

## **PRESSS RELEASE**

### **G-20 311 LINE UP AND RUNNING WITH EXTENDED HOURS, STAFF**

Citizens reminded to sign up for G-20 emergency text, e-mail alerts at <http://www.g20safety.org/>

*RSS feed added to website*

(PITTSBURGH) September 20, 2009 The City's 311hotline has expanded its hours and staff to answer questions and concerns related to the G-20 summit and related transportation safety plan. The enhanced hotline launched Saturday, Sept. 19 and will last until the following Saturday, Sept. 26. Hours are listed below. City residents may dial 311, but residents outside of the City must dial 412-255-2621.

Citizens are first urged to visit the frequently asked question page of the City's official website for G-20 safety information at [www.g20safety.org](http://www.g20safety.org). If their question or concern is not addressed here, they may submit a question at this site.

The hotline will be staffed by regular 311 customer service operators and supplemented by City employees, who will still be taking regular constituent calls. Supplemented staff includes employees from the Mayor's Office, City Council, and Controller's office. Hours may increase as needed.

Citizens are urged to sign up now for G-20 related emergency text/e-mail alerts and other important information updates through an RSS feed.

**G-20 related text and e-mail alerts are emergency related and brief, (less than 140 characters.**

**General updates (by signing up for RSS feed) will include press releases pertaining to information such as 311's extended hours and any website updates.**

## **G-20 311 Operating Hours:**

Saturday, Sept. 19  
12 p.m. to 6 p.m.

Sunday, Sept. 20  
12 p.m. to 6 p.m.

Monday, Sept. 21  
8 a.m. to 6 p.m.

Tuesday, Sept. 22  
8 a.m. to 6 p.m.

Wednesday, Sept. 23  
8 a.m. to 6 p.m.

Thursday, Sept. 24  
6 a.m. to 10 p.m.

Friday, Sept. 25  
6 a.m. to 10 p.m.

Saturday, Sept. 26  
12 p.m. to 6 p.m.

Date: Sept. 20, 2009

Contact: Joanna Doven, Press Secretary

412-255-2694

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