

**ATL  
311**



**Finance/Executive Committee Update  
Department of Customer Service  
Salethea Graham, Commissioner  
July 15, 2020**





## NON-EMERGENCY CITY SERVICES

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:**

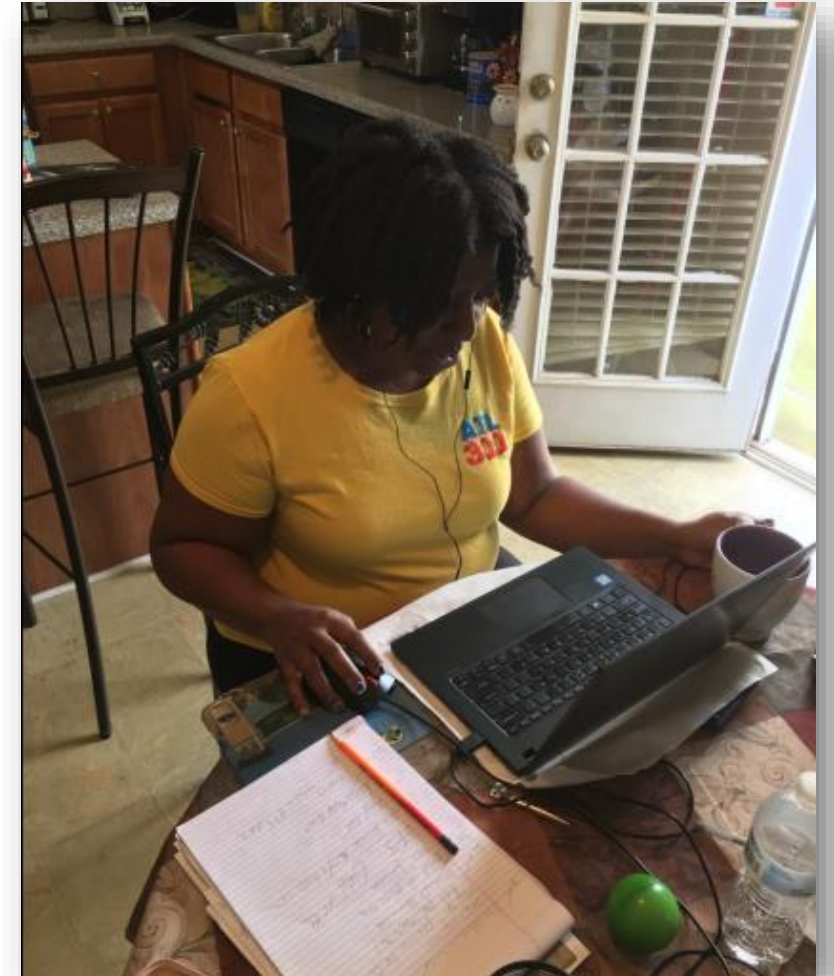
Dial 3-1-1 or 404-546-0311  
Email [atl311@atlantaga.gov](mailto:atl311@atlantaga.gov)  
Fax 404-221-9518

