

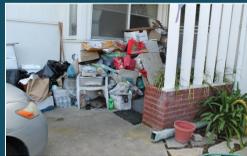
Everything you wanted,
and need to know about ...

CITY SERVICES and CODE ENFORCEMENT



2019

CITY OF ATLANTA HANDBOOK



March 4, 2019

Dear residents of the City of Atlanta,

The Code Enforcement Commission mission is to pursue a strategic approach to code compliance that involves our laws, policies and procedures to address blight in the City of Atlanta.

Over the years, the Code Enforcement Commission has worked to address nuisance abatement by introducing legislation to help with vacant property, citation enforcement, and employing various abatement campaigns. While code compliance is done voluntarily by willing property owners and occupants, sustaining code compliance and enforcement involves citizen partnership and participation.

The commission is rolling out a new tool this year entitled "*The Enforcement Training Academy*." This academy evolved from working directly with code enforcement officers, city departments, public officials, community leaders and with tactics introduced in a former City of Atlanta Neighborhood Deputies Program that addressed blight in the city. The mission of the academy is to increase skills, coordination and collaboration at the community level with institutions and city departments. Thus, the City of Atlanta approved funding for two tuition free academies for 2019.

This booklet is also the second edition of a tool provided by the commission as a useable work product and companion to the academy training. It includes information in identifying and reporting various concerns and violations in your community. The booklet will be available as a resource to *any City of Atlanta* resident.

As chair of the Code Enforcement Commission, we hope you find this booklet to be a useful tool. We encourage you to join us in our mission to support community based organizations, volunteer groups and residents who all care deeply about their communities and neighborhoods.

Sincerely,

Councilmember Joyce M. Sheperd
Chair of Code Enforcement Commission



KEISHA LANCE BOTTOMS
MAYOR



CITY OF ATLANTA

55 TRINITY AVE. S.W.
ATLANTA, GEORGIA 30303-0300
TEL (404) 330-6100

Dear Friends:

Our Administration has worked closely with the City of Atlanta’s Code Enforcement Commission to foster a healthy, safe and desirable environment for Atlanta’s residents, businesses and communities.

The Code Enforcement Commission’s effort to sustain and enforce code compliance has been integral to preventing blight, protecting property values and avoiding the creation and maintenance of nuisance properties. By developing its first-ever Code Enforcement Training Academy, the Commission has taken a vigorous and proactive approach to keeping Atlantans informed about important code enforcement laws and regulations.

The Code Enforcement Training Academy is comprised of several city departments responsible for regulating specific codes such as; the Atlanta Police Department Code Enforcement; the Department of Public Works; the Department of Watershed Management; the Zoning Division; the Atlanta Fire and Rescue Department and various Judicial agencies.

As we continue to build on our city’s progress and vision of One Atlanta -- a safe and welcoming city with world-class employees, infrastructure and services -- I hope you will pitch in and take great pride in our efforts to create a greater and more beautiful city.

Sincerely,

Keisha Lance Bottoms

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City of Atlanta Important Phone Listing

Atlanta Police Department – Community Service Division – Code Enforcement Section

Atlanta City Council	404-546-6030
Atlanta Fire Rescue Department	404-546-7000
Atlanta Code Enforcement	311 or 404-546-0311
Office of Building (Arborist)	404-546-6874
Office of Building (Permit Department)	404-546-6150
Office of Building (Zoning Enforcement)	404-330-6145
Missed Trash Pickup	311 or 404-546-0311
Illegal Dumping	311 or 404-546-3867
Potholes	311 or 404-546-0311
Traffic Concerns	404-546-6501
Sewage Problems	311 or 404-546-0311
Sewer Operations	311 or 404-546-0311
Streets and Sidewalks	311 or 44-546-0311
Municipal Court	311 or 404-546-0311
Public Works/Sanitation Department	311 or 404-546-0311
Watershed Management	311 or 404-546-0311
Erosion Control	311 or 404-546-1300
Fulton County Health Department	404 612-4000
Fulton County Animal Services	404 613-0358
Dekalb County Animal Services	404-294-2996
Parks and Recreation	404-546-6745
Highways	511
Mayor’s Office of Constituent Services	404-546-6023
Crime Stoppers Tip Line	404-577-TIPS
APD Zone 1	404-799-2487
APD Zone 2	404-848-7321
APD Zone 3	404-624-0674
APD Zone 4	404-756-1903
APD Zone 5	404-658-7054
APD Zone 6	404-371-5002

ATL 311

NON-EMERGENCY CITY SERVICES



HOW TO SUBMIT A REQUEST:

CALL 311 OR (404-546-0311) MONDAY - FRIDAY, 7 A.M.-7 P.M.

VISIT ATL311.COM

DOWNLOAD THE [ATL311 APP](#)

FOLLOW US [@ATL311](#)



twitter



instagram



facebook



nextdoor



DOWNLOAD THE ATL311 APP TODAY!

SUBMIT A REQUEST FOR:

- Potholes
- Missed yard trimmings
- Damaged street signs
- Traffic signal repair
- Sidewalk repairs
- Illegal dumping
- Code enforcement issues

HOW ATL311 CAN HELP YOU:

BUSINESS

Alcohol licensing
General business licensing

WATER AND SEWER

Water bill payments and inquiries
Installing and removing street plates
Servicing hydrants and sewer lids
Resetting meters

GARBAGE, RECYCLING AND GRAFFITI

Requesting a bin
Removal of dead animals or graffiti
Removal of trash, recycling, yard trimming,
and bulk items

HOUSING AND BUILDINGS

Scheduling inspections and permits
Accessing zoning information

MUNICIPAL COURT

Accessing court case details
Obtaining police reports
Scheduling fire prevention and safety inspections
Reporting code violations

PARKS, TREES, RECREATION AND EVENTS

Requesting maintenance of parks and trees
Requesting event permits
Reserving city facilities and recreation centers

STREETS, SIDEWALKS, TRAFFIC AND PARKING

Maintaining streets and sidewalks
Repairing street signs and lights

ATL311

NON-EMERGENCY CITY SERVICES



NOTIFYATL

SIGN UP FOR NOTIFYATL

to receive important alerts about your area

Text "NOTIFYATL" to 888-777



ATLANTA POLICE DEPARTMENT
COMMUNITY SERVICES DIVISION-CODE ENFORCEMENT SECTION
818 POLLARD BOULEVARD SW, SUITE 301-B
ATLANTA, GA 30315



Fact Sheet

WHAT DO WE ENFORCE: APD-CODE ENFORCEMENT SECTION is responsible for the inspection and enforcement of private property including; residential, commercial, industrial and multi-family properties that are in violation of The Atlanta Housing Code, The Commercial Maintenance & Industrial Code

Most Common Violations:

- ❖ **Vegetative Growth** (exceeding a height of 12 inches)
 - No excessive growth of shrubs, brush, vines, thickets
 - Vegetation not to encroach onto adjacent property or onto the right-of-way
 - Nuisance plants are restricted
- ❖ **Junk, Trash and Debris:** including dirt, rubbish, garbage, discarded materials, tree debris, tires
- ❖ **Junked Vehicles** is defined as inoperable or which cannot be legally operated on public roads or which does not bear a current registration or a current license plate
- ❖ **Structures/Buildings:** including Open (unsecured) and Vacant; Fire Damaged; Dilapidated; Missing and Deteriorated Roof; Broken Windows; Exposed to Elements and Decay
- ❖ **Parking on a Non All-Weather Surface:** parking on the grass/dirt is prohibited
- ❖ **No Heat**
- ❖ **Vacant Lots:** overgrowth exceeding 12 inches in height and junk, trash and debris
- ❖ **Outside Storage:** Items in connection with a permitted use of the property shall not be visible from front view. All items must be stored in the rear yard

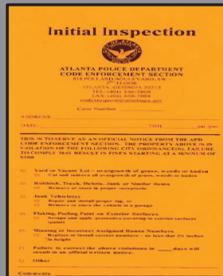
TO REPORT APD-CODE ENFORCEMENT VIOLATIONS:

CALL: 311 or 404-546-3800;
EMAIL: codesrequests@atlantaga.gov;
FAX/E-FAX: 404-658-7084 or 404-525-6614/404-546-2025 or
Visit our office at 818 Pollard Blvd, SW, STE. 301-B, Atlanta, GA 30315

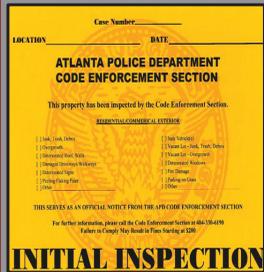


TYPES OF PLACARDS

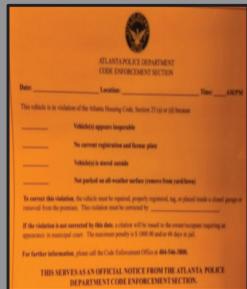
Door Hanger



Initial Inspection



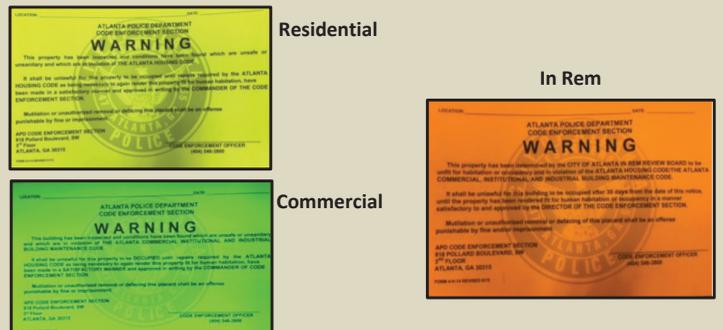
Junked Vehicle



Code Enforcement Placards:

