

311 UPDATE

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<https://www.columbusga.gov/311citizenservices>

Date: April 29, 2025





QAlert/Columbus 311 Background

- QAlert/Columbus311 was implemented on March 11, 2020
- Columbus 311 offered an innovative way to connect citizens with City Services by offering an additional avenue to submit and track non emergency requests and receive real time updates and find important information related to our city.



 [Submit Service Request](#)

 [Knowledge Base](#)

 [CivicReady](#)

 [Council Agenda](#)

 [CCG TV Stream](#)

App Update Objectives

Modernize Appearance



We added additional pictures of our city, and offered a visually appealing home page that doesn't force the user to swipe to find what they are looking for.

User Friendly

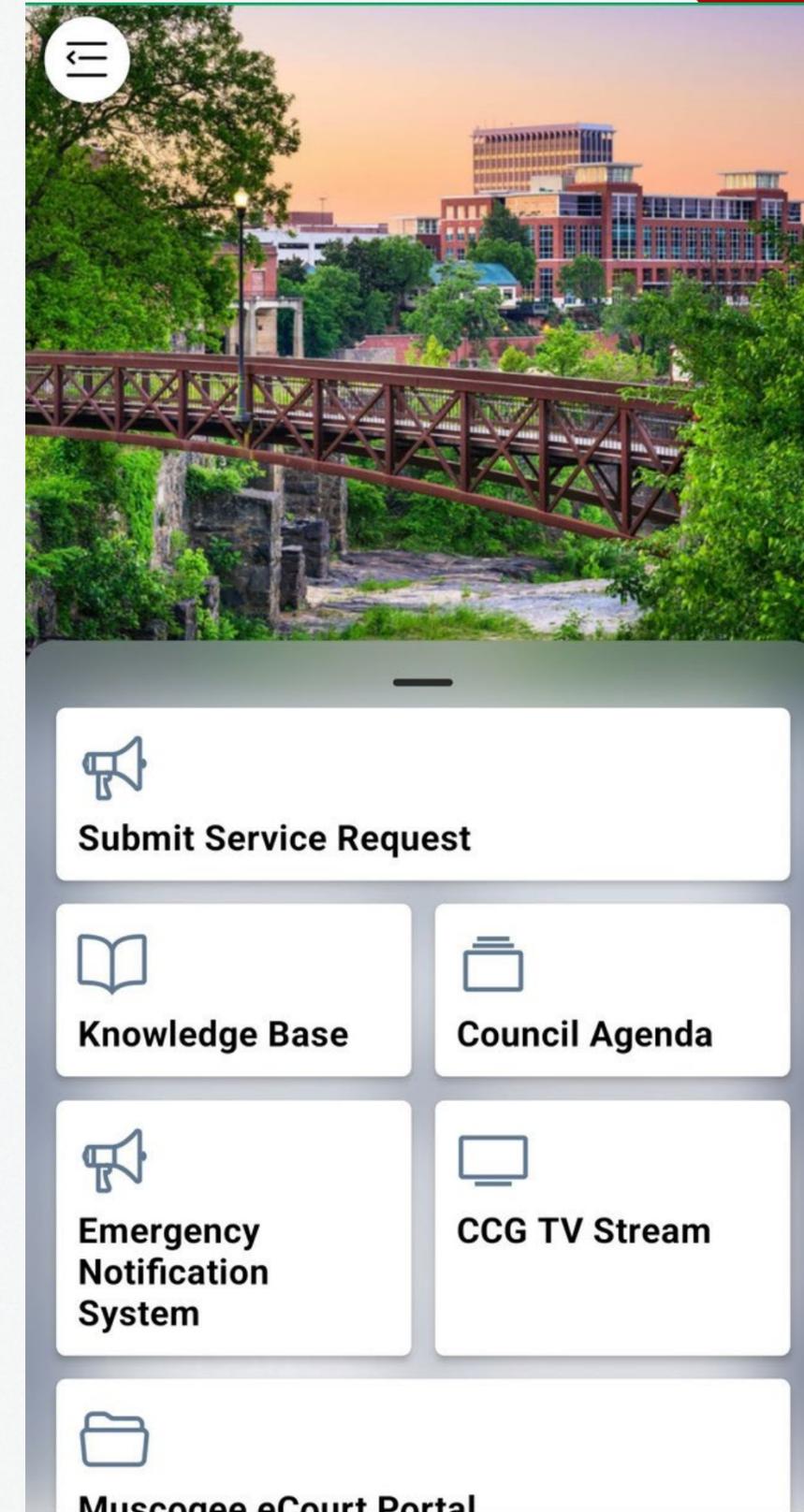


The drop feature has been updated to increase accuracy for locations, and we now offer a search bar for citizens unsure of what their issue falls under.

