



**OneDeKalb**  
**COMMUNITY OUTREACH TEAM**  
**FREQUENTLY ASKED QUESTIONS**

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## KEEP DEKALB BEAUTIFUL

Question/Concern		Department/Specific Contact	Answer/Referral/Action
1	Would like to do a Cleanup in Neighborhood or DeKalb County Right-of-Way. Request Supplies (pickup sticks, orange bags, vests, gloves, mulch or compost)	Keep DeKalb Beautiful - 404-371-2654	Have them complete a KDB Cleanup Request Form or Beautification Form. All forms are available via the KDB website or they can call the KDB office to request that our forms be sent to them. Citizens must allow 5 - 7 business days for supply request considerations/processing.
2	Recycle Electronics	Keep DeKalb Beautiful (404-371-2654) or Check: <a href="http://www.earth911.org">www.earth911.org</a>	KDB E-recycling event held periodically; Contact KDB office for next date and specific items collected. Also see KDB website for upcoming special events; Permanent Electronics Drop off site at: DeKalb Seminole Rd Landfill; Visit earth911 website for other options of recycling electronics.
3	Volunteer Specifically with KDB	Keep DeKalb Beautiful - 404-371-2654	Take the contact's name, phone, and email. They can contact the KDB office directly or visit our website at <a href="http://web.co.dekalb.ga.us/beautiful/index.html">http://web.co.dekalb.ga.us/beautiful/index.html</a> to view all of our annual events and upcoming special programs.
4	Disposal of HHW: Paint, oil, batteries, etc.	Keep DeKalb Beautiful (404-371-2654) or Check: <a href="http://www.earth911.org">www.earth911.org</a>	Citizens can contact the KDB office to inquire about upcoming HHW Disposal Event Days within the county. Liquid paint is a HHW; however, once paint is solidified via kitty litter mix or dried out, it can be placed out on the curbside for Sanitation pickup. There are also local vendors on earth911.org that will recycle HHW for a fee.
5	"No Littering" sign request	Keep DeKalb Beautiful can assist with direction to Roads & Drainage	Have Citizens submit request (exact location for the sign) in writing via email ( <a href="mailto:kdb@co.dekalb.ga.us">kdb@co.dekalb.ga.us</a> ). We submit the request to DeKalb County Roads and Drainage with the approval of a Sanitation Division Inspector.
6	Special Event Recycling	Keep DeKalb Beautiful can assist with recycling at special events (block party, church event, etc.)	Have the Citizen contact the KDB office (404-371-2654) directly to receive our application form for our "Away From Home" recycling stands. We will coordinate pick up of the stands from our office and collection of expected recyclables from their event.

## CODE ENFORCEMENT

Question/Concern		Department/Specific Contact	Answer/Referral/Action
4	Abandoned Car	Code Enforcement: 770-724-7940	Please leave a detailed (address/location for citation) message for a Code Enforcement to use to investigate the site; you may email Code Enforcement with pictures at: <a href="mailto:tacodeenforcement@co.dekalb.ga.us">tacodeenforcement@co.dekalb.ga.us</a> .
2	Illegal Signs	Code Enforcement: 770-724-7940	Please leave a detailed (address/location for citation) message for a Sanitation Inspector/Code Enforcement to use to investigate the site; you may email your concern with pictures to: <a href="mailto:tacodeenforcement@co.dekalb.ga.us">tacodeenforcement@co.dekalb.ga.us</a>

