Our annual snapshot to you about Thomasville’s performance this year is also a resource guide of city services, contacts, & tips.

For the facts & figures that relate to our accomplishments, check out our Factfind pages. If you need to find information about a service, you can do that, too, within these pages.

We hope you will keep this guide in the kitchen drawer & it will be your go-to-guide for everything Thomasville.
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Executive Memo

2011 was a year of planning, for setting the stage for many of the projects undertaken in earnest in 2012. The Compressed Natural Gas (CNG) fleet initiative, the Madison Street improvements & the acquisition of significant funding for major water and wastewater system upgrades all were launched in 2011. These initiatives will pay dividends for Thomasville for decades & reflect our commitment to serving the community.

Delivering safe streets, reliable utilities, economic opportunity, green spaces & a thriving downtown are responsibilities of your local government. As employees of your city, we take those responsibilities seriously, & that duty evokes from us a commitment and passion to serve. Each of us wants to exceed your expectations daily as we deliver services that keep your homes warm, neighborhoods protected & provide opportunities to play & grow.

Thank you for allowing us to serve you.

[Signature]

Steve Sykes
## Utility Services

<table>
<thead>
<tr>
<th>CNS</th>
<th>Phone</th>
<th>Website Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising                                                       227.3321</td>
<td>cns-internet.com</td>
<td></td>
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<tr>
<td>Rose.net technical support                                        227.7086</td>
<td>rose.net</td>
<td></td>
</tr>
<tr>
<td>Cable TV guide                                                    227.7086</td>
<td>rose.net</td>
<td></td>
</tr>
<tr>
<td>College football schedule                                         227.7086</td>
<td>rose.net</td>
<td></td>
</tr>
<tr>
<td>Online form requesting info:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>internet, telephone, cable</td>
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<td></td>
</tr>
<tr>
<td>Phone inquiry for residential:</td>
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<td></td>
</tr>
<tr>
<td>Internet, telephone, cable                                        227.7001</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone inquiry commercial:</td>
<td>227.7001</td>
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</tr>
<tr>
<td>Internet &amp; data                                                   227.7001</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security light request                                             227.7001</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility trouble reporting                                          227.5499</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electric outage                                                   227.5499</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smell gas                                                         227.5499</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNS outage                                                        227.5499</td>
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</tr>
<tr>
<td>Recycling locations                                               227.7001</td>
<td>thomasville.org</td>
<td></td>
</tr>
<tr>
<td>Roll off containers                                               227.7092</td>
<td>thomasville.org</td>
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</tr>
<tr>
<td>Landfill                                                          227.4316</td>
<td>thomasville.org</td>
<td></td>
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<tr>
<td><strong>Customer Service</strong> 227.7001/email, <a href="mailto:custsvc@rose.net">custsvc@rose.net</a></td>
<td></td>
<td>thomasville.org</td>
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<tr>
<td>Electric</td>
<td>all</td>
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<tr>
<td>Gas</td>
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<td></td>
</tr>
<tr>
<td>Water</td>
<td>all</td>
<td></td>
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<tr>
<td>Solid waste/garbage</td>
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<tr>
<td>CNS services</td>
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</tr>
<tr>
<td>Pay my utility bill online</td>
<td>all</td>
<td></td>
</tr>
</tbody>
</table>

When you are not sure who to call, Customer Service will always help. 227.7001

### Steps for Using On-bill Financing

1. Own your home.
2. Be a 1-year utility customer with good payment history.
3. Apply.
5. Pay for upgrades in 3-5 years on your bill with 0% interest.
6. Enjoy your upgrades & lower energy bills.

This is a first-come, first-served program funded by the Georgia Department of Energy.

It is a self-sustaining fund.
This year we added 425 rose.net customers.

Solid waste employees took the lead collecting old cell phones for “Call to Protect,” a national charity that combats domestic violence. You may drop off old phones at 111 Victoria Place.

“Thank you to the City of Thomasville, for answering the call from your public power neighbors.”
- Pinetops, NC

155 customers took advantage of 0% on-bill financing for a total of $693,438.

80-100 organizations advertise on CNS TV each month.

On-bill 0% interest financing for energy efficient appliances & home weatherization saves you money and pumps dollars into our local economy.

During our recycling events you disposed of computers, old TVs, refrigerators, & more for free. Electronic items should not be placed in a landfill for environmental reasons.

