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FOR IMMEDIATE RELEASE

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NEWS RELEASE

PSC Approves “311” Abbreviated Dialing for Non-Emergency Government Services in DeKalb County

Atlanta, December 20, 2006 – Yesterday, the Georgia Public Service Commission (Commission) approved the assignment of the abbreviated dialing code “311” for non-emergency government services in DeKalb County, Georgia.

After years of study and several pilot programs, DeKalb is ready to move forward with 311-dialing to make it easier for DeKalb citizens to communicate with their government. It will give callers an easily identifiable number to call for non-emergency police, County services and basic County information.

DeKalb’s initial petition was filed in August 2004, but the case was held pending an investigation to determine how DeKalb would provide 311 service without prohibiting adjacent jurisdictions, that share a Central Office, from providing 311 service to their citizens. In September 2006, DeKalb filed an updated petition with a proposed “Call Routing Solution from Shared Central Offices.” Under this solution calls from DeKalb residents will be routed to DeKalb’s Citizen Help Center; Non-DeKalb callers will hear a recording advising them of the status of 311-calling in their community.

Commissioner David Burgess, a DeKalb resident, believes that 311-dialing will not only improve non-emergency customer service, but will also improve 911 emergency response times. Non-emergency calls to 911 prevent a quick response to emergency callers. Implementing 311-dialing will reduce the chance of 911 callers’ being put on hold, receiving a busy signal or getting a recorded message. Non-emergency calls make up over 40% of all 911 calls.

You can find more information on this proceeding on the Commission web site, www.psc.state.ga.us under Docket Number 19330.

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