## SANITATION SERVICES/RECYCLING

	Question/Concern	Department/Specific Contact	Answer/Referral/Action
1	Community Service	Sanitation Litter Patrol: 404-294-2255	The Litter Patrol picks up litter daily along DeKalb County right-of-way; check to see the time and location of where you should report for community service. If the citizen is interested in assisting in litter cleanup efforts they can contact the Keep DeKalb Beautiful Program to sign up; please call 404-371-2654.
2	Right-of-way grass needs cutting/limbs need trimming	Sanitation Mowing & Herbicide 404-294-2900	Customer will be calling the Sanitation Division Call Center; they can put in a request for maintenance with the phone operator. They will be given a reference # for their request. Requests are completed within 5 - 10 business days.
3	Curbside Residential Recycling Signup	Sanitation Recycling Coordinator: 404-297-4440 <b>OR</b> Sanitation Division Call Center: 404-294-2900	There is a \$30 one time fee to signup for a voluntary residential curbside recycling. Fee includes blue bin (mixed paper) and one (1) yr's supply of blue bags for recycling commingled items. Sanitation will deliver this to your house upon subscription to the program. Fees for recycling DeKalb cover costs of labor and fuel costs incurred by additional service provided by the Sanitation Division.
4	Commercial Recycling	Sanitation Recycling Coordinator: 404-297-4440	The Recycling Coordinator needs to assess the business site for placement of a recycling dumpster next to the garbage dumpster outside of the facility. A specific payment and fee structure will be set up by the Recycling Coordinator. The business may also receive recycling containers (cardboard boxes lined with recycling bags) for inside the facility; Recycling can be beneficial as it will significantly reduce waste mgmt fees/sanitation disposal fees and save the business money.
5	Excessive Litter/Cleanup Request (DEKALB COUNTY RIGHT-OF-WAY)	Sanitation: 404-294-2900	Customer will be calling the Sanitation Division Call Center; they can put in a request for maintenance with the phone operator. They will be given a reference # for their request. Requests are completed within 5 - 10 business days.
6	Orange bags left in right-of-way	Sanitation Division: 404-294-2900 <b><i>It will be assigned to the respective</i></b> North, South, East, or Central Lot Supervisor for pick up	Customer can call the Sanitation Division Call Center; they can put in a request for pickup of the bags with the phone operator. They will be given a reference # for their request. Requests are completed within 5 - 10 business days.
7	Excessive Litter/Cleanup Request (STATE ROUTES ONLY)	Georgia Department of Transportation: 404-299-4381	

## LIBRARY SERVICES

Question/Concern		Department/Specific Contact	Answer/Referral/Action
1	Will the Library accept books for Donation?		
2	How much are library cards and who is eligible to receive them?		Library cards are free to DeKalb County residents, DeKalb County and DeKalb County school employees, students residing in college housing in DeKalb County or attending library schools, and County property and business owners.
3	Can neighborhood associations use meeting room facilities at DeKalb County Public libraries?		Yes, DeKalb County neighborhood associations can book the meeting room. Visit nearest branch library and fill out application which requires an active library card. Twenty dollar meeting room facility fee.
4	Does the library have public access computers? And is there WIFI access available for personal computer usage?		Yes, library computers have MS Office 2007, Internet and databases. Our website-www.dekalblibrary.org. Additionally, free WIFI access is available. Citizens can bring their wireless enabled laptop computers or other wireless devices to the Library and turn it on. The Library uses the WIFI Standard. A wireless network card should detect a signal immediately at all branches.
5	ESL (English Second Language classes) and materials	Literacy Services: 404-370-8450 ext. 2240	The Library provides print and audiovisual materials for ESL students and tutors; computers with instructional software; online programs; and space for tutoring, classes and meetings. The Library also offers free ESL and Citizenship Classes.
6	Does the library need or use volunteers?	Volunteer Services: 404-370-8450 ext. 2239	DeKalb County Public Library needs your time to help support and enhance our mission to serve the County's citizens. There are many different ways in which volunteers serve the library -- from weekly commitments to one-time special events. There are positions to match different schedules, skills and interests.
7	Does the library offer programs?	Adult/Senior Programming: 404-370-8450 Children/Teen Programming: 404-370-8450	Visit <a href="http://www.dekalblibrary.org">www.dekalblibrary.org</a> to view the current programs being held at the DeKalb County Public Library or visit your closest library for program booklets.
8	Patron Computer Education- Learn How @ Your Library	PatronEd: 404-370-8450	Training on Mouse & Keyboard, MS Office 2007
9	Outreach	Library Take-Out Services: 404-370-8450 ext. 2257	Library Take-Out is a program designed to introduce Library services to residents of DeKalb who are not familiar of services offered by the DeKalb County Public Library. It provides a portable temporary service point where Library programs and services can be provided and promoted to potential users in their community and their native languages.
10	Can the library help me improve my reading and other basic skills (trying to get my GED etc.) What does the library offer?	Literacy Services: 404-370-8450 ext. 2240	The library has a wide assortment of materials to help with adult learning needs, and basic education needs in reading, writing and math.

