MAYOR’S ACTION CENTER LAUNCHES NEW WEBSITE

Site provides answers to frequently asked questions, links to resources

INDIANAPOLIS -- Citizens can now access a wide variety of valuable information and resources through the new Mayor’s Action Center (MAC) Web site located at http://www.indy.gov/mac.

As an extension to the Mayor’s Action Center call line and online service request form, the MAC Web site provides information for citizens they can access 24 hours a day, seven days a week.

“Citizens in Indianapolis and Marion County now have more information at their fingertips than ever before,” said Mayor Greg Ballard. “The Mayor’s Action Center has done a tremendous job of improving customer service and the new Web site can only add to their success as we continue to find new and effective ways to distribute important and helpful information to our constituents.”

The Web site includes a frequently asked questions page with details about reporting potholes, trash pick-up and illegal dumping, reporting high weeds and grass, zoning violations, and more.

The Web site also provides links to information about street light and power outages, court locations, toxic material drop off locations, recycling, social services, dead animal pick-up, orders of protection and neighborhood liaisons.

“We have made great strides in our efforts to improve customer service and streamline processes within the MAC,” said Mayor’s Action Center Administrator, Chris Pichereau. “The new Web site is a great resource and we are confident it will further our efforts to have useful information readily accessible for the citizens of Indianapolis and Marion County.”

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 22 percent in 2008.

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“We are committed to actively pursuing ways to improve quality and service to individuals and neighborhoods,” said Director of Constituent Services Sarah Taylor. “The new Web site is a great tool and will help us to increase satisfaction from citizens and more effectively meet their needs.”

Also new to the MAC is the Outbound Call Program. For the first time since its inception, the MAC is calling citizens back for closure once a service has been rendered. The MAC piloted this program in the last quarter of 2008. Since officially launching the program in January 2009, the MAC has made over 15,000 calls to citizens with closed service requests while continuing to maintain high performance measures in relation to answering calls for service requests and problem reporting.

*For performance measures, please see the attached call center statistics for 2007 – 2009.

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