



**ATL**  
**311**

# DEPARTMENT OF CUSTOMER SERVICE

Finance/Executive Committee Update

Salethea Graham, Commissioner

December 16, 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



# FY21 Highlights

ATL311 NPU Ambassador Team has participated in more than 70 NPU meetings across the city since the start of the fiscal year.

Partnered with Policing Alternatives and Diversion Initiative (PAD) formerly known as the Atlanta/Fulton County Pre-Arrest Diversion to implement a community referrals program slated to launch in January 2021.

Implemented voter information on the ATL311 mobile app to increase awareness during the election season while increasing the number of downloads by 8% since the start of the fiscal year.

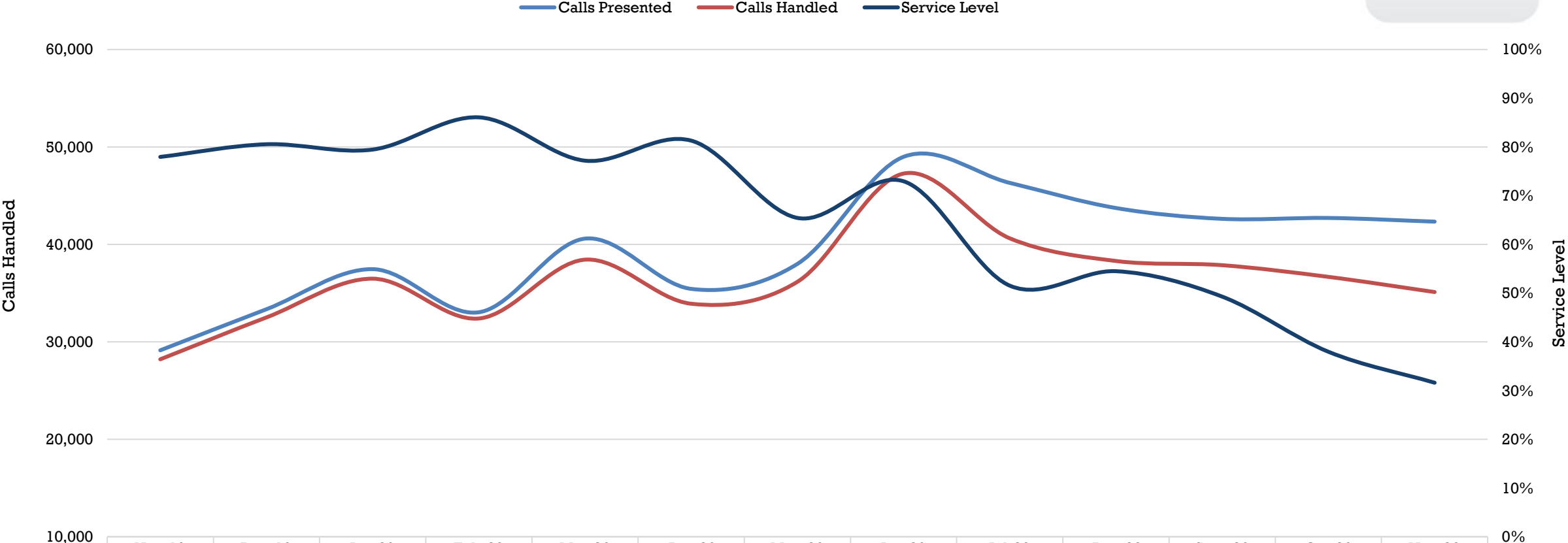
ATL311 developed a Wellness Team to encourage health through fitness, meditation, virtual gatherings, and words of encouragement.

More than 28K post-call surveys completed since the start of the fiscal year with 93% of callers being highly satisfied or satisfied with their overall customer service experience with ATL311.