11	Can I renew my books online? Can I search the catalog from home and reserve books?	Online	Yes, go to <a href="http://www.dekalblibrary.org">www.dekalblibrary.org</a> . You will need your library card and PIN number for access.
12	What kinds of materials are available for check-out for children and adults?		Books, music CDs, DVDs and audio books.

## WATERSHED MANAGEMENT

Question/Concern		Department/Specific Contact	Answer/Referral/Action
1	I would like to find out more information about the toilet rebate program.	Watershed Management	The application information is online at <a href="http://www.dekalbwatershed.com">www.dekalbwatershed.com</a> . If a person does not have internet/computer access, they can call (770) 414-2360 for an information packet.
2	What are the new water & sewer rates?	Watershed Management	This information can be found on the department's website at <a href="http://www.dekalbwatershed.com">www.dekalbwatershed.com</a> under "Billing."
3	How do I establish new water service or discontinue service?	Watershed Management	Contact Water & Sewer billing (404) 378-4475. or go to Revenue/Billing Department at 1300 Commerce Dr. Decatur GA, 30030.
4	What number do I call if I have a water & sewer emergency or spill?	Watershed Management	Citizens should contact the 24-hour emergency phone number: (770) 270-6243.
6	I need to have a low-flow inspection done so that I can obtain water service.	Watershed Management	Citizens should contact the 24-hour emergency phone number: (770) 270-6243.
7	I am interested in having someone come out and speak at my homeowner's association meeting, gardening club, rotary club, or other special interest group.	Watershed Management	Contact: Public Education Specialist at (770) 621-7266.
8	I am interested in having someone from Watershed Management visit my school.	Watershed Management	Contact: Public Education Specialist at (770) 724-1456.
9	I am interested in touring one of DeKalb County Water Treatment or Wastewater Treatment Facilities....	Watershed Management	Contact the plants directly: Polebridge Wastewater Treatment Plant: (770) 593-9651 Snapfinger Wastewater Treatment Plant: (770) 808-2900 Scott Candler <b>Water Treatment Plant</b> at (770) 391-6015.
10	I need to speak with someone about getting an exemption for the Inefficient Plumbing Fixtures Replacement Ordinance.	Watershed Management	The exemption form can be found on the department's website at <a href="http://www.dekalbwatershed.com">www.dekalbwatershed.com</a> under "Billing." There citizens will find a detailed explanation of who qualifies for an exemption. If they have further questions, citizens should call (404) 378-4475.
11	I want more information on filling up my swimming pool.	Watershed Management	Citizens should call (770) 621-7272 for more information.
12	How much does it cost to do a water and sewer tap?	Watershed Management	Current fees are listed on the website, <a href="http://www.dekalbwatershed.com">www.dekalbwatershed.com</a> , under the section for "Pay Your Bill." This includes all rates and fees associated with water and sewer services.