[atl311.com](http://atl311.com)  
Social Media Platforms  
ATL311 Mobile App

Teletype (TTY) 844-402-0750

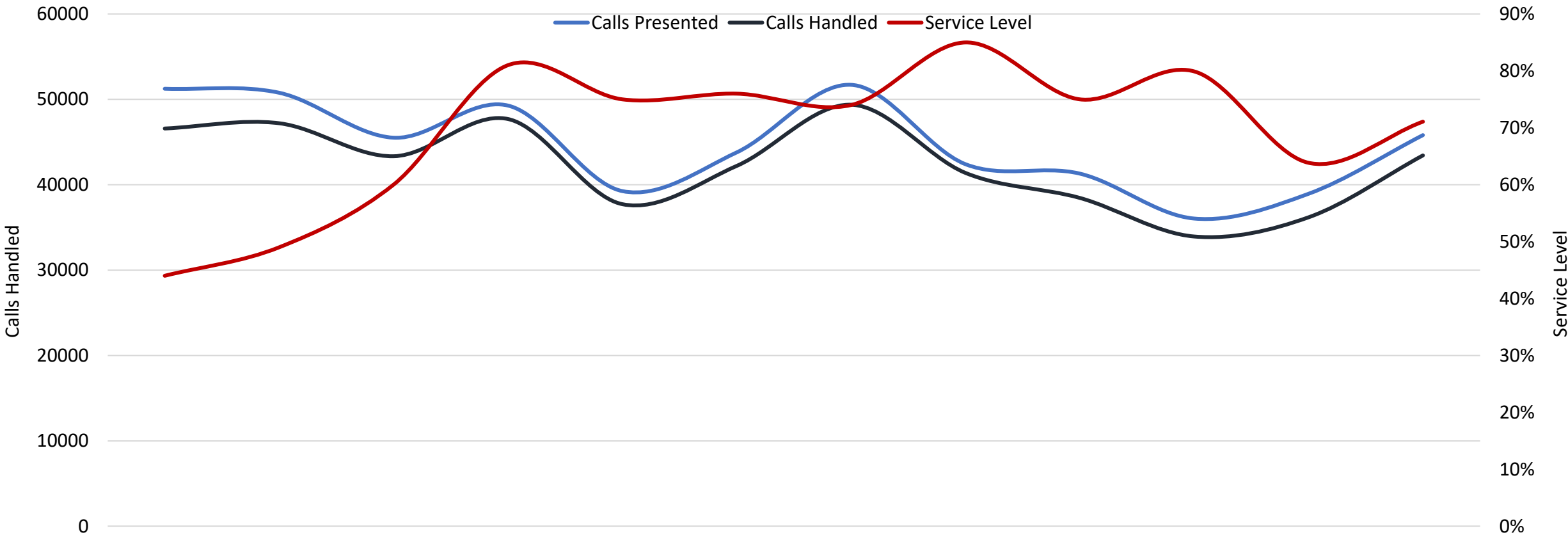
# FY20 Highlights

- Created more than 600,000 service requests and handled more than 500,000 calls for various issues.
- Finalist for the Golden Post Award for Best Social Media Customer Service by the Government Social Media Conference.
- Implemented Teletype (TTY) as a contact channel for the hearing and speech impaired.
- Transitioned to a full teleworking operation.





# ATL311 Call Volume

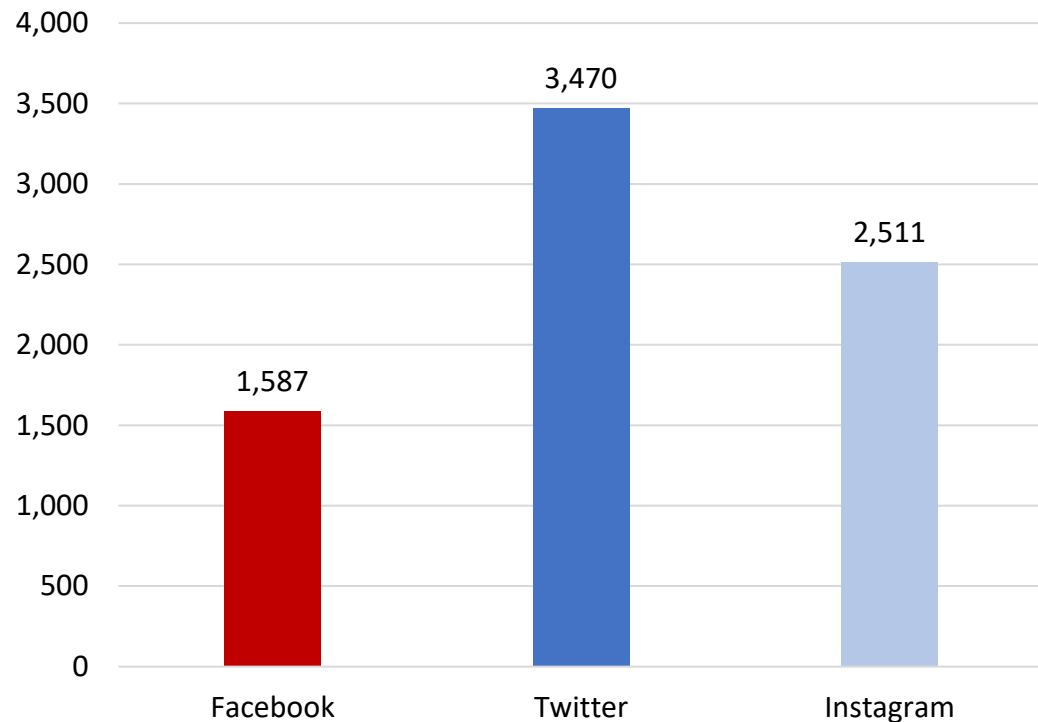
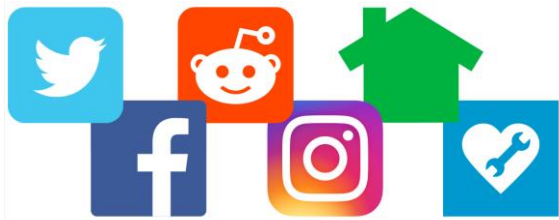


