

Citizen Initiated Requests (Augusta 311)

During 2024 the Augusta 311 call center received 196,847 calls for the year. During operating hours 127,436 calls came in and a total of 107,115 were answered with a performance rate of 84%. A breakdown of departmental performance as it relates to citizen-initiated requests is shown below with total number of requests, closed requests and the percentage of requests completed for the year.

Other Communication Channels		
Emails Received: 2,142	Web Entries: 2,612	Mobile App Entries: 3,420

Total Requests Entered by Department

Calls Presented:		Calls Handled:	Abandoned/Dequeued:	Average:	
24/7	7am-7pm			Queue Time	Handle Time
196,847	127,436	107,115	19,849/15,023	00:02:42	00:03:22
Departments:		Total	# Open	# Closed	Percent Complete
Environmental Services		35,020	1,751	33,269	95%
Animal Services		936	0	936	100%
Central Services—Facilities		1,613	27	1,586	98%
Engineering		7,798	1,991	5,807	74%
Marshal's Office		1,189	96	1,093	92%
P&D Code Enforcement		1,993	369	1,624	81%
Sheriff's Office		823	32	791	96%
Utilities		2,158	736	1,422	66%
Recreation and Parks		187	64	123	66%
Risk Management		389	6	383	98%
Transit		33	6	27	81%
Mosquito Control		2,011	686	1,325	66%
Totals		52,139	5,078	47,061	86%

Mosquito Control totals are for information purposes only and are not reflected in totals

Information Only Calls:

Information only calls are calls received by the Augusta 311 Office for common questions like office hours, locations, and other common information that can be found on the city's website site. Also, information only calls are for constituents who call to follow-up on previously reported concerns that do not require a new request for service to be initiated.

Information Request - Department Totals

Department	Count
2-1-1	29
911 Dispatch	174
Accountability Court	4
Administrator's Office	120
Ambulance Services	13
Animal Services	1,487
Atlanta Gas Light	46
Augusta Regional Airport	1
Board of Education	36
Board of Elections	468
Burn Band Request	18
CERES	1,209
CSR System Internal Group	88
Census 2020	1
Central Services	89
Central Services - Fleet Management	10
Civil and Magistrate Court	404
Clerk of Commission	142
Clerk of Superior Court	582
Columbia County	340
Comcast	83
Compliance	6
Coroner's Office	3
DBE	1
DFACS	32
Daniel Field Airport	3
Department of Motor Vehicles	41
Department of Transportation (DOT)	184
Distribution Center (POD)	5
District Attorney's Office	35
Donations - Hurricane Helene	6
Drug Court	9

EEO	1
Emergency Mgt. Agency	82
Engineering	207
Engineering - Admin	55
Engineering - Maintenance	1,962
Engineering - Traffic Engineering	393
Engineering Department	10,723
Environmental Services	43,380
Equal Employment Opportunity	4
Extension Office	22
FEMA	892
Finance	483
Finance - Risk Management	128
Finance - Fleet Management	18
Finance -Payroll	26
Fire Department	100
GIS	7
Georgia Forestry Commission	38
Georgia Power (Streetlight Outage)	254
Georgia Power- Power Outage	231
Health Department	99
Housing and Community Development Housing	94
Housing and Community Development Programs	54
Human Resources - HealthStat	19
Human Resources Benefits	66
Human Resources Compensation	30
Human Resources Employment	170
IT Administration	23
Information Technology	118
Jefferson Energy	34
Jury Services	91
Juvenile Court	18
Land Bank Authority	15
Law Department	4
Law Library	7
Library	16
Marshal's Office	2,919
Mayor's Office	80
Mosquito Control	562
Non-Government Request	1,325
Planning and Development	1,411
Planning and Zoning	2,314
Probate Court	263
Probation Services	20

Procurement	60
Public Defender	19
RCCI	2
Recreation	190
Recreation and Parks	369
Richmond County Board of Education	23
Shelter Information	17
Sheriff's Office	1,400
Solicitor's Office	437
State Court	47
State Court Solicitor	47
Superior Court	197
Tax Assessor	89
Tax Commissioner	298
Transit	148
Utilities	7,143
Utilities-Cashiering	16
Utilities-Construction and Maintenance	165
Utilities-Customer Service	115
Utilities-Delinquent Accounts	3
Volunteering	8
Overall	85,220