Enhance App Usage



By fixing the reported issues, we are hoping to encourage more citizens to utilize it.



Listed on the App

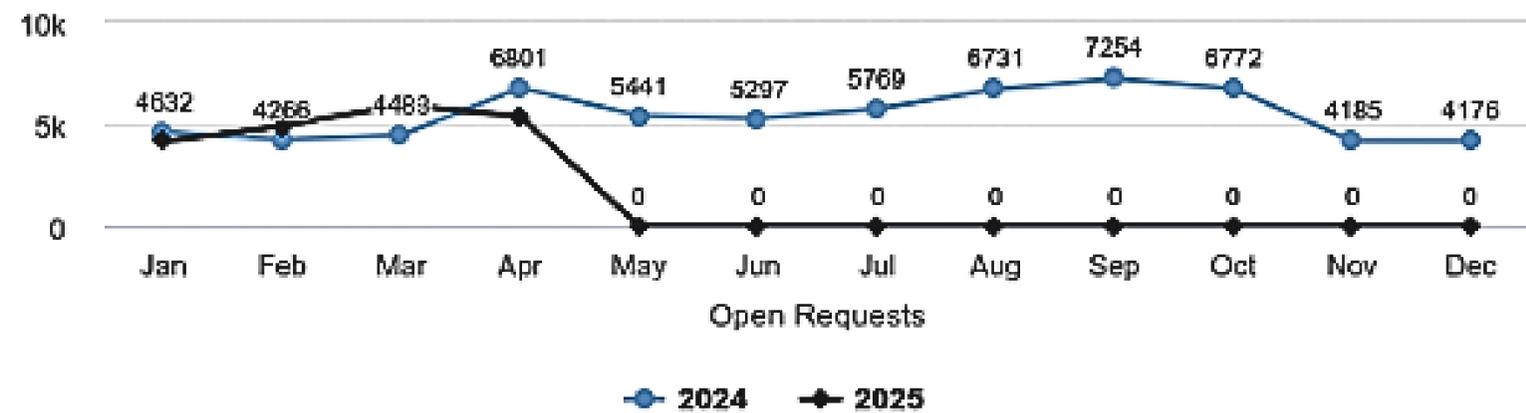
2020

- Submit a Service Request
- Emergency Notification System
- Council Agenda
- CCG-TV
- Career Opportunities
- Civic Center Events
- Garbage Pickup Schedule
- CCG Holiday Schedule
- After School/Summer Camp Payment Processing
- CCG Facebook

2025

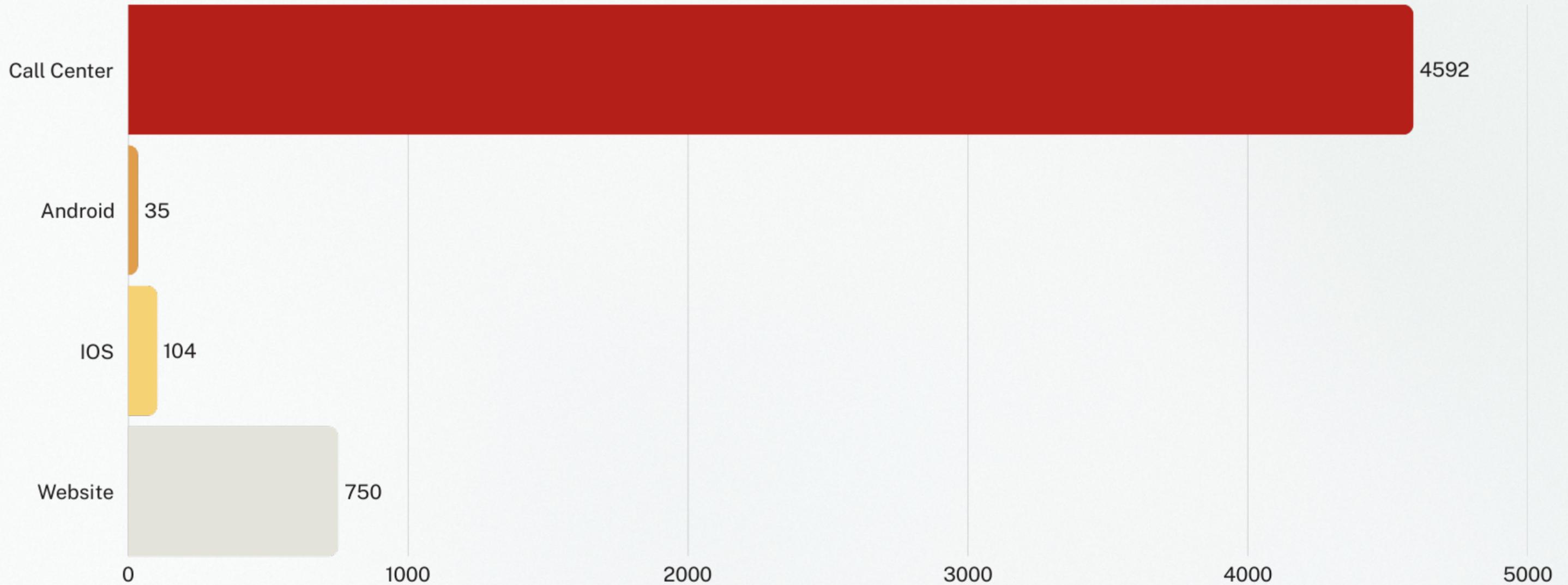
- Submit a Service Request
- **Knowledge Base**
- Council Agenda
- Emergency Notification System
- CCG-TV Stream
- **Muscogee eCourt Portal**
- Career Opportunities
- Civic Center Events
- Garbage Pickup Schedule
- CCG Holiday Schedule
- **City Resource Center**
- CCG Facebook

