



November 2022

Monthly Call Driver Summary Report

All 12 Districts Combined

ATL
311

31999

Calls Presented

29151

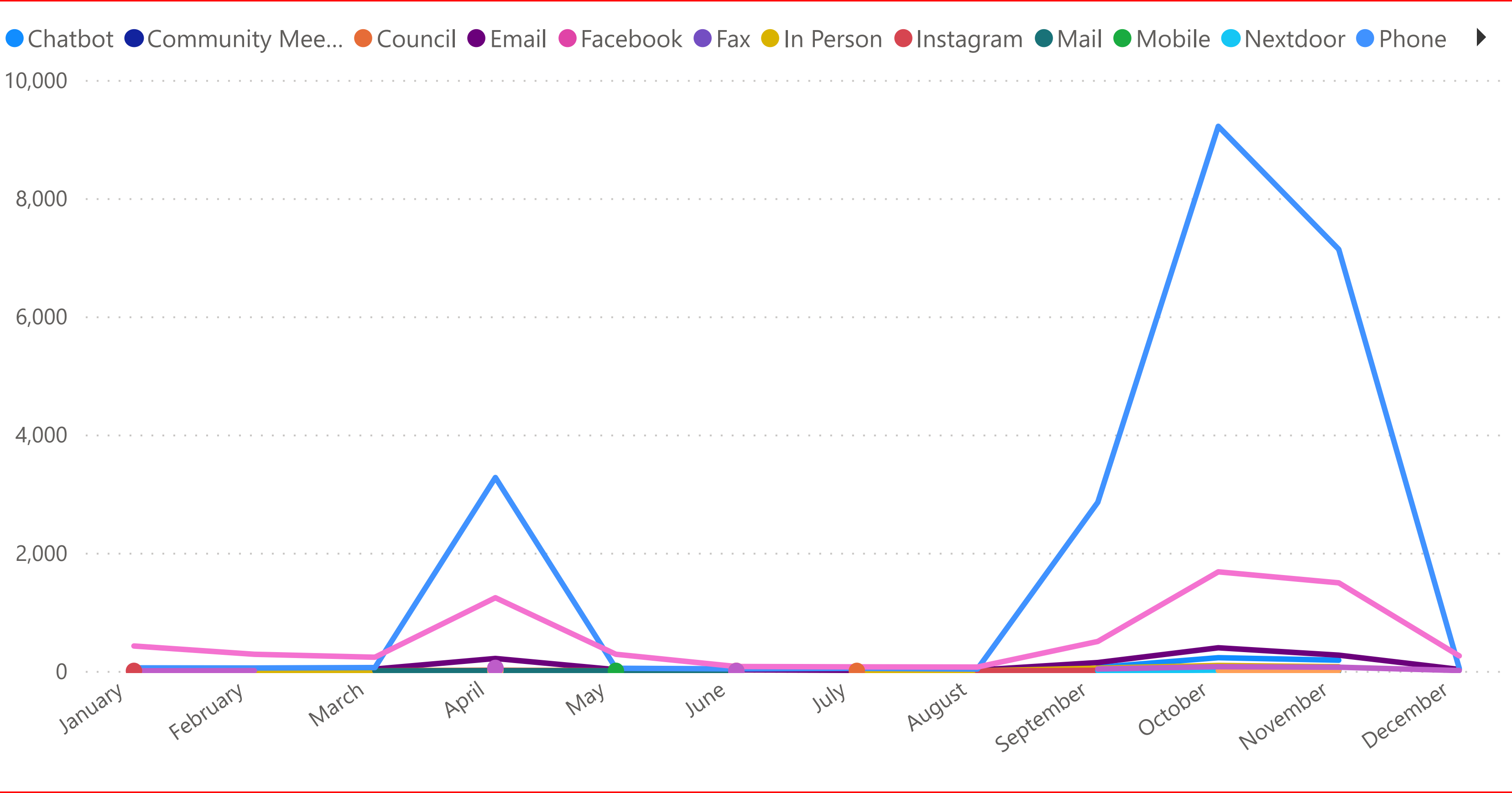
Calls Handled

Issue Cases by Source

Channel	Total
Phone	22837
Web	6589
Email	1190
Chatbot	467
In Person	236
Twitter	235
Facebook	104
Instagram	91
Council	76
Fax	63
Mail	34
Nextdoor	30
SeeClickFix	29
Community Meeting	17
Mobile	2

YTD Cases by Source

November 2021 - November 2022



Cases by Request Type

Rank	Total Cases
Case Fulfillment	17704
General Information	8287
Issue	5564
Referral	203
Complaint	119
	113
Compliment	10

Rank	Top 10 Call Driver Topics	Total Cases
1	Bulk Collection Request	2862
2	DWM - Account Information for Active Water And Sewer Account	1401
3	DWM - Payment Information for Active Water and Sewer Account	1373
4	Damaged Garbage Cart Replacement	1083
5	Missed Residential Garbage	1076
6	Bin Pick Up	1025
7	DWM - How to Request an Adjustment to Your Water and Sewer Bill	794
8	How to Request an Adjustment to Your Water and Sewer Bill	730
9	Missed Yard Trimmings	598
10	Damaged Recycling Cart Replacement	546

Overall Case Totals

32000

Total Cases

2849

Total Open Cases

28932

Total Closed Cases

Rank	Supportive Services Case Topics	Total Cases
1	DPW - Department of Public Works	14408
2	DWM - Department of Watershed Management	11120
3	ATLDOT - Atlanta Department of Transportation	2543
4	APD - Atlanta Police Department	2009
5	DOF - Department of Finance	550
6	DPR - Department of Parks and Recreation	408
7	DCS - Department of Customer Service	391
8	OCS - Office of Constituent Services	240
9	NonATL - Non-Atlanta	77
10	EXE - Executive Offices	68



