

City of Americus

Vision Statement

A shining city on a hill working to serve and create opportunities for all citizens.

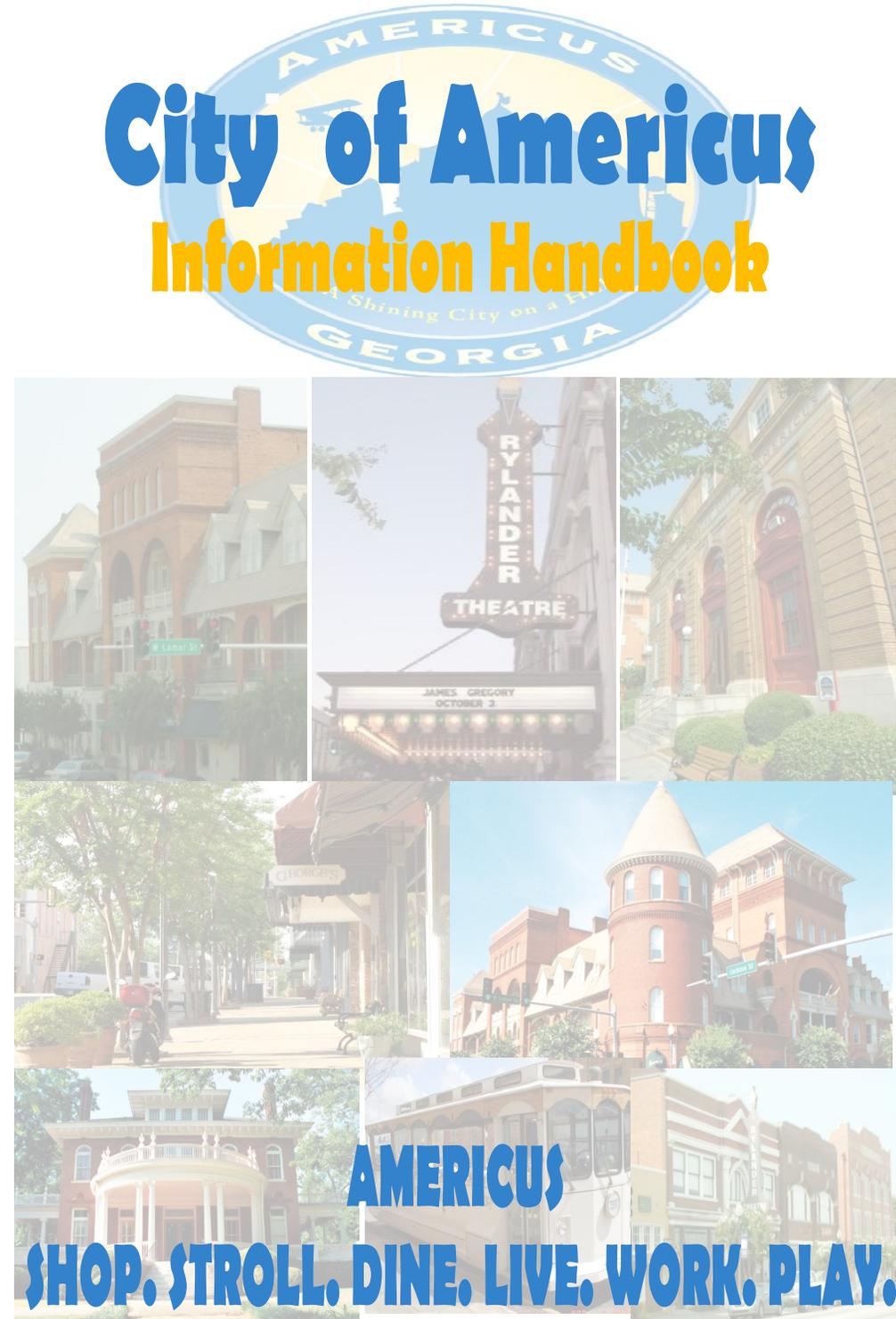
Mission Statement

Americus is an innovative, clean, and safe city where our citizens enjoy an exceptional quality of life. We encourage a cultural, social, educational and healthy environment. We provide quality governmental services, cultivate economic development, and promote progressive healthcare and a thriving business environment.