- ❖ **Initial Inspection Placards** - notify occupants of code violations to gain voluntary compliance
 - Door Hanger – orange placard left on the door identifying code violations (occupied property)
 - Initial Inspection - orange placard placed on door or window identifying code violations (un-occupied property)
 - Junked Vehicle – orange placard placed on the window of vehicle
- ❖ **Open and Vacant Placards** – to warn the property is uninhabitable, persons are subject to arrest if found occupying a placard property
 - Residential – yellow placard
 - Commercial/Industrial – green placard
 - In Rem – orange placard posted after an Order to demolish or clean and close is issued

PLACARDS



Compliance Resolution Division:

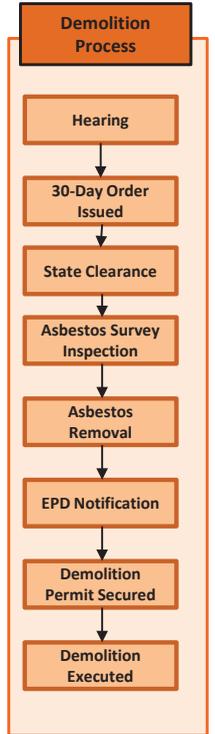
Obtaining Compliance the Hard Way

When a property owner fails to bring the property into compliance, the City can take action against the property to abate code violations by demolishing or cleaning the closing (securing) the structure/building. This action is accomplished through

Administrative or Judicial In Rem proceedings. Through these proceedings, an Order is issued authorizing the City of Atlanta access to private property to perform demolition or clean and close services. Qualifying properties are generally abandoned properties where structure/buildings are open and vacant (unsecured), fire damaged, collapsed/collapsing, missing roof with excessive overgrowth and junk, trash and debris.

It can take up to 60 days to clean and close a structure/building after an Order is issued. It can take up to 180 days to demolish a structure/building after an Order is issued.

A lien consisting of all costs associated with bringing the property into compliance is filed against the property.





ATLANTA POLICE DEPARTMENT
 COMMUNITY SERVICES DIVISION-CODE ENFORCEMENT SECTION
 818 POLLARD BOULEVARD SW, SUITE 301-B
 ATLANTA, GA 30315



Vacant Property Registration: In accordance with ordinance 12-O-0842 (Article VI, Section 60-67 of The Atlanta Housing Code), all owners of a vacant residential building or dwelling must register said building or structure with the Atlanta Police Department-Code Enforcement Section.

❖ Eligible Properties

- Vacant buildings / dwellings
- Occupancy ceased for 60 days or more



❖ Exclusions from the Registry

- Vacant Lots
- Condominiums
- Multi-family units (if entire building is not vacant)
- Seasonally vacant (i.e. time-shares)
- HUD owned properties

❖ Registration Fee: Registration is valid 12 months from date of registration

- \$100 for new registration
- \$100 for annual renewal

❖ Failure to Register

- Written notice issued
- Citation issued for "Failure to Register"
- Fines up to \$1000 and/or imprisonment up to 180 days



ATLANTA POLICE DEPARTMENT
 COMMUNITY SERVICES DIVISION-CODE ENFORCEMENT SECTION
 818 POLLARD BOULEVARD SW, SUITE 301-B
 ATLANTA, GA 30315



❖ 3 Ways to Register

○ Online Registration

- Visit http://aca3.accela.com/atlanta_ga
- Create an Accela Citizen Access (ACA) account
- Log in to your account
- Select *Register Vacant Property* link
- Read the disclaimer and check the box that reads, "I have read and accepted the above terms"
- Enter street number and name (or the parcel number) and click search (DO NOT enter the Street Type in the Street Name field
 - Example: type Mitchell; not Mitchell Street
- Select the correct address and click *Continue Registration*
- Enter all applicable registration information
- **Pay fee and click *Submit*** (Payment Types: Visa or Master Credit/Debit Cards)



○ Mail Registration

- Visit the APD-Code Enforcement Section website:
- Click the *Vacant Property Registration Form* link and download
- Mail completed form with a check or money order to:



ATLANTA POLICE DEPARTMENT
 COMMUNITY SERVICES DIVISION-CODE ENFORCEMENT SECTION
 818 POLLARD BOULEVARD SW, SUITE 301-B
 ATLANTA, GA 30315

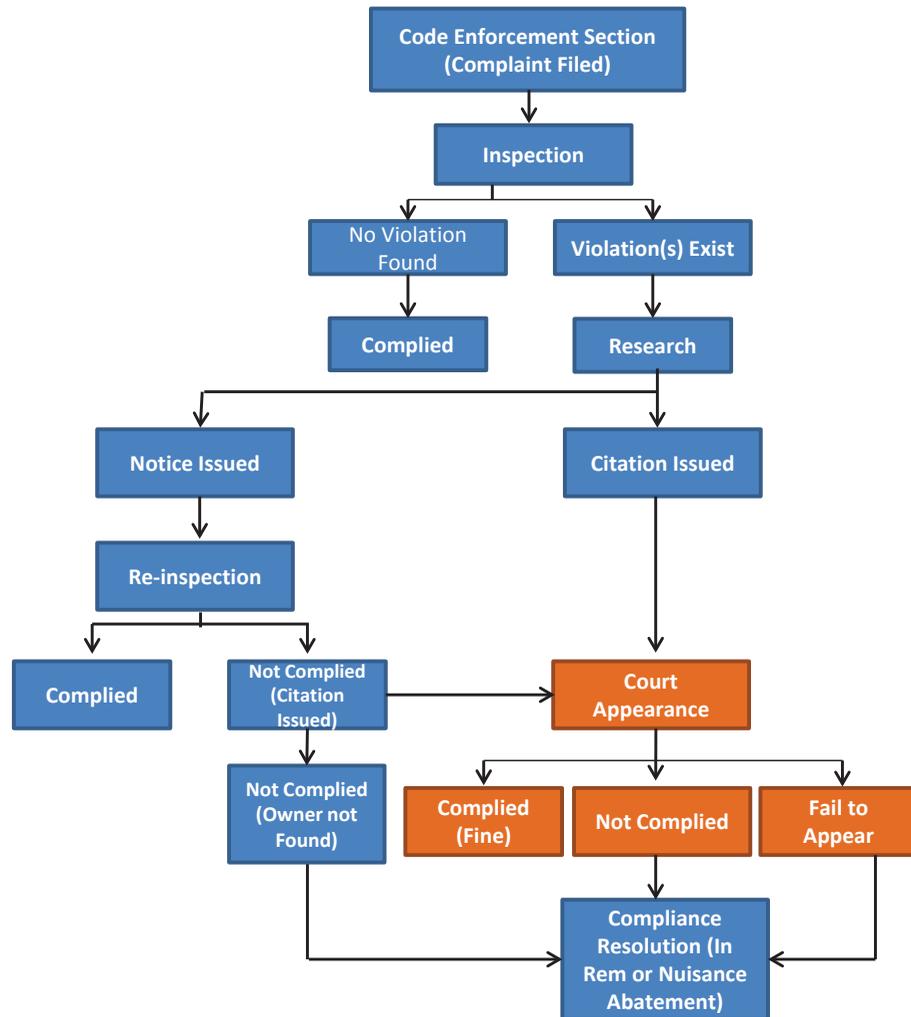
○ In Person Registration

- Visit the office of APD-Code Enforcement Section at:
- 818 POLLARD BLVD, SW, SUITE 301-B, ATLANTA, GA 30315
- Complete the Registration Statement Form at the front desk
- Pay fee (Payment Type: Check or Money Order)





APD-CODE ENFORCEMENT SECTION PROCESS



SOLID WASTE SERVICES

Mission: The City of Atlanta Department of Public Works provides environment services to over 450,000 residents and thousands of businesses each week. We develop and execute programs to promote waste diversion, recycling, environmental education, cleaning, greening, and community beautification throughout the city. We partner with key stakeholders in this effort, and support those initiatives that support the vision of making Atlanta among America's cleanest and greenest cities.

Collections



- Curbside Waste
- Curbside Recycling
- Curbside Yard Trimmings
- BackYard Collections
- City Facility
- Residential Multi-Family
- Government District

Special Operations



- Bin Delivery
- Street Sweeping
- Dead Animal Removal
- Bulk Waste Collection
- Right-of-Way Maintenance
- Illegal Sign Removal
- Special Event Staffing
- Vacant Lot Cut & Clean
- Illegal Dumping
- Grass Cutting

Education & Enforcement



- Solid Waste Education Enforcement Team
- Supports Keep Atlanta Beautiful Commission
- Public Education
- Community Outreach/NPUs



SOLID WASTE SERVICES

YARD TRIMMINGS

Yard trimmings include leaves, brush, grass clippings, shrub and tree plantings, including tree roots, branches not exceeding 4 feet in length and 6 inches in diameter, discarded Christmas trees and nursery and greenhouse vegetative residuals.

