

Decision No. C23-0591

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO**

PROCEEDING NO. 23M-0313T

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IN THE MATTER OF THE PETITION OF THE CITY OF ASPEN FOR THE USE OF THE  
3-1-1 ABBREVIATED DIALING CODE IN THE CITY OF ASPEN.

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**COMMISSION DECISION GRANTING PETITION**

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Mailed Date: September 11, 2023  
Adopted Date: August 30, 2023

**I. BY THE COMMISSION**

**A. Statement**

1. On June 13, 2023, the City of Aspen, a Municipal Corporation (City of Aspen) filed a Petition for the Assignment of the 3-1-1 Abbreviated Dialing Code for Access to Non-emergency Police and Other Governmental Service Information pursuant to the provisions of 4 *Code of Colorado Regulations* (CCR) 723-2-2742 (a) (II).

2. The Commission noticed the Petition on June 13, 2023. Interventions were due on or before July 13, 2023. No interventions were filed.

**B. Background and Petition**

3. In its *N11 First Report and Order*, CC Docket No. 92-105, FCC 97-51, the Federal Communications Commission (FCC) designated 3-1-1 as the national abbreviated dialing code to be used for the purpose of responding to calls seeking non-emergency police and other governmental service information. In this *N11 Order*, the FCC found that the assignment of 3-1-1 for this purpose is in the public interest and could alleviate congestion on 9-1-1 circuits, permitting

more effective operation of 9-1-1 emergency services. The FCC left it to states to determine whether 3-1-1 should also be used to access governmental services in addition to non-emergency police services. The City of Aspen's Petition asks to implement 3-1-1 for both non-emergency police services and governmental services.

4. The City of Aspen is a Colorado home rule city organized and existing under and by virtue of Article XX of the Colorado Constitution and is therefore a "Governmental Entity" within the meaning of Commission Rule 2741(c). The city represents it has a population of approximately 7,019 people and serves as a major, year-round, international tourist destination.

5. The City of Aspen represents that it intends to offer the use of abbreviated dialing 3-1-1 within the Geographic Information Systems (GIS) delineated borders of the City of Aspen limits. The Aspen city limits fall within the Aspen wire center of the local incumbent provider, CenturyLink QC, doing business as Lumen.

6. The City of Aspen currently provides support to its citizens and visitors through Aspen 311 Connect, a software tool provided by CivicPlus in conjunction with the 311 Mobile Application (also accessible through the 311 website). Callers outside the boundaries of the City of Aspen have the option to use the 311 Connect Mobile Application or can also dial the City Clerk's office directly.

7. In its Petition, the City of Aspen indicates that 3-1-1 calls will be answered during normal business hours of Monday through Friday, 9 a.m. to 5 p.m., excluding weekends and holidays. Calls received outside of these hours will go to a general voicemail which will provide callers with information on how to reach the various services.

8. The City of Aspen indicates in its petition that funding for the implementation of the 3-1-1 abbreviated dialing code is included in the City's current operating expenses. With the addition of the 3-1-1 abbreviated dialing's, the City of Aspen does not anticipate a change to its current staff.

**C. Discussion**

9. We find that The City of Aspen has demonstrated a public benefit and has shown good cause to grant its request for the authority to implement the 3-1-1 abbreviated dialing code in the Aspen city limits. The use of the 3-1-1 abbreviated dialing code will benefit the citizens and visitors of Aspen by providing a simple, universal, easy-to-remember number to access non-emergency police and other governmental service information. And, as discussed above, this accords with the purpose of 3-1-1 as outlined by the FCC.

10. We direct that all affected telecommunications providers file with the Commission the information required in 4 CCR 723-2-2741(e)(IV)(A-C) by October 1, 2023. The Affected Providers should be mindful that the Lumen central office should be used as a guide, along with the City of Aspen's boundaries, to determine the geographic area for implementation. The Affected Providers should inform the Commission if and to what extent their geographic implementation must vary from this area.

11. Implementation of the 3-1-1 abbreviated dialing code may begin October 31, 2023, unless, after review of the information ordered in Paragraph 7, this Commission determines a later date is necessary. See 4 CCR 723-2-2742 (e)(V).

12. The City's contact information for providers is as follows:

Mrs. Rebecca Loudon  
Sr. Business Analyst, Strategy and Innovation Office  
427 Rio Grande Place, Aspen, CO 81611  
Telephone: (970) 429-2774

**I. ORDER**

**A. The Commission Orders That:**

1. The Petition of the City of Aspen for the Assignment of the 3-1-1 Abbreviated Dialing Code for Access to Non-emergency governmental police and other governmental service information is deemed complete and granted.
2. The Commission approves the City of Aspen's use of 3-1-1, to become effective no earlier than October 31, 2023, consistent with the discussion above.
3. By October 1, 2023, all affected telecommunications providers shall file with the Commission the information required in 4 *Code of Colorado Regulations* 723-2-2742 (e) (IV)(A-C) and (V)).
4. All affected telecommunications providers currently using the 3-1-1 abbreviated dialing code for purposes other than access to Non-emergency governmental police and other governmental service information shall discontinue that use within **30 days** of the effective date of this Order.

5. This Decision is effective on its Mailed Date.

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING  
August 30, 2023.**

(S E A L)



ATTEST: A TRUE COPY

Rebecca E. White,  
Director

THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

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Commissioners