# ATL311 Call Volume



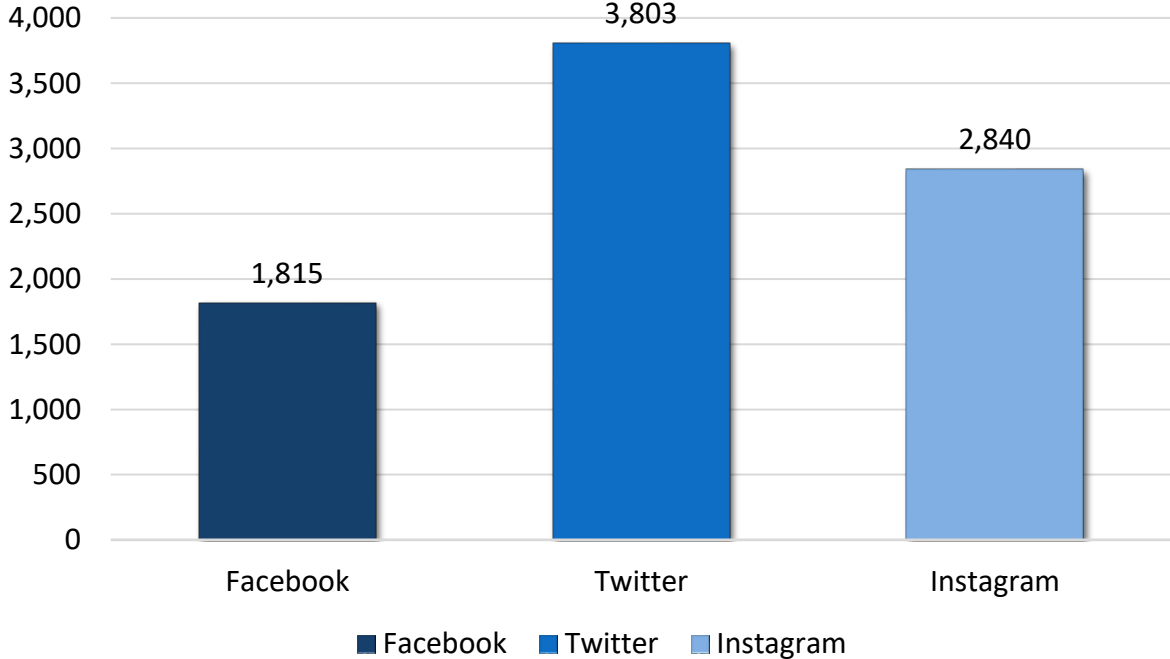
	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sept-20	Oct-20	Nov-20
Calls Presented	29,128	33,346	37,462	33,035	40,597	35,435	38,005	48,998	46,318	43,739	42,627	42,719	42,342
Calls Handled	28,218	32,515	36,493	32,407	38,446	33,920	36,175	47,283	40,631	38,307	37,876	36,679	35,121
Service Level	78%	81%	79%	86%	77%	81%	65%	73%	52%	55%	49%	38%	32%