Place yard trimmings in paper bags manufactured for yard trimmings disposal or a container labeled "Yard Trimmings."

Yard trimmings will not be accepted in plastic bags. Over 20 bags of yard trimmings constitute bulk rubbish and require scheduled collection.

If you utilize the services of a professional maintenance provider, it is their responsibility to provide removal of debris upon completion of service.

BULK RUBBISH

The following are considered bulk rubbish:

- Materials with the total weight, volume, and/or size that are too large for the city's residential garbage collection trucks
- This includes items such as appliances, furniture, large piles of tree branches, large metal or wooden playground equipment
- Similar items to the aforementioned or a combination of these items

STREET SWEEPING

- Street sweeping is provided quarterly.
- Signs are posted at neighborhood entrances advising when we will be in your area.
- Please adhere to posted "No Parking" signs to assist us with assessing your street when it is scheduled.

GRASS CUTTING

- Grass cutting season occurs April - October on a monthly basis per quadrant of the city.

RECYCLING

- Recycling collection occurs weekly on the same day as garbage collection. Eligible items for curbside include magazines, newspapers, catalogs, junk mail, office paper, telephone books, envelopes, cereal and shoeboxes, glass bottles and jars, aluminum beverage cans, tin cans, plastic soda bottles, milk jugs, and corrugated cardboard boxes which have been broken down and are dry.
- Recyclables will be collected at the curb in containers provided by the city or other containers which are clearly marked recyclables and have a lid to secure the contents.



NEW SCHEDULED BULK COLLECTION

New Scheduled Bulk Pick-Up for Residents

Beginning April 1, 2019, City of Atlanta Solid Waste will provide residents 12 scheduled bulk pick-ups per year.

What Is Bulk?

- Mattresses (3 or more)
- Sleeper Sofa
- Dining Room Set
- White Goods (Washer, Dryer, Refrigerator, and Stove)
- Bedroom Suite (dresser + nightstand + chest of drawers + mattress).
- Sofas (2 or more)
- Dining Room Set
- Over 20 bags of yard trimmings

What Is NOT Bulk?

- Tires
- Motor Vehicle Parts
- Building Material/Construction & Demolition Waste (including sheetrock, metal, concrete, and roof shingles)



WHEN DO RESIDENTS COMMONLY USE BULK SERVICES?

- Moving
- Seasonal Cleaning

HOW CAN I SCHEDULE A BULK PICK-UP?

- Phone - 404-546-0311
- Online - www.atl311.com
- Mobile App - ATL311

WHEN SHOULD I SCHEDULE A BULK PICK-UP?

Scheduled bulk collection will be available April 1, 2019.
You must schedule one business day in advance.

*Subject to availability; scheduled bulk collection is Monday-Friday.

- Bulk items shall not be placed at the curbside before 7 p.m. on the day preceding the scheduled pick-up day. If bulky items are curbside prior, then residents will receive a citation.
- If residents place bulk curbside without scheduling, they will receive written warnings from April 2019 through June 2019. Effective July 1, 2019, residents will be charged \$325 for failing to schedule bulk. This includes over 20 bags of yard trimmings.
- Bulk pick-up must be scheduled in advance via 311. If bulk is not scheduled and/or exceeds 12 times, there will be a \$325 fee.



SOLID WASTE EDUCATION & ENFORCEMENT TEAM

WHO IS S.W.E.E.T?

The Solid Waste Education Enforcement Team (SWEET) serves to promote public safety, public health and the welfare of the citizens of the City of Atlanta. SWEET oversees enforcement of all sanitation regulations for the City of Atlanta, including provisions for proper storage, collection and disposal of solid waste, recycling and illegal dumping as well as guidelines for the proper maintenance of residential yards and commercial establishments.

WHAT WE DO

SWEET officers are an essential part of the city's team of code enforcement officers who have been trained in the applicable Municipal Code requirements relative to their department's primary area of purview. SWEET Enforcement Officers are assigned per NPU of the city to oversee education and enforcement of solid waste code violations in the public right-of-way. Our primary goal is to keep public spaces clean and safe, by educating residents and visitors about proper waste disposal and holding those accountable who violate the city's rules and regulations. Typical violations include illegal dumping, graffiti, illegal signs, and improperly contained waste disposal. Cases are prosecuted in the Atlanta Municipal court weekly.

Code enforcement and education are both part of an ongoing commitment to our residents and visitors to combat illegal dumping, illegal sign placement, and other violations in the public right-of-way. Solid Waste Education and Enforcement Team enforces the parking of the shareable Dockless Mobility Devices (Scooters) in the public right-of-way. Violations may result in fines and penalties. Individuals, community groups, associations and others can help by reporting concerns about the public right-of-way by calling **311** or submitting a request online or mobile app at **ATL311.com**.



TOP 10 CODE VIOLATIONS

The Solid Waste Education Enforcement Team (SWEET) serves to promote public safety, public health and the welfare of the citizens of the City of Atlanta. SWEET oversees enforcement of all sanitation regulations for the City of Atlanta, including provisions for proper storage, collection and disposal of solid waste, recycling and illegal dumping as well as guidelines for the proper maintenance of residential yards and commercial establishments.

Learn more about the top 10 code violations and ordinances:

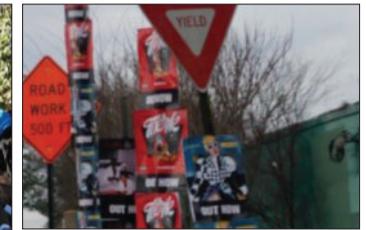
<http://bit.ly/coatopcodeviolations>



Property Maintenance Inspection
Section 130-2



Illegal Dumping
Section 130-7



Illegal Signs
Section 130-13



Scrap Tires
Section 130-32



Yard Trimmings (Plastic Bags)
Section 130-36(c)



Mixed Rubbish Refuse
Section 130-36(d)



**Right-of-Way Containers
Left Curbside** - Section 130-39



Dumpster Not Enclosed
Section 130-39



Dumpster Overflow
Section 130-43(b)(2)



Construction Materials
Section 130-45



SHAREABLE DOCKLESS MOBILITY DEVICES

When we say “Shareable Dockless Mobility Device,” we are referring to the small, shareable transportation devices popping up around town such as electric scooters or bikes. Other similar terms that you may have heard include: ‘Dockless Devices’, ‘Micro-Mobility’, ‘Shared Mobility’, and others. On January 7, 2019 the City of Atlanta City Council voted to adopt Ordinance 18-O-1322 regulating the operations of Shareable Dockless Mobility Devices.

For additional information, visit:

<http://bit.ly/coadocklessdevices>

RIDE SAFE, ATLANTA

When riding scooters or bikes, make sure to follow the rules:

- Obey all traffic laws
- One rider at a time
- Ride in the bike lane or the street
- Be sure to wear a helmet

Do NOT ride on the sidewalk

Department of CITY PLANNING

LEAVE 5 FEET. KEEP IT NEAT.

Your Guide to Parking Scooters and Bikeshare in Atlanta

- DO park on sidewalks with over 5 feet of space.
- DO park upright and off to the side.
- DO NOT park on narrow sidewalks without 5 feet of space.
- DO NOT leave scooters or bikes tipped over or in the walkway.

Department of CITY PLANNING



SCRAP TIRE

CITY OF ATLANTA SCRAP TIRE LAW:

WHAT YOU NEED TO KNOW

CARRIER REQUIREMENTS

- Persons collecting or transporting **scrap or used** tires must have a tire carrier permit and display a decal on their vehicles.
- Tire carrier permits are **not required** for:
- Persons transporting tires collected as part of an organized cleanup
- Individuals transporting **10 or fewer** tires (transporting **more than 10** tires requires either a permit or proof of purchase)
- Companies, with appropriate documentation, transporting their own tires to a scrap tire processor or end user, or for proper disposal
- Tire retailers, with appropriate documentation, transporting their own tires
- Permitted waste haulers whose primary business is collecting municipal solid waste
- The United States, State of Georgia, counties, municipalities, and public authorities
- Tire carriers and scrap tire processors must have a minimum **\$10,000 surety bond**.

STORAGE REQUIREMENTS

- Scrap tires must be stored in a **locked enclosure** or otherwise **adequately secured** to prevent unauthorized access, unless a waiver of this requirement is granted by the Environmental Protection Division (EPD).
- No person may store more than **25** scrap tires, with the following exceptions:
- Tire retailers or publicly owned vehicle maintenance facilities can store up to **1,500** scrap tires Persons transporting tires collected as part of an organized cleanup
- Tire retreaders can store up to **3,000** scrap tires
- Licensed used motor vehicle parts dealers, registered secondary metals recyclers, and privately owned vehicle maintenance facilities that operate solely for the purpose of servicing a commercial vehicle fleet can store up to **500** scrap tires

MISCELLANEOUS PROVISIONS

- The City may inspect the records of scrap tire carriers and generators to make certain these entities are complying with all city and state documentation requirements.
- Scrap tire generators must make certain that companies hired to transport their tires are properly permitted by the State.

CALL 911 TO REPORT ACTIVE ILLEGAL DUMPING OR ILLEGAL TIRE CARRIER.

