

City's 311 Line Extends Hours to Better Serve Citizens

The City of Savannah has launched extended hours for its 311 Call Center, making it even more convenient for citizens to access City services.

Citizens can now call 311 on their telephone from 8 a.m. to 8 p.m. Monday

through Friday to request any nonemergency City service.

Previously, the Center closed at 5 p.m.

Citizens can also make a 311 service request 24 hours a day, seven days a week via www.savannah-ga.gov and clicking on "City Services" on the Home Page.

Launched in 2006, 311 is designed to make City services more accessible to citizens.

Instead of having to wade through dozens of individual department phone numbers, a citizen only has to dial 311 to be connected to City-wide

customer service.

Citizens can use 311 to request services, report problems or receive information from the City.

Common reasons to call 311 include scheduling bulk item pickup or to report missed trash collection, a pothole or pavement issue, broken water lines, graffiti, derelict vehicles, blighted property, downed tree limbs, trash in the public rights of way, or issues with City property or landscaping.

Since its launch, 311 has routed over 60,000 work orders to City departments.

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pleasures of golf and leisure travel as well.

He also has had a strong community presence in the past and presently with involvement that includes: Metro Atlanta Chamber of Commerce; Vice Chairman of the Trustee Board at Mt Vernon Baptist Church; President of Savannah Jaycees 1983-1984; President of Evening Optimist Club 1986-1987; Chairman of the Board of Directors Savannah Regional Minority _ 1997; Governor's Mentor Protege

Award - 2005; and Outstanding Citizenship Award by Operation PUSH - 1973.

Challenges are not something Frankie views as being in his way, but more as something to trigger motivation and create vision.

Frankie's past, present and future all end down the same path of success.

Since joining GUCA in 2004, Frankie Thompson has established himself as a leader. In 2009, Frankie was nominated to serve as an Associate

Director on the 2009-2010 GUCA Board of Directors.

Frankie Thompson was sworn in on Saturday June 13, 2009 at the GUCA Annual Conference in Amelia Island, Florida.

Georgia Utility Contractors Association, Inc. is a non-profit state trade association located in metro Atlanta representing more than 360 contractor and affiliated firms statewide.

For more information about GUCA, please visit www.guca.com.



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