# Social Media

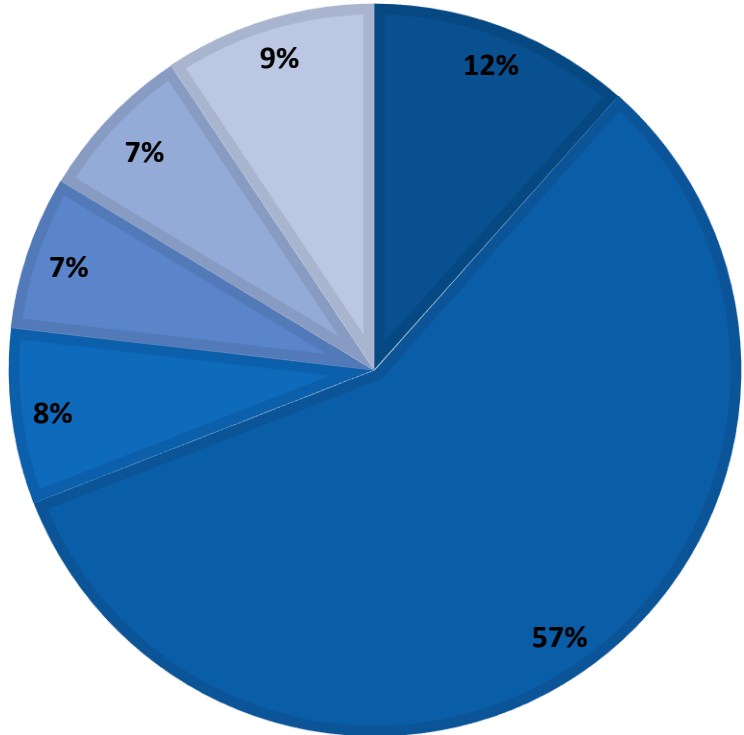


## 8,458 Followers



## 5,810 MESSAGES RECEIVED

Facebook Twitter SeeClickFix Nextdoor Reddit Instagram

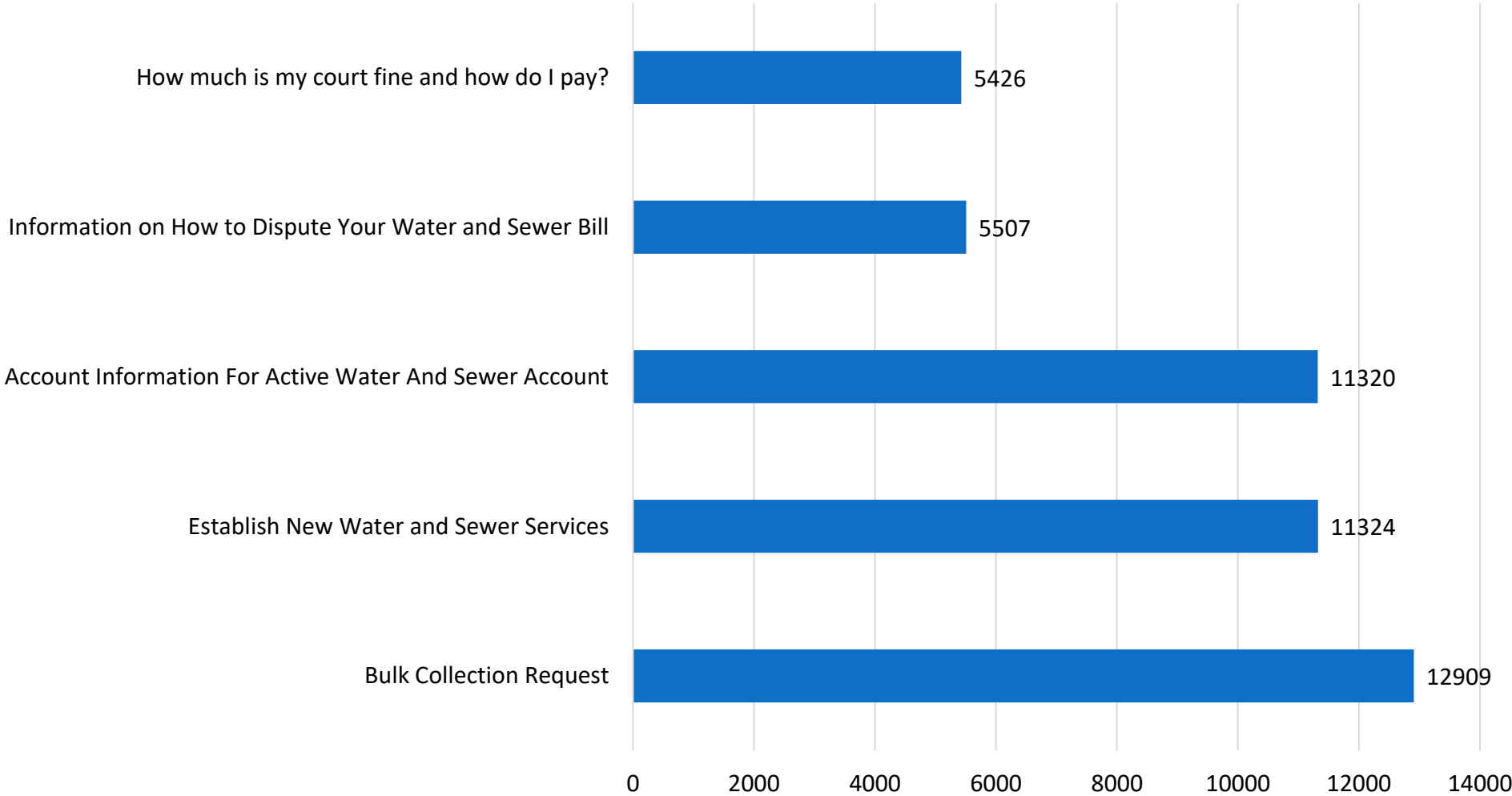


July 2020-November 2020

Follow @ATL311



# FY21 Top 5 Service Requests





# Watershed Management Top 5 Service Requests

Quarter 1 Request Types	Count
Establish new water and sewer service	7360
Account information for active water and sewer accounts	7132
Information on how to dispute your water and sewer bill	3438
Balance information for active water and sewer account	3262
Information on how to request an account adjustment	3069