REPORT ILLEGAL DUMPSITES TO ATL311 AT 404-546-0311

ALL OTHER QUESTIONS CAN BE DIRECTED TO KEEP ATLANTA BEAUTIFUL COMMISSION AT KABC@ATLANTGA.GOV.



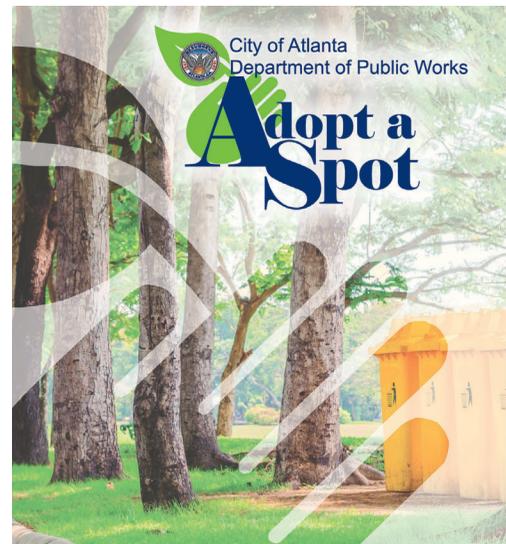
CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS

KEEP ATLANTA BEAUTIFUL COMMISSION

END LITTERING
IMPROVE RECYCLING
BEAUTIFY COMMUNITIES

KEEP ATLANTA
BEAUTIFUL
COMMISSION

KEEP AMERICA BEAUTIFUL AFFILIATE



City of Atlanta
Department of Public Works

Adopt a Spot

HELP KEEP PUBLIC SPACES CLEAN!

ADOPT-A-SPOT IN THE CITY OF ATLANTA

Streets
Traffic Islands
Sidewalks
Medians
City Owned Lots
MARTA Stops

VOLUNTEERS RECEIVE

Safety Vests
Litter Grabbers
Trash Bags
Gloves
City Council Recognition
Certificate of Appreciation
Adopt-a-Spot Sign



DEPARTMENT OF PUBLIC WORKS | 55 TRINITY AVE SW # 4800, ATLANTA, GA 30303 | 404.330.6240 | KABC@ATLANTAGA.GOV

Connect with us: [f @AtlantaPublicWorks](#) [@ATLPublicWorks](#) [@ATLPublicWorks](#) [Nextdoor @City of Atlanta, Department of Public Works](#)



CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS

RECYCLING



Check out your **Solid Waste** collection schedule, print calendars and set reminders.



Containers should be placed curbside by 7 p.m. the previous day and removed from the curb by 7 p.m. on collection day.

Learn more about recycling using the online Waste Wizard:
www.atlantaga.gov/recycling

Glass



Bottles and Jars
empty and rinse

Metal



Aluminum and Steel Cans
empty and rinse

Paper



Cartons, Mixed Paper, Newspaper and Magazines
flattened cardboard

Plastic



Bottles and Containers
empty and replace cap

NO!



Do Not Bag Recyclables
no garbage



No Plastic Bags
return to retail



No Electronics



No Tangles, Cords, Hoses or Chains



No Tanks

ATL 311

311 is for service related questions and concerns. Call 311 or go online at Atl311.com.

Graphics provided by The Recycling Partnership

RECYCLE

Connect with us: [f @AtlantaPublicWorks](#) [@ATLPublicWorks](#) [@ATLPublicWorks](#) [Nextdoor @City of Atlanta, Department of Public Works](#)



THE CENTER FOR HARD TO RECYCLE METATERIALS



Atlanta's Smart Place for your
Hard to Recycle Waste

CHaRM, The Center for Hard to Recycle Materials is a permanent drop-off facility operated by Live Thrive Atlanta. The mission is to improve our environmental health by encouraging reuse and diverting thousands of pounds of household hazardous waste, bulky trash and other hard to recycle items from Atlanta landfills and water systems. For more information visit www.livethrive.org

Hours of Operation:
Tuesday and Thursday
9am-4pm
Saturday 8am-3pm

Location:
1110 Hill Street SE
Atlanta, Ga 30315
404-600-6386

 No Fee Items Accepted at CHaRM	 Live Thrive Atlanta's CHaRM
PAPER 	<u>Items Accepted</u> • Aluminum • Appliances* • Batteries* (no alkaline) • Bikes • Books • Cardboard • Cartons • Chemicals* • Clothing • Electronics* • Fats/oil/grease • Fire extinguishers • Furniture in usable condition • Glass (food grade only) • Household items • Lightbulbs* • Mattresses* • Metal • Musical instruments • Paint** (latex and oil based) • Paper • Plastics #1, #2, #4, #5 & #6 • Plastic bags/film • Printer cartridges • Propane tanks* • Shoes • Smoke detectors* • Sporting equipment • Styrofoam™ (no peanuts) • Televisions/Computer monitors* • Textiles • Thermometers* • Tires* (first two are no charge) • Toilets * limits/fees may apply † first 50 lb. free
PLASTIC 	
GLASS 	
METAL CANS 	
<p>NO packing peanuts NO wire hangers NO car seats</p>	
livethrive.org/charm	livethrive.org/charm



SIDEWALK FACT SHEET

On July 2, 2015, the Atlanta City Council adopted reforms to the City's Sidewalk Code, which are highlighted below:

- Abutting property owners remain responsible for sidewalk maintenance and repair. However, ordinance 14-0-1361 (adopted in 2015 but expected to be fully phased in by 2020) reforms will allow public funding for certain sidewalk repairs that were not caused by abutting property owner or agents, contractors, or employees of the abutting property owner. This will help residents throughout Atlanta with certain sidewalk issues.
- The funding for some sidewalk repairs will come from the 2015 Renew Atlanta Infrastructure Bond in addition to sidewalk projects funded from the City's annual General Fund budget.
- The Department of Public Works is currently working on a citywide sidewalk conditions assessment, which will provide critical data regarding sidewalk infrastructure needs. This data will be utilized to update the previous Sidewalk Prioritization Policy, solidify the city's asset management system and establish a long-term program for addressing gaps and needed repairs.
- There are 1,988 miles of streets in Atlanta. Only 876 miles of streets have sidewalks, equating to only 44% of sidewalk coverage in the city. It is the city's desire to provide adequate and safe sidewalk facilities for all residents and visitors, project by project and mile by mile.
- Citizens are encouraged to report broken or damaged sidewalks to the City's 311 System and social media platforms in order for the Department of Public Works to track and follow upon the number of complaints for a particular sidewalk location. These complaints are factored into the prioritization process.

City of Atlanta
Department of City
Planning

TIM KEANE
COMMISSIONER

Office of Buildings
55 Trinity Avenue SW
Atlanta, GA 30303
404.330.6150

Gregory L. Pace
Interim Director

zoningrequests@atlantaga.gov

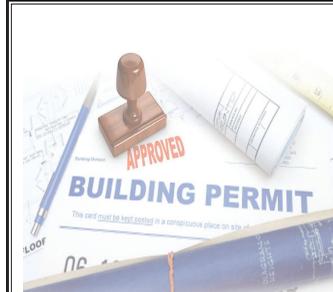
Office of Zoning &
Development
55 Trinity Avenue SW
Suite 3350
Atlanta, GA 30303
404.330.6145

Keyetta M. Holmes, ACIP
Interim Director



MOST COMMON ZONING COMPLAINTS

- **ILLEGAL ROOMING HOUSE**
- **BUILDING A ROOM ADDITION TOO CLOSE TO NEIGHBOR'S PROPERTY**
- **AUTO REPAIR SHOP ON RESIDENTIAL PROPERTY**
- **OPERATING RETAIL SALES FROM RESIDENTIAL PROPERTY**
- **PARKING VEHICLES IN THE REQUIRED FRONT YARD OR LAWN**
- **PARKING OF LARGE COMMERCIAL VEHICLES ON RESIDENTIAL PROPERTY**
- **ILLEGAL SIGNS TO INCLUDE PORTABLE SIGNS, FLAGS, BANNERS, BALLOONS**
- **FENCES/WALLS EXCEEDING MAXIMUM HEIGHT IN RESIDENTIAL AND COMMERCIAL DISTRICTS**



Office of Buildings
55 Trinity Avenue SW
Suite 3900
Atlanta, Georgia 30303
Phone: 404.330.6150
zoningrequests@atlantaga.gov

"Building Best in Class customer service through relationships, not regulations"

OFFICE OF BUILDINGS

The mission of the Department of City Planning includes enabling high quality, sustainable and equitable growth and development of Atlanta. The Office of Buildings currently consists of inspections, building plan review, permit issuance and Arborist review. The Office of Buildings is responsible for enforcing the adopted Codes of the City of Atlanta to ensure minimum standards for the construction, repair, demolition, occupancy, and maintenance of buildings, structures and properties. We review, approve and issue all permits required by the City's Codes for all public and private buildings and structures, as well as permits for new residential construction.

Zoning Related Items

SIGNAGE

Only two signs per resident is permissible in residential zoning districts. The size of the signs should not exceed 2 square feet per residential use.

ROOMING HOUSES

It is illegal for houses to be changed to rooming houses without proper license and buildings permits. ROOMING HOUSES are **not allowed** in single-family and two-family residential districts. A rooming house must be licensed from the Atlanta Police Department. A permit from the Business License Office must also be obtained. The rooming house must meet applicable Building, Fire and Housing code requirements.