www.cityofamericus.net

City of Americus Information Handbook





HISTORY OF AMERICUS

Americus' history dates back to 1832 when Sumter County was carved from a portion of Lee County. The area had been an important trading area for the Creek Indians. The Indians had built

several villages along the Aumucculle Creek and Flint River areas. Upon inhabiting the area, the new settlers changed its name from Aumucculle Creek to simply Muckalee.

Sumter County, Georgia was laid off from Lee County by an act of the legislature in 1831, and the following named persons were chosen to lay off the town: John W. Cowart, Green M. Wheeler, Wright Brady and Jackson Tiner. They selected the lot of land No. 156, in the Twenty-seventh district, on the waters of Muckalee Creek and south of Little Creek, now known as Town Creek. The surveyors pitched their tent near where the Central Freight Depot now stands. After laying off the streets and court house square, the commissioners met for the purpose of selecting a name for the county site. Each had a name selected and agreed to put all the names in a hat and blindfolded the writer of this article and let the name that he drew out be the one the town should be named. When Lovett B. Smith, one of the commissioners, told the balance of them that he had selected a name that he thought would suit them all, and Americus was the name, it was agreed upon by all.

Taken from *Americus Through the Years* and the "Americus Daily Press", Dec. 16, 1902



Utility Questions Continued

What are utility connection costs for new facilities?

Assuming water and sewer services are readily available, tap fees are as follows:

Water Tap Fee	
5/8" meter	\$465
1" meter	\$640
2" compound commercial variable	\$2575

Sewer Tap Fee (Additionally, a one time connection fee of \$400 is charged)

5/8" meter	\$325
3/4" meter	\$325
2" compound commercial variable	\$1090

Water & Sewer Department Questions

Who do I call when there is a water leak?

Contact the Public Works Department at (229) 924-4411 if the leak is on the City side of the meter. If the leak is on your property contact a plumber.

Who do I call when my water is dirty?

Contact the Mill Creek Water Plant at (229) 924-4418 and report the problem.

Who do I call when the catch basin is stopped up?

Contact the Public Works Department at (229) 924-4411 and give the location of the catch basin that is stopped up.

Who do I call when the sewer line is stopped up?

Contact the Public Works Department at (229) 924-4411 and give the location of the sewer line that is stopped up. After Hours, Call 911.

Zoning Questions

Is my property located in the Historic District?

Go to http://maps.kcsgis.com/ga.americus_sumter_public/ and search for the property or call (229) 924-4411 and ask for the Community Development Department.

What is a property zoned?

Go to http://maps.kcsgis.com/ga.americus_sumter_public/ and search for the property or call (229) 924-4411 and ask for the Community Development Department.

Utility Questions

Does the City offer a budget billing plan?

Yes, a budget billing plan to residential gas customers is available. For further information, please contact a Customer Service Representative at (229) 924-4411.

Does the City apply late fees or penalties to utility bills?

Yes, a 5% penalty is added to past due balances six (6) days after the due date listed on the utility bill.

If my payment is delayed, what is the normal procedure for disconnecting my utility services?

The cut off date for the 30th billing cycle will be the second Tuesday of the month. The cut off date for the 15th billing cycle will be the fourth Tuesday of the month. Occasionally, it may be postponed due to unforeseen circumstances. (example: weather, billing problems, etc.)

My utilities were disconnected for non-payment. When and what time will my services be restored?

Payment of the past due balance plus reconnect fees must be made in person at our office located on the first floor of the Municipal building. An additional deposit may be required. If payment is received by 3:00 PM, services can be reinstated the same day. Payments after 3:00 PM. are not guaranteed the same day service.

