



MAYOR'S ACTION CENTER

QUARTERLY NEWSLETTER

THIRD EDITION 2017

MAYOR'S ACTION CENTER: OVERVIEW

The Mayor's Action Center (MAC) serves as a customer service center for the city of Indianapolis. We are available to assist constituents by providing information regarding city services and departments, as well as placing requests and providing updates for existing service requests. Additionally, our staff includes two bilingual employees that can provide assistance to Spanish speaking residents.

MAC 25TH YEAR ANNIVERSARY

This November, the Mayor's Action Center is celebrating 25 years after being founded by Mayor Goldsmith in 1992. There are several tools being launched in the coming months that will expand opportunities to connect with city services and improve the level of customer service provided by the city of Indianapolis.

- **RequestIndy Status Updates:** Cases related to the Department of Business and Neighborhood Services and Animal Care Services now have detailed status updates (more than just a notification of open or closed) available on RequestIndy online. Just enter your request number to determine the current status! Requests submitted to the Department of Public Works will soon be included as well. In 2018, the final phase of this project will conclude with all updates included in the RequestIndy mobile applications.
- **Quality Assurance Survey:** The MAC will also launch a survey tool in 2018 that will gather feedback on the services provided. Please continue to watch for these updates!



WALK-IN SERVICE (200 E Washington St. Suite 2160)
Monday - Friday, 8:00 a.m. – 5:00 p.m.

PHONE SERVICE (317.327.4MAC):
Monday - Friday 7:30 a.m. – 5:30 p.m.

REQUESTINDY: Available free for Android/iOS
Online Platform: www.indy.gov/RequestIndy

INTERACTIVE CONSTRUCTION AND PROJECT MAPS

CITIZEN'S ENERGY GROUP PROJECT MAP

- Project map shows active gas, water, sewer and STEP (septic tank elimination) projects

[Click here for CEG Project Map](#)

DPW ROAD CLOSURE ALERTS

- Updated information regarding Indianapolis road closures

[Click here for DPW Road Closures](#)

INDYGO RED LINE: CONSTRUCTION

- IndyGo will be updating this project map when construction on the Red Line begins

[Click here for IndyGo Red Line Website](#)

MAC 2017 OVERVIEW: THIRD QUARTER JULY 1 - SEPTEMBER 30, 2017

STATISTIC SNAPSHOT:

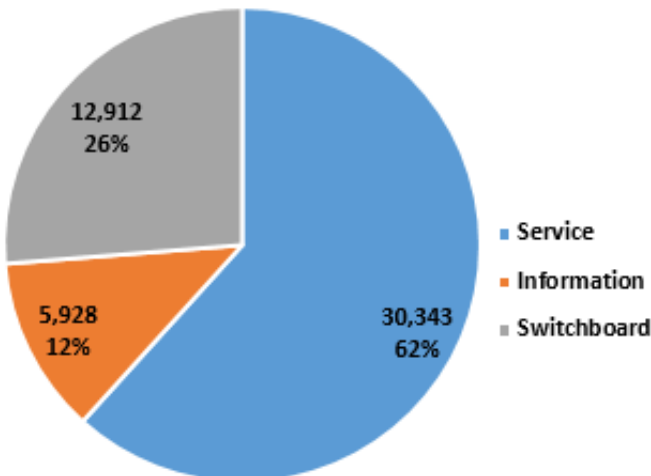
TOTAL CALLS HANDLED: 42,973 CALLS
HIGHEST DAILY CALL VOLUME: 1,207 CALLS
SPEED TO ANSWER: 20 SECONDS
PERCENT OF CALLS ANSWERED: 97%

TOTAL SERVICE CASES: 30,343 CASES
 TOTAL MAC SERVICE: 18,034 CASES
 TOTAL REQUESTINDY ONLINE: 7,087 CASES
 TOTAL REQUESTINDY MOBILE: 5,222 CASES

TOTAL INFORMATION CASES: 5,928 CASES
 TOTAL INFORMATION: 5,433 CASES
 TOTAL COMPLAINTS: 417 CASES
 TOTAL COMPLIMENTS: 78 CASES

