INDIANAPOLIS – The Mayor’s Action Center (MAC) celebrated a milestone on Wednesday afternoon, making the 50,000th follow-up call to a citizen who had requested City services. Department of Public Works Director David Sherman was on hand to make the 50,000th call.

Director Sherman spoke with a citizen who had reported 15 chuckholes near the 1800 block of E. Maryland St. During the call, the citizen confirmed that all of the chuckholes had been filled and expressed satisfaction with the services provided by the MAC.

Mayor Greg Ballard has charged members of his administration with finding ways to improve the level of service and ways in which citizens are able to interact with local government. 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 2010, the MAC has also achieved an average abandoned-call rate of less than 2.5 percent.

“We are excited to have Director Sherman join us for the 50,000th call as we continue our commitment to pursuing ways to improve quality and service to individuals and neighborhoods,” said Director of Constituent
Services, Sarah Taylor. “With great support from Mayor Ballard, we have made significant 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 anytime through RequestIndy 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.