Do I need to be home when my services are connected?

Gas service reconnection requires you to be home if you have a pilot light that needs to be lit. Water service can be connected without being home as long as all faucets are in the off position.

I paid my reconnect fees for water and gas. My water has been turned back on but my gas has not, when will my gas be turned back on?

The water must be turned on before the gas can be reconnected. If your water has been restored, your gas connection should be reinstated before 5:00 pm on the same day.

How do I get my utility deposit(s) refunded?

There are two (2) ways to receive your deposit(s). If your deposit(s) is on file when service is discontinued, it will be applied to your final bill. The city also applies deposit(s) to accounts after two years of good credit history.

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Welcome To The City of Americus

Whether you are a life-long citizen or just moving into town, often you will feel lost and overwhelmed with the things that need to be done. We are very proud of Americus and of the variety of services that our government provides to you. We are pleased to provide this booklet with key information about the City's services and our community. We want you to feel welcome in our community and to become better acquainted with your city government.



In this booklet you will find descriptions of the services that we offer. It explains how your government works and contains a complete listing of all the public services provided by the City of Americus. You will even find that it provides information about other services within our community.

Keep this booklet close to your phone so when you need information you will know where to call. If you can't find what you are looking for, please contact the City of Americus at (229) 924-4411 or visit our website at www.americusga.gov. Visit us on Facebook at City of Americus GA.

In the City of Americus, your government is working for you!

Sincerely,

Barry Blount, Mayor

Utility Questions

What are the normal business hours of the utility department?

The Customer Service Center is located at 1404 E. Forsyth Street and is open Monday through Thursday from 8:00 AM to 4:00 PM and Friday from 8:00 AM to 5:00 PM. Representatives can also be reached by phone (229) 924-4411 or by fax (229) 924-4027 Monday through Friday from 8:00 AM to 5:00 PM.

How do I apply for residential utility services?

See a Customer Service Representative at the Customer Service Center located at 1404 E. Forsyth Street. The City of Americus requires a \$75.00 deposit for water service and a \$75.00 deposit for gas service for all residential customers. You must also provide a picture id. A renter must also provide a copy of a lease agreement or rent receipt. The deposits may be waived with a letter of good credit from another utility company showing two (2) years of continuous good standing. New services can be connected the same day providing the application process is completed prior to 3:00 pm.

Can my deposit be billed to my account?

No, the deposits must be paid prior to services being connected.

How can I pay my bill?

You can pay your bill by check, cash, money order, or credit card. Our office also offers bank draft services. For more information, please contact our Customer Service Representative at (229) 924-4411.

Where are the City's drop box locations for payments?

Rubos Grocery on Highway 30, Lee Street entrance of the Municipal Building Parking Lot (101 West Lamar Street), and outside the front of the Customer Service Center (1404 E. Forsyth Street).

How are residential sewer charges calculated?

Residential sewer charges are calculated once every year. The average water usage for the months of February, March, and April are used to calculate sewer charges. The new charge will appear on your May bill.

Can I get a discount on my utility bill?

Yes, a discount is available for senior citizens for gas and water service. To be eligible for this discount you must be 62 years of age or older and the annual household income cannot exceed \$15,600. You may obtain an application by visiting our website at www.americusga.gov or visiting our customer service center at 1404 E. Forsyth Street.

Streets & Sidewalk Questions

To whom do I report a street light that is out?

To report a street light outage call the City at (229) 924-4411 and give the street location or fill out the (Form #95) on our website.

To whom do I report a missing street sign?

Contact the Public Works Department at (229) 924-4411 with the location of the missing street sign.

To whom do I report a traffic signal that is not working correctly?

Contact the Public Works Department at (229) 924-4411 with the location of the traffic signal.

To Whom do I report pot holes in the street?

Contact the Public Works Department at (229) 924-4411 with the location of the repair needed.

Who do I call to repair my sidewalk?