FactFind 2011

Launched 15 HD TV channels
## Shop.play.relax Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Website Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Street</td>
<td>227.7020</td>
<td>downtownthomasville.com</td>
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<tr>
<td>Leasing downtown retail space</td>
<td>227.7020</td>
<td>downtownthomasville.com</td>
</tr>
<tr>
<td>Downtown merchant directory</td>
<td></td>
<td>thomasvillega.com</td>
</tr>
<tr>
<td>Visitors Center</td>
<td>228.7977</td>
<td>thomasvillega.com</td>
</tr>
<tr>
<td>Getaway travel packages</td>
<td>866.577.3600</td>
<td>thomasvillega.com</td>
</tr>
<tr>
<td>Find locally made &amp; grown goods</td>
<td></td>
<td>thomasvillega.com</td>
</tr>
<tr>
<td>Country Oaks Golf Course</td>
<td>225.4333</td>
<td>countryoaksgolfcourse.org</td>
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<tr>
<td>Parks and facilities</td>
<td></td>
<td>thomasville.org</td>
</tr>
<tr>
<td>Special event park reservation</td>
<td>227.4062</td>
<td>thomasville.org</td>
</tr>
<tr>
<td>Sports and fitness programs</td>
<td>226.3446</td>
<td>ymca-thomasville.org</td>
</tr>
</tbody>
</table>

In 1999, the city launched a partnership with the YMCA to deliver sports and fitness programs for youth and adults.

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### Join Us

**Country Oaks facebook page**  
facebook.com/CountryOaksGolf

**Visitors Center facebook page**  
facebook.com/thomasvillega

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## March
- Heritage Walk/Run
- Recycling Week

## April
- Rose Show & Festival

## July
- CNS Fireworks

## October
- Thomasville Fly-In
- Fire Prevention Week

## December
- Recycling Week
- Christmas Parade
- Victorian Christmas

see a complete calendar of all community events at thomasvillega.com
Main Street partners with local arts & civic groups to bring creative venues to our downtown.

Over 95,000 people attended downtown events and festivals.

The city budgets $1.2 million annually for culture and recreation.

Victorian Christmas was named in the top 20 events of December by the Southeast Tourism Society.

20,782 rounds of golf played were played at the city golf course.

For 2011 downtown public/private investment is $3.7 million.

Main Street offers downtown dollars for gift giving that are redeemable with downtown merchants. In 2011, shoppers redeemed $18,690 in downtown bucks.

It’s not unusual for 12,000 visitors to arrive during the month of April, & spend an estimated $500,000 while in town.
When a city undertakes revitalization efforts in certain older commercial & industrial areas, it can qualify those areas for a state job tax credit of $3,500 per job. When a new or existing business creates two or more jobs, the tax credit can be taken against the business income tax liability & payroll withholding tax.

Thomasville is working with the Georgia Dept. of Community Affairs to establish opportunity zones in our city, an incentive for growth.

What is an opportunity zone?

The Victoria Place Park is one of the first beautification steps for our urban redevelopment area.
FactFind: 2011

“We’re spending over $1 million from a transportation grant to tie our new downtown judicial center, courthouse & Madison Street directly into our shopping district,” Steve Sykes says.

The Dewey City neighborhood was named the newest national historic district in Thomasville.

The proposed 15-mile multi-use trail won a Georgia Planning Association Outstanding Initiative Award.

Thomasville was awarded a $250,000+ grant to fund a Housing Resource Center within the Victoria Place Project to function as a central location for housing assistance.

1,284 building & other permits were issued in 2011, totaling over $17 million.

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Cherokee Lake

Top Five Private Community Employers
Flowers Foods • Hurst Boiler & Welding Co. • Oil-Dri Corp. of America • Cleaver-Brooks • Woodhaven Furniture Industries

RED HILLS Business Park

economic growth
Fire.police Services

Fire emergency 911
Fire non-emergency 227.7015
Police emergency 911
Police information 227.3249
Crime Stopper’s Hotline 227.3305
Crime prevention programs 227.3288
Municipal court 227.3303
Police dispatch 226.2101
Police investigations 227.3302
Traffic violations 227.3303

Access the new, web-based crime mapping service, CrimeReports, from the Thomasville Crime Mapping link located on thomasville.org.

Thomas County

All emergencies 911
Sheriff Administration 225.3300
Investigations 225.3315
Emergency Management Agency 225.4190
EMS Administration 225.4114
Using CrimeReports, citizens can now look at their city, neighborhood & even their individual street to see what kind of crimes have taken place, in near real time.

Thomasville Fire Rescue responded to 649 fire calls & 461 medical calls this 12 months.

Our Police Department was recertified by The Georgia Association of Police Chiefs in 2011.

The City reduced the fire tax in 2011. The reduction means a property owner with a home valued at $125,000 would see his or her tax reduced from $72 in 2010 to approximately $47.50 in 2011.

City technical services operates the city & county emergency 800 MHz Radio system.

Police responded over 170,000 times to citizens needing assistance in 2011.

