



ATL
311

DEPARTMENT OF CUSTOMER SERVICE

Finance/Executive Committee Update

Salethea Graham, Commissioner

September 30, 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
Fax 404-221-9518

atl311.com
Social Media Platforms
ATL311 Mobile App

Teletype (TTY) 844-402-0750



FY21 Highlights

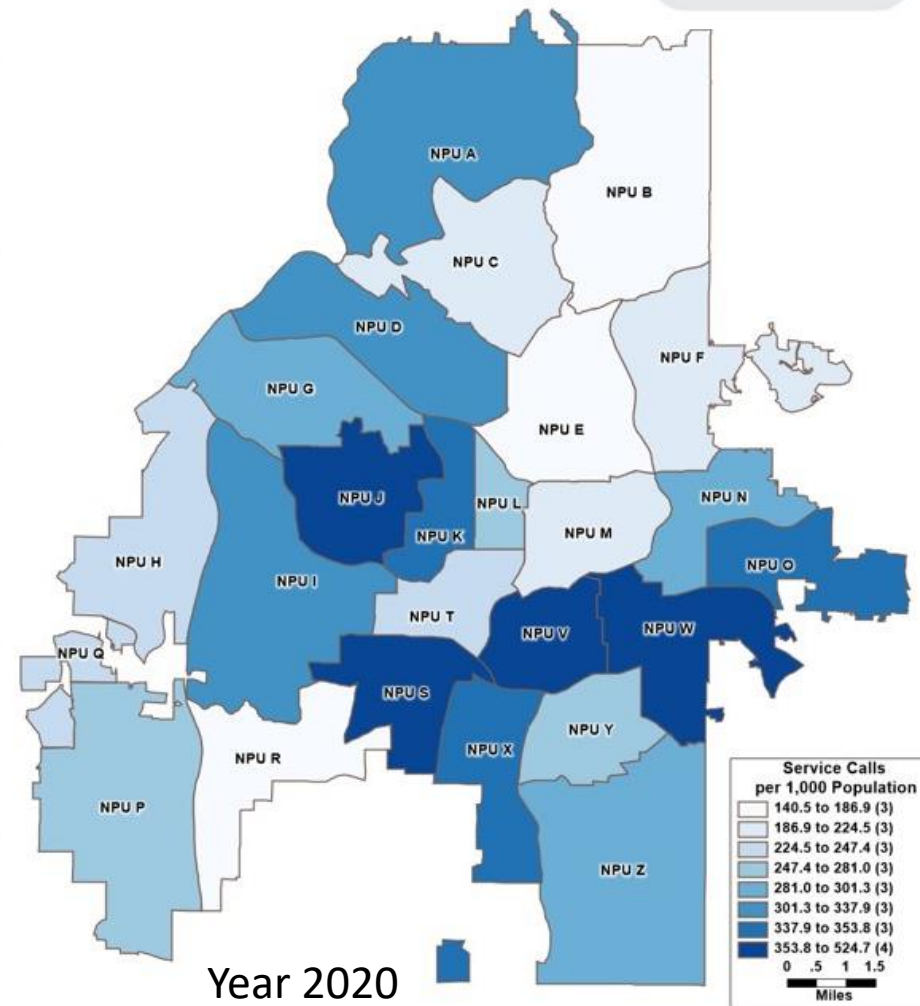
ATL311 created an NPU Ambassador Team that include 15 additional employees, creating opportunities for the department to have visibility in all NPUs consistently.

Had more than 1.9 million impressions across the 28 SOOFA signs located throughout the city.

Introduced a part-time pilot initiative to increase workload capacity while staying within the allocated budget.

