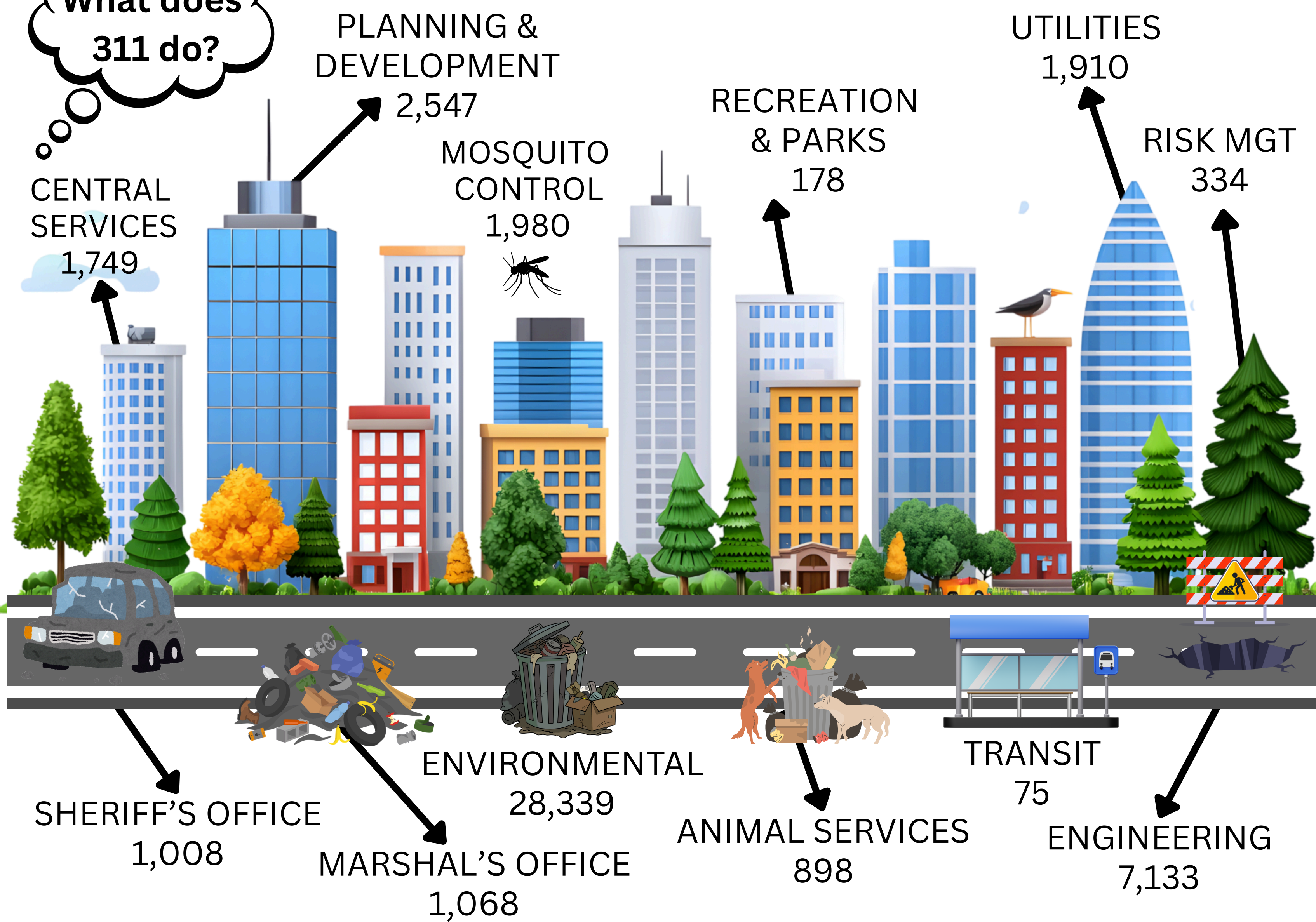
