



MAYOR'S ACTION CENTER

QUARTERLY NEWSLETTER
SECOND EDITION 2018

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 REQUESTS: REMAINING ANONYMOUS

- All callers have the options to remain anonymous on the cases they are submitting. Each call will begin with a standard MAC greeting and will be followed by a request for their name and contact information.
- By providing contact information, the MAC is able to create a contact profile for citizens. This increases efficiency and allows MAC reps to easily look at their requests for status updates, especially if the citizen does not have their case tracking number.
- The MAC can also collect additional contact information, including e-mail addresses. If a citizen has provided an e-mail to the MAC, their case number will be automatically e-mailed, making it easier to follow up on the case for an update.
- Certain request types do require contact information, which has been set by the department. They have asked for this information to make it possible to contact the resident for additional details, if necessary. A MAC rep will let citizens know if contact information is required on a certain case type.



WALK-IN SERVICE: 200 E Washington St. Suite 2160

PHONE SERVICE: (317) 327-4MAC

REQUESTINDY:

Free mobile application for Android/iOS
Online Platform: www.indy.gov/RequestIndy

MY.INDY.GOV: UPDATED SERVICES

Striving to make government services more accessible to citizens, the Shift Indy project is continually making more services available through the new website.

Property Tax Services

- Pay property taxes online
- Review tax rates
- Mortgage Deductions
- Homestead Deductions

Contact the Mayor

- Request a certificate, proclamation or greeting from the Mayor
- Write to the Mayor
- Request the Mayor at an event

Contact IMPD

- Send a traffic complaint
- Request extra patrols

Request Public Records

- Request public information from city or county agencies

[Click here to visit my.indy.gov](http://my.indy.gov)

**MAC Q1 2018 OVERVIEW:
JANUARY 1ST - MARCH 31ST**

STATISTIC SNAPSHOT:

TOTAL CALLS HANDLED: 41,293 CALLS
HIGHEST DAILY ANSWERED CALLS: 1,159 CALLS
SPEED TO ANSWER: 9 SECONDS
PERCENT OF CALLS ANSWERED: 99%

TOTAL SERVICE CASES: 43,933 CASES
 TOTAL MAC SERVICE: 18,934 CASES
 TOTAL REQUESTINDY ONLINE: 16,211 CASES
 TOTAL REQUESTINDY MOBILE: 8,788 CASES

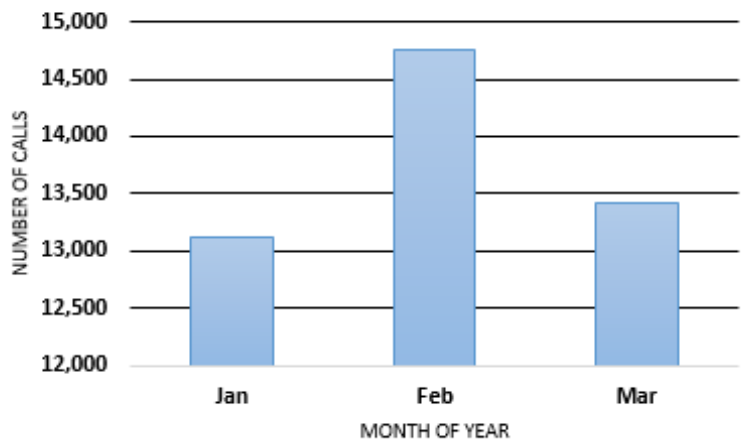
TOTAL INFORMATION CASES: 4,821 CASES
 TOTAL INFORMATION: 4,434 CASES
 TOTAL COMPLAINTS: 329 CASES
 TOTAL COMPLIMENTS: 58 CASES

