



PRESS RELEASE

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MAYOR'S ACTION CENTER CELEBRATES MILESTONE *Mayor Ballard Makes 25,000th Follow-up Call to Citizen*

INDIANAPOLIS – The Mayor's Action Center (MAC) celebrated a milestone on Monday afternoon, making the 25,000th follow-up call to a citizen who had requested City services. Mayor Greg Ballard was on hand to make the 25,000th call himself.

Mayor Ballard spoke with a citizen who had reported her 96-gallon cart stolen. In her conversation with the Mayor she confirmed she had received her replacement cart and was satisfied with the service provided by the MAC.

In addition to other efforts to improve performance and efficiency in the MAC, customer service representatives have been making outbound calls since November 2008 to citizens for closure once a service has been rendered. Since the beginning of 2009, the MAC has also achieved an average abandoned-call rate of less than 2 percent.

“We are committed to actively pursuing ways to improve quality and service to individuals and neighborhoods,” said Director of Constituent Services, Sarah Taylor. “We have made great strides in this effort thanks to the hard work of our customer service representatives and improvements in technology, allowing us to streamline services and find efficiencies.”

Citizens are able to report problems or request City services by calling the MAC at 327-4MAC (4622) during operating hours (Monday through Friday 7:30 a.m. to 5:30 p.m.) or submitting a request for service online at www.indy.gov/mac.

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Established in the early 1990's, the Mayor's Action Center provides the citizens of Indianapolis and Marion County with one central organization to contact for requesting service, obtaining information or registering complaints. This year the MAC is handling more calls than this time last year, and the percent of calls lost or abandoned has gone down to two percent from 16 percent in 2008.

***Photo Caption: Mayor Greg Ballard, assisted by Mayor's Action Center (MAC) Customer Service Representative, Tameeka Baldwin, make the MAC's milestone 25,000th follow-up call to a citizen who had requested City services.