13	How do I verify if I am connected to or on the DeKalb County sewer system?	Watershed Management	Call (770) 270-6243. Within 2 business days you will be contacted to set up a 2 hour time period during which the County will run a dye test from your home or business to determine if you are connected to the sewer system. If, due to an emergency, we are unable to do the test we will call and reschedule.
14	Where can I ask general water/sewer questions?	Watershed Management	Contact DWM Engineering Technical Services division at 1580 Roadhaven Drive, Stone Mountain or 770-621-7272 for general questions.
15	Where can I get information about the quality of my drinking water?	Watershed Management	The Safe Drinking Water act requires public water systems to send annual water quality reports to all of their customers. The DeKalb County DWM supports this effort each year in the spring by publishing a water quality report known as the Consumer Confidence Report (CCR) which is available at <a href="http://www.dekalbwatershed.com">www.dekalbwatershed.com</a> .
16	Where does the drinking water come from for DeKalb County?	Watershed Management	The Chattahoochee River is the drinking water source for DeKalb County. The water is treated at the Scott Candler Water Treatment Plant and then distributed to DeKalb County customers.
17	When will my yard landscaping/sidewalk/driveway/curb be restored after the DWM work was done recently?	Watershed Management	Restoration of property is done ASAP and it depends on a combination of variables. Such as but not limited to season (time of year), daily emergency repairs, type of restoration, and weather conditions. Usually Watershed Management attempts to restore property within 10 - 15 business days after the initial repair to water / sewer lines are completed. Sod is seldom replaced during winter months (Nov - Feb) these service request may stay outstanding until the later part of March. Driveways are placed on priority, along with sidewalks and street repairs. We will have a Customer Service agent contact you within 2 business days to establish a restoration schedule.
18	Who do I speak with about occasional low water pressure in my home?	Watershed Management	The Scott Candler Water Treatment Plant controls pressure throughout the system. Contact the plant at (770) 391-6015. They are available 24 hours per day.
19	Who do I call to report a sewer odor coming from a manhole near my home?	Watershed Management	DeKalb County will investigate the cause of the odor within two business days. Please include location of the manhole. If this is a storm drain or other type of manhole, the DWM will notify Roads and Drainage or the appropriate entity.
20	My water has a funny taste, can I get it checked?	Watershed Management	There are several possibilities that can cause your water to taste or smell funny. If you have had plumbing work done recently, installed a new icemaker, have put new hoses on a washer or dishwasher, or installed new carpeting with a strong odor or rubber type backing your water may appear to taste funny for a few days. If you have a home treatment unit and the carbon filter is depleted the water may taste funny or have an odor. Sometimes if your water has not been used for a period of time it can develop a taste or odor. If this is the case, running the water for about 5 to 10 minutes should clear it up.

21	Adopt-A-Stream (Citizen Water Quality Monitoring)	DeKalb County Watershed Mgmt: 770-724-1456	Citizens (including school groups and civic organizations or clubs) can contact Watershed Mgmt to receive training and information on how they can assist in efforts to: (1) increase public awareness of the nonpoint source pollution and water quality issues, (2) acquire tools and training to evaluate and protect their local waterways (creeks, streams, rivers, lakes, ponds), (3) encourage partnerships between citizens and their local government to collect quality baseline water quality data. Contact: Public Education Specialist, Adopt-A-Stream Coordinator at (770) 724-1456.
20	Toilet Rebate Program	DeKalb County Watershed Mgmt: 770-414-2360	Beginning 01/01/08 DCWM offers a rebate program to DeKalb County water customers whose homes were built prior to 1993; rebates will reimburse customers replacing old toilets with water-conserving, efficient toilets. The program only honors toilets purchased after 01/01/08. The program consists of two options: (a) \$50.00 Rebate for a 1.6 gallon per flush toilet. or (b) \$100.00 Rebate for a 1.28 gallon per flush toilet. The only citizens' that are eligible for the rebate are those that are individually metered and receive a water bill from the County. A rebate check should be received within 60 days of the Department receiving the application. You can visit Watershed Management website for a list of eligible toilets located at: <a href="http://www.dekalbwatershed.com">http://www.dekalbwatershed.com</a> .
21	Water Bill Questions	Watershed Management: Billing Inquiries 404-378-4475	For citizens making inquiries about their changes or fluctuations in their water bill, please refer them to the Watershed Mgmt Billing Inquiries line. You can advise that spikes in their bill are due to new water conservation billing rates. Additionally they may want to seek assistance in performing a leak assessment on fixtures in their home - this may identify a source of increased water usage resulting in their higher bill.