Contact the Public Works Department at (229) 924-4411 with the location of the repair needed.

Who do I call to have a tree removed from the city right-of-way?

Contact the Public Works Department at (229) 924-4411 with the location of the tree that needs to be removed.



Meet Your Council



Mayor Barry Blount was elected in January 2006. He is a life-long resident of Americus and currently serves as Market President of Sumter Bank & Trust. He serves as the Chief Executive Officer of the city and presides at all meetings of the governing body. It is the Mayor's duty to see that all laws, ordinances, resolutions and rules of the city are observed and enforced and that all officers of the city faithfully discharge the duties required of them. The Mayor is elected at large by the citizens of Americus and serves a four year term.

Juanita Wilson—District 1

Mrs. Wilson has served on council since November 2009. She was born and raised in Americus and is a retired high school administrator.



Nelson Brown—District 2

Mr. Brown has served on council since January 2012. He was born and raised in Americus. He is retired from the Americus Police Department.

Lou Chase—District 3

Mrs. Chase has served on council since January 2006. She was born and raised in Americus and is employed by the Schley County School system as Assistant Principal.



Carla Cook—District 4

Mrs. Cook has served on council since January 2010. She was born and raised in Americus and is the co-owner of Gammage Print Shop in Downtown Americus.



Dr. Shirley Green Reese—District 5

Dr. Shirley Green-Reese has served on council since January 2014. She was born and raised in Americus, Georgia.



Walton Grant—District 6

Mr. Grant has served on council since January 1995. He was born and raised in Monroe County and moved to Americus in 1968. He is owner of H&W Bait and Tackle.



AMERICUS CITY HALL

101 West Lamar Street
(229) 924-4411
www.americusga.gov



Americus City Hall

Americus City Hall is located at 101 West Lamar Street in the downtown area. City Hall is open Monday–Friday from 8:00 AM until 5:00 PM. The Customer Service Center located at 1404 E. Forsyth Street is open from 8:00 AM until 4:00 PM, Monday–Thursday and from 8:00 AM until 5:00 PM on Friday. Both locations are closed on the weekends and on the following holidays:

New Years Day	Martin Luther King, Jr. Day
Memorial Day	July 4th
Labor Day	
Thanksgiving Day and Friday following	
Christmas Eve and Christmas Day	

Americus Drop Box Locations

The City of Americus offers the following drop box locations:

- Rubos on Highway 30
- Lee Street entrance of the Municipal Building Parking Lot
- Outside the front of the Customer Service Center

Stormwater Questions Continued

Are churches and other tax-exempt properties required to pay the stormwater user fee?

Yes, all developed properties within the City limits that have impervious areas will be charged a stormwater user fee regardless of ownership or property tax status. All impervious surfaces (e.g. parking lots and rooftops) contribute stormwater runoff, and therefore, all customers would share the implementation cost of the City's stormwater management program.

Is there any way to reduce the Stormwater Fee that is being charged?

Both residential and non-residential customers may be able to apply for credits to reduce their stormwater user fee charge by following the procedures that are outlined in the ordinances. The credits will be based on those methods used to directly reduce the impact of stormwater runoff on the City's drainage system. Please visit www.americusga.gov for more information.

What is the frequency of billing and the billing mechanism?

The stormwater user fee charge will be billed on your existing City of Americus monthly public utility bill. If you do not receive a monthly utility bill from the City, a new account will be set up for you and a stormwater services bill will be delivered to you.

Who do I call if I have additional questions?

Contact the City of Americus Public Works Department with any questions at (229) 924-4411.

How do I learn more about Americus's stormwater utility?

Please visit the City of Americus Stormwater Utility Management website at www.americusga.gov.

Stormwater Questions Continued

Why did the City consider a stormwater user fee charge to fund stormwater management services?

