

Okaloosa County News Release

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Kathy Newby, 850.651.7515, knewby@co.okaloosa.fl.us

Okaloosa County Announces 311 Citizens Information Line *311 Access With All Land Line Phones & Cellular Providers Within Okaloosa County*

Contacting Okaloosa County just got easier - residents can **dial 311** to connect with the new Citizens Information Line and reach any county department or constitutional office. The 311 system works **within** Okaloosa County only. **Outside** the county, or in areas that 311 doesn't work, residents must call the automated directory at **850-423-4894**. "That's right, one telephone number gets citizens' access to it all," said Public Safety Director Dino Villani. "We also have a 311 button on our website with written Frequently Asked Questions (FAQ) that provide yet another point of access and information."

During a storm event when the 911 Emergency Operations Center is activated, the 311 Citizens Information Line will be staffed with operators. All other times it is an automated system; however, you can press "O" to speak with an operator anytime. To access Citizens Information online, visit www.okaloosafl.com. "We have been working on this for a year, and are excited to be able to provide timely, efficient service to our residents," stated Commission Chairman Bill Roberts.

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