84%	90%	87%
DWM	80%	83%	88%	90%	79%	78%	84%	88%	91%
DPW	66%	71%	70%	76%	85%	84%	81%	77%	80%
Finance	58%	66%	79%	82%	89%	87%	25%	37%	24%

Service Level Agreement Goal: 90%

Fiscal Year 2020

DEPARTMENT OF WATERSHED MANAGEMENT

Top 5 Request Types Q1	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

Top 5 Request Types Q2	Count
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	7,362
Account Adjustment From Repair Or Water Leak On A Water and Sewer Account	3,791
Where Can I pay my Bill?	3,031
Account Holder Request to Close /Transfer Water and Sewer Account	2,895
Report of Leaking or Broken Water Meter	1,960

Top 5 Request Types Q3	Count
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	5,969
Account Adjustment From Repair Or Water Leak On A Water and Sewer Account	3,052
Where Can I pay my Bill?	2,871
Account Holder Request to Close /Transfer Water and Sewer Account	2,681
Report of Leaking or Broken Water Meter	1,674

SR Fulfillment
52,222

+

General Information
66,295

+

SR-Fulfillment Referral
352

=

**Service Requests
118,869**

*Based on ATL311 Reported Requests Only

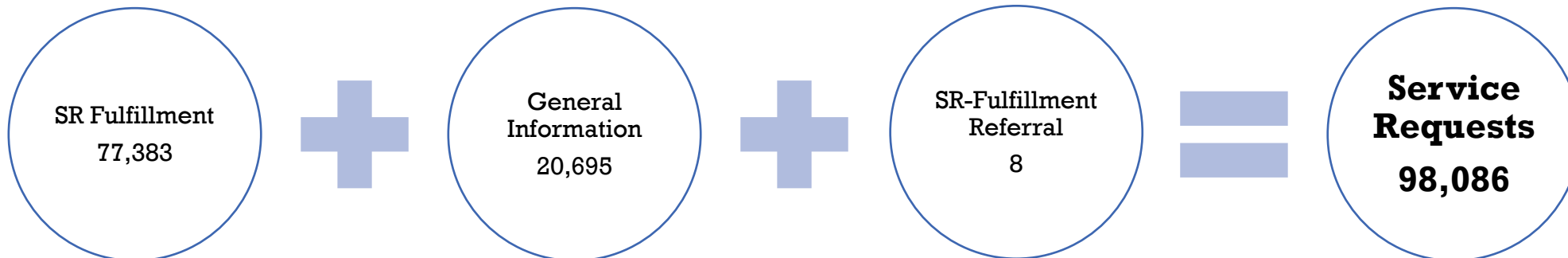Fiscal Year 2020

DEPARTMENT OF PUBLIC WORKS

Top 5 Request Types Q1	Count
Bulk Collection Request	6,610
Garbage Bin Replacement	2,315
Missed Yard Trimmings	2,205
Missed Residential Garbage	1,946
New Trash and Recycling Services	1,471

Top 5 Request Types Q2	Count
Bulk Collection Request	5,053
Garbage Bin Replacement	2,213
Missed Residential Garbage	1,676
Missed Yard Trimmings	1,463
New Trash and Recycling Services	1,199

Top 5 Request Types Q3	Count
Bulk Collection Request	4,850
Potholes	2,413
Garbage Bin Replacement	2,196
Missed Recycling	1,738
Missed Yard Trimmings	1,463

SR Fulfillment 77,383 **+** General Information 20,695 **+** SR-Fulfillment Referral 8 **=** **Service Requests 98,086**

*Based on ATL311 Reported Requests Only

Fiscal Year 2020

MUNICIPAL COURT

ATL 311

Top 5 Request Types Q1	Count	Top 5 Request Types Q2	Count	Top 5 Request Types Q3	Count
How much is my court fine and how do I pay?	11,849	How much is my court fine and how do I pay?	9,329	How much is my court fine and how do I pay?	9,298
When is my court date and time?	8,102	When is my court date and time?	6,270	What if I missed by court date?	5,981
What if I missed by court date?	6,229	What if I missed by court date?	5,866	When is my court date and time?	5,624
How do I reset my initial court date? (Only available if court date has not passed)	2,416	How do I reset my initial court date? (Only available if court date has not passed)	1,830	How do I reset my initial court date? (Only available if court date has not passed)	1,694
I can't find my citation online	1,547	Court Disposition Requests	932	I can't find my citation online	1,114

SR Fulfillment
2,170

+

General Information
97,635

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**Service Requests Created
99,805**