	July-19	August-19	September-19	October-19	November-19	December-19	January-20	February-20	March-20	April-20	May-20	June-20
Calls Presented	51237	50769	45506	49272	39257	43781	51697	42407	41302	36043	38941	45807
Calls Handled	46573	47190	43327	47686	37714	42192	49361	41378	38446	33929	36175	43423
Service Level	44%	49%	60%	81%	75%	76%	74%	85%	75%	80%	64%	71%

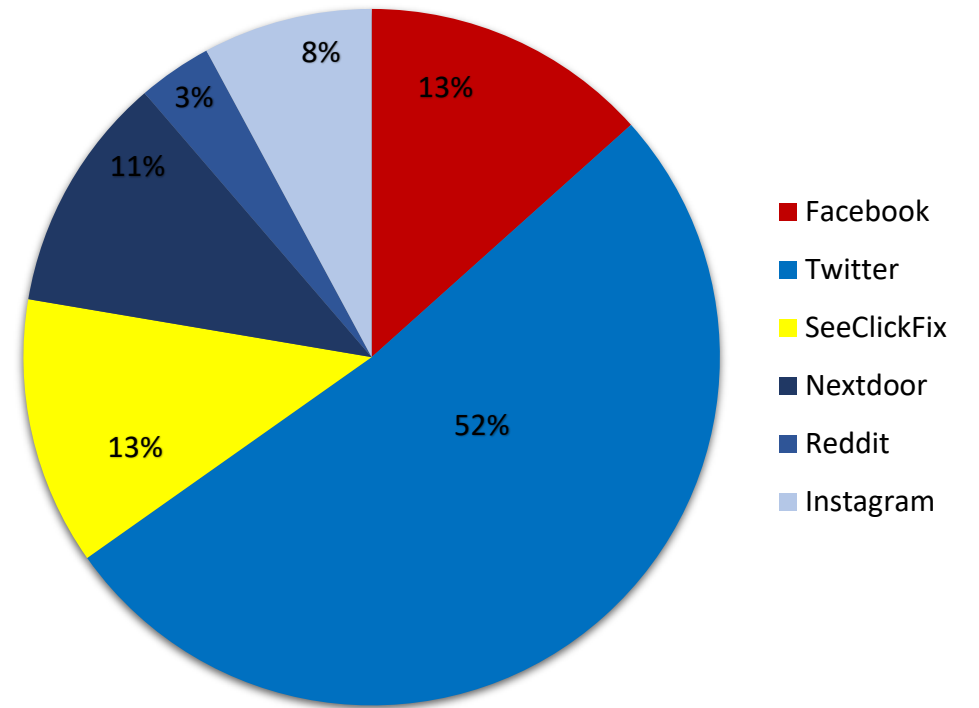
**Service Level Goal: Answer 80% within 20 seconds**