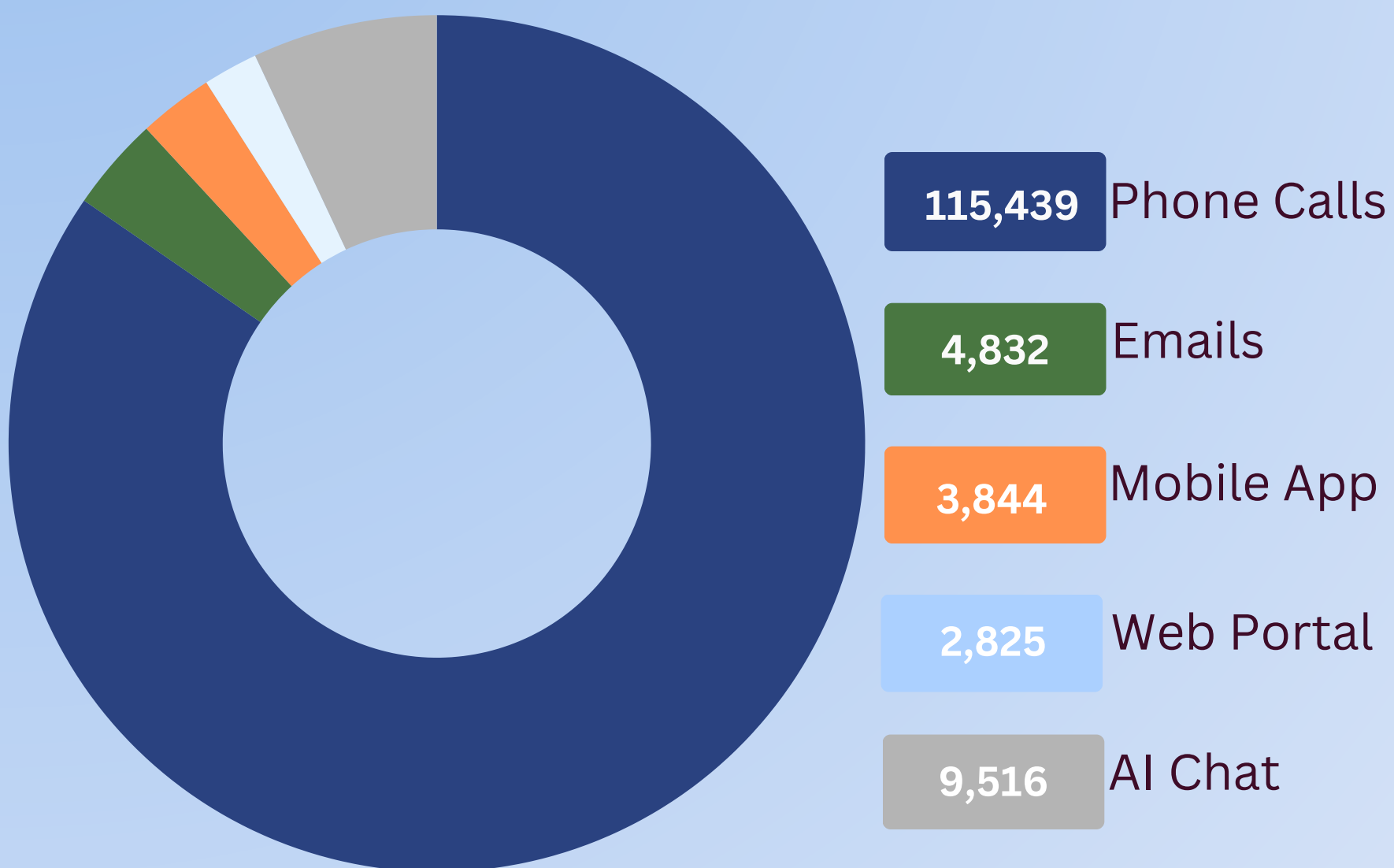