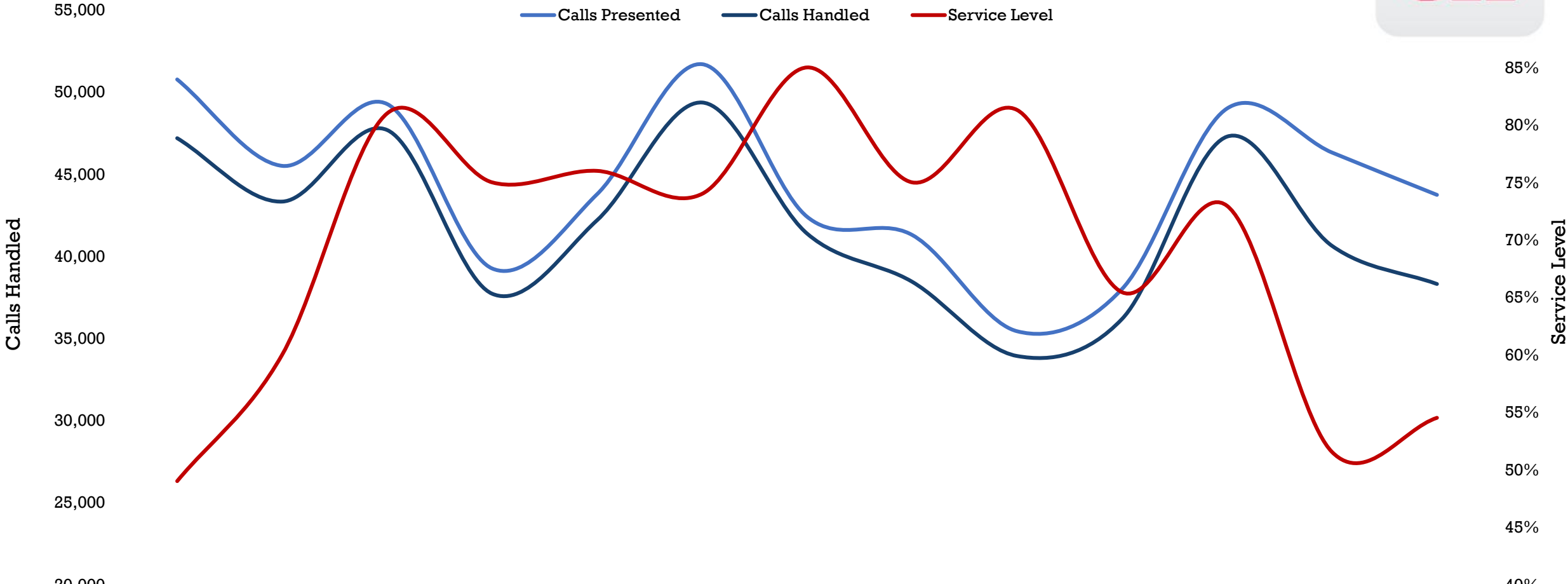
Created and implemented a 100% virtual training program for the department.

More than 14K post-call surveys completed since the start of the fiscal year with average percentage of 85% for overall experience.





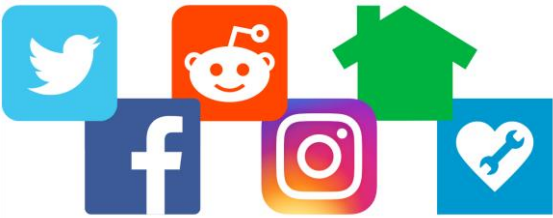
ATL311 Call Volume



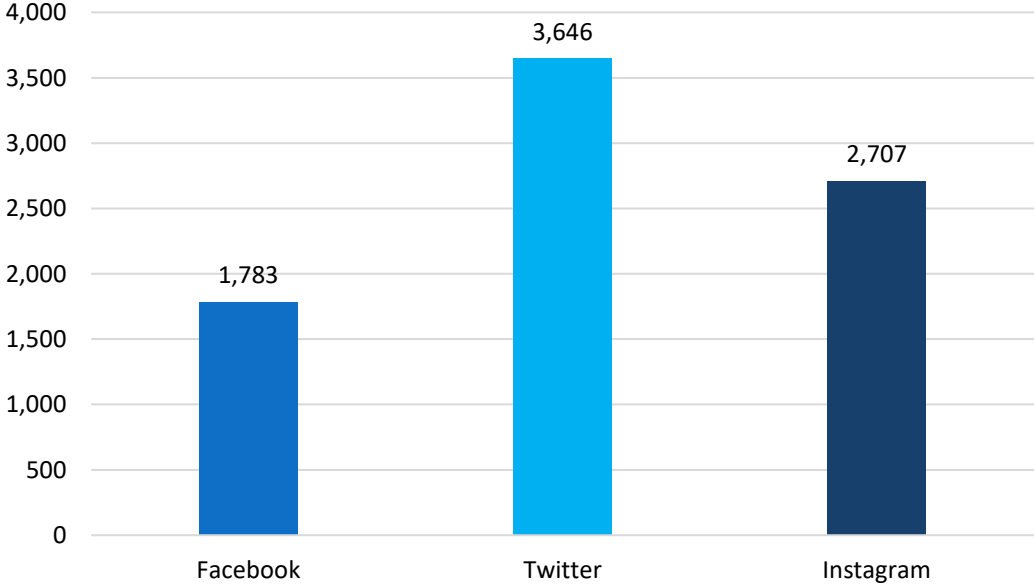
	August-19	September-19	October-19	November-19	December-19	January-20	February-20	March-20	April-20	May-20	June-20	July-20	August-20
Calls Presented	50,769	45,506	49,272	39,257	43,781	51,697	42,407	41,302	35,435	38,005	48,998	46,318	43,739
Calls Handled	47,190	43,327	47,686	37,714	42,192	49,361	41,378	38,446	33,920	36,175	47,283	40,631	38,307
Service Level	49%	60%	81%	75%	76%	74%	85%	75%	81%	65%	73%	52%	55%