# ATL311 Social Media



14,438 Messages Received

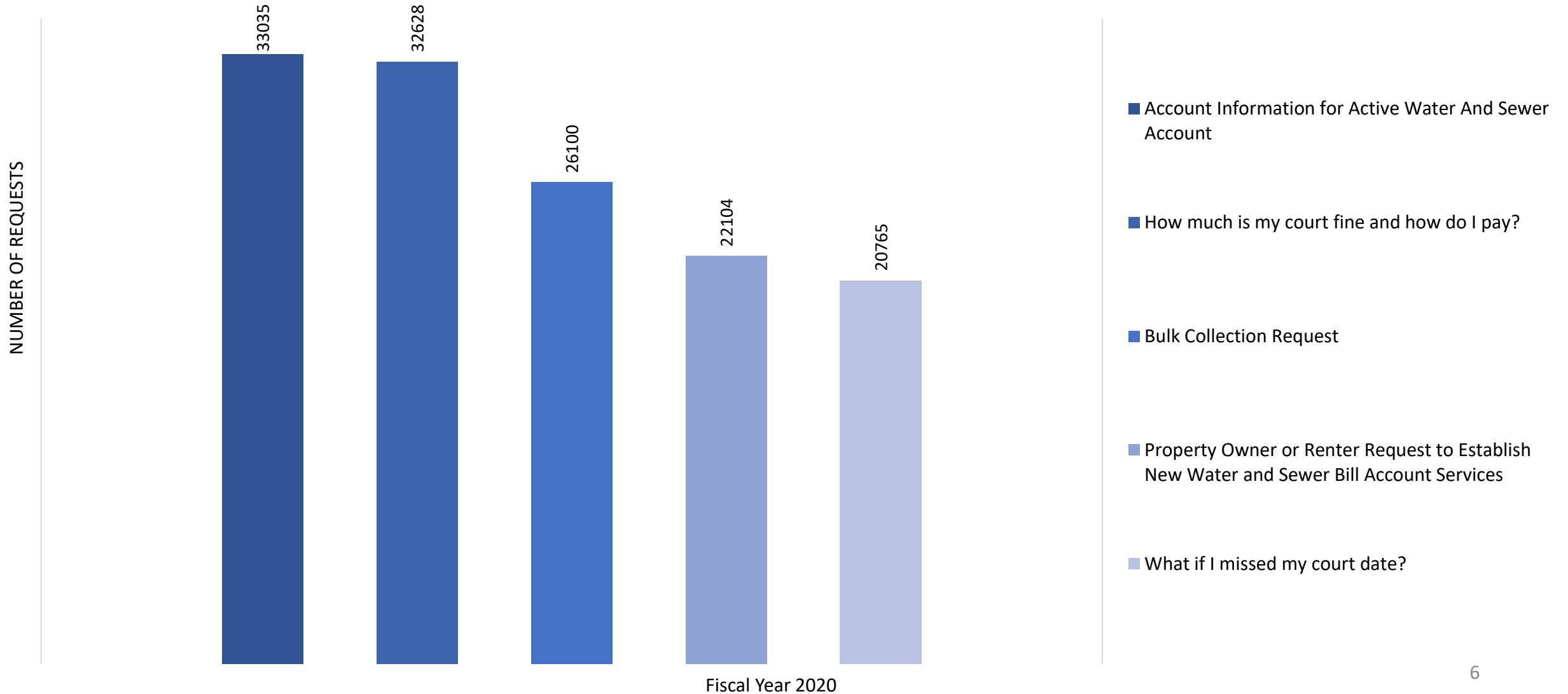


July 2019-June 2020

Follow @ATL311



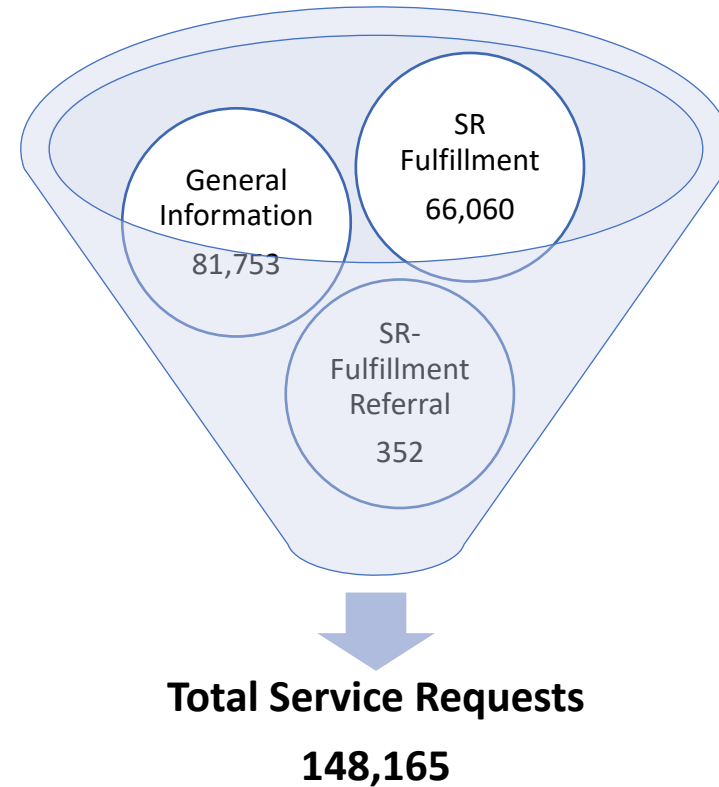
# FY20 Top 5 Service Requests





# Department of Watershed Management

FY20 Top 5 Request Types	Count
Account Information for Active Water and Sewer Account	33,035
Property Owner or Renter Request to Establish New Water and Sewer Bill Account Services	22,104
