



DeKalb County Government 311 Citizen Help Center Frequently Asked Questions

What is 311?

It's a three-digit, non-emergency number citizens can call to get County information or to request County services.

Who Can Call 311?

311 is available to all DeKalb County residents and businesses. DeKalb County is the only municipality in the metro Atlanta area currently providing 311 service.

Is 311 Free to the Caller?

Yes - **NO FEES** are added to county residents' monthly (home) phone service, nor is there a per-call charge. However, wireless charges may apply; please check with your wireless carrier for specific charges.

What Happens When I Call 311?

311 calls are received by customer service representatives who are trained to assist callers by utilizing a comprehensive database providing County-wide information and/or generating Service Requests for departmental resolution.

When Can I Call 311?

Customer service representatives are available to take calls Monday - Friday, 8:30 a.m. - 5:00 p.m.

Can 311 Be Used Outside of DeKalb County?

If outside of DeKalb County, residents or business owners can contact the 311 Citizen Help Center by calling our toll-free number - **1-866-913-4311**.

Can I Call 311 From My Cell Phone?

Yes – 311 is accessible via cell phone as long as calls are placed within DeKalb County. If outside of DeKalb County, callers should use our toll-free number - **1-866-913-4311**. Wireless carrier charges may apply.

Can I Call 311 If I Don't Speak English?

Yes – the 311 Citizen Help Center is equipped to assist non-English-speaking citizens and business owners.

Is 311 Accessible for the Hearing Impaired (TTY)?

Yes – the 311 call center is TTY accessible.



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Are Calls Monitored?

Yes – calls may be monitored to ensure quality customer service and for training purposes.

How Long Will It Take to Complete My Service Request?

Service Requests vary depending on the service needed, and completion times vary by department and task. Once requests are initiated for the delivery of service, customer service representatives can provide estimated service delivery completion dates/times.

Can I Follow Up on My Service Request?

With each Service Request, customer service representatives will provide a request tracking number. This number will allow:

- Citizens to follow up on requests;
- Customer service representatives to access requests and view progress; and,
- The County-wide tracking of requests and the status of service completion.

What Information Will I Have to Provide to Initiate a Service Request?

Citizens will be asked to provide basic contact information – name, address, phone number and email address when initiating a Service Request. This information will be used to track the Service Request.

Will 311 Add Another Layer of Government?

No - the 311 Citizen Help Center improves the County's efficiency by eliminating duplication of efforts within and between departments, and by consolidating information into a single point of contact.

When Do I Use 311 Versus 911?

311 is your one-call resource for all **NON-EMERGENCY** DeKalb County services.

911 is your one-call resource for all public-safety, **EMERGENCY** DeKalb County services.

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| • <i>Emergency? ... Call 911.</i> | • <i>No Urgency? ... Call 311.</i> |
| • <i>House Burning Down? ... Call 911.</i> | • <i>Help Around Town? ... Call 311.</i> |
| • <i>Child Hit On A Bike? ... Call 911.</i> | • <i>Where To Fly A Kite? ... Call 311.</i> |
| • <i>Burning Building? ... Call 911.</i> | • <i>Burning Question? ... Call 311.</i> |
| • <i>Escaped Convict? ... Call 911.</i> | • <i>Escaped Poodle? ... Call 311.</i> |