TOTAL SWITCHBOARD CASES: 12,912 CASES

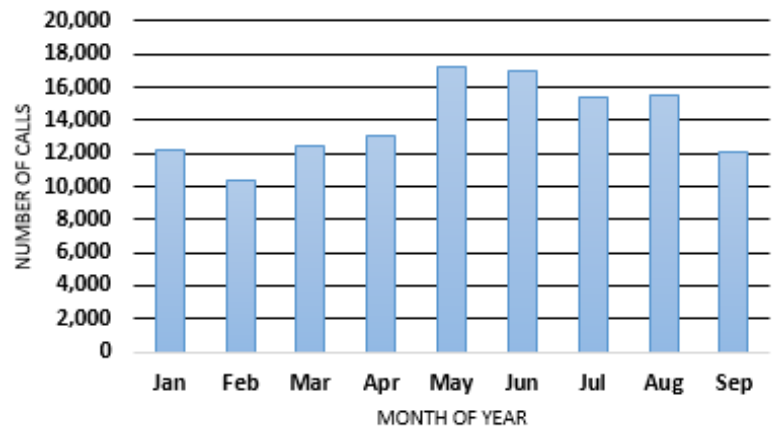
CASE OVERVIEW BY CASE TYPES



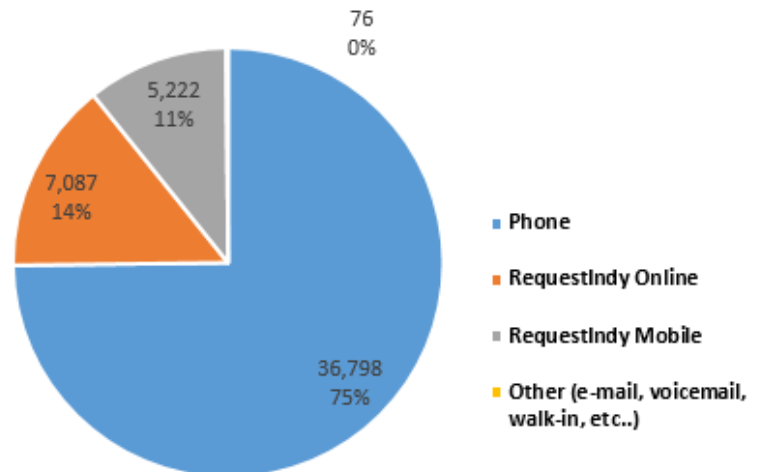
MAC CALL TRENDS:

The MAC's busiest season is the summer months, where call volumes can rise to above 1,000 calls per day. As noted in the graph below, call volumes rose as the summer months arrived. As the fall months arrive, call volume begins to decrease. In the third quarter of 2017, we answered 97% of all of the calls we received and averaged a 20 second speed to answer.

2017: All Calls Handled



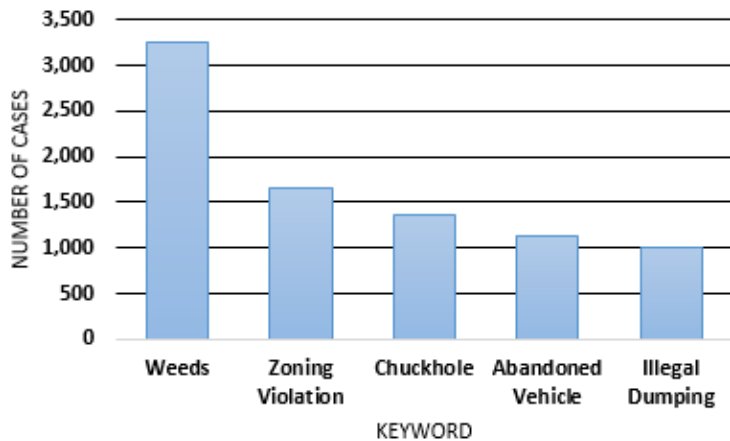
MAC CASES BY CASE ORIGIN



REQUESTINDY CASE STATS:

