

Dyersburg, Tennessee · Monday, July 26, 2010

# STATE GAZETTE



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## City adopts phase one of 311 service

Tuesday, November 11, 2008

Dyersburg State Gazette

The city of Dyersburg recently became the first non-metropolitan area in the state to implement 311 service for its residents.

Only the fourth city in Tennessee to provide the service, Dyersburg takes its place alongside Chattanooga, Knoxville and Nashville/ Davidson County and becomes the first city in West Tennessee to adopt the 311 calling number.

"This is just another service to benefit the citizens of our community," said Dyersburg Mayor John Holden. "Through the use of technology, we are striving to improve services to our citizens by providing one number to call for various non-emergency requests."



Dyersburg recently became the fourth municipality in Tennessee to offer residents 311 service. The first phase of the 311 program connects residents to emergency departments in

The service, which connects Dyersburg residents to emergency personnel for non-emergency situations, saves valuable time for 911 operators and offers citizens a direct line to emergency departments.

departments in non-crisis situations and frees 911 operators to answer emergency calls.

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"311 is a national non-emergency number established under Clinton's last administration," said Emergency Operations Manager Mark Grant. "It's meant to complement 911. In the last four or five years, larger metropolis areas have implemented it to connect to all government services so you don't have to remember all the different department numbers."

Residents of Dyersburg will benefit from the 311 plan in two stages.

Phase I of the service, available now to Dyersburg residents, will be used for non-emergency requests for police, fire and emergency medical services within the city.

Residents who wish to talk to emergency responders in non-crisis situations may dial 311 without the risk of keeping dispatchers from residents in need.

"Some things residents need to know - you cannot block caller ID with the 311 system," said Grant. "They will have to turn off blocking to connect to the system. (We have tested it with) all the wireless carriers. It is fairly reliable. It seems to be working well."

Grant said if a resident has a problem connecting to the 311 service on a wireless telephone, they should call the Emergency Operations Center at 285-3595 and give the name of the carrier they are having a problem with.

Phase II of the plan, due to roll out to citizens of Dyersburg in approximately 18 months, will take the service to all city departments.

"The biggest thing 311 will do is enhance customer service for the people of Dyersburg," said Grant.


Once Phase II is in place, residents will be able to dial 311 to check on garbage pickup schedules, lodge non-emergency complaints to the police department, or report potholes, missing stop signs or problems with traffic lights.

Holden said the software will provide total comprehensive customer service with tracking capabilities. One of the main advantages of the system will be to free 911 emergency operators to answer only critical calls.

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Giving our citizens one number to reach non-emergency services is a very smart idea. It is much like President-elect Barack Obama's call for Americans to use [www.change.gov](http://www.change.gov) to keep updated about his actionable plans for America. Let's stay informed. Let's unite behind our next President.

-- Posted by **SillyRickey** on Tue, Nov 11, 2008, at 2:50 PM

Good/bad news regarding this..

During the recent budget crunch, Nashville cut their 311 staff.

So actually, you're one of three! Grats.

-- Posted by **CodeyH** on Tue, Nov 11, 2008, at 3:01 PM

Iam with you .....silly rickey!

-- Posted by **chief\_ty20** on Tue, Nov 11, 2008, at 3:29 PM

If we have this money extra, cant we hire some of the people that cant find a job?

-- Posted by **sid36us** on Wed, Nov 12, 2008, at 6:17 AM

I'm with you SillyRicky. We all need to back our new President elect and do everything we can to get America back on her feet. God bless America and each and every American. Don't forget to pay it forward. We have all needed help and have all been able to help others in some way.

-- Posted by **spiderman** on Wed, Nov 12, 2008, at 3:17 PM