

***Because All Emergencies Are
Not Created Equal ...***

**Emergency? ... Call 911.
No Urgency? ... Call 311.**

**House Burning Down? ... Call 911.
Help Around Town? ... Call 311.**

**Child Hit On A Bike? ... Call 911.
Where To Fly A Kite? ... Call 311.**

**Burning Building? ... Call 911.
Burning Question? ... Call 311.**

**Escaped Convict?... Call 911.
Escaped Poodle? ... Call 311.**

**Gunshot? ... Call 911.
Tetanus Shot? ... Call 311.**



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Connecting DeKalb ...

Vernon Jones,

Chief Executive Officer

What is 311?

The **311 Citizen Help Center** provides one-call access to DeKalb County Government. By dialing 311, County residents and business owners can access non-emergency services and obtain County government information. DeKalb County is the only municipality in the metro Atlanta area currently providing 311 service.

311 Serving DeKalb ...

- 311 is available to all **DeKalb County** residents and businesses.
- Using a comprehensive database of information for County departments, 311 customer service representatives provide County information and/or can generate a Service Request for departmental resolution.
- 311 customer service representatives are available to assist DeKalb County residents and businesses, Monday-Friday, 8:30 a.m. - 5:00 p.m.

The 311 Mission

The DeKalb County Government 311 Citizen Help Center provides superior customer service to the citizens of DeKalb County by:

- Streamlining the customer-inquiry and service processes, thereby improving response time and increasing service resolution efficiency;



- Providing well-trained personnel to assist with County-related information and non-emergency Service Requests; and,



- Assisting in assuring that 911 resources are dedicated to public safety emergencies.

The Vision



“Customer service is the cornerstone of an effective and efficient government. It places an emphasis on ensuring customer satisfaction for any public or private organization.”
DeKalb County CEO,
Vernon Jones

The DeKalb County Government 311 Citizen Help Center provides a one-call service resource to DeKalb County citizens, employees and businesses, with the goal of providing the best possible customer service.

311 Core Values (C.A.R.E.)

- Consistency
- Accountability
- Responsiveness
- Ease of Access

Benefits of 311

- Provides one-call access to DeKalb County Government
- Improves County customer service and departmental accountability
- Assists County citizens with non-public-safety emergencies