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From: Michael A. LeVasseur [mailto:malevasseur@cityofno.com]

Sent: Thursday, March 11, 2010 11:07 AM

Subject: Changes to 311

Friends and Neighbors,

The 311 phone reporting system that handled city issues and problems has been dissolved.

Effective immediately,

please call **658-2299** to report **Quality of Life** issues and follow the prompts:

Press #1: for Public Works

(potholes, clogged drains, missing street signs and traffic signal outages)

Press #2: for Housing/Code Enforcement

(status of a hearing, report a blighted structure)

Press #3: for Environmental Health

(vacant lot with high grass)

Press #4: for Department of Revenue

(property tax, sales tax, occupational license, sanitation fee removal)

Press #5: for Parks & Parkways

(City tree trim request or downed trees)

Press #6: for Emergency Preparedness

(house elevation, hazardous mitigation, city assisted evacuation plan, Dept of Homeland Security)

Press #0: for all other Department / Agencies

To report **streetlight outages**, call **658-2299** and follow the prompts for **streetlights**. You will be directly connected with Robinson Industries, the City's contracted streetlight repair vendor.

"The Will to Survive Isn't Half as Important as the Incentive to Prepare."

Sgt. Michael A. LeVasseur

Sgt. Michael A. LeVasseur

Commander,

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