Account Holder Request to Close /Transfer Water and Sewer Account	11,520
Account Adjustment From Repair Or Water Leak On A Water and Sewer Account	9,991
Where can I pay my water bill?	9,407

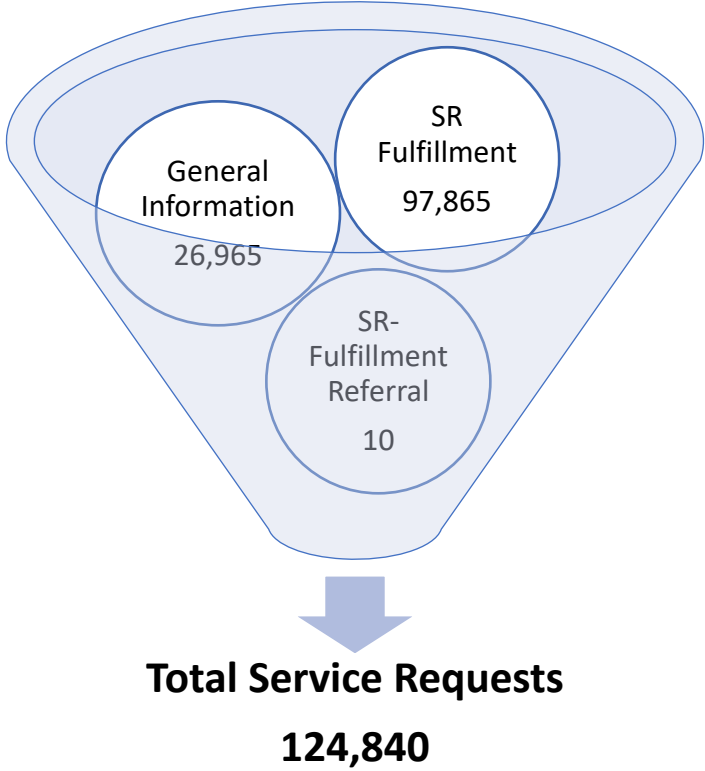


\*Based on ATL311 Reported Requests Only



# Department of Public Works

FY20 Top 5 Request Types	Count
Bulk Collection Request	26,100
Garbage Bin Replacement	9,486
Missed Yard Trimmings	7,541
Missed Residential Garbage	7,211
New Trash and Recycling Service	5,270



