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Commissioner, Ward 3

ANGELA REDDING
City Manager

February 20, 2023

VIA EMAIL, ELECTRONIC LINK, AND CERTIFIED MAIL

Mr. Daniel Walsh
Senior Assistant Attorney General
Georgia Department of Law
40 Capital Square SW
Atlanta, Georgia 30334-1300

RE: Assignment of 3-1-1 dialing code to the City of Cordele, Georgia Public Service Commission Docket No. 37868

Dear Mr. Walsh:

Thanks for following up with me on the City of Cordele 311 Services. An email was sent to Patrick Reinhardt on Sunday, September 18, 2022, at 7:53 PM stating that the City of Cordele had not found a new provider for 311 Services and would be terminating the service. Mr. Leon Bowles and Ms. Erica Wilson were copied on the email. However, during an email search today, I located an email Mr. Reinhardt sent September 21, 2022, at 10:46 AM requesting additional information, which was an oversight by me.

The City of Cordele is requesting relinquishment of the 3-1-1 dialing code. Cordele's 311 services were terminated Friday, September 16, 2022, at 6:00 PM. The service was terminated due to the cost to provide the service compared to utilization of the service by citizens. Additionally, the few citizens who utilized the service complained that when they called 311, their call was answered by an employee with the City of Albany, Georgia who transferred their call to the City of Cordele. Out of curiosity, I called 311 and the call was answered by an employee with the City of Albany, Georgia. Citizens questioned why the city was paying for a service that was being answered by the City of Albany, Georgia. I brought this to the attention of Kel-ar Consulting.

Regarding termination of 311 services, the citizens of Cordele were notified via announcements at City Commission meetings. City Commission meetings are televised on the local TV station and the local newspaper live stream the meetings via Facebook. Also, the 311 tab on the website was renamed "Community Resources" and includes a "FAQs" link along with how to report a concern.

I hope this letter provides the necessary information regarding termination of Cordele's 311 Service. Should you have additional questions regarding this matter, I can be contacted via email or by phone at (229) 947-5847.

Thanks in advance for your consideration of this request.

Sincerely,

Angela Redding

Angela Redding
City Manager