Augusta 311 (2025 Statistics)

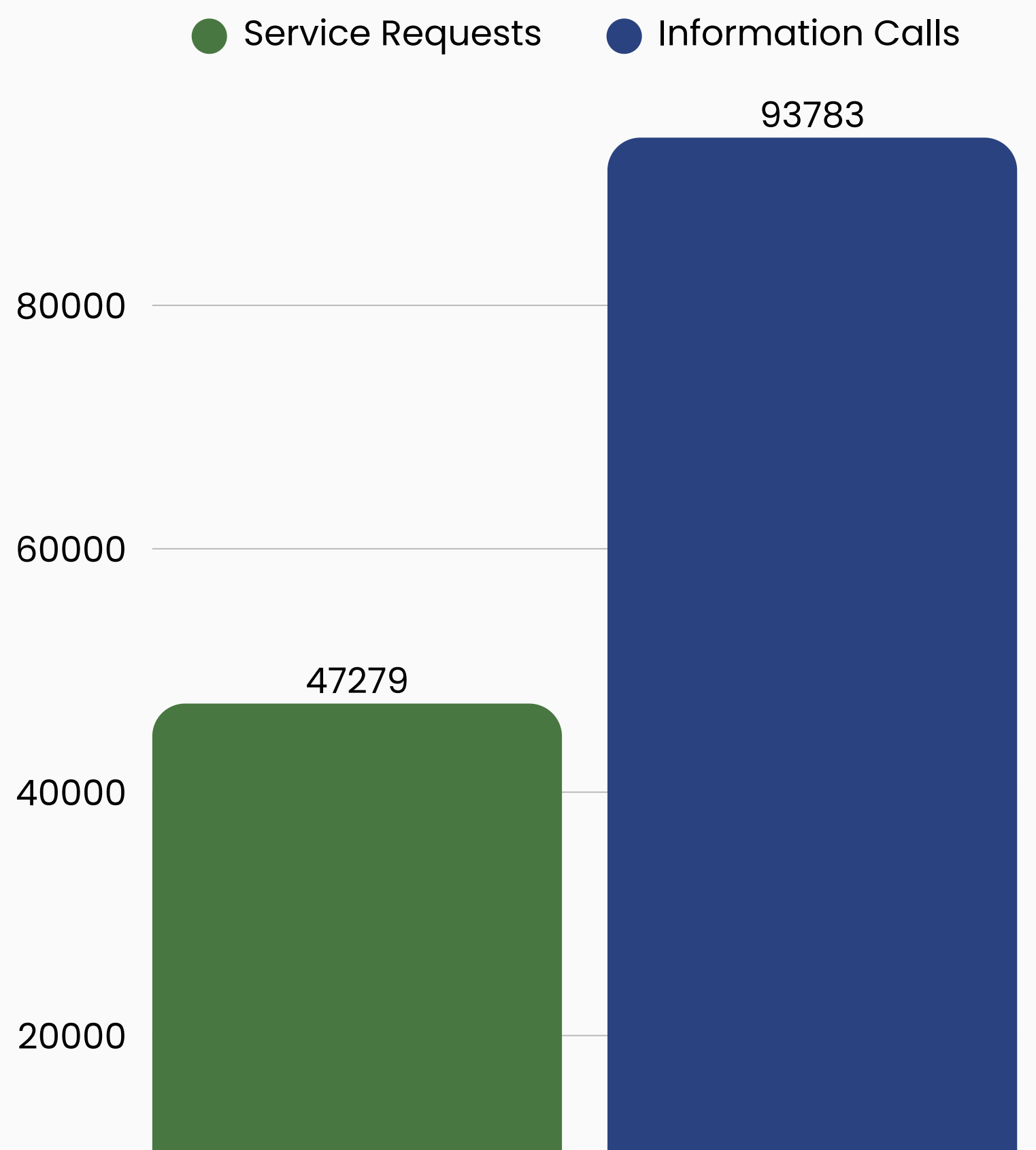
What does 311 do?