AUTO REPAIR SHOPS

Auto repair shops, including "shade tree mechanics" are **illegal** in residential zoning districts. Auto repair shops are only allowed in non-residential zoning districts.

LARGE COMMERCIAL VEHICLE PARKING

Parking a large commercial vehicle in residential zoned property is **prohibited** in the City of Atlanta.

CONSTRUCTION & BUILDING REPAIRS

It is unlawful to construct, renovated, repair or demolish any building without first having a permit. A PERMIT is also required for the installation or replacement of heating and air conditioning systems, electrical and/or plumbing equipment.



City of Atlanta Department of Watershed Management

Mission

- Delivering excellent customer service through a motivated, skilled, and empowered workforce
- Ensuring treatment and delivery of high quality drinking water as well as collection and reclamation of wastewater to a high standard while implementing innovative solutions for resource recovery
- Sustainable stormwater management, integrated planning and mitigation of the adverse impacts of flooding, while leveraging partnerships to protect, restore and enhance our watersheds
- Building the capacity to be a strong partner in the resilience of our City

Important Watershed Contact Info:

City of Atlanta
Department of Watershed Management
2 City Plaza
72 Marietta Street NW
Atlanta, Georgia 30303
404.546.1290

When to Call 311

The Department of Watershed Management would like to urge residents to use the 311 Customer Service Center for water, sewer and billing needs. Customers can submit requests online at www.atl311.com 24 hours a day, 7 days a week or contact 311 within the City limits or 404-546-0311 outside the City limits, 7 a.m. – 6 p.m. Monday - Friday.

Water & Sewer

Report

- Leaks
- Water main break
- Flooding
- Damaged water meter
- Low water pressure
- Discolored or odorous water
- Leaking or damaged fire hydrant
- New water service request
- Sinkhole in yard, street or sidewalk
- Sewer spill or backup
- Loose street plate
- Damaged or missing manhole lid or catch basin
- Sewer Odor
- Leaves in the storm drain

Billing

Billing and account information can be obtained through the 311 Customer Service Center or the City of Atlanta WebConnect portal at www.atlantawatershed.org.

To ensure responsive customer service, water and sewer payments can be made several ways for your convenience.

- By Phone – Payments can be made using a MasterCard or Visa 24 hours a day, seven days a week at 311.
- Atlanta Go App – Make payments, receive billing notifications and details using this free mobile app, compatible with iPhone and Android users. Customers can download the app through Google Play or Apple App store.
- Online – Bill payments can be made online through the secure WebConnect portal at any time at atlantawatershed.org.
- Walk-in – Bill payment windows are available on the first floor at Atlanta City Hall, 55 Trinity Ave. SW, Atlanta, GA 30303. For your convenience, a second location is at the Department of Watershed Management, 2 City Plaza, 72 Marietta St., SW Atlanta, GA 30303. Follow us on Facebook at [ATLWatershed](https://www.facebook.com/ATLWatershed) and Twitter @ATLWatershed for more information.

Grease Management Program



High concentrations of fats, oils and grease (FOG) from food service establishments such as restaurants, schools, nursing homes, day cares and other similar public facilities contribute to more than half of the blockages or overflows in the city's wastewater collection system. The City of Atlanta developed a Grease Management Program to establish uniform permitting, maintenance and monitoring requirements for controlling the discharge of FOG from food service facilities entering into our wastewater collection system.

FOG products should be poured, scraped or wiped into containers and frozen prior to discarding. Products such as dressings, dairy products, meats, sauces, cooking oils and marinades are culprits of FOG. Below are ways to prevent high costs caused by raw sewage blockage from FOG products poured down drains.

Do:

- Wipe greasy pots, pans, dishes and utensils with a paper towel before washing.
- Place plastic wrap or aluminum foil inside a bowl, and pour leftover grease into the bowl. Put the bowl into the freezer and discard the grease in your trashcan once it is frozen.
- Put food scrapes into the trash. Compost vegetable scrapes.
- Use sand, cat litter or similar material to clean up oil spills in driveways and streets.

Don't:

- Pour oil and grease down drains.
- Use hot water to rinse grease off dishes and utensils.
- Put greasy food scrapes into kitchen disposers or down drains.
- Hose down oily outdoor surfaces
- Use storm drains as dumps or garbage receptacles.

For more information on the Grease Management Program, please call the Office of Watershed Protection at 404-546-1400 or the 311 Customer Service Center.

Soil Erosion Control



Migrating soil from land disturbance sites (construction or private renovations) often creates soil erosion. Erosion is defined as the process by which the land surface is worn away by the action of water, wind, ice and gravity. When soil is disturbed, it becomes vulnerable to being washed into local streams and waterways when it rains. Soil is considered a water pollutant because it can significantly affect water used for public consumption, recreation and aquatic habitat.

Erosion control best management practices (BMPs) are required on all land disturbance sites to provide a defense against soil erosion. BMPs can be either structural or vegetative. Silt fences, hay bales and various types of plants, including grasses which when designed, installed and properly maintained help in the prevention of water quality damage, are some examples of typical BMPs.

For inspections or to report erosion control concerns, please contact the Office of Watershed Protection at 404-546-1305.

Industrial Pretreatment

The City of Atlanta owns and operates three water reclamation centers (WRCs) which collect wastewater from homes, commercial and industrial facilities. The WRCs remove harmful organisms and other contaminants and allow treated wastewater to safely return to the environment. Atlanta's Industrial Pretreatment Program enforces discharge standards which regulate discharges to the collection system in accordance with federal, state, and City regulations. These pretreatment regulations are designed to control pollutants from the industrial users which may pass through or interfere with the operations of the WRCs or which may contaminate the resulting sludge. Since the mid-1950s, Atlanta has diligently worked to protect both Atlanta's infrastructure and environment by requiring many industries to pretreat their wastewater before discharging it into the sewer.

Companies can apply for an Industrial wastewater discharge permit by contacting the Office of Watershed Protection at 404-546-1150.

Stormwater



Atlanta has a system of storm drains, stormwater pipes, and combined sewer pipes to collect and carry rainfall back to local creeks and streams or to wastewater treatment plants in a combined system area. At times, the quantity of rainfall is more than the stormwater system can handle, and flooding occurs. Flooding also occurs when stormwater pipes and drains are clogged with debris preventing even moderate rainfall from entering the system. Stormwater can pick up trash, chemicals, dirt and other pollutants and flow into a storm drainage system or directly to a lake, stream, or river. Anything that enters a storm sewer system is discharged untreated into the waterways used for swimming, fishing, and drinking water.

Fallen leaves and grass clippings can plug storm drains, flooding our roads and harming our creeks. During the Fall and Winter months you may see landscapers and homeowners blowing leaves into storm drains. This is a violation! If you see this activity please call 311. If you need more information please call 404-546-0311.

Impervious surfaces such as parking lots, driveways and rooftops increase the amount of rainfall that goes into the stormwater system and may thus contribute to the potential for flooding in an area.

The City of Atlanta has several programs in place to prevent storm water pollution including implementing green infrastructure.



“Bag your leaves. Leaves will clog the storm drain!”





Water Bill Payment Assistance

What is Care and Conserve?

Through Care and Conserve, the City of Atlanta offers water bill payment assistance, plumbing repair assistance and water conservation counseling to City of Atlanta low-income households annually. Care and Conserve programming is funded by the Department of Watershed Management through customer contributions, corporate donations, grants and money set aside by the City of Atlanta.

What is the Care & Conserve Bill Payment Assistance Program?

The Care & Conserve Bill Payment Assistance Program aims to reduce the overall debt on our water system and gives assistance to Atlanta low-income households who have demonstrated financial hardship and/or an inability despite their efforts to pay their water bills with the City of Atlanta.

How do I apply for Bill Payment assistance?

Customers seeking assistance with water and sewer bills can download an application from: <https://www.atlantawatershed.org/care-and-conserve/> or call (404) 546-3620.

Plumbing Repair Assistance Program

What is the Care & Conserve Plumbing Repair Program (CCPRP)?

The Care & Conserve Plumbing Repair Program (CCPRP) distributes Department of Watershed grant funding to non-profit organizations to provide plumbing repairs and replace high flow fixtures that may lead to high water bills to City of Atlanta low-income households at no cost to the customer.

Who makes the repairs for the Care & Conserve Plumbing Repair Program (CCPRP)?

Three non-profit organizations administer the

Care & Conserve Plumbing Repair Program through grant funds which provide plumbing repair assistance to Atlanta water and sewer customers. Each non-profit is assigned a service area to assist DWM water/sewer customers both inside the city limits and water customers residing outside of the limits.

How do I apply for Plumbing assistance?

If you are a DWM customer/homeowner in need of plumbing repair assistance, you must apply and qualify with your **listed non-profit agency** assigned to your service area. CCPRP is separate from the **Care and Conserve Bill Payment Program**.

