

311 UPDATE

https://www.columbusga.gov/311citizen services

Date: April 29, 2025





QAlert/Columbus 311 Background

- March 11, 2020
- related to our city.

QAlert/Columbus311 was implemented on

 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



App Update Objectives



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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.

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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

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FY24 Top Service Request

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Category

Bulk Waste

Cutting/Mowing Right of Way

Missed Pick Up/Solid Waste

Missed Pick Up/ Yard Waste

Missed Up/ Recycling

Street Sweepers

New Recycling Carts

Weeds

New Resident Requesting Collection

Litter Renewal

Number
9,886
4,429
3,666
2,511
2,077
1,906
1,332
1,338
1,300
1,249

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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 easer
- 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

	Tips for us • Lotus • For ea	Tips for using the directory Lotus Notes Databases: Links to Lotus Notes databases are marked with an icon (<a>). Lotus Notes must be installed on this computer for the links to open. For easy access, some application links are available at the top of this directory. Examples include BOSSDesk and Microsoft Office 365. To view the applications for a denartment click the denartment's name to expand the application list. Clicking the denartment's name to expand the application list. Clicking the denartment's name anain will collapse the application list.							
Application Directory	On the Links Defau	e right-hand side of the page, are Expand All a open in new tabs in your web browser. The A It application list: Clicking the Set as defaul	and Collapse All I pplication Directo t link, next to a de	inks to quickly exapnd and collapse the appl ry will remain available until this tab is close epartment's name, will save the application li	lication lists. d. ist as the default list	t. Once the Application Directory screen	is refreshed, the defaul	It application list will display	
Logout Symenia Frazier	applic Favor	ation list. The remaining lists will be sorted alg ite applications: A heart icon (\heartsuit) is to the le	phabetically. It of each applica	tion name. Clicking the heart icon will mark t	the application as a	favorite (♥). Favorites will appear at the	e top of the Application	Directory list.	
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	Favorite	3							
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	<u>City Mar</u>								
	City Mar	311 CSC Information Directory		Action Summary Sheet	Ø	CitiLink	\$	City Manager Mail Inquir	
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	City Mar	311 CSC Information Directory Council Referrals Performance Review	 ♥ ♥ ♥ ♥ ♥ 	Action Summary Sheet Mail Room Certified Outgoing Print Shop Work Orders	 ♥ ♥ ♥ 	CitiLink Mail Room PreSort QAlert	Ø	City Manager Mail Inquir Parking Garage Waiting Records Storage	
	City Mar	agers Office 311 CSC Information Directory Council Referrals Performance Review Registered Mail	 <!--</td--><td>Action Summary Sheet Mail Room Certified Outgoing Print Shop Work Orders Time Request</td><td> ♥ ♥ ♥ </td><td>CitiLink Mail Room PreSort QAlert</td><td>\$ \$</td><td>City Manager Mail Inquir Parking Garage Waiting Records Storage</td>	Action Summary Sheet Mail Room Certified Outgoing Print Shop Work Orders Time Request	 ♥ ♥ ♥ 	CitiLink Mail Room PreSort QAlert	\$ \$	City Manager Mail Inquir Parking Garage Waiting Records Storage	

Status Legend: O - In Progress O- Partially

Completed

Completed - Closed

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how/Edit

how/Edit

Clear Received From Assigned To Closed Date Status Select mm/dd/yyyy Show 10 V ontrie Closed **Received From Assigned To** Date Morris Rd 0 4/22/2025 Byron Hickey Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier, Ronald Beck, Justin Mead 4/8/2025 AJ McClung Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier 0 Tovia Tucker ow/Edi 0 4/8/2025 Street Paving Repairs Toyia Tucker Ronald Beck, Justin Mead iow/Edit Report on Extended Stay Travel for Trade Center 3/25/2025 Joanne Cogle Hayley Tillery 3/25/2025 Update on Brookstone Center Expansion Route Charmaine Valeseia Goodwin, Everett Fleming, Robert Sheridan how/Edit Crabb 0 3/25/2025 Personnel Expenditures Travis Reather Hollowell how/Edit Chambers 2/25/2025 Entering the Liberty Theatre Glenn Davis Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazie 0 how/Edit Aundrahlia Short, Michelle Brown-Mang 2/11/2025 HB581 - Intent to Opt-Out of Homestead Richard Allen Teasha Hollis how/Edit

Isaiah Hugley, Valeseia Goodwin, Pamela Hodge, Teasha Hollis, Syfrenia Frazier,

Aundrahlia Short, Michelle Brown-Mang

Angelica Alexander, Nicholas Clinkscales, Aundrahlia Short, Michelle Brown-Mang

Pine Grove Landfill Expansion

Liberty Theatre & Cultural Arts Center Time line. Joanne Cogle

Toyia Tucker

Exemption Publication

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Search by

Creation Date

Filter by

mm/dd/yyyy

Creation Date

Date Range:

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Month:

04/24/2025 - 04/24/2025

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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/

Council Referrals

QUESTIONS?