Communication Channels



2025 Constituent Interactions



2025 District Totals

District Totals

47,279



District 1
8,635



District 2
6,399



CUSTOMER SERVICE



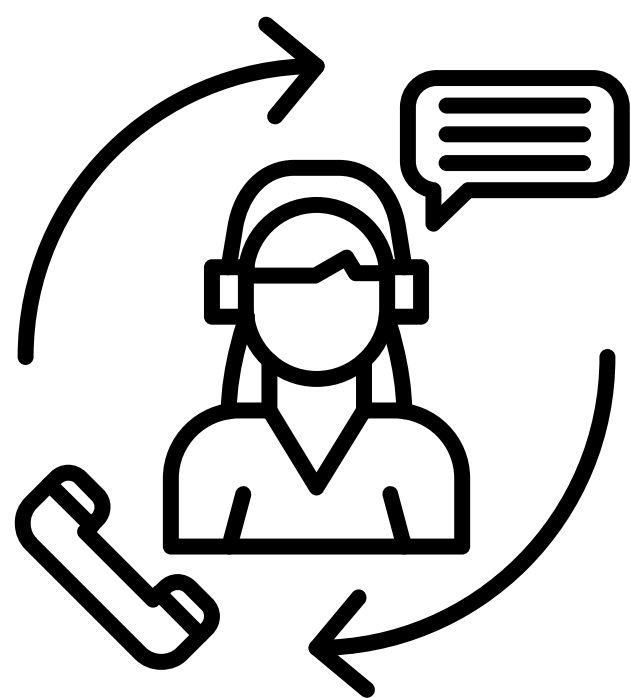
District 3
5,892



District 6
5,470



District 4
4,973



Super District 9
26,206



Super District 10
21,073



District 7
5,434



District 5
6,199



District 8
4,277

Customer comes to you with a need

Evaluation & review

Use expertise to find a Solution



Customers needs are met

Provide updates and progress

Augusta 311 (Information Only Calls)

Information Only calls do not require a request for service due to a few factors. Information Only calls are department or agency specific questions or follow-ups to existing requests. The following information shows how often the call center interacts with constituents throughout the calendar year.

<u>Department</u>	<u>Count</u>	<u>Department</u>	<u>Count</u>
2-1-1	124	Coastal	83
9-1-1	502	Columbia County	476
Accountability Court	2	Comcast (WOW)	74
Administrator's Office	348	Compliance	11
Ambulance Services	8	Coroner's Office	4
Animal Services	1,393	DFACS	19
Atlanta Gas Light	30	DNR	4
Augusta Regional Airport	4	DMV	30
Board of Education	21	DOT	141
Board of Elections	179	Disaster Assistance	50
CERES	2,203	District Attorney	50
Central Services	1,130	Drug Court	5
Civil and Magistrate Court	425	Emergency Management	21
Clerk of Commission	135	Engineering Department	8,943
Clerk of Superior Court	478	Engineering - Admin	58

Augusta 311 (Information Only Calls)

<u>Department</u>	<u>Count</u>	<u>Department</u>	<u>Count</u>
Engineering - Maintenance	2,794	HR - Benefits	46
Engineering - Traffic	355	HR - Compensation	21
Environmental Services	48,342	Information Technology	2,077
Extension Office	8	Jefferson Energy	41
FEMA	289	Jury Services	125
Finance	386	Juvenile Court	8
Finance - Risk Management	138	Land Bank Authority	13
Finance - Fleet Complaints	10	Law Department	19
Fire Department	110	Library	14
GIS	28	Marshal's Office	2,186
Georgia Forestry	36	Mayor's Office	63
Georgia Power (Streetlights)	283	Mosquito Control	424
Georgia Power - Outage	83	Non-Government Issue	1,900
Health Department	99	PPDR (Personal Property)	45
HCD - Housing	106	Planning and Development	4,946
HCD - Programs	53	Probate Court	382
HR - HeathStat	23	Probation Services	5

Augusta 311 (Information Only Calls)

<u>Department</u>	<u>Count</u>
Procurement	49
Public Defender	31
RCCI	1
Recreation and Parks	573
Shelter Information	3
Sheriff's Office	2,213
Solicitor's Office	790
State Court	239
Superior Court	235
Tax Assessor	120
Tax Commissioner	353
Team Rubicon	32
Transit	155
Utilities	6,375
Total	93,783

Departmental Statistics

Service Requests by Department

Animal Services

- 898 Request (Avg. 11 Days) 100% Complete



Abandonment

21

Avg. 2.2 Days

Animal Attack

3

Avg. 1.8 Days

Barking

19

Avg. 9.8 Days

Confined

28

Avg. 0.3 Days

Cruelty

16

Avg. 95 Days

Dead

316

Avg. 0.8 Days

Dog Fight

3

Avg. 1 Days

Hot Car

1

Avg. 1 Days

Injured

8

Avg. 0.4 Days

Investigate

23

Avg. 60.2 Days

Protective Custody

23

Avg. 7.5 Days

Stray Animal

420

Avg. 10 Days

Trap Request

17

Avg. 2.3 Days

Service Requests by Department

Central Services

- 1,749 Requests (Avg. 16 Days) 96% Complete



AC/ Heating Issue
242
Avg. 10 Days

Appliance Issue
32
Avg. 14 Days

Beazley Rm. Request
165
Avg. 31 Days

Boat Dock Issue
6
Avg. 57 Days

Brick Damaged
5
Avg. 19 Days

Ceiling Issue
64
Avg. 26 Days

Construction Project
24
Avg. 23 Days

Custodial Request
18
Avg. 30 Days

Debris Removal
3
Avg. 12 Days

Door Issue
187
Avg. 14 Days

Drinking Fountain
15
Avg. 43 Days

Electrical Issue
115
Avg. 10 Days

Floor Issue
29
Avg. 42 Days

Furniture Move
128
Avg. 12 Days

Grounds Maint.
45
Avg. 42 Days

Service Requests by Department

Central Services Cont.