QAlert Reporting



April - 2025 Origin Report

● Call Center ● Android ● IOS ● Website



FY24 Top Service Request

Category	Number
Bulk Waste	9,886
Cutting/Mowing Right of Way	4,429
Missed Pick Up/Solid Waste	3,666
Missed Pick Up/ Yard Waste	2,511
Missed Up/ Recycling	2,077
Street Sweepers	1,906
New Recycling Carts	1,332
Weeds	1,338
New Resident Requesting Collection	1,300
Litter Renewal	1,249

How To Use the Columbus311

To Enter a Request

- Click on the App
- Click Submit a Request
- Type the Address in the Search Bar or drop a pin where you are.
- Select your Request Type (Use the search bar to make it easier)
- Type the description of the work you need done in the comment Section.
- Add an image if you would like to.
- Click Submit



Council Referrals

- Councilors can find this application under the City Manager Tab in the Application Directory

Creation Date	Subject	Received From	Assigned To	Closed Date	Status
4/22/2025	Morris Rd	Byron Hickey	Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier, Ronald Beck, Justin Mead		<input type="radio"/>
4/8/2025	AJ McClung	Toyia Tucker	Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier		<input type="radio"/>
4/8/2025	Street Paving Repairs	Toyia Tucker	Ronald Beck, Justin Mead		<input type="radio"/>
3/25/2025	Report on Extended Stay Travel for Trade Center	Joanne Cogle	Hayley Tillery		<input checked="" type="radio"/>
3/25/2025	Update on Brookstone Center Expansion Route	Charmaine Crabb	Valeseia Goodwin, Everett Fleming, Robert Sheridan		<input checked="" type="radio"/>
3/25/2025	Personnel Expenditures	Travis Chambers	Reather Hollowell		<input type="radio"/>
2/25/2025	Entering the Liberty Theatre	Glenn Davis	Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier, Aundrahlia Short, Michelle Brown-Mang		<input type="radio"/>
2/11/2025	HB581 – Intent to Opt-Out of Homestead Exemption Publication	Richard Allen	Teasha Hollis		<input checked="" type="radio"/>
2/11/2025	Liberty Theatre & Cultural Arts Center Time line.	Joanne Cogle	Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier, Aundrahlia Short, Michelle Brown-Mang		<input type="radio"/>
2/11/2025	Pine Grove Landfill Expansion	Toyia Tucker	Angelica Alexander, Nicholas Clinkscales, Aundrahlia Short, Michelle Brown-Mang		<input checked="" type="radio"/>

Council Referrals



- **New System**

Allows each Councilor to track the referrals and receive real time updates as departments update them.

- **Access to documents**

Departments now have the access to upload files directly into the system for Councilors to view

- **Link**

<https://cmocouncilreferrals.apps.columbusga.gov/>



QUESTIONS?