Based on a detailed assessment of the City's current Public Works operation, the City Council has concluded that additional resources are needed to address various drainage system and stormwater management needs in the City. The City Council believes that institution of a stormwater user fee charge, as opposed to a property tax increase, is the most fair, equitable and stable way to fund the future stormwater program. The user fee would not be based on the assessed "value" of a property like a tax; rather it is based on the amount of stormwater runoff that the property generates from its impervious surface. Each customer's stormwater runoff amount results in the City having to provide an adequate drainage system to deal with the water. In general, stormwater services will be provided to customers by the City -- similar to water, sewer, and sanitation services. An additional benefit of a Stormwater Utility is that all stormwater user fee revenues **must** be spent on stormwater and drainage related issues whereas tax revenues are not subject to such restrictions. In contrast, property tax revenues can be spent on any City budget item.

In the past, how have stormwater services been funded?

In the past, drainage system operation and repair activities have been funded by the annual City budget which is made up of various tax revenue sources. This process has proved to be inadequate and unstable from year to year due to the nature of competing priorities within the City's annual budgeting process and reduced sales tax revenues. The Stormwater Utility was established to fund a more comprehensive stormwater program without drawing additional funding away from other City priorities such as Public Safety.

Isn't this just another tax?

A stormwater user fee charge is not a tax. Although the stormwater user fee is an additional cost to customers, it is not a tax because it bears little or no relation to the taxable value of a property. If a property is developed and generates stormwater runoff, the customer will be charged a stormwater user fee charge based on the amount of runoff discharged from the property and the stormwater services provided by the City to handle that runoff amount through the City drainage system.

CUSTOMER SERVICE CENTER

1404 E. Forsyth Street
(229) 924-4411
www.americusga.gov

New Services

To establish any of our utility services, citizens must visit our Customer Service Center located at 1404 E. Forsyth Street during regular business hours. We require original signatures, picture identification, and in the case of rentals, a copy of the rental agreement or rent receipt.

Deposits of \$75 each are required for water and gas residential customers. Residential deposits may be waived if the customer provides a letter of credit from another utility company. After two years of excellent credit, the deposits are credited to the customer's utility account. Commercial customers deposits are based on a monthly average usage calculated by our Customer Service Representatives. If services are discontinued, the deposits are applied to the final bill.

Connections for new facilities will require tap fees for both sewer and water.

Senior Discount

The City offers a 10% senior citizens discount on water and gas services. To learn more about the qualifications, call our Customer Service Department at (229) 924-4411 or visit our website at www.americusga.gov.

BUILDING RISK MANAGEMENT

2nd Floor
Municipal Building
(229) 924-4411

The Building Risk Management Division directs its efforts toward creating a healthy environment by ensuring that all rehabilitation and new construction meets the minimum building code requirements.

Building Permits/Inspections

Permits are required before beginning construction or expansion projects. Inspections are done throughout the process. No business license or certificate of occupancy will be issued without a final inspection. All jobs over \$2,500 must be done by a state licensed contractor. Before starting any job, call to see if a permit is required.

Sign Ordinance

Americus has established standards for the construction and placement of signs within the City. A permit is required before any sign is installed or constructed.

Fire Marshal

The City of Americus Fire Marshal can help you with any residential or commercial questions concerning fire safety equipment as well as Fire Safety Inspections on Commercial and Industrial property.

Arson Control

If you have information regarding a fire call [1-800-282-5804](tel:1-800-282-5804). There may be a reward for those who come forward with information that results in the arrest and conviction of arsonists.

Stormwater Questions Continued

How do you set a user fee charge for an individual property?

The user fee charge is based on the amount of impervious surfaces on a parcel. Impervious surface means those areas which prevent the natural absorption of rainfall and stormwater runoff. Common impervious surfaces include rooftops, buildings or structures, sidewalks, walkways, patio areas, roads and streets, driveways, parking lots, storage areas and other surfaces such as compacted soil and gravel. The square footage of impervious surface on a property has a direct correlation to the amount of stormwater runoff that flows off that property.