Gutter Maint.

5

Avg. 13 Days

Lighting Issue

166

Avg. 14 Days

Painting Request

24

Avg. 33 Days

Pest Issue

5

Avg. 29 Days

Plumbing Issue

378

Avg. 10 Days

Roof Issue

26

Avg. 27 Days

Vandalism

8

Avg. 16 Days

Wall Issue

39

Avg. 11 Days

Window Issue

20

Avg. 35 Days

Service Requests by Department

Planning and Development (Code Enforcement)

- 2,547 Requests (Avg. 43 Days) 83% Complete

Additional Duties
986
Avg. 25 Days

Int. Property Code
297
Avg. 118 Days

IPMC Housing
71
Avg. 47 Days

Nuisance
887
Avg. 74 Days

Reassign - Dept
251
Avg. 17 Days

Tires
3
Avg. 20.2 Days

Zoning
52
Avg. 61 Days



Request Types

Abandoned Building - 121	Odors - 30	Trash & Debris - 519
Building in Disrepair - 166	Overgrowth - Private - 1,053	Trees Private Property - 147
Commerical Trucks - 33	Raw Sewage - 17	Unsanitary Conditions - 88
Fence Height - 7	Scrap Tires - 1	Visibility Issues - 99
Illegal Business Operations - 55	Signs - Private Property - 8	Zoning Violations - 37
Living in Camper - 17	Tenant Complaints - 149	

Service Requests by Department

Engineering (Maintenance, Construction, Traffic)

- 7,133 Requests (Avg. 76 Days) 69% Complete



Creek Request

72

Avg. 83 Days

Construction Issue

77

Avg. 14 Days

Curb/ Gutter

87

Avg. 92 Days

Ditch Request

549

Avg. 109 Days

Driveway Request

43

Avg. 84 Days

Erosion Complaint

103

Avg. 67 Days

Flooding

122

Avg. 65 Days

GDOT Issue

151

IA Review

88

Avg. 27 Days

Litter Complaint

39

Avg. 2 Days

Low Hanging Limb

251

Avg. 83 Days

New Sign Request

66

Avg. 88 Days

Pothole

921

Avg. 70 Days

Retention Pond

88

Avg. 95 Days

Repave/ Resurface

103

Service Requests by Department

Engineering (Cont.)

Road Scrape

36

Avg. 129 Days

ROW Request

733

Avg. 84 Days

Sidewalk Request

126

Avg. 111 Days

Sign Issue

323

Avg. 68 Days

Sign Down

219

Avg. 58 Days

Sinkhole

249

Avg. 79 Days

Encroachment Permit

509

Avg. 139 Days

Storm Drain Request

593

Avg. 77 Days

Street Sweeping

216

Avg. 75 Days

Streetlight Issue

192

Avg. 74 Days

Restripe Request

84

Avg. 63 Days

Stump Removal

35

Avg. 96 Days

Traffic Signal

410

Avg. 29 Days

Tree Removal

422

Avg. 69 Days

Vegetation

224

Avg. 89 Days

Service Requests by Department

Environmental Services- 28,339 Requests

Admin Review

1,085

Assisted Collections

50

Billing Inquiry

1,058

Care and Diligence

229

Cart Request

3,954

Cart Removal

1,723

Cart at Road

116

Collection Issue

8,450

Delivery Cart

1,497

Illegal Dumping

631

Landfill Request

57

Leaks and Spills

30

New Start

698

Out of Compliance

288

Property Damage

98



Service Requests by Department

Environmental Services (Cont.)