*Based on ATL311 Reported Requests Only

Fiscal Year 2020
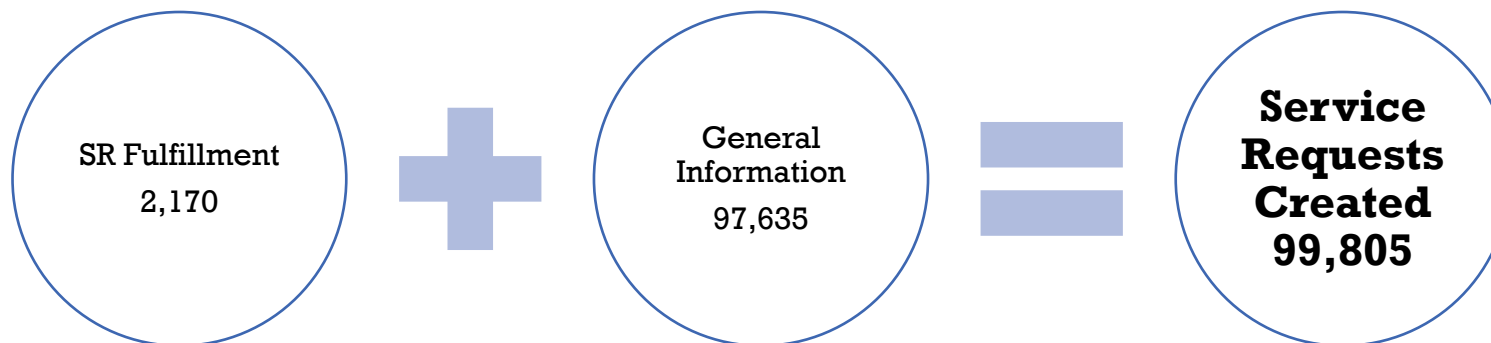
CODE ENFORCEMENT

ATL 311

Top 5 Request Types Q1	Count
Code Enforcement General Information	1,817
Code Enforcement-Overgrown Grass	1,265
Code Enforcement-Junk, Trash, and Debris	1,062
Code Enforcement-Junk Vehicle Violation	371
Code Enforcement outside of the City of Atlanta Jurisdiction	341

Top 5 Request Types Q2	Count
Code Enforcement General Information	1,131
Code Enforcement-Junk, Trash, and Debris	755
Code Enforcement-Overgrown Grass	341
Code Enforcement outside of the City of Atlanta Jurisdiction	224
Code Enforcement-Unsanitary Conditions	151

Top 5 Request Types Q3	Count
Code Enforcement General Information	1,248
Code Enforcement-Junk, Trash, and Debris	773
Code Enforcement outside of the City of Atlanta Jurisdiction	297
Code Enforcement-Junk Vehicle Violation	141
Code Enforcement Inspection-Open and Vacant	138

General Information 3,603 **+** Cases Created 4,103 **=** **Service Requests Created 7,706**

Fiscal Year 2020

*Based on ATL311 Reported Requests Only

DEPARTMENT OF FINANCE-REVENUE

ATL
311

Top 5 Request Types Q1	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 Q2	Count
Registering a New Business in the City of Atlanta	833
Department of Finance-Office of Revenue	716
Solid Waste Charges and Billing	563
Business License Renewal-City of Atlanta	507
Request Copy of Business Tax Certificate or Good Standing Letter	193

Top 5 Request Types Q3	Count
Business License Renewal-City of Atlanta	3,995
Department of Finance-Office of Revenue	1,182
Registering a New Business in the City of Atlanta	1,068
Assistance with Business Tax Account Pin Retrieval	942
Online Payment for General Business Tax	404