Our firemen don clown costumes to bring fun to fire prevention news. In 2011, they educated over 3,800.
The Energy Control Center takes payments weekdays after hours from 5:30 p.m. to 9:00 p.m. from customers whose services have been disconnected. There is a $32.00 service charge for all after-hour reconnections & new account service.
A CNS infrastructure upgrade replaced 8,000 components to expand its bandwidth capacity. This is the system of switches, nodes, amplifiers & cable that comprises the CNS network.

The Energy Control Center operates year-round 24 hours a day, 7 days a week, with two operators on shift at all times.

The City is committed to the automation of reading its 15,000 electric meters & 10,000 water meters for greater efficiency.

The state awarded the City $22.4 million in low-interest funding for upgrades to the Water Pollution Control Plant & to our 150 mile water main infrastructure as well as the development of a new 3,000 gallon per minute deep well. $1.2 million of the funding is a grant, not a loan.

In 2011 Cairo chose the City to provide financial software services, joining Camilla & Moultrie.

Thomasville is a part of the South Georgia Governmental Services Authority, a partnership that also includes the cities of Moultrie, Camilla & Cairo.

A state Block Grant funded roadway & curb construction on 5 City streets, reducing our total unpaved street mileage to 4.6 miles.

A central GIS function to serve all departments was conceived in 2011.
Mayor 
Max Beverly
Max represents District 2, Seat 2. He was elected to the council in 2006 & was chosen Mayor in 2012. Max serves on the Audit & Budget Committee, Downtown Thomasville Tourism Authority (DTTA), Payroll Development Authority (PDA), Pension Board, Risk Management, South Georgia Governmental Services Authority (SGGSA), Utility Committee & Thomas County Board of Health.

Mayor Pro Tem
Greg Hobbs
Greg represents District 1, Seat 2 & was elected to the council in 2010. His committee assignments include Planning and Zoning, Engineering; Housing & Urban Renewal Committee, Public Safety, Recreation, & Utility Committee.

Roy Campbell
Roy is the councilmember serving At Large & has represented the citizens on the council since 1990 with tenures as Mayor in that time. He serves on the Airport Advisory Board, Audit & Budget Committee, Payroll Development Authority (PDA), Pension Board, Risk Management, South Georgia Governmental Services Authority (SGGSA), Utility Committee & Thomas County Board of Health.

Jay Flowers
Jay represents District 2, Seat 1. He was first elected to the council in 2012. He serves on the Thomasville Pension Board, Planning & Zoning, Engineering, Housing & Urban Renewal, Public Safety & Public Works Committees.

David Lewis
David represents District 1, Seat 1. He has served on the council for 12 years, since 2000. He serves on the Downtown Development Authority, Solid Waste Committee & Thomasville/Thomas County Drug Squad.

A council with a vision
The structure in this photograph is a perfect example of the revitalization effort of the urban redevelopment area, including the Victoria Place Project.

This historic 900 square-foot building will receive a 1,500 square-foot addition & a complete restoration.

It will begin its new life as the Housing Resource Center, a space with 6 offices for area nonprofit housing organizations. It will be a one-stop shop for information about affordable housing options.

See the map on the next page for the center’s location.
Multi-Use Trail

To connect neighborhoods, a 15-mile bike & walking trail is planned.
The data on this page is exclusive of the Thomasville School tax. The school board sets its tax millage rate yearly, & the City of Thomasville collects these taxes on the board's behalf. School tax dollars support the operation of the Thomasville City Schools.
A builder’s tradition

Beneath your feet at the new Cherokee Lake spillway lies a penny that was placed in the fresh concrete & is now hidden under 3 feet of water.

As early as 600 BC, coins were scattered in the foundation of a structure serving as a marker in time.

Camille Payne
councilmember 1988 - 2011

Camille is a champion for parks & green space in Thomasville. The Cherokee Lake spillway renovation was completed December 2011 at the conclusion of her tenure.

Thank you, Camille.
Just a few things you can do online.

1. Pay your utility bill, 24-hours a day.
2. Receive Rose Alerts (sign up at Rose.net for street closings, etc.) to come as a text or email directly to you.
3. Report a pothole, an abandoned vehicle, or request a new service with Online Service Requests under the Residents tab at thomasville.org. Your request will go directly to the department that can assist.
4. Find an answer to a frequently asked question about city services.
5. Report a complaint about a code violation (property maintenance).
6. Check crime activity in your neighborhood.
7. Find the hours of operation for a favorite downtown restaurant or merchant.
8. Inquire about new Internet, cable TV or telephone service.
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City of Thomasville
111 Victoria Place
Thomasville, Georgia
229.227.7001
The power of community. The power of service.