November 2022

Monthly Call Driver Summary Report

District 11

ATL
311

2856

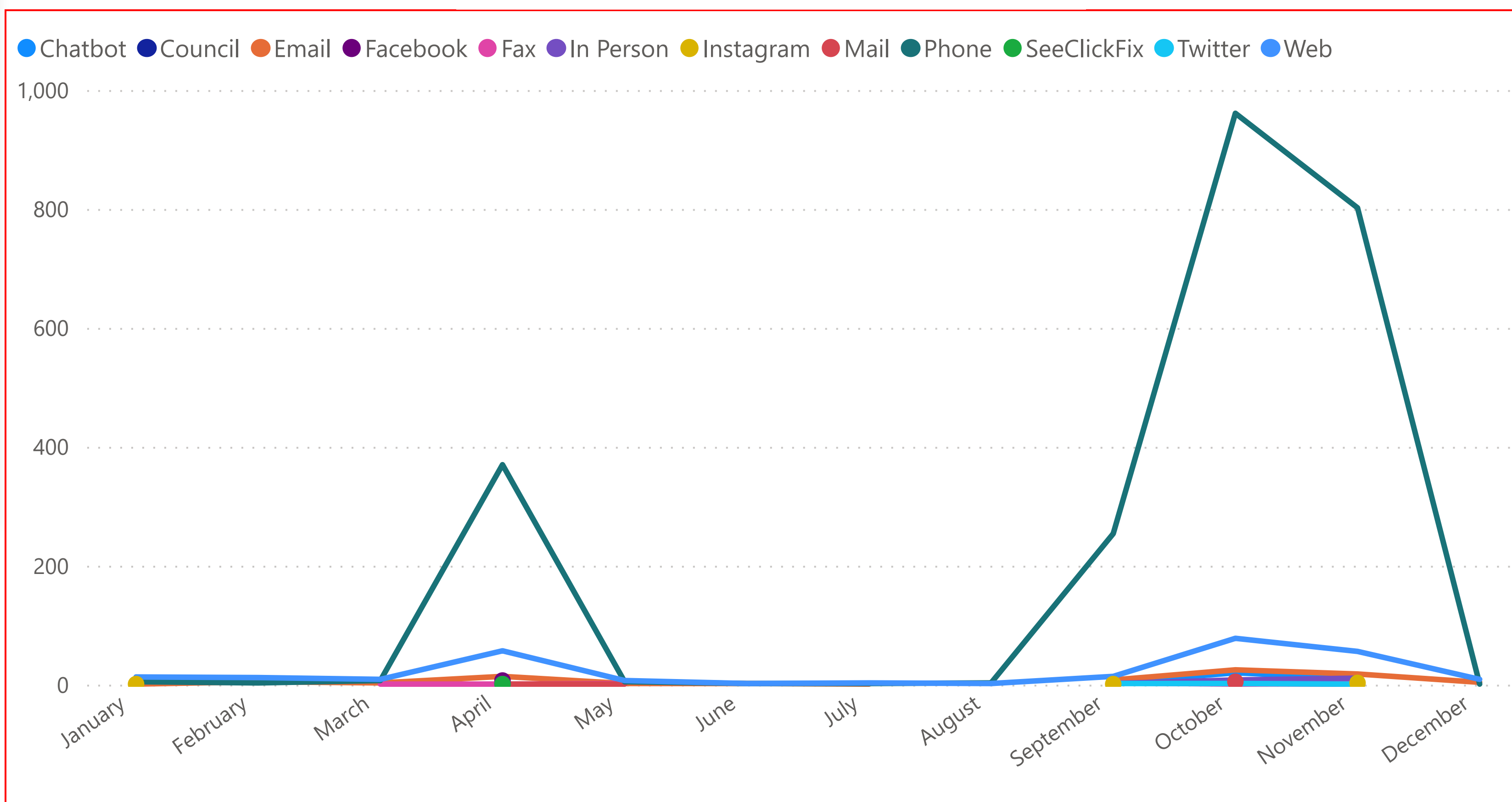
Calls Presented

2734

Calls Handled

YTD Cases by Source

November 2021 - November 2022



Cases by Request Type

Rank	Total Cases
Case Fulfillment	1555
General Information	897
Issue	381
Complaint	11
	6
Referral	5
Compliment	1



November 2022

Monthly Call Driver Summary Report

District 11

ATL
311

Rank	Top 10 Call Driver Topics	Total Cases
1	Bulk Collection Request	347
2	DWM - Payment Information for Active Water and Sewer Account	169
3	DWM - Account Information for Active Water And Sewer Account	132
4	Damaged Garbage Cart Replacement	128
5	Missed Residential Garbage	127
6	DWM - How to Request an Adjustment to Your Water and Sewer Bill	99
7	Bin Pick Up	68
8	How to Request an Adjustment to Your Water and Sewer Bill	63
9	Damaged Recycling Cart Replacement	49
10	Account Information For Active Water And Sewer Account	44

Overall Case Totals

2856
Total Cases

122
Total Open Cases

2719
Total Closed Cases

Rank	Supportive Services Case Topics	Total Cases
1	DPW - Department of Public Works	1328
2	DWM - Department of Watershed Management	1084
3	APD - Atlanta Police Department	209
4	ATLDOT - Atlanta Department of Transportation	122
5	DOF - Department of Finance	34
6	DPR - Department of Parks and Recreation	32
7	DCS - Department of Customer Service	17
8	OCS - Office of Constituent Services	12
9		4
9	DEAM - Department of Enterprise Asset Management	4
9	NonATL - Non-Atlanta	4