## PARKS & RECREATION

Question/Concern	Department/Specific Contact	Answer/Referral/Action
1 Reserve a Picnic Shelter in the Park/Hosting a special event	Parks and Recreation: 404-371-2036 website link: <a href="http://www.co.dekalb.ga.us/parks/pr-pavillion-reservations.html">http://www.co.dekalb.ga.us/parks/pr-pavillion-reservations.html</a>	Individuals interested in reserving space at a DeKalb County Park must adhere to the "Park Rules and Guidelines" before completing and submitting the "Play Kit Reservation" form. Fifteen (15) days notice of the planned event is needed in order to process the request. Out-of-county residents must add \$30 to the listed prices. DeKalb County parks with pavilions are available on a first come, first serve basis. A pavilion reservation (permit) entitles the permit holder to exclusive use of the pavilion for those dates and time indicated on the permit. Pavilions may be reserved by anyone 18 years of age or older. Reservations can be made online or by calling (404) 371-2036. All reserving parties are limited to one reservation per month, per shelter. Reservation requests will be handled in the order that they are received. Once the reserving party makes the selection, the site will be tentatively scheduled. Payment is due two (2) weeks from the confirmation date. The Reservation Agreement and all applicable documents must be returned along with payment to the Parks and Recreation Department by the specified due date in order to guarantee the reservation.
2 Lighting in the Park	Parks and Recreation: (404) 371 - 2711	Please call (404) 371 - 2711 to report any lights out in a park. A work order will be generated to determine necessary repairs.
3 Illegal Activities in the Park	Parks and Recreation: (404) 371 - 2711 or 911 website link: <a href="http://www.co.dekalb.ga.us/parks/pr-park-rules.html">http://www.co.dekalb.ga.us/parks/pr-park-rules.html</a>	A copy of the park rules is posted on the DeKalb County Parks and Recreation website and a sign should be located at the entrance of each park. Violations of these rules could result in fines. Please report any violations to (404) 371 - 2711. If immediate action is needed, please call 911.
4 Adopt-A-Park Questions	Parks and Recreation: (404 )371 - 2621	Please contact the Volunteer Coordinator to receive an adopt-a-park application at (404)371-2621.
5 Community Gardening	Natural Resource Management Office: (770) 484 - 3060	Please contact (770) 484 - 3060 for a community garden application and additional information

## PARKS, BOND & GREENSPACE

Question/Concern		Department/Specific Contact	Answer/Referral/Action
1	Can you buy land anywhere in the county?	Parks, Bond & Greenspace: (404) 371-2082	Not within the city limits of the cities in our county (i.e. City of Stone Mountain, City of Dunwoody, City of Clarkston).
2	How to nominate?	Parks, Bond & Greenspace: (404) 371-2082	Go to DeKalb County website for Greenspace. (Look under Nominations)
3	Still buying land?	Parks, Bond & Greenspace: (404) 371-2082	Yes
4	Do you need to own the land?	Parks, Bond & Greenspace: (404) 371-2082	No

## ROADS & DRAINAGE

Question/Concern		Department/Specific Contact	Answer/Referral/Action
1	Who do I report a cave-in in the roadway to?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Roadway cave-ins are handled by the Roads and Drainage Department. The citizen needs to specify if the cave-in is a hole or a dip in the roadway. If the hole is an open area, it is considered an emergency and addressed immediately.
2	Who do I contact for road resurfacing/paving? Metal plates in the roadway?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Metal plates in the roads are handled by the Roads and Drainage Department. The citizen needs to specify if the metal plate is stable or unstable. If it is not stable it will be handled as an emergency and addressed immediately. The list for street resurfacing/paving is maintained by the Roads and Drainage Department. If you have Internet access the list can be obtained at: <a href="http://www.co.dekalb.ga.us/stormwater/pdf/PavingList.pdf">http://www.co.dekalb.ga.us/stormwater/pdf/PavingList.pdf</a>
3	Where do I report a pothole in roadway? Where do I report damage to my car by a pothole?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	The Roads and Drainage Department is responsible for the repair of potholes. The County does not compensate for damage to vehicles, contact Risk Management for more information.
4	Who should I contact for parking lot resurfacing or to address concerns of cracking/breaking of asphalt roadways?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Parking lot resurfacing and patching of roads is handled by the Roads and Drainage Department if it is determined to be a County related project.
5	Who repairs headwalls and retaining wall repairs?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Retaining wall and headwall repairs and replacements are handled by the Roads and Drainage Department.