Social Media

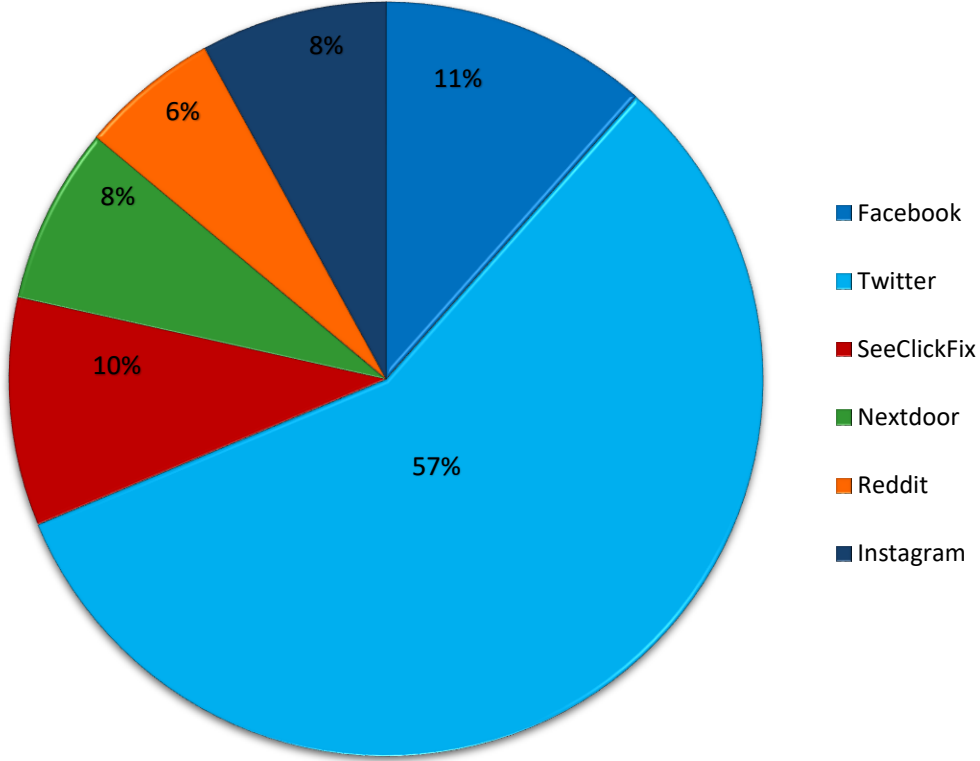


8,136 Followers



Facebook Twitter Instagram

3,607 Messages Received

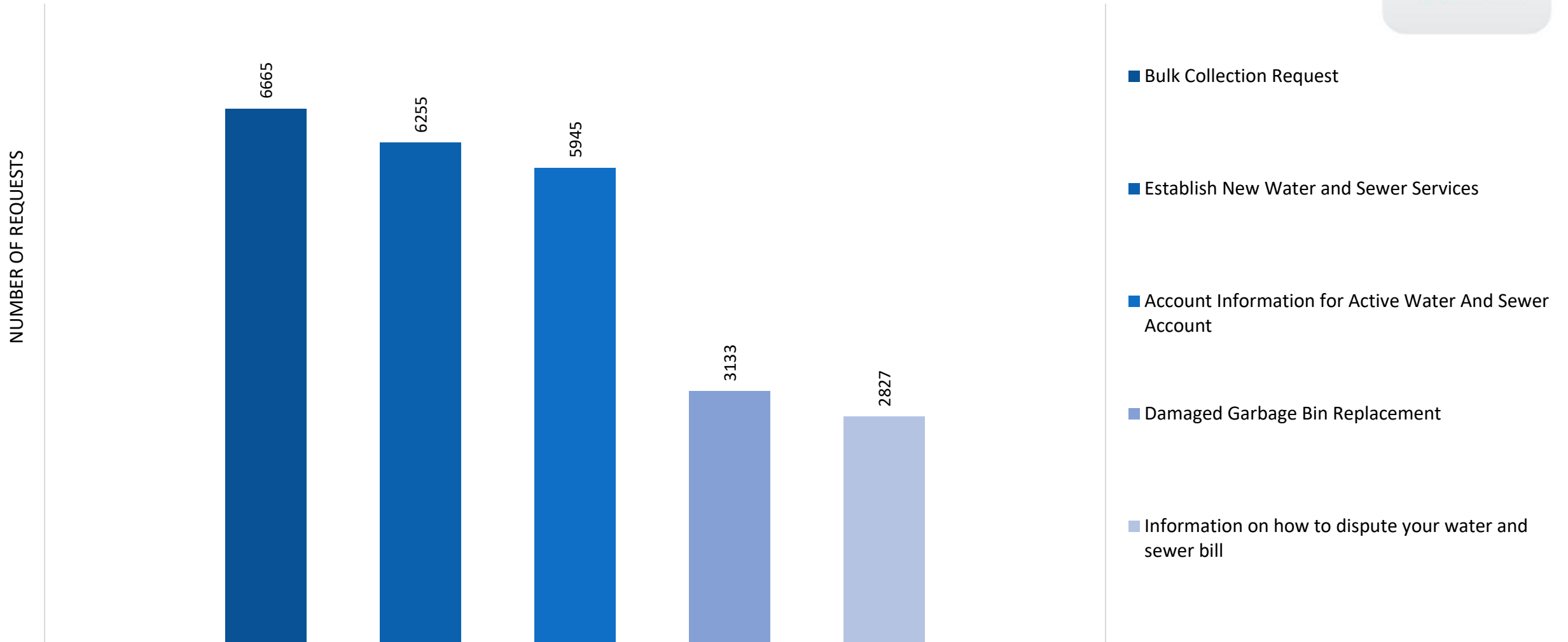


July 2020-September 2020

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FY21 Top 5 Service Requests





Watershed Management Top 5 Service Requests

Request Types	Count
Establish new water and sewer service	6255
Account information for active water and sewer accounts	5945
Information on how to dispute your water and sewer bill	2827
Balance information for active water and sewer account	2718
Information on how to request an account adjustment	2501



Public Works Top 5 Service Requests

Request Types	Count
Bulk Collection Request	6665
Damaged Garbage Bin Replacement	3133
Missed Residential Garbage	2136
Missed Yard Trimmings	2102
Missed Recycling	1560



Municipal Court Top 5 Service Requests

Municipal Court Top 5 Request Types	Count
How much is my court fine and how do I pay?	2276
912 Release Request	1933
What if I missed my court date?	1736
Court Date affected by City of Atlanta Emergency Closure	1198
My court date is scheduled during the coronavirus pandemic and the court is closed	1128





Code Enforcement Top 5 Service Requests

Request Types	Count
Code Enforcement General Information	1299
Code Enforcement-Overgrown Grass	741
Code Enforcement-Junk, Trash and Debris	519
Code Enforcement Outside of the City of Atlanta Jurisdiction	331
Code Enforcement-Vacant Lot-Overgrowth	256





Revenue Top 5 Service Requests

Request Type	Count
Registering a new business in the City of Atlanta	2049
Solid Waste Charges and Billing	822
Business License Renewal	800
Request copy of Business Tax Certificate or a Good Standing Letter	602
Update Business Tax Certificate	106