Quarter 2 Request Types (Partial)	Count
Establish new water and sewer service	3964
Account information for active water and sewer accounts	4188
Information on how to request an account adjustment	2105
Balance information for active water and sewer account	2077
Information on how to dispute your water and sewer bill	2069

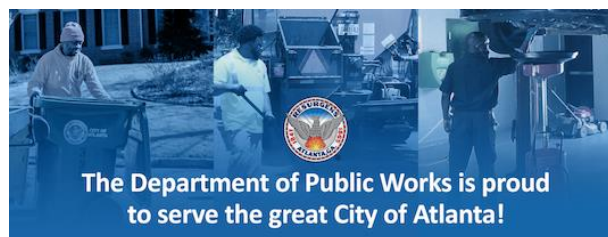




# Public Works Top 5 Service Requests

Quarter 1 Request Types	Count
Bulk Collection Request	8088
Damaged Garbage Bin Replacement	3576
Missed Residential Garbage	2548
Missed Yard Trimmings	2403
Scheduled Bulk Inquiry	1882

Quarter 2 Request Types (Partial)	Count
Bulk Collection Request	4821
Missed Yard Trimmings	1952
Damaged Garbage Bin Replacement	1385
Missed Residential Garbage	1301
Scheduled Bulk Inquiry	1210







# Municipal Court Top 5 Service Requests

Quarter 1 Request Types	Count
How much is my court fine and how do I pay?	2774
912 Release Request	2264
What if I missed my court date?	2062
Court Date affected by City of Atlanta Emergency Closure	1512
My court date is scheduled during the coronavirus pandemic and the court is closed	1377

Quarter 2 Request Types (Partial)	Count
How much is my court fine and how do I pay?	2651
912 Release Request	1006
What if I missed my court date?	1313
My court date was during the pandemic, what happened to my case?	796
Court Date affected by City of Atlanta Emergency Closure	755





# Code Enforcement Top 5 Service Requests

Quarter 1 Request Types	Count
Code Enforcement General Information	1651
Code Enforcement-Overgrown Grass	848
Code Enforcement-Junk, Trash and Debris	617
Code Enforcement Outside of the City of Atlanta Jurisdiction	380
Code Enforcement-Vacant Lot-Overgrowth	290

Quarter 2 Request Types (Partial)	Count
Code Enforcement General Information	753
Code Enforcement-Junk, Trash and Debris	422
Code Enforcement-Overgrown Grass	252
Code Enforcement Outside of the City of Atlanta Jurisdiction	175
Code Enforcement-Junk Vehicle Violation	172





# Revenue Top 5 Service Requests

Quarter 1 Request Type	Count
Registering a new business in the City of Atlanta	2460
Solid Waste Charges and Billing	905
Business License Renewal	911
Request copy of Business Tax Certificate or a Good Standing Letter	691
Update Business Tax Certificate	130

Quarter 2 Request Type (Partial)	Count
Registering a new business in the City of Atlanta	1190
Business License Renewal	354
Solid Waste Charges and Billing	330
Online Payment for Excise Tax	255
Request copy of Business Tax Certificate or a Good Standing Letter	209



DEPARTMENTS  
DEPARTMENT OF FINANCE



# Policing Alternatives and Diversion Initiative (PAD) Community Referral Program

The Atlanta/Fulton County Pre-Arrest Diversion Initiative is now the **Policing Alternatives & Diversion Initiative (PAD)**. PAD works to reduce arrest and incarceration of people experiencing extreme poverty, problematic substance use, mental health concerns, and increase the accessibility of supportive services in Atlanta and Fulton County.