6	Who handles the cleaning/draining of retention ponds and ditches?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Roads and Drainage Department handles the cleaning and drainage of retention/detention ponds and ditches. The citizen should give the name of the sub-division and zip code where the retention/detention ponds are located when they contact the Roads & Drainage hotline.
7	<b>Curb Appeal:</b> - Broken Sidewalk - Request curb raising - Driveway Cracking - Sidewalk cleaning/clearing - Curb cleaning	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	The Roads and Drainage Department can take requests for maintenance or construction on curbs and sidewalks. If the request is for curb rising, the citizen should specify if the yard is washing out as well. They can also assist with driveway repairs are if it is determined that it is a County related problem. If water running down a driveway is a concern, they can also assist with driveway humps. Requests can be submitted through the Roads & Drainage Hotline - #404-297-3840.
8	Who should I contact for bridge repair, low/damaged shoulders, or to install/repair guardrails?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Requests for maintenance or construction bridges, guardrails, or road shoulders can be submitted through the Roads & Drainage Hotline - #404-297-3840.
9	Can someone check this sinkhole or cave-in in my front or backyard? Who do I speak to regarding a sink hole?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	This is handled by the Roads and Drainage Department. The citizen needs to specify if the area has caved in (open) or sink-in (dip). If the area is open, or if the sinkhole is in the roadway, it is considered an emergency and addressed immediately.
10	Who is the contact for reporting grate repair or pipe replacement/repair?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Grate and pipe repairs are handled by the Roads and Drainage Department. The citizen needs to specify if the pipe is visible and the location of the pipe.
11	Broken catch basin lids? Repairs to catch basins or storm drains? Culvert cleaning?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Broken catch basins are handled by the Roads and Drainage Department. The citizen needs to specify if the catch basin lid poses a hazardous condition. If considered a hazard it will be handled as an emergency.
12	Does the County provide rock and/or pipe for a fee?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	The Roads and Drainage Department handles these requests. An inspection will determine if the citizen qualifies.
13	Who should I contact for a fallen tree in the roadway?	Who should I contact for a fallen tree in the roadway?	Fallen trees in the roadway will be handled by the Roads and Drainage Department and will be handled as an emergency.
14	Who should I contact about hazardous conditions such as the roadway flooding or property flooding?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	The Roads and Drainage Department handles reports of ice, spills, snow and flooding in the roadway or on property. If the flooding poses a threat to the public or a home it will be handled as an emergency.
15	Who should I contact to request dam inspections?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Dam Inspections are handled by the Roads and Drainage Department.
16	The creek that is behind my house is blocked or clogged, who do I contact?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Roads and Drainage Department can assist with cleaning creeks if it is determined to be a County related problem.
17	Who should I contact to request tree removal on my property or to trim tree limbs/brush?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Tree removals are handled by the Roads and Drainage Department within the County's right-of-way. Citizen needs to specify if tree poses a danger or threat.
18	Which department handles fence relocation?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Roads and Drainage Department handles fence relocation if it's within the County's right-of-way.

19	Who do I contact if my keys, pet, etc. fall into a catch basin?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Roads & Drainage will follow up with any requests. Have citizen submit form or call 404-297-3840
20	Which department handles information regarding Storm water Utility Fees?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	The Roads and Drainage Department can assist you with that information. All property owners in unincorporated DeKalb County are affected.
21	Can the homes in flood areas be part of the County buyout program?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	The Roads and Drainage department will follow up with the request. They may also seek advisement from Parks, Bond & Greenspace 404-271-2082
22	What are the criteria to request the County's assistance with burials?	ROADS & DRAINAGE: Submit Work Request form or call 404-297-3840	Burial assistance is handled by Roads and Drainage Department.