TOTAL SWITCHBOARD CASES: 11,547 CASES

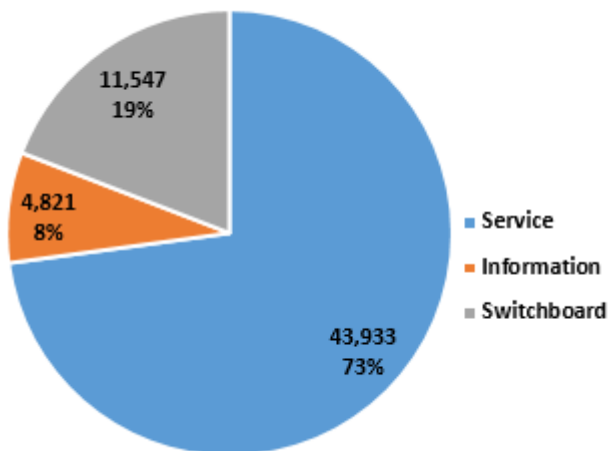
MAC CALL TRENDS:

During the winter months, the MAC's volume is typically at it's lowest. Weather conditions or events can cause increases in calls, evident in the graph below. In the first quarter of 2018, we answered 99% of all of the calls we received and averaged a 9 second speed to answer. Additionally, the average call was handled in 2 minutes and 13 seconds.