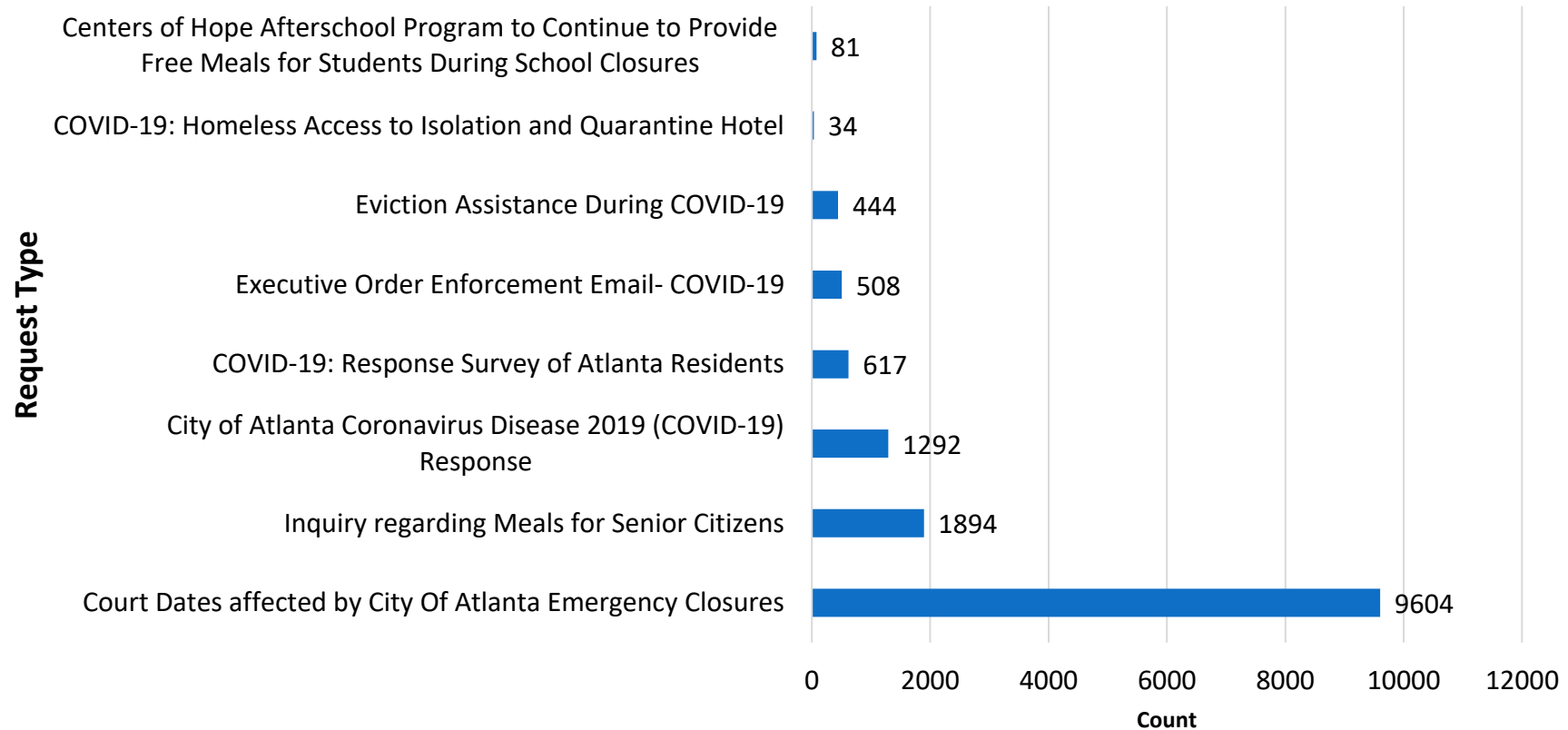
- Community Referrals Program tentatively scheduled to launch January 2021 for Zones 5 and 6
  - March 2021-Zone 4
  - April 2021-Zone 1
  - May 2021-Zone 3
  - June 2021-Zone 2
- Referrals to PAD will be accepted Monday-Friday 7 am -7 pm.
- Phase I will only include phone calls as a contact option





# COVID-19 Requests

## ATL311 COVID-19 Requests Cumulative





**Questions?**

*One Source for City Services*