SR Fulfillment
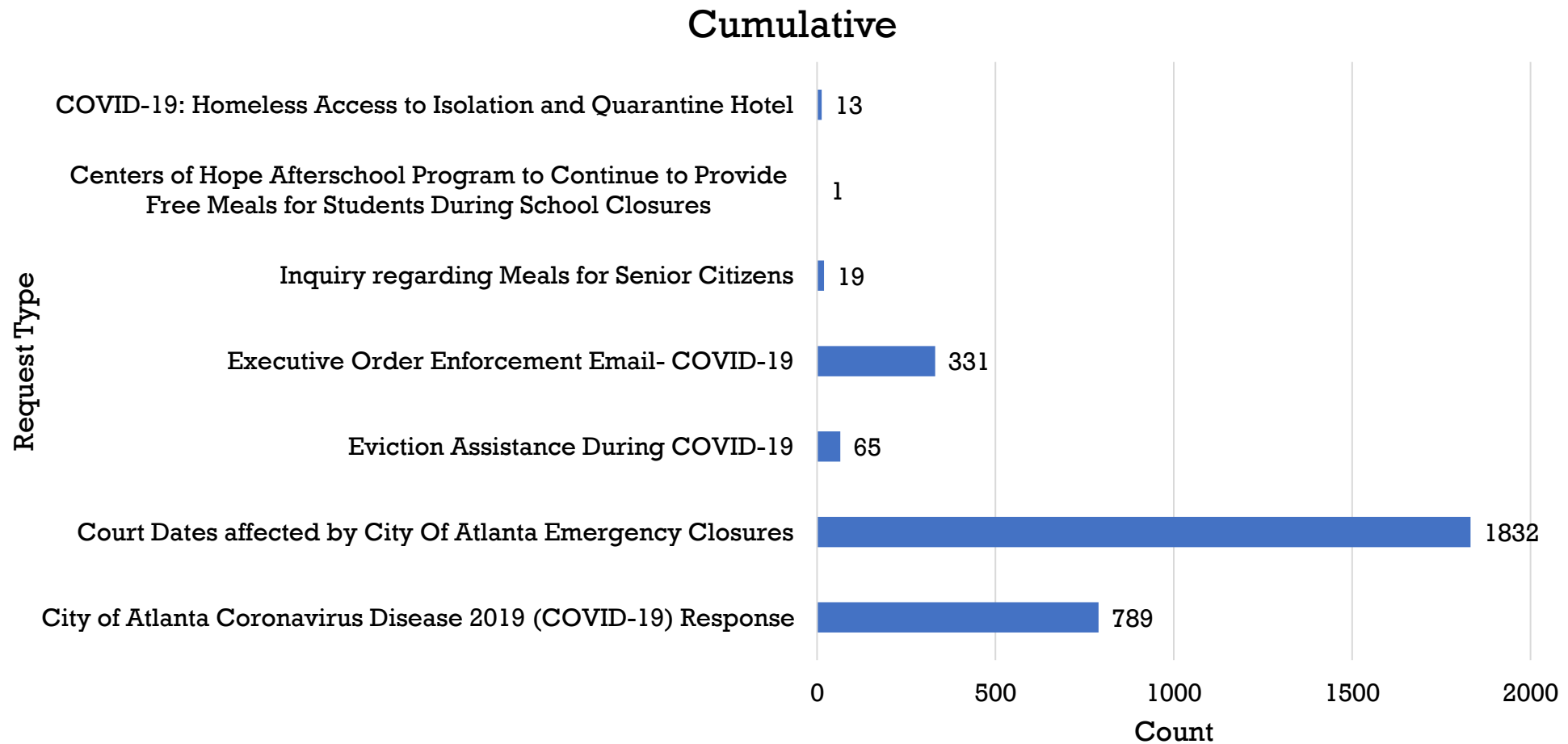2,088

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General Information
17,644

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Service Requests Created: 19,732