Integrity Transformations CDC

261 Joseph E. Lowery Blvd.
Atlanta, GA 30314
Phone: [\(404\) 853-1780](tel:4048531780) Ext 205
Email: ccprp@integritycdc.org
Website: integritycdc.org
Service Area: Council District 3,8,9,10,11

Southface Energy Institute

241 Pine Street Atlanta, GA 30308
Phone: [\(404\) 604-3614](tel:4046043614)
Email: ccprp@southface.org
Website: southface.org
Service Area: Council District 1,2,4,5,6,7,12

Nehemiah Project CDC

51 Senoia Road Fairburn, GA 30213
Phone: [\(770\) 742-0706](tel:7707420706)
Email: info@nehemiahprojectcdc.org
Website: nehemiahprojectcdc.org
Service Area: South Fulton, City of South Fulton, Chattahoochee Hills, Sandy Springs

How do I contribute or make a donation?

You can donate to the Care & Conserve online or mail your donation your check or money order donation to:

DWM Care and Conserve Program 72 Marietta Street, Atlanta, GA 30303

Please make checks payable to the *Department Watershed Management* and write *Care & Conserve Donation* in the memo section of the check.



Atlanta Fire Rescue Department
226 Peachtree St, SW Atlanta, GA 30321
404-546-7000

Fire Chief, Randall B. Slaughter

Who We Are

The *Atlanta Fire Rescue Department (AFRD)* is a multi-faceted, all-hazards emergency response organization with a very diverse workforce. The department is comprised of six divisions of labor: Support Services Division, Field Operations Division, Emergency Medical Services Division, Technical Services Division, Fiscal and Administrative Affairs Division, and the Airport Fire Division. AFRD is one of only nineteen departments in the country to be accredited by the Center for Public Safety Excellence (CPSE), as well as maintain an Insurance Service Office (ISO) Rating of Class 1.

The men and women of AFRD are committed to delivering best in class service to its community. In accordance with the established Standard of Response Coverage (SORC), which serves as a service level agreement to the citizens, businesses, and visitors to the great city of Atlanta, the department personnel perform their duties day in and day out.

In 2018, AFRD responded to over 101,116 calls for service over a coverage area of 135.7 square miles. The department also protected the World's Busiest Airport (Hartsfield Jackson Atlanta International Airport) with 5 fire stations located on the property; serving over 1 million passengers from over 100 different countries. The department protects over 3,000 High-rise buildings, 23 miles of the rapid rail system, and 60 miles of interstate highway.

AFRD continues to develop non-emergency, innovative ways to serve its community as well with the following programs and resources:

- Atlanta Smoke Alarm Program (ASAP)
- Blood Pressure Monitoring
- Safe Spots off the Streets (S.P.O.T.S.) Program
- Senior Link Program
- Fire Education Outreach programs (ex. Home Fire Safety Inspection, Fire Extinguisher Training, Fire and Emergency Evacuation)
- Car Seat Installation and Distribution
- Citizens Fire Academy (CFA)
- Atlanta Community Emergency Response Team (ACERT) Program
- AFRD Delayed Entry Program for high school students
- AFRD Mobile App & Pulse Point App

For additional information email: AFRCommunityAffairs@Atlantaga.gov or call 404.546.7004. In case of fire or medical emergency, dial 911.




Honorable Christopher T. Portis
Chief Judge /Presiding Judge
 Housing and Code
 Enforcement Division

150 Garnett St. SW
 Atlanta, GA 30303
 (404) 658-6940

court.atlantaga.gov

Municipal Court of Atlanta

The Municipal Court of Atlanta’s mission is to administer an efficient and impartial justice system while dispensing equality and fairness. The Court processes a variety of citations for violations under state laws and city ordinances including D.U.I., parking disputes, traffic and moving violations and “quality of life” cases i.e. disorderly conduct, minor drug offenses and panhandling for the City of Atlanta.

FAQs

How Can I Pay?

Citations that are eligible to be paid in advance/online must be paid prior to your scheduled court date. To pay your citation online visit <https://court.atlantaga.gov/before-you-pay/>. Citations may also be paid in person during business hours at any finance window or by phone. For citations that are ineligible for advance/online payment, the fine amount will be set by a judge on your court date.

What If Missed My Court Date?

The Court offers a calendar for those who have failed to appear (FTA). These hearings are offered Monday through Friday beginning at 7:00 a.m. on a first-come, first-served basis. Once the FTA calendar reaches capacity, remaining defendants will have the option to sign up for a future court date. *FTA sign up is available daily until 4:00 p.m.* An FTA fee may be required. License reinstatement instructions will be provided at your FTA hearing. Failing to appear may result in a warrant being issued for your arrest.

Can I Change My Court Date?

Reset requests for new court dates may be accepted prior to the scheduled court date. Please be advised that the citation issued is your official summons to appear in court on the set date and time. Reset Request forms can be completed in person at the Court or submitted online via ATL311.

Answers to more frequently asked questions can be found online or received by phone.

court.atlantaga.gov
 (404) 658-6940



OFFICE OF THE CITY SOLICITOR

HOURS: 8A.M. TO 5 P.M.

ADDRESS: 150 GARNETT STREET, S.W.

PHONE: 404-658-6618

Mission Statement

The mission of the Office of the City Solicitor is to persuasively represent the interests of the citizens of Atlanta in all matters brought before the Atlanta Municipal Court in a manner that is consistent with the special responsibilities of Prosecutors outlined by the State Bar of Georgia.

Summary of Operations

- Prosecution of General Traffic, Criminal and Code Enforcement Cases
- Diversion and Deferred Prosecution Programs
- Municipal Court Appeals
- Law Enforcement Training
- Community Prosecution/Outreach Programs

Goals/Objectives

- Promote the fair and efficient administration of justice.
- Reduce recidivism and promote public safety.
- To provide exemplary and effective customer service to the citizens and stakeholders of Atlanta through efficient and effective methods of prosecution, and/or its alternatives.



The Solicitor's Office Code Enforcement division is responsible for prosecuting Quasi-Criminal cases and city code violations associated with Housing, Fire, Commercial Maintenance, Zoning Sanitation, Drinking Water, Illegal Dumping, Business License, Erosion Control, Alcohol Licensing, Nuisances, and Judicial In-Rem proceedings.

The Solicitor's Office also provides legal assistance to the City's administration, community groups, schools, colleges, and supplemental training to law enforcement.

Programs and Initiatives

In addition to the traditional prosecution of cases brought before the Atlanta Municipal Court, the Solicitor's Office has several programs and initiatives that provide specific services to citizens of Atlanta and seek ways to prevent and reduce crime through partnerships, communication, and education.

Diversion and Deferred Prosecution Programs

- **Pre-trial Intervention for Traffic Offenses:** Commonly known as PTIT, provides traffic offenders an alternative to prosecution and possible conviction.
- **Pre-trial Intervention for Criminal Offenses:** Commonly known as PTI, provides offenders charged with minor criminal offenses and no prior convictions or pending cases, an alternative to prosecution and possible conviction. Offenders

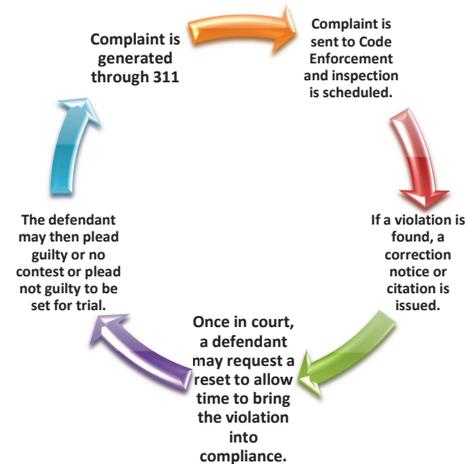


Office Description

The Solicitor's Office is the prosecuting arm for the City of Atlanta. This Office represents the citizens of Atlanta in all matters brought before the Atlanta Municipal Court. The Solicitor prosecutes general traffic offenses, DUIs, criminal, and other state misdemeanors including civil offenses such as false alarms, parking ticket challenges, school bus camera violations and all city ordinance violations from case inception through bench trial and appeal, where applicable.

must complete community service or educational requirements, or both.

Code enforcement process



Other Specialty Programs and Initiatives

- **Community Prosecution:** Community-based initiatives with a comprehensive multi-agency approach to law enforcement, crime and community revitalization. The Solicitor's Office has partnered with Fulton County, U.S. Attorney's Office, APD, AFRD, other city departments and communities utilizing problem-solving techniques to develop solutions to address unique crimes in communities.

Additionally, the Community Prosecution Program continues to collaborate with the Neighborhood Planning Units, Atlanta Police Department and other city departments and neighborhood associations to develop a hands-on, working relationship between a prosecutor and the individuals within his/her assigned Police Zone. This includes attending community meetings and events, targeting specific neighborhood issues, and cooperating with the police in that zone for more effective prosecution.

- **Code Enforcement Collaborative:** A monthly meeting where all city enforcement divisions discuss and strategize the abatement of overlapping issues within the City of Atlanta. This allows us to work together for more effective and efficient enforcement and prosecution of multi-layered problems within the community.

- **Disabled, Elderly, & Veterans Program (DEV):** DEV is a diversion program that allows eligible housing code violators to get their case dismissed by completing certain requirements. These requirements include a Code Enforcement Seminar, compliance of the property, and a small participation fee.