How would my user fee bill be calculated?

The user fee is based on a billing unit or Equivalent Residential Unit (ERU) that is based on impervious surface. One billing unit (or ERU) will be equal to \$4.00 per month. A stormwater user fee billing unit (or 1 ERU) is the average amount of impervious area on a typical single family property in Americus. Under the current proposal all single family residential properties will be charged a flat rate of \$4.00 per month (or \$48 per year) for stormwater services. All non-residential properties would be charged a custom amount that is based on the total square footage area of impervious surface on their property. For example, if a shopping center has roughly 20 times the amount of impervious surface as a typical residential property, then the shopping center would be charged a monthly stormwater user fee charge that is 20 times larger than the residential charge.

What if my property has a detention pond?

Customers and properties that operate and maintain a stormwater detention pond might be eligible for a credit (or reduction) against the monthly stormwater user fee charge. Customers should contact the Public Works Department at (229) 924-4411 regarding the available credit application procedures. You can also visit the www.americusga.gov for more information.

How does this user fee amount compare to other Georgia communities?

The typical user fee rate per ERU for the existing utilities in Georgia is approximately \$3.75 per month.

Stormwater Questions

What is Stormwater Runoff?

Stormwater runoff is water that drains off houses, rooftops, driveways, sidewalks, parking lots, roads and other surfaces that do not allow rainfall to soak into the ground when it rains. This stormwater runoff then flows into the City drainage system, and eventually into our streams and creeks including the Flint River.

How is stormwater runoff a problem?

All developed properties in a community that have manmade surfaces and structures contribute stormwater runoff to the City drainage system, and in some cases, to flooding problems. In addition to potential flooding problems, the stormwater runoff washes chemicals, trash and other pollution into the drainage system and our local creeks. Old and damaged pipe systems have created a need for the City to develop and implement a more comprehensive stormwater management program to address drainage system maintenance issues as well as other high priority projects.

How does the City intend to deal with these problems?

The City stormwater management program will undertake various activities including the cleaning of ditches, replacement of aging pipes and structures, and the construction of new pipe systems to improve flow.

How does the City plan to address its multiple drainage needs and priorities?

The Mayor and City Council considered the implementation of a Stormwater Utility and Stormwater User Fee charge to address the City's drainage needs discussed above. All the user fee revenues will be dedicated solely to funding stormwater management and drainage system activities. The Stormwater Utility would service all residences, businesses, institutions and government facilities because all developed properties generate stormwater runoff.

What is Stormwater Utility?

A Stormwater Utility is an entity whose purpose is to provide services related to stormwater management. Each user (customer) is charged a fee for the service provided.

What is a Stormwater User Fee?

A Stormwater User Fee is a charge for stormwater management services provided by the City to all residential and non-residential properties in the City. The user fee revenue collected can only be utilized for the provision of stormwater management services.

CITY GOVERNMENT

The City of Americus is a Georgia Municipal corporation with a seven member City Council composed of the Mayor and six Council members. The Mayor is elected by voters-at-large. The six Council members are elected from single-member districts.

The City is organized under a Council-Administrator form of government. The Mayor and Council are vested with policy making authority. They in turn vest the day-to-day municipal activities to a professional administrator, appointed and removed by the Mayor and Council.

The Mayor and Council meet monthly for the following meetings:

Administrative Briefing—held on the 2nd Monday of each month at 4:30 PM in the meeting room on the third floor of the Municipal Building.

Agenda Setting—held on Thursday following Administrative Briefing at 4:30 PM in the meeting room on the third floor of the Municipal Building.

Council Meeting— held on Thursday following Agenda Setting at 5:00 PM in the Council Chamber of the Russell Thomas, Jr. Public Safety Building.

Meeting dates and times may be changed by vote of the Mayor and Council. All meetings are open to the public. For more information contact the City Clerk at (229) 924-4411.