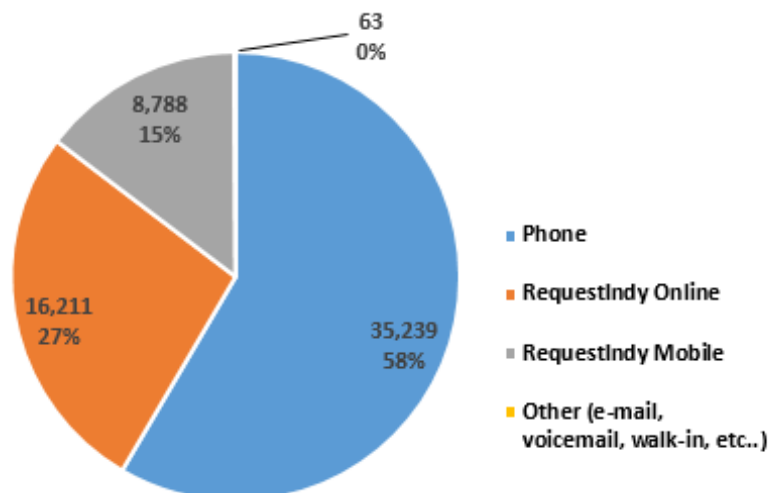
January 1 - March 31: All Calls Handled



CASE OVERVIEW BY CASE TYPES

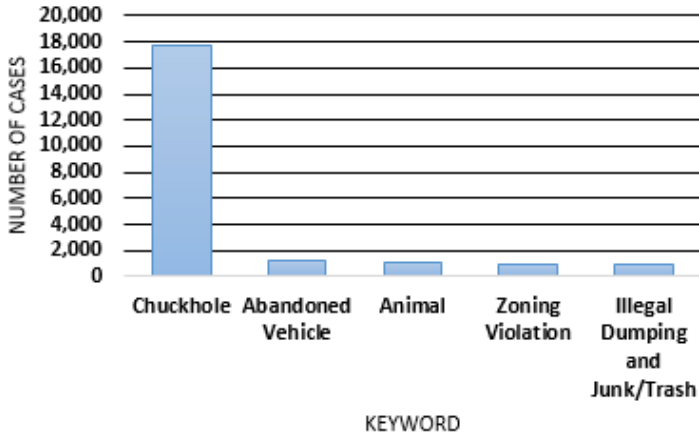


CASE ORIGIN



REQUESTINDY STATS: 24,999 TOTAL CASES

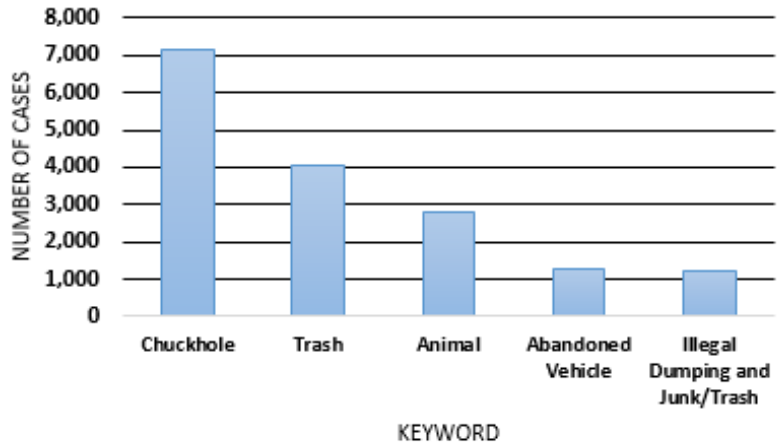
Top 5 RequestIndy Cases



RequestIndy allows residents to request many common city services at their own convenience. The graph above indicates the top 5 service cases requested by residents in the first quarter of 2018 on the RequestIndy mobile and online applications.

MAC SERVICE CASE STATS: 18,934 TOTAL CASES

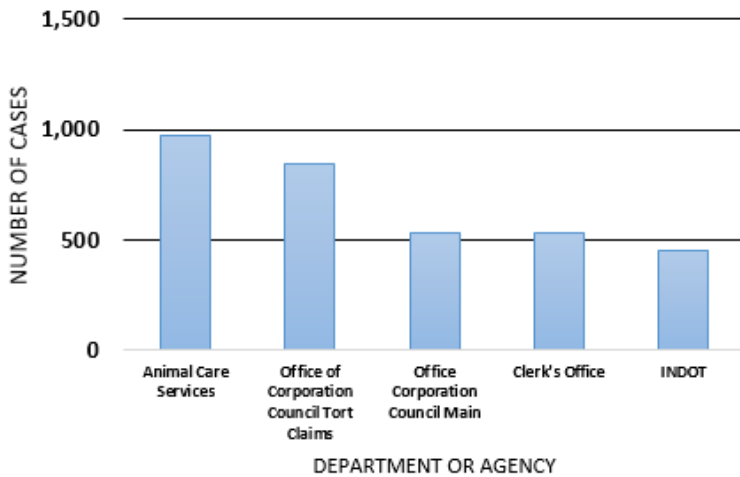
Top 5 MAC Service Cases



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 first quarter of 2018 opened by the MAC.

SWITCHBOARD CASE STATS: 11,547 TOTAL CASES

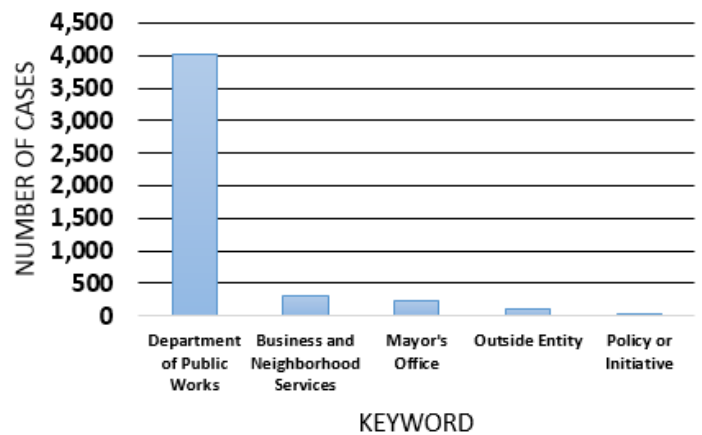
Top 5 Switchboard Cases



The MAC answers the City/County Switchboard line and the graph above shows the top 5 switchboard requests by callers in the first quarter of 2018. Other examples include, but are not limited to, the Assessor's office, Courts, Treasurer and non-emergency police.

INFORMATION CASE STATS: 4,821 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 first quarter of 2018, categorized by city/county department.

INDIANAPOLIS ANIMAL CARE SERVICES

INDY CARES

COMPANION ANIMAL RESOURCES,
EDUCATION AND SUPPORT



Animal Care Services (IACS) recently launched a new program to help empower local pet owners to provide care to their animals. This program's goal is to reduce the number of animals surrendered to IACS due to cost of medical care and upkeep, housing or behavior issues. It aims to connect residents with local resources, education and support as an alternative to surrendering their animal to the shelter.