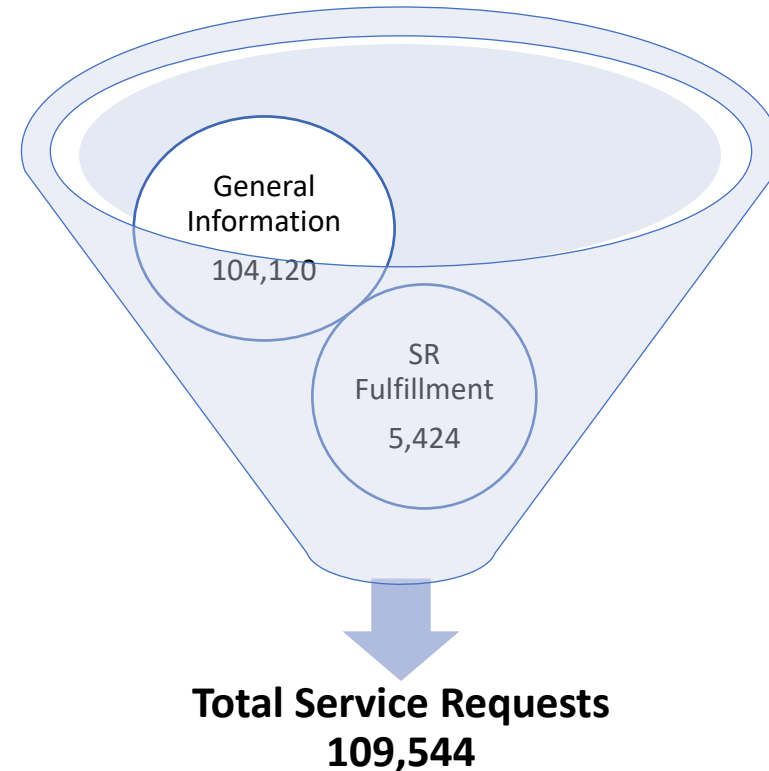
\*Based on ATL311 Reported Requests Only





# Municipal Court of Atlanta

FY20 Top 5 Request Types	Count
How much is my court fine and how do I pay?	36,628
What if I missed my court date?	20,765
When is my court date and time?	20,655
How do I reset my initial court date?	4,180
Court Dates affected by City of Atlanta Emergency Closures	3,507

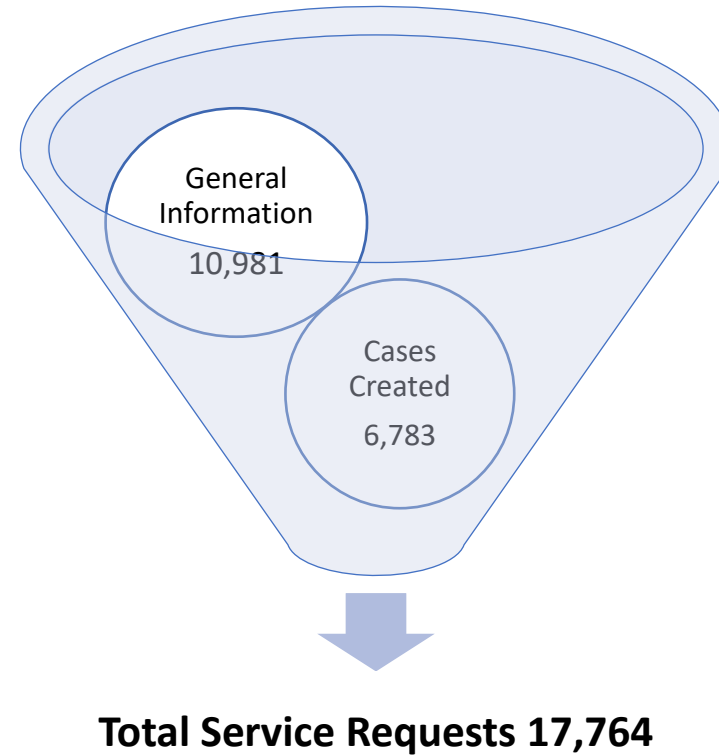


\*Based on ATL311 Reported Requests Only



# APD Code Enforcement

FY20 Top 5 Request Types	Count
Code Enforcement General Information	5,190
Code Enforcement-Junk, Trash, and Debris	3,084
Code Enforcement-Overgrown Grass	2,391
Code Enforcement outside of the City of Atlanta Jurisdiction	1259
Code Enforcement-Junk Vehicle Violation	917