12,309 TOTAL CASES

Top 5 RequestIndy Cases

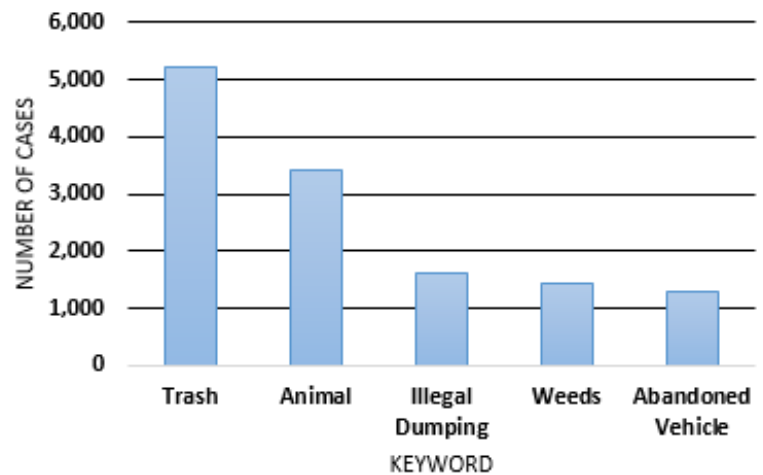


RequestIndy allows residents to request many of the common services at their own convenience. The graph above indicates the top 5 service cases requested by residents in the third quarter on RequestIndy.

MAC SERVICE CASE STATS:

18,034 TOTAL CASES

Top 5 MAC Service Cases

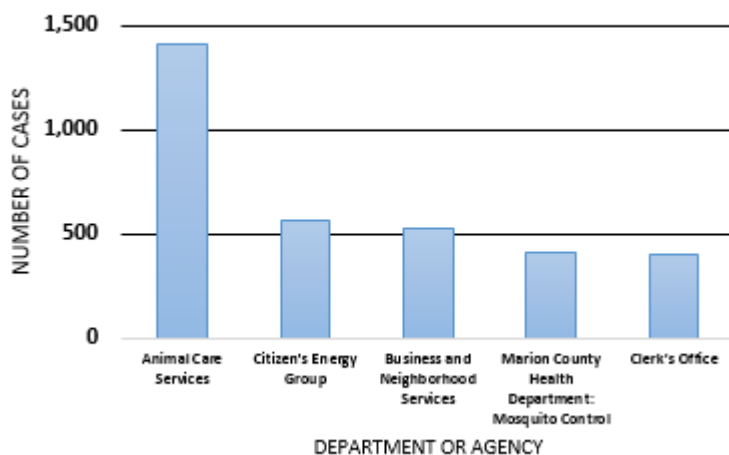


The MAC can enter a request for any offered city service that will be directly sent to the appropriate department. The graph above indicates the top 5 service cases requested by residents in the third quarter opened by the MAC.

SWITCHBOARD CASE STATS:

12,912 TOTAL CASES

Top 5 Switchboard Cases

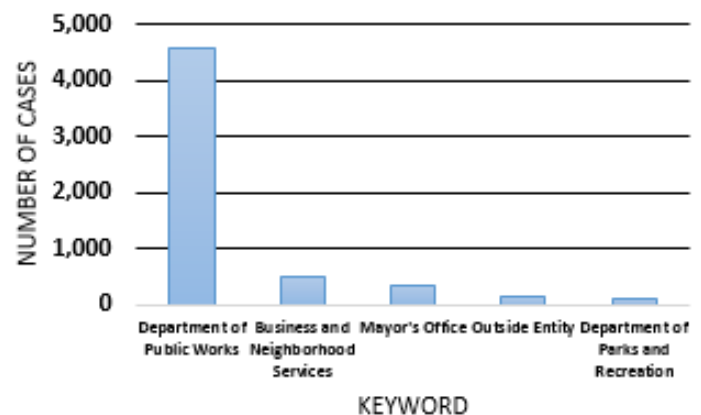


The MAC answers the City/County Switchboard line and the graph above shows the top 5 switchboard requests by callers in the third quarter. Other examples include, but are not limited to, the Assessor's office, Courts, Treasurer and non-emergency police.

