

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

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**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