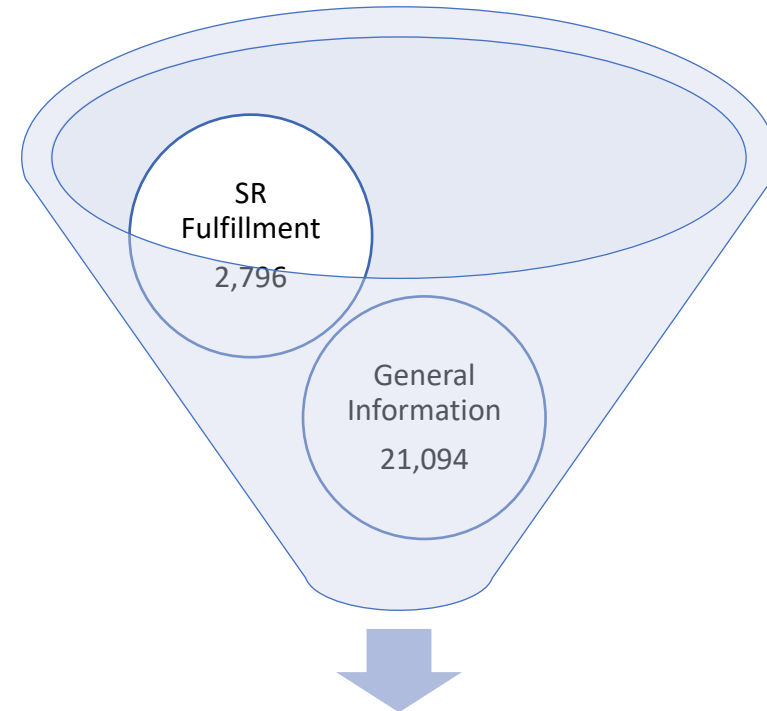


\*Based on ATL311 Reported Requests Only



# Department of Finance-Office of Revenue

FY20 Top 5 Request Types	Count
Business License Renewal-City of Atlanta	6372
Registering a New Business in the City of Atlanta	4278
Department of Finance-Office of Revenue	2670
Solid Waste Charges and Billing	2200
Request Copy of Business Tax Certificate or Good Standing Letter	1657