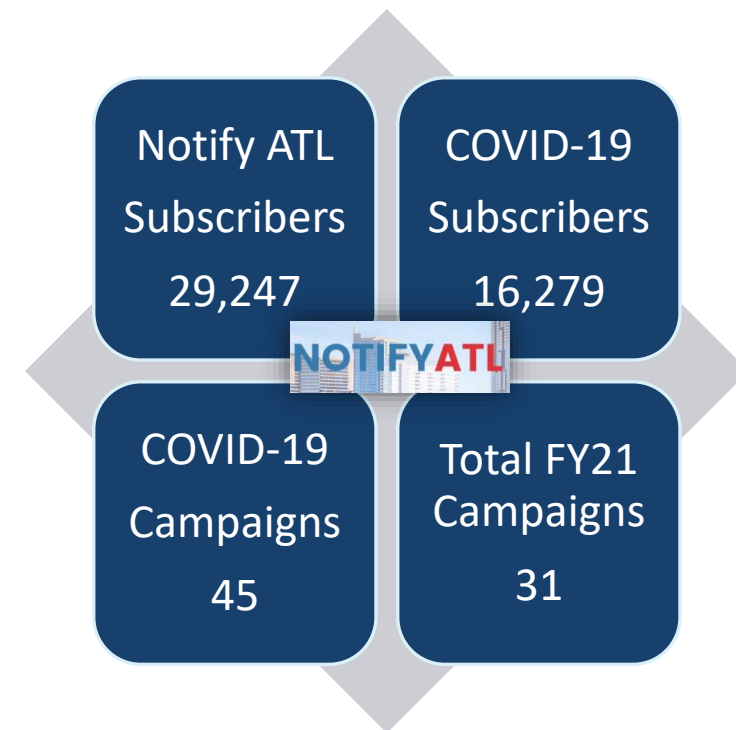
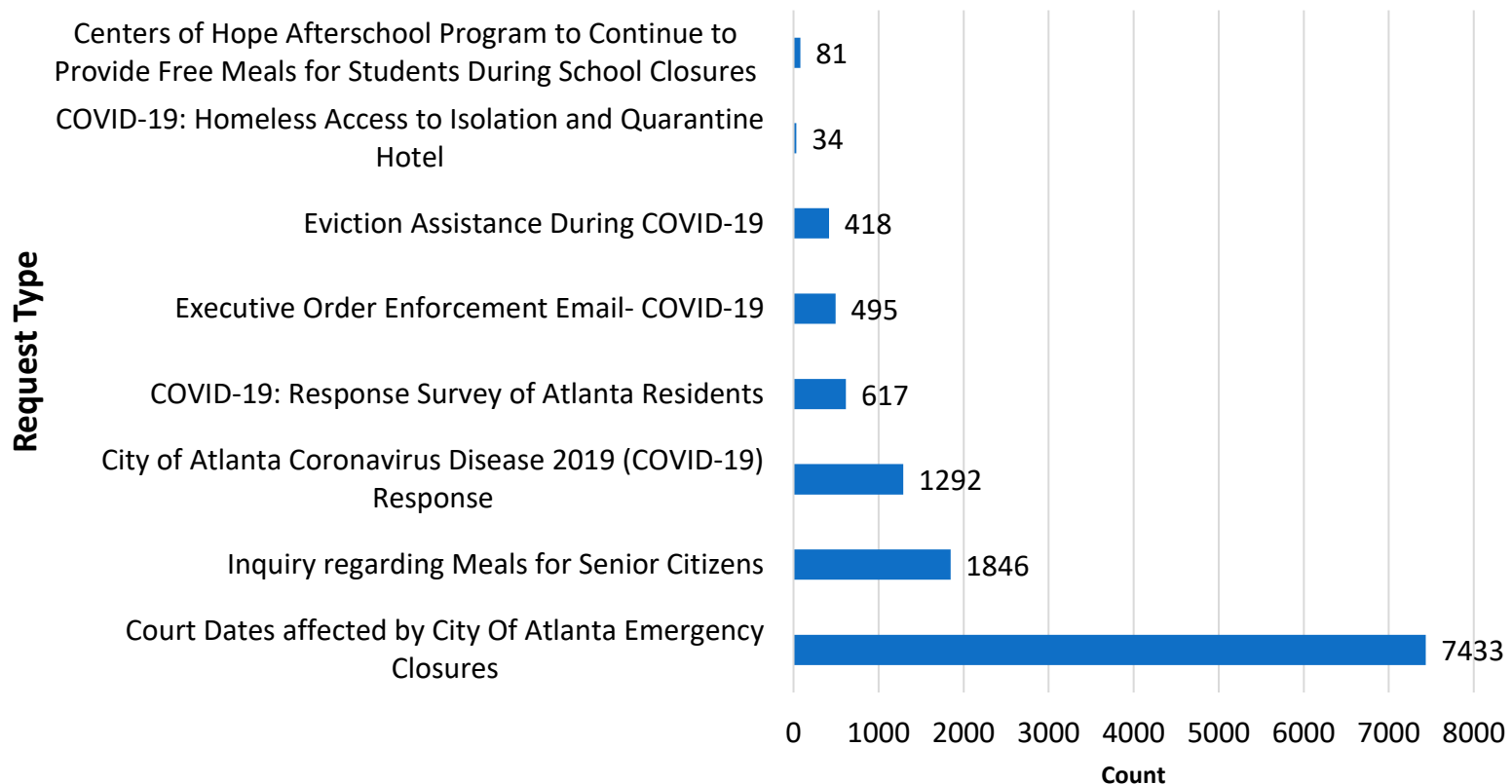


DEPARTMENTS
DEPARTMENT OF FINANCE



COVID-19 Requests

ATL311 COVID-19 Requests Cumulative





Questions?

One Source for City Services