

CCG QUALITY CONTROL PROGRAM

COUNCIL PRESENTATION

AUGUST 11, 2020



COLUMBUS
GEORGIA



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OVERVIEW/PURPOSE

- THE CCG-QC TEAM IS DESIGNED TO SERVE AS QUALITY CONTROL CHECKERS FOR CITY SERVICES, CITY FACILITIES, AMENITIES, CITY STREETS AND NEIGHBORHOODS TO ENSURE THAT WHAT CITY DEPARTMENTS DON'T CATCH ON A DAY TO DAY BASIS.

OVERVIEW/PURPOSE CONT'D

- EACH CCG-QC TEAM MEMBER WILL RIDE THE CITY STREETS ON THE WEEKENDS AND TURN IN ON THE SPOT WORK ORDERS THROUGH OUR 311/Q-ALERT SYSTEM PORTAL FOR HANDLING.
- THEY WILL ALSO IDENTIFY VIOLATIONS BY CITIZENS, BUSINESSES AND PROPERTY OWNERS SUCH AS PLACEMENT OF ILLEGAL SIGNS ON RIGHT OF WAY, SELLING ON RIGHT OF WAY WITHOUT A PERMIT, LITTERING, ILLEGAL DUMPING AND MORE!

CRITERIA/REQUIREMENTS

- **EMPLOYEES SELECTED MUST HAVE DEPARTMENT HEAD APPROVAL AND BE IN GOOD STANDING WITH THEIR DEPARTMENT**
- **EMPLOYEES MAY BE FULL TIME AND/OR PERMANENT PART TIME EMPLOYEES**
- **THIS WEEKEND WORK CANNOT TAKE THE PLACE OF REGULARLY SCHEDULED CCG WORK**
- **A MAXIMUM OF 10 TEAM MEMBERS ARE NEEDED**
- **EIGHT (8) WILL WORK DURING THE MONTH AND TWO (2) WILL BE ON STANDBY AND WORK EVERY 5TH WEEKEND AS NEEDED; THIS WILL ROTATE EACH MONTH TO ENSURE EVERYONE HAS AN OPPORTUNITY TO WORK**

CRITERIA/REQUIREMENTS

- **CCG WILL PROVIDE A CELL PHONE AND/OR IPAD TO PERFORM THE REQUIRED WEEKEND WORK. EQUIPMENT WILL BE CHECKED OUT AT 311 PRIOR TO SCHEDULED WEEKEND DUTY AND WILL RETURN THE EQUIPMENT BACK ON MONDAY, IMMEDIATELY AFTER WEEKEND DUTY.**
- **POOL CARS WILL BE MADE AVAILABLE. IF A POOL CAR IS NOT AVAILABLE, THE EMPLOYEE WILL BE AUTHORIZED TO USE A VEHICLE ASSIGNED TO HIS/HER DEPARTMENT WITH THE APPROVAL OF DEPARTMENT MANAGEMENT**
- **CCG SHIRTS WILL BE PROVIDED AND MUST BE WORN WHILE WORKING.**

DELIVERABLES

- **EACH QC SPECIALIST WILL BE REQUIRED TO TURN IN NOT LESS THAN 10 WORK ORDERS PER HOUR OR 60 PER DAY; 120 PER WEEKEND WITHIN THEIR DESIGNATED WORK AREA.**
- **MANAGEMENT REPORTS WILL BE OBTAINED THROUGH Q-ALERT THAT SHOWS THE NUMBER OF WORK ORDERS BY AREA SUBMITTED BY EACH TEAM MEMBER.**
- **QC SPECIALIST WILL REMAIN IN THE ROTATION BY MEETING THE MINIMUM DELIVERABLES AS OUTLINED.**

WEEKEND HOURS

- **TEAM MEMBERS WILL ROTATE AND WORK ONE WEEKEND PER MONTH. THERE WILL BE 2 TEAM MEMBERS PER WEEKEND WORKING SPECIFIC PARTS OF THE CITY.**
- **SATURDAY & SUNDAY FROM 10:00AM-6:00PM**

ANNUAL PROGRAM COST

- EACH QC SPECIALIST $\$300/\text{WEEKEND} = \600 FOR 2
- MONTHLY COST FOR 8-10 $\$2,400-\$3,000$
- EQUIP. COST (IPADS & CELLPHONES) $\$1,600$
- SHIRTS $\$350$
- **TOTAL ANNUAL COST:** **$\$29,724$**
- FUNDING SOURCE: GENERAL FUND CONTINGENCY



RETURN ON INVESTMENT

- PROACTIVE APPROACH TO ADDRESS COMMUNITY CLEANLINESS ISSUES
- AGGRESSIVE MONITORING TO IDENTIFY AND REPORT AREAS OF CONCERN
- HAVING A FRESH SET OF EYES LOOKING AT ISSUES FROM A CITIZEN'S VIEWPOINT
- HAVING BIG BROTHER WATCHING OUT 7 DAYS A WEEK
- SEEING AN IMPROVED CLEANLINESS LEVEL IN OUR OVERALL COMMUNITY AND NEIGHBORHOODS
- QUICKER RESPONSES AND RESOLUTION BY DEPARTMENTS



QUESTIONS



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