Fiscal Year 2020

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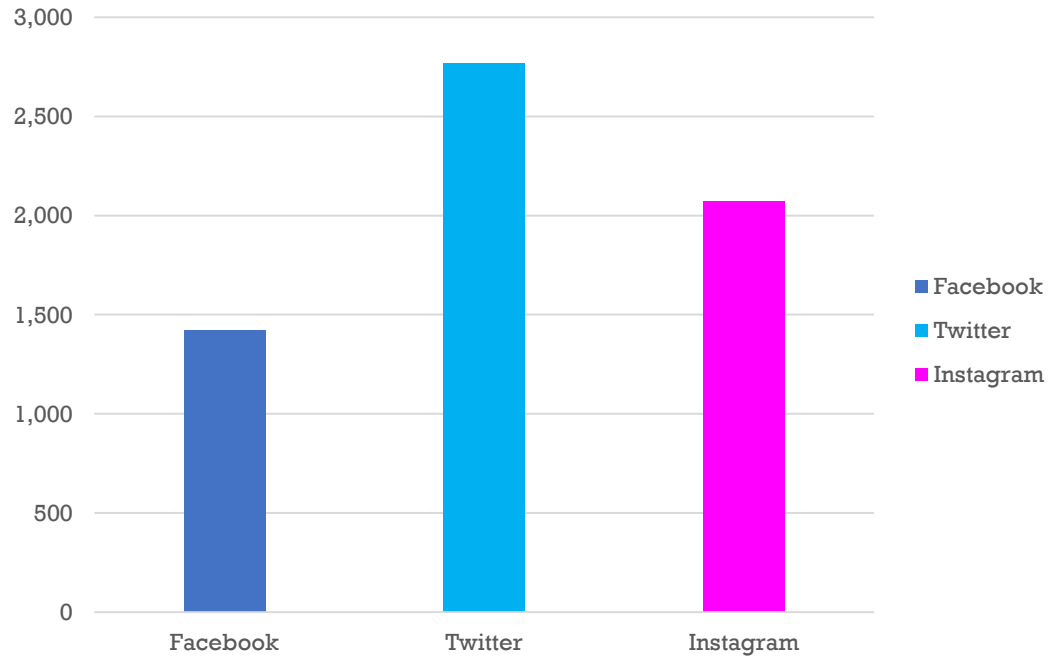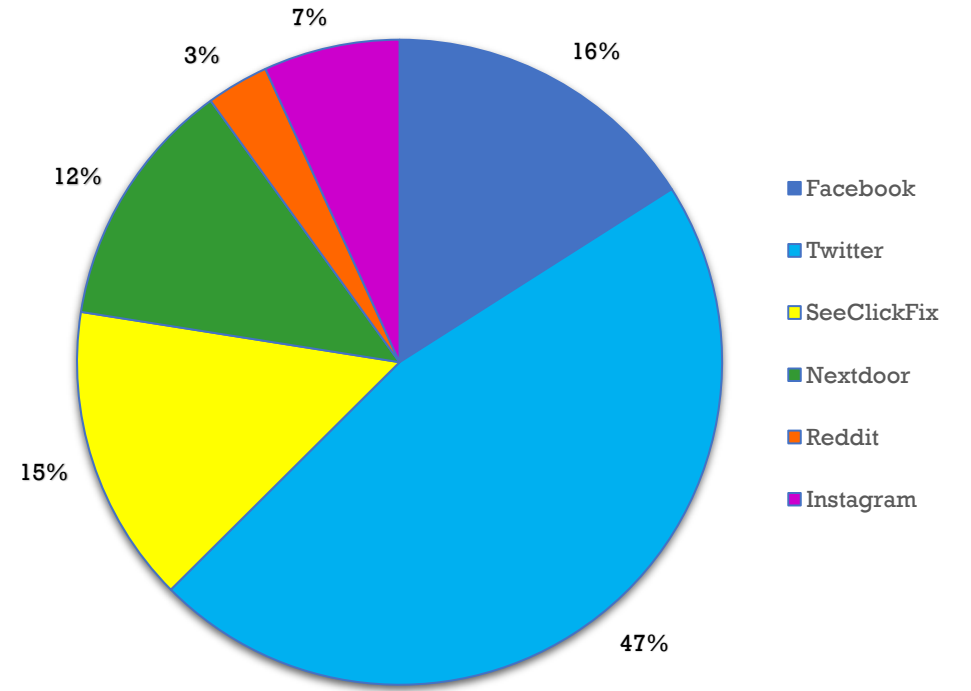*Based on ATL311 Reported Requests Only

COVID-19 REQUESTS

Cumulative

Request Type	Count
COVID-19: Homeless Access to Isolation and Quarantine Hotel	13
Centers of Hope Afterschool Program to Continue to Provide Free Meals for Students During School Closures	1
Inquiry regarding Meals for Senior Citizens	19
Executive Order Enforcement Email- COVID-19	331
Eviction Assistance During COVID-19	65
Court Dates affected by City Of Atlanta Emergency Closures	1832
City of Atlanta Coronavirus Disease 2019 (COVID-19) Response	789

ATL311 SOCIAL MEDIA

6,264 Followers

15,275 Messages Received

- Facebook
- Twitter
- SeeClickFix
- Nextdoor
- Reddit
- Instagram

16%

7%

3%

12%

15%

47%

March 2019-March 2020

Follow @ATL311

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FY20 HIGHLIGHTS

- Enhanced the Emergency Response Team to safeguard business continuity.

- Finalist for the Golden Post Award for Best Social Media Customer Service by the Government Social Media Conference.

- Increased community outreach efforts and NPU participation across the City of Atlanta.

- Project start for the implementation of TTY as a contact channel for the hearing and speech impaired.

- Partnered with Emory University and Georgia State University on Marketing and Data Analytics Projects.