Repair Carts

2,233



Replace Carts

2,262



Request Courtesy

1,131



Vacant Lot Cuts

1,463



Missed Pickup

1,346

Service Requests by Department

Marshal's Office

- 1,068 Requests (Avg. 34 Days) 94% Complete



Inoperable Vehicle

347

Avg. 92 Days

Vehicle Complaint

13

Avg. 21 Days

Burning (3-3-6)

9

Avg. 3 Days

Homeless Activity

7

Avg. 2 Days

Illegal Dumping

499

Avg. 8 Days

Litter Complaint

91

Avg. 9 Days

Nuisance

68

Avg. 25 Days

Operating w/o License

1

Avg. 2 Days

Property Damage

2

Avg. 15 Days

Scrap Tires

8

Avg. 3 Days

Sign Issue (ROW)

21

Avg. 4 Days

Truck Time Limit

2

Avg. 14 Days

Service Requests by Department



Recreation and Parks

- 178 Requests (Avg. 93 Days) 70% Complete

Athletic Fields

3

Avg. 102 Days

Brick Damaged

3

Avg. 142 Days

Cemetery Request

7

Avg. 92 Days

Clean Restroom

1

Avg. 5 Days

Grounds Maintenance

24

Avg. 94 Days

Park Amenities

12

Avg. 66 Days

Park Maintenance

76

Avg. 94 Days

Parking Lot

2

Avg. 160 Days

Playgrounds

4

Avg. 83 Days

Plumbing Issue

6

Avg. 102 Days

Recreation Center

3

Avg. 76 Days

Special Event

1

Avg. 15 Days

Sprinkler

7

Avg. 83 Days

Trails/Boardwalks

7

Avg. 87 Days

Tree Removal

4

Avg. 80 Days

Service Requests by Department

Finance - Risk Management

- 334 Requests (Avg. 18 Days) 97% Complete

Property Damage
304
Avg. 17 Days



Vehicle Complaints
30
Avg. 27 Days

Request Types

Bodily Injuries Related to Slips/Trips/Falls
Fallen Trees
Flooding
Guard Rail Damage
Landscaping
Manhole Covers/ Missing Water Valves
Potholes
Sewer Back-Ups
Utility Cuts

Service Requests by Department

Sheriff's Office

- 1,008 Requests (Avg. 17 Days) 87% Complete



Abandoned Vehicle
532
Avg. 20 Days

Homeless Activity
248
Avg. 14 Days

More Coverage
141
Avg. 12 Days

Noise Complaints
48
Avg. 17 Days

Obstruction - Street
16
Avg. 8 Days

Speeding
23
Avg. 14 Days

Service Requests by Department

Public Transit

- 76 Requests (Avg. 110 Days) 98% Complete



Bus Driver Complaint

8

Avg. 178 Days

Bus Malfunction

1

Avg. 110 Days

Stop/ Shelter Maint.