LIFECYCLE OF A CODE ENFORCEMENT CITATION

- **Judicial In Rem:** A strategically-implemented prosecution tool intended to assist in the removal and development of blighted properties through court order and foreclosure proceedings.
- **Fire-Damaged Property Initiative:** A multi-departmental task force designed to address one of the most glaring blight issues the City faces right now - fire damaged structures. Teaming up with Atlanta Fire and Rescue, Department of Buildings, and Code Enforcement gives the Solicitor's Office the tools and information it needs to address these properties, prosecute the responsible parties, and compel compliance through demolition or rehabilitation of the property.

School Partnerships

The Solicitor's Office engages with the City's youngest citizens through a variety of programs aimed at specific age demographics.

- **Student Outreach and Resources (SOAR):** A program to cultivate life skills for students attending elementary, middle, and high school through age-appropriate education, career exposure, and opportunities. The Solicitor's Office works with various Atlanta Public Schools for early intervention and educational initiatives through activities such as toy and clothing drives, mock trial coaching, and public speaking.
- **Collaboration with Atlanta Colleges and Universities:** The Solicitor's Office works with campus law enforcement to increase campus safety and make students aware of local laws and violations.
- **PALS - Partnership for Awareness of Law and Safety:** A program designed to educate college students at Atlanta universities about city ordinance violations and state traffic offenses. The goal is to encourage both compliance with local law and knowledge of the steps students can take to increase their own personal safety.



OFFICE OF THE PUBLIC DEFENDER

Our Mission

Our office provides high quality, client-centered legal representation, courtroom advocacy, and a connection to social services to improve the lives of the individuals we serve. We present a zealous and holistic legal defense to persons charged with offenses before the Atlanta Municipal Court with the use of effective defense strategies and holistic attention to restorative measures

Summary of Operations

- Provide criminal defense services to indigent defendants who are accused of violating city ordinances and misdemeanor traffic laws
 - Provide counsel at all phases of litigation
 - Engage in community outreach
- Address underlying reasons for unlawful conduct by providing therapeutic justice
 - Seek treatment services for clients in need
- Link clients to mental health facilities, drug rehabilitation, and state and federal assistance with basic needs such as housing, food, education and jobs

Our Goal

To represent citizens with their legal matters and solve collateral issues through community outreach and holistic, client-centered legal service

Our Message

Our staff is committed to sharing our time, expertise, and resources to engage the communities and constituents we serve. Defending the client in court is paramount. By providing clients with a zealous and holistic legal defense our office minimizes the client's involvement with the criminal justice system, improving their quality of life as well as the community where they reside. Public safety in the community is elevated through our use of effective legal defense.

**CITY OF ATLANTA OFFICE OF THE PUBLIC DEFENDER
 GARNETT STATION PLACE
 236 FORSYTH STREET, SW SUITE 500
 ATLANTA, GEORGIA 30303
 OFFICE: 404.658.6838
 FAX: 404.658.6848**



The Atlanta Police Department is a full-service police agency. The Department has adopted a community-oriented philosophy and relies heavily upon community input and collaborative problem-solving strategies. It is through heightened community involvement in public safety matters that the Atlanta Police Department will most effectively address its many priorities, including, but not limited to youth-related crime, domestic violence, criminal background checks, finger printing, and the perception of crime in Atlanta. With an authorized strength of more than 2,000 sworn officers, the Atlanta Police Department is the largest law enforcement agency in the State of Georgia, and a dedicated, high-profile force for positive change. Erika Shields was appointed Chief of the City of Atlanta Police Department in December 2016. Chief Shields joined the Atlanta Police Department in 1995 and most recently served as Deputy Chief of Field Operations. During her tenure she has served as a Patrol Officer, Sergeant, Lieutenant, Major and Deputy Chief prior to her appointment to Chief.



Zone 1 Precinct - 404.799.2487	Zone 2 Precinct - 404.848.7231	Zone 3 Precinct - 404.624.0674
Zone 4 Precinct - 404.756.1903	Zone 5 Precinct - 404.546.5812	Zone 6 Precinct - 404.546.5700
COPS Unit - 404.546.5650	Crime Stoppers tips - 404.577.8477	Path Force - 404.546.7284
Call 9-1-1 for police emergencies		

The Atlanta Police Department has six divisions



CRIMINAL INVESTIGATIONS DIVISION

(CID) consists of investigative units whose primary responsibility is to investigate and follow-up on crimes committed against persons or property in the City of Atlanta. This division includes Homicide, Homeland Security, Narcotics, the Gang Unit Special Victims, and the Fugitive Unit. CID is also responsible for the regulation of vehicles for hire including functions such as licensing, permitting and enforcing.

FIELD OPERATIONS DIVISION

(FOD) is the uniformed patrol force of the City Officers patrol the city streets, answer calls for service, and work with the community to solve trending problems FOD consists of six geographic patrol zones and the Night Commander, who is the ranking supervisor during late night shifts.



CONTINGENCY OPERATIONS DIVISION

(COD) is responsible for researching, developing, planning and implementing a strategic force for all major events in the City of Atlanta. This includes parades, protests, marches, rallies, large gathering permits, sporting and entertainment venues. The Division's responsibility is to ensure everyone involved in the event is safe and all constitutional guarantees are provided to those involved.



STRATEGY AND SPECIAL PROJECTS DIVISION

(SSP) is responsible for coordinating and facilitating the department's strategic crime fighting initiatives and implementing new technologies and projects The division consists of the Video Integration Center (VIC), Planning & Research/Accreditation, Staff Inspections, Crime Analysis, The Retired Officers Force, and the Atlanta Police Leadership Institute (APLI).

SUPPORT SERVICES DIVISION

(SSD) provides administrative and logistical support to all divisions in the Atlanta Police Department. The division consists of Corporate Services, E911, Information Services, and the Training Academy.

COMMUNITY SERVICES DIVISION

(CSD) encompasses units that are directly responsible for coordinating and facilitating Community Oriented Policing principles, Atlanta Airport (HJIA) police functions, Special Operations, and Code Enforcement Section operations.



City of Atlanta False Alarm Reduction Program
PO Box 936104 Atlanta, GA 31193-6104
(855) 725-7102

Website: www.crywolfservices.com/atlantaga
Email: atlantaga@alarm-billing.com



The City of Atlanta Alarm Ordinance 12-0-0375 requires that all alarm systems be registered with the Atlanta False Alarm Reduction Program. **As per the ordinance, accounts who are unregistered with the Atlanta False Alarm Reduction Program, at the time of their false alarm, will receive a civil penalty of \$75 in addition to any false alarm fines incurred.**

To avoid additional civil penalties, it is recommended that an alarm system is registered and renewed yearly with the Atlanta False Alarm Reduction Program. There are several ways to register an alarm system:

1. Visiting the website: www.crywolfservices.com/atlantaga and submitting registration via the "REGISTER ONLINE" button.
 - a. If the submission is rejected, an active permit exists at the location. **DO NOT** try resubmitting a variation of the address, simply call the number listed and an agent will issue the permit.
2. Calling our center at the number listed: (855) 725-7102

If an alarm system is already registered, it is required that it be renewed once a year, on the anniversary of the permit date. **As per the ordinance, accounts who are expired with the Atlanta False Alarm Reduction Program, at the time of their false alarm, will receive a civil penalty of \$50 in addition to any false alarm fines incurred.** To renew a permit, there are several options:

1. Visiting the website: www.crywolfservices.com/atlantaga and logging in with an account/permit number and a password or an invoice/citation number. If this information is unavailable, an agent will be able to assist via phone.
2. An expiration warning letter is sent 45 days before a permit expires **AND** near the date of expiration. Both letters will contain a copy of the registration form. Please make any updates to the information and send it to the PO Box listed above.
3. Calling our center at the number listed: (855) 725-7102



LICENSE REVIEW BOARD

Atlanta Police Department License and Permit Unit

3493 Donald Lee Hollowell Pkwy
Atlanta, Georgia 30331
www.atlantapd.org

Office: 404-546-4470
Fax: 404-546-2308

Unit Commander
404-546-6706

Watch Supervisor
404-546-6672

WHO IS REQUIRED TO HAVE A LIQUOR LICENSE?

It is mandatory of anyone considering to sell or serve alcohol in the City of Atlanta to obtain a valid Alcohol License. Before the license is issued, one must go before a License Review Board at a public hearing and present their petition to the public.

PERMITS REQUIRED TO GO BEFORE THE LRB

- Selling/Serving Alcohol
- Gymnasiums / Health Establishments
- Hotels / Motels
- Bonding Companies/ Bondspersons
- Rooming Houses
- Theaters
- Sight-Seeing
- Fortune Telling / Handwriting
- Dance Halls (Adult/Teen)
- Night Clubs
- Precious Metal Dealers

WHAT IS THE PROCESS?

- Application, along with all required documents, is submitted to the Atlanta Police Department License and Permits Unit
- Applicant is given a tentative date to go before the board.
- After the completion of the application process, the applicant goes before the board and petitions the public.
- The Board send a favorable or unfavorable recommendation to the Mayor.
- The Mayor legally has 60 days to sign off on the board's recommendation. After the 60 days, the board's recommendation will stand.

WHEN DOES THE LICENSE REVIEW BOARD MEET?

The License and Review Board is required to meet twice a month. The License and Permits Unit of the Atlanta Police Department makes the final agenda available for public notice at least 7 days prior to the meeting date.

Please visit www.atlantapd.org for the current year's meeting dates and the agendas and minutes for each meeting.