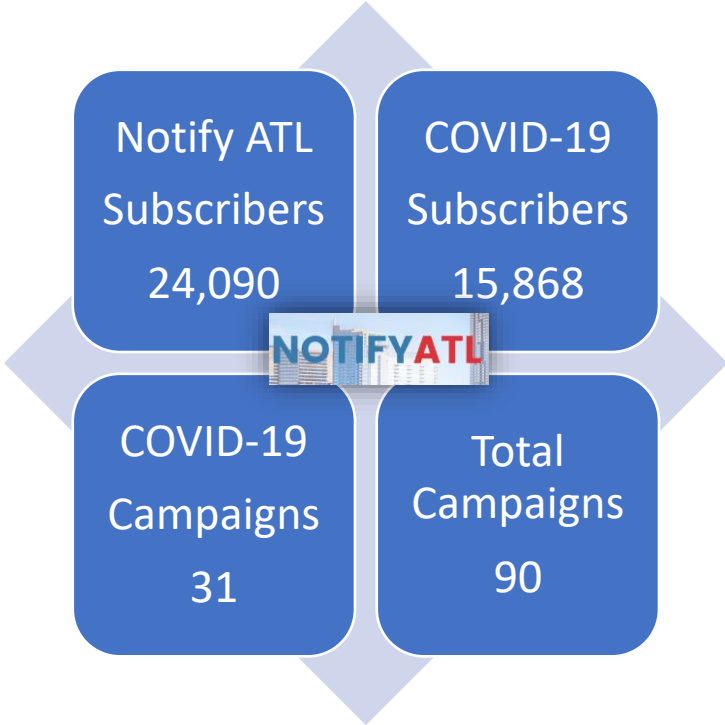
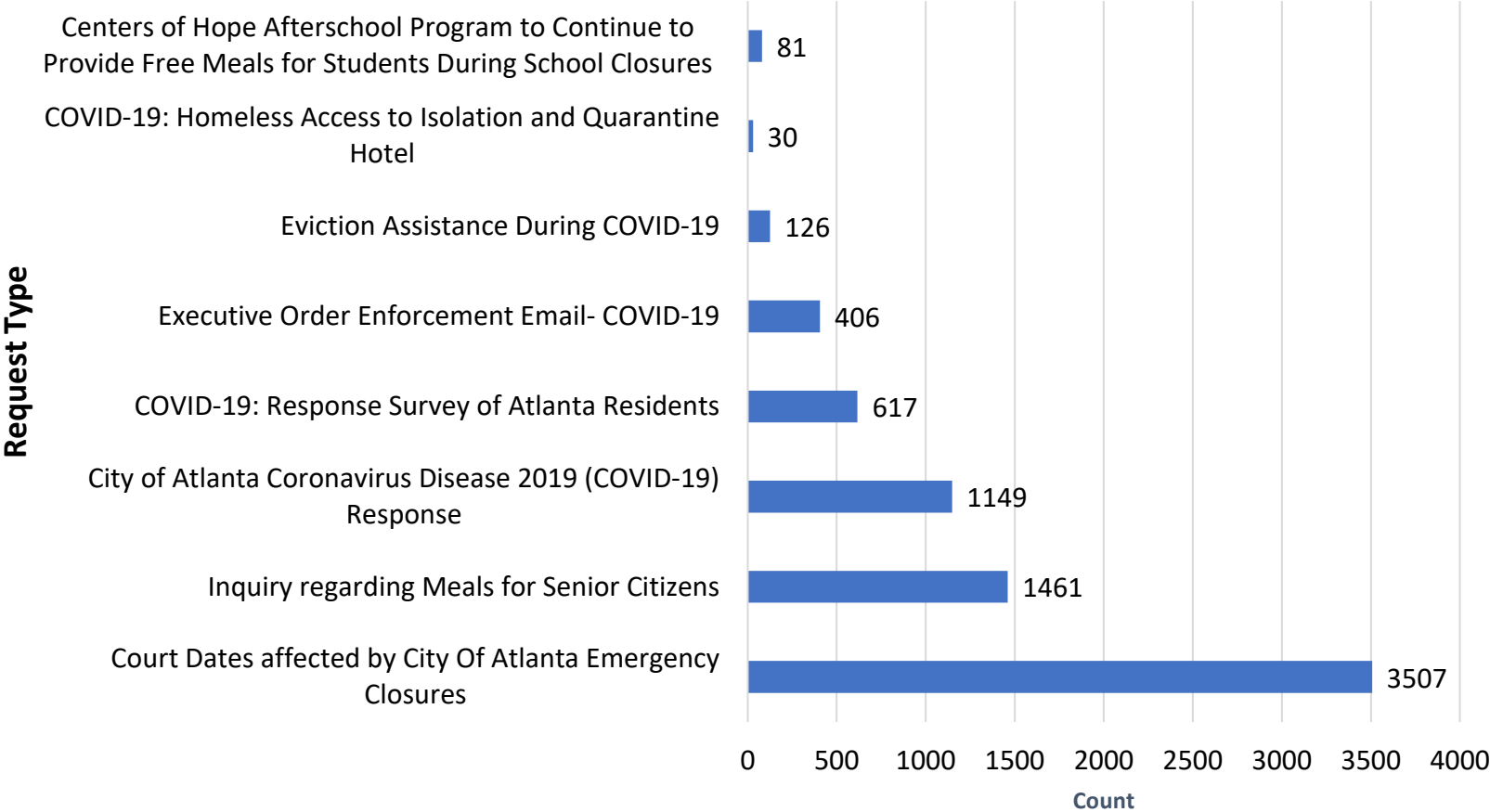
**Total Service Requests 23,890**

\*Based on ATL311 Reported Requests Only



# COVID-19 Requests

### ATL311 COVID-19 Requests Cumulative





**Questions?**

*One Source for City Services*