14

Avg. 179 Days

Rural Issue

1

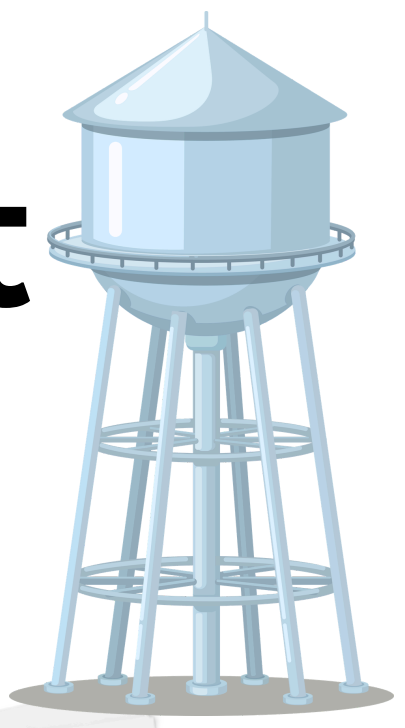
Transit Complaint

52

Avg. 81 Days

Service Requests by Department

Utilities



- 1,920 Requests (Avg. 25 Days) 95% Complete

Cleanout
34
Avg. 11 Days

Dress Up
56
Avg. 159 Days

Customer Complaint
5
Avg. 37 Days

Discolored Water
50
Avg. 32 Days

High/Low Pressure
184
Avg. 6 Days

Hydrant Trouble
143
Avg. 27 Days

Meter Trouble
582
Avg. 13 Days

Manhole Issue
86
Avg. 5 Days

Rodents
56
Avg. 2 Days

ROW Clearing
17
Avg. 46 Days

Sewer Backup
158
Avg. 13 Days

Sewer Odor
31
Avg. 6 Days

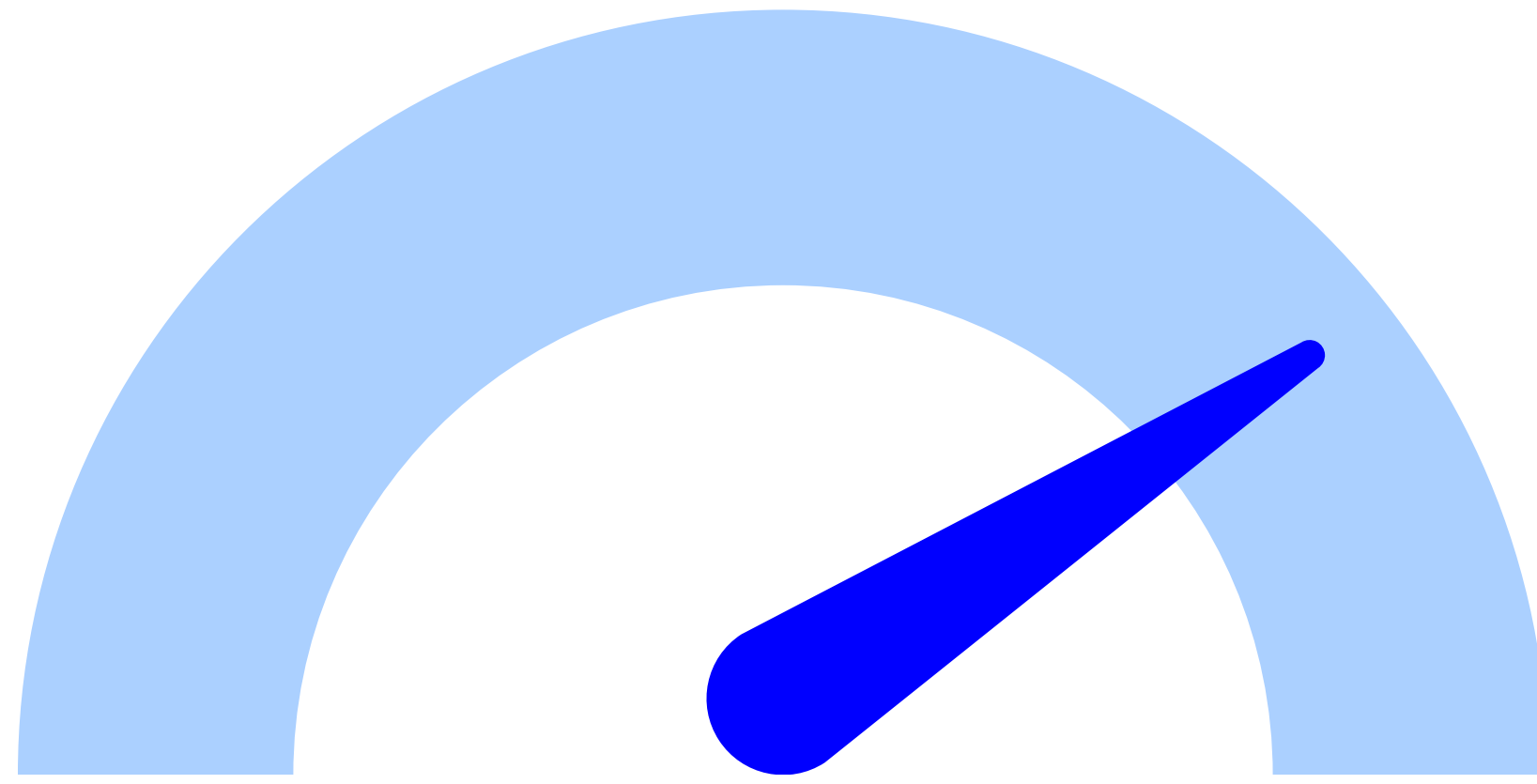
Sinkhole
182
Avg. 34 Days

Utility Cut
50
Avg. 16 Days

Water Leaks
316
Avg. 21 Days

Augusta 311 Statistics

Augusta 311 Performance Review



2025 Answer Rate “79%”

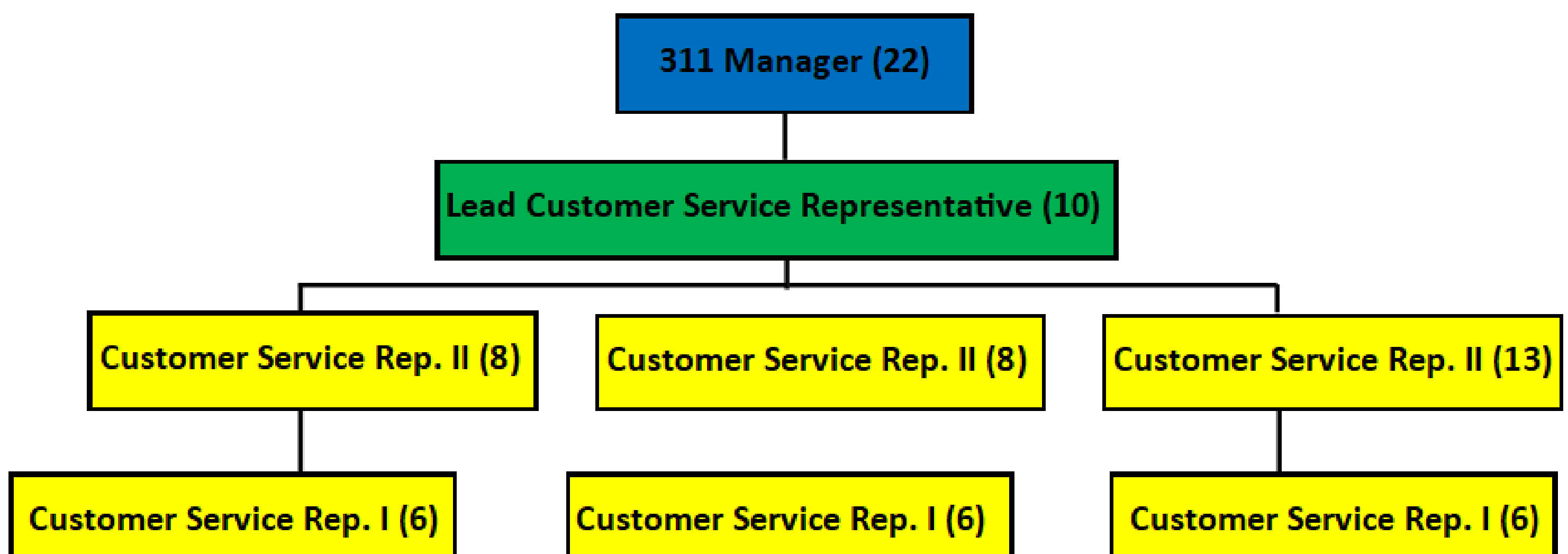
Augusta 311 received a total of 159,639 calls in 2025. 115,439 calls came in during normal business hours of 7AM - 7PM (Monday through Friday) with 90,982 answered.

Calls Presented:		Calls Handled:	Abandoned/ Dequeued:	Average:	
24/7	7am-7pm			Wait Time	Call Time
159,639	115,439	90,982	17,420/7,018	00:02:34	00:03:25

CURRENT ORGANIZATION CHART

- Manager
- CSR Senior
- CSR

Augusta 311 (7AM—7PM)



-**Note:** 1 Customer Service Representative II position that works out of the Augusta 311 Office is funded by the Engineering and Environmental Services Department

3 Year Strategic Plan

The annual call volume for Augusta 311 is not decreasing. The table below shows total calls, average call time and average wait time for the last 4 years. How do we continue to advocate for constituents and provide services in a timely fashion?



Year	Total Calls	Total Handled	Call Time	Wait Time
2022	123,864	72,777	03:34	01:30
2023	138,209	67,011	03:33	02:24
2024	196,847	107,115	03:22	02:43
2025	159,639	90,982	02:34	03:25

Path Forward

- Continue to market mobile, web and chat communication channels
- Increase presence at community events to spread awareness
- Implement Artificial Intelligence (AI) voice features
- Evaluate opportunities to increase efficiency through consolidated operations by creating a unified call center

Unified Call Center Breakdown by Job Function