[For more information on Indy CARES, please click here](#)

ADOPTION CENTER HOURS:

Sun: 10 a.m. - 6 p.m.
Mon: 10 a.m. - 6 p.m.
Tues: 10 a.m. - 6 p.m.
Wed: CLOSED
Thurs: 10 a.m. - 7 p.m.
Friday: 10 a.m. - 6 p.m.
Sat: 10 a.m. - 6 p.m.

DEPARTMENT OF PARKS AND RECREATION

EAGLE CREEK PARK: ORNITHOLOGY CENTER

Eagle Creek Park is one of the largest city parks in the nation, with 1,400 acres of water and 3,900 acres of forest. Some amenities include walking trails, beach with swimming area, Earth Discover Center and Ornithology Center.

The Ornithology Center is home to several different kinds of birds, including bald eagles, great blue herons, double-crested cormorants, grebes loons and others.

Several programs are hosted each year with topics for all ages. A few are included below.

- **MEET A RAPTOR:** Every Saturday at 2:30 PM, the public can meet raptor birds up close through outdoor viewing enclosures. The weekly event is free.
- **SATURDAY MORNING HIKES:** Every Saturday morning (9:00 AM—10:30 AM) in April /May, a hike with a Naturalist will depart from the Ornithology Center. The cost is \$3 per hike, pre-registration is encouraged, but walk-ins are welcome.



[For more information on Eagle Creek Park, please click here](#)

DEPARTMENT OF BUSINESS AND NEIGHBORHOOD SERVICES

GRAFFITI—PRIVATE PROPERTY

WHAT CAN BNS DO?

- After the private property graffiti issue is reported to the Mayor's Action Center, a BNS inspector will review the complaint and inspect the property.
- If the inspector determines graffiti exists, a notice of violation is issued to the property owner. The property owner will have 30 days to remove the graffiti. If the graffiti is not removed after the allotted time, a \$50 citation will be issued.
- BNS will include educational materials with the notice of violation regarding abatement assistance. Abatement assistance is available through Keep Indianapolis Beautiful (KIB).
- Private property graffiti enforcement season runs from April 1st—October 31st

HOW DO I REPORT GRAFFITI ON PRIVATE PROPERTY?

- Contact the Mayor's Action Center (317.327.4622) or through the RequestIndy mobile or online application. Provide the street address and details including the location of the graffiti on a property.

Contact the Mayor's Action Center for More Information About Graffiti Removal

DEPARTMENT OF PUBLIC WORKS

WHAT IS DPW'S TOXDROP PROGRAM?

- Marion County residents can use the ToxDrop program to safely dispose of any unwanted and unused household hazardous waste. The program provides a safe manner of disposal to keep these unwanted wastes out of the city's landfills, sewers and waterways.
- ToxDrop requests that all chemical waste be brought in plastic crates, cardboard boxes or storage bins. Transporting chemicals in trash bags can cause spills and safety hazards.
- Acceptable household hazardous waste include, but is not limited to: adhesives, bathroom & carpet cleaners, florescent light tubes, gasoline, herbicides, lead acid batteries, mercury, paint stripper, pesticides, propane tanks, wood varnishes, ammonia, brake fluid, insecticides, lighter fluid, paint, paint thinner, pool chemicals, wood stains, used motor oil and many more.

[Please click here for the full list of accepted items at ToxDrop locations](#)

TOXDROP LOCATIONS & TIMES

West Street Collection Facility

1725 West Street, Bldg. 1
Tuesdays and Thursdays, 9am- 11am

Perry Township Government Center

4925 S. Shelby St
2nd Saturday of each month, 9am- 2pm

IMPD Training Facility (located near Superior Court 13)

9049 E. 10th St
3rd Saturday of each month, 9am- 2pm

Traders Point Collection Facility

7550 N. Lafayette Rd
1st Saturday of each month, 9am- 2pm