The Atlanta Citizen Review Board (ACRB) was established by Ordinance (City Sec 2 2201 Establishment of the Atlanta Citizen Review Board) as an independent agency in 2007 and amended with subpoena power in May of 2010 (ACRB-Ordinance-Amendment 10-0-0773). The purpose of the legislation is to ensure that city departments directly responsible for public safety, particularly the Police Department and the Department of Corrections have the proper support of the government and its various agencies. It is designed to provide citizen oversight of misconduct accusations against sworn members of the police and corrections departments in the City of Atlanta.

The ACRB provides a credible, independent forum where complaints and accusations can be assessed. It is also designed to help prevent future incidents of police or corrections misconduct and abuses of civil rights and to reduce the amount of money needed to satisfy judgments and settlements based on upon allegations of police or corrections misconduct. The ACRB promotes public confidence in law enforcement and lessens the possibility that future incidents of urban unrest will occur.

The ACRB is comprised of thirteen members, selected from various constituencies throughout the City. The selection process is designed to reflect the diversity and interests of a broad spectrum of the community.

To learn more about filing complaints, ACRB members, and other resources available:

Atlanta Citizen Review Board
55 Trinity Avenue, SW
City Hall Tower, Suite 9100
Atlanta, GA 30303
Phone: (404) 865-8622
Fax (404) 546-8401

Website: www.acrbgov.org

LIKE US! www.facebook.com/AtlantaCitizenReviewBoard

Follow Us on Instagram! <https://instagram.com/atlcitizenreviewboard>

Department of Corrections



VISION

The City of Atlanta Department of Corrections' (DOC) vision is to protect the public while striving for excellence through exemplary customer service and promoting community involvement.

MISSION

To provide a safe and secure correctional environment and enhance public safety through partnerships with the community and law enforcement.

CLEAN & CLOSE INITIATIVE

The Atlanta Department of Corrections partners with APD's Code Enforcement Unit on the Clean & Close initiative to eradicate blight by properly boarding up vacant properties and cutting overgrowth of grass and weeds. To date, 198 vacant properties throughout the city have been successfully cleaned and closed since the launch of the initiative in 2014.

LOVE OUR CITY COMMUNITY IMPROVEMENT CAMPAIGN

In partnership with ATL311, citizens are encouraged to submit requests to the Atlanta DOC for trash, debris and graffiti removal and cutting grass in public right-of-ways. The work is completed by detainees who participate in the Inmate Work Detail Program at the Atlanta City Detention Center.



Contact Information

City of Atlanta
Department of Corrections
254 Peachtree Street, S.W.
Atlanta, Georgia 30303

Phone: 404.865.8001
404.865.8010
Fax: 404.658.6064

Patrick L. Labat
Chief
plabat@atlantaga.gov

Vance C. Williams
Assistant Chief
vcwilliams@atlantaga.gov

Edward Fambro
Major
Inmate Work Detail Program
efambro@atlantaga.gov

Jamille Bradfield
Communications Manager
jbradfield@atlantaga.gov

To submit a cleanup request to the Inmate Work Detail Unit at the Atlanta DOC, please send an email to: DOC.Cleanup@atlantaga.gov

CITY OF ATLANTA DEPARTMENT OF PARKS AND RECREATION



233 Peachtree Street N.E., Suites 1600 - 1700 Harris Tower
Atlanta, GA 30303 | 404.546.6788

Divisions/Offices

The Office of Parks is responsible for providing high quality maintenance services to all the parks and facilities in its inventory with an emphasis on health and safety. Park arborists and forestry crews are responsible for street trees on 1,724 linear miles of right-of-way.

The Office of Recreation is responsible for providing exceptional recreational services and programs through implementation of balanced, enjoyable and affordable activities.

The Office of Park Design is responsible for providing park & facility planning, project management, design and construction of capital projects, grants management, departmental GIS and liaison with Atlanta Beltline, Inc.

The Management Services Office (MSO) is responsible for providing outstanding budgeting/accounting, human resources, performance analysis and management, technology, and contracting support to the Department of Parks and Recreation.

Customer Service Call Center

Customer Service representatives are available to help with Park maintenance requests and concerns, right of way (public), park tree concerns, reservation and programming questions, and your comments or suggestions.

Call: 404-546.6813

Email: parkscustomerservice@atlantaga.gov

Monday-Friday 7:30 a.m.–4:30 p.m.

To report a downed tree on weekends, holidays and after hours, please call 911.

Recreation Programming

For all Recreation programming including Summer Camps, Aquatics, Athletics, Senior Activities, Afterschool programming, the Arts and more visit www.atlantaga.gov/iparcs

Reservations

To reserve a pavilion, gazebo, recreation center or natatorium room for a meeting or event please visit www.atlantaga.gov/iparcs

Commissioner
John Dargle, Jr.

Deputy Commissioner
Alvin Dodson

Deputy Commissioner
Steven Aycock

Office of Recreation
LaChandra Burks
Executive Director

Office of Parks
Doug Voss
Director

Office of Park Design
Clara Kwon
Director

Management Services
Priti Shah
Program Management
Officer



Mayor Keisha Lance Bottoms Office of Constituent Services

The Mayor's Office of Constituent Services (OCS) acts as the Mayor's central processing unit for most constituent community concerns and complaints directed to the Mayor. To ensure that residents are receiving City services in a timely, cost-efficient and satisfactory manner.

When residents of communities have an issue with a City agency or service, OCS acts as the liaison to voice concerns, resolve complaints and address any other issues that may arise.

The Office of Constituent Services will:

Attend community meetings and meet with citizens to keep them informed of City services and changes.
Provide community crisis intervention.
Network with social service agencies, communities, businesses and religious organizations to promote cooperation, creative initiatives and involvement with the City.
Develop community outreach projects to support and advocate for a higher quality of life for all residents of the City of Atlanta.

We're here to listen and help..

If you need assistance with a neighborhood issue or have a problem involving a city department, please contact the Office of Constituent Services at 404.330.6023. Atlanta's primary phone number for government information and non-emergency services.

Contact Information:

Office of Constituent Services
Curtis Bailey, Executive Director
55 Trinity Avenue, Southwest
Atlanta, Georgia 30303
Tel: 404.330.6026
Fax: 404.658.7088

Acknowledgements

I cannot express enough thanks to the Code Enforcement Commission members for their continued support and encouragement. Completion of the City Services Code Enforcement booklet and the Code Enforcement Academy could not have been accomplished without support from the following departments:

ATL311, Atlanta Police Department Code Enforcement Division, Department of Public Works, Keep Atlanta Beautiful Commission, Department of City Planning and Community Development, Office of Buildings, Office of Zoning Division, Department of Watershed Management, Atlanta Fire Rescue Department, Office of the City Solicitor, Office of Public Defender, Municipal Court of Atlanta, Department of Corrections

Special Thanks to Mayor Keisha Lance Bottom and Atlanta City Council Members!

Joyce Sheperd
Chair, Code Enforcement Commission

Atlanta City Council, 2018–2021



Felicia A. Moore
President



Michael Julian Bond
Post 1 At-Large



Matt Westmoreland
Post 2 At-Large



Andre Dickens
Post 3 At-Large



Carla Smith
District 1



Amir R. Farokhi
District 2



Cleta Winslow
District 4



Natalyn Mosby Archibong
District 5



Jennifer N. Ide
District 6



Howard Shook
District 7



J. P. Matzigkeit
District 8



Dustin Hillis
District 9



Andrea L. Boone
District 10



Marci Collier Overstreet
District 11



Joyce M. Sheperd
District 12

ATLANTA CITY COUNCIL

55 Trinity Avenue SW
Second Floor East, Suite 2900
Atlanta, GA 30303-3584

<http://citycouncil.atlantaga.gov/home>

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<p>Post 1 At-Large: Michael Julian Bond Office: (440) 330-6770 Email: mbond@atlantaga.gov</p>	<p>Post 2 At-Large: Matt Westmoreland Office: (404) 330-6302 Email: mwestmoreland@atlantaga.gov</p>	<p>Post 3 At-Large: Andre Dickens Office: (404) 330-6041 Email: adickens@atlantaga.gov</p>
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<p>District 4: Cleta Winslow Office: (404) 330-6047 Email: cwinslow@atlantaga.gov</p>	<p>District 5: Natalyn Mosby Archibong Office: (404) 330-6048 Email: narchibong@atlantaga.gov</p>	<p>District 6: Jennifer N. Ide Office: (404) 330-6049 Email: jide@atlantaga.gov</p>
<p>District 7: Howard Shook Office: (404) 330-6050 Email: hshook@atlantaga.gov</p>	<p>District 8: J. P. Matzigkeit Office: (404) 330-6051 Email: jmatzigkeit@atlantaga.gov</p>	<p>District 9: Dustin Hillis Office: (404) 330-6044 Email: drhillis@atlantaga.gov</p>
<p>District 10: Andrea L. Boone Office: (404) 330-6055 Email: aboone@atlantaga.gov</p>	<p>District 11: Marci Collier Overstreet Office: (404) 330-6054 Email: mcoverstreet@atlantaga.gov</p>	<p>District 12: Joyce M. Sheperd Office: (404) 330-6053 Email: jmsheperd@atlantaga.gov</p>