INFORMATION CASE STATS:

5,928 TOTAL CASES

Top 5 Information Calls



The MAC receives many general information calls, the most common questions relate to trash pickup. The graph shows the top 5 information case types in the third quarter, categorized by city department.

DEPARTMENT OF METROPOLITAN DEVELOPMENT

The Department of Metropolitan Development (DMD) recently announced the kickoff of a city wide transportation integration plan, called Indy Moves. This plan is designed to integrate the transportation plans in Indianapolis. It's goal is to advance mobility and access for citizens, including transit, commuting, greenways, trails and freight. Visit the website below for additional information about why the plan was implemented, what the schedule and goals are, as well as how to get connected.



[Click here for more information about Indy Moves](#)

ANIMAL CARE SERVICES

WINTER WEATHER:

EXTREME WEATHER CONDITIONS

Animals must have access to adequate, food, fresh drinking water and shelter during extreme (hot or cold) weather. If you notice an animal in duress during extreme winter temperatures or weather, please report the issue to the MAC for Animal Care Services to investigate.

FERAL AND COMMUNITY CATS

If you have questions or concerns about feral and/or community cats, please contact Indy Feral (317.638.3223) or visit www.indyferal.org for additional information and resources.



DEPARTMENT OF PARKS AND RECREATION

DID YOU KNOW?

- Indy Parks offers 211 parks, 11,254 acres, 125 playgrounds, 155 sports fields, 135 miles of trails, 23 recreation centers and nature centers, 19 aquatic centers, 21 spray grounds, 13 golf courses and 4 dog parks.
- Eagle Creek has 1,400 acres of water and 3,900 acres of forest—this is one of the largest city parks in the nation.

[Click here for upcoming Indy Parks events and general park information](#)



DEPARTMENT OF PUBLIC WORKS: 2017 LEAF SEASON

MONDAY, NOVEMBER 6TH—FRIDAY, DECEMBER 1ST

LEAF COLLECTION GUIDELINES:

- All leaves must be placed in plastic waste bags. Paper bags can break down in wet weather.
- Residents may set out up to 40 bags of leaves per week. Leaves must be set out by 7am on your trash day and be at least 3 feet from any obstructions.



LEAF SEASON INFORMATION

- Leaves collected during the 2017 leaf season are taken to the Southside Landfill for composting. This compost will be available to Indianapolis residents, free of charge, in 2018. Residents must contact the Southside Landfill for availability at 317.247.6808
- Residents are responsible for keeping storm drains in front of their home free from any debris and obstructions. This can help avoid any drainage and flooding problems that can arise from a blocked storm drain.
- Bags of leaves set out after the leaf season collection dates (after December 1st) must be placed inside of the 96 gallon container, taken to the Citizen's Transfer Station or Southside Landfill.



[Click here for more information about the 2017 Leaf Season](#)

DEPARTMENT OF BUSINESS AND NEIGHBORHOOD SERVICES

OPEN BURNING REGULATIONS

WHAT IS OPEN BURNING?

- Open burning is described as burning materials outside, which can have both health and environmental affects, producing smoke and odor nuisance to those nearby.

WHAT CAN RESIDENTS BURN?

- Residents can burn between the hours of 10am—3pm in a non-combustible container. It must be placed at least 15ft from any structure and must be attended at all times. You must maintain a means to extinguish the fire at all times.
- Open burning is allowed in barbecue grills and patio fire pits

WHAT CAN RESIDENTS NOT BURN?

- Leaves, grass clippings, stumps, household garbage, waste lumber, furniture, tires, dead animals, hazardous/asbestos material, wire and hazardous materials.
- Residents are advised to report open burning incidents to the MAC. If residents feel it is an emergency, it can be reported to 911.

[Click here for more information about Open Burning](#)