CITY GOVERNMENT

Speaking at a Meeting of Council

If a citizen wishes to speak at a meeting of the Mayor and Council, notification must be given within 72 hours to the office of the City Clerk. A citizen may only speak concerning items that are not on the agenda and may speak for only three

Boards and Commissions

The Mayor and Council appoint individuals from the community to serve on various boards and commissions. We encourage our citizens to become involved in the policy making process of the City Government. If you are interested in volunteering to serve on a board or commission, contact the City Clerk's office at (229) 924-4411, or visit our website at www.americusga.gov for an application. Listed below are the Boards and Commissions.

Americus/Sumter Land Bank Authority
 Lake Blackshear Regional Library Board
 Americus & Sumter Hospital Authority
 Americus & Sumter Airport Authority
 Americus & Sumter Payroll Development Authority
 Downtown Development Authority
 Development Authority of Americus
 Americus/Sumter Tourism Council
 Americus Theater and Cultural Center Authority
 Andersonville Trail Authority
 Excursion Train Authority
 Sumter County Board of Health
 Board of Zoning Appeals
 Planning and Zoning Commission
 Housing Authority
 Historic Preservation Commission
 Walk of Fame Committee
 Americus Urban Redevelopment Agency

Sanitation Questions

What is my trash and garbage pickup day?

Your garbage and trash days are the same. If you do not know what your pickup day is, call Advanced Disposal at (229) 928-1170.

Are appliances picked up?

Yes, appliances are picked up. Contact Advanced Disposal at (229) 928-1170 and schedule a pickup to keep these items from sitting on the street.

How do I separate my trash?

Leaves, grass clippings and pine straw must be bagged and placed at the curb in separate piles. Yard waste in a pile, limbs in a pile and metal and plastic in another pile. Limbs 12 inches or less cut no longer than 6 feet. If a limb is 12 inches or more, cut to 2 feet or less (not to exceed 50 pounds).

What do I do if my trash/garbage is not picked up?

Call Advanced Disposal at (229) 928-1170 or Utility Billing at (229) 924-4411 and report it.

Who do I call if my wheeled container is broken?

Call Customer Service at (229) 924-4411 and ask for a replacement container.

How do I report someone that is not following the sanitation rules?

Call the Code Enforcement Officer at (229) 924-4411.

Why was my wheeled container given a warning?

The wheeled container must be placed at the curb, no later than 7 AM on the day of pickup. It must be removed in the evening on the day of pickup. Wheeled containers left at the curb can result in a warning and possibly a fine.

Special Activities Questions

Can I rent a park or park facility in Americus?

All parks in Americus are open to the public. However, if you want to use Rylander Park or Rees Park, they can be rented from the City. Please visit our website at www.americusga.gov, and fill out a special activities permit. If you have questions, contact the City Clerk's Office at (229) 924-4411 for more information. The cost to reserve either of these parks is \$50.00.

Property Tax Questions

What are the normal business hours of the property tax department?

The Customer Service Center located at 1404 E. Forsyth Street is open Monday through Thursday from 8:00 AM to 4:00 PM and Friday from 8:00 AM to 5:00 PM. Representatives can also be reached by phone (229) 924-4411 or by fax (229) 924-4027 Monday through Friday from 8:00 AM to 5:00 PM.

When are property taxes billed and when are payments due?

The City of Americus bills property tax twice a year. The first half is billed July 1st and due September 1st. The second half is billed on “or” before October 20th and due December 20th.

How can I pay my property taxes?

You can pay your taxes at the Customer Service Center at 1404 E. Forsyth Street, Americus, GA. The City accepts cash, checks, money orders and all major credit cards. You can also pay on-line with a credit card. We also offer bank draft services. For more information please contact our office at (229) 924-4411.

Does the City apply late fees or penalties to taxes?

Yes. A monthly 1% interest charge is added to past due balances. After 60 days, a \$12.00 FIFA charge will be assessed when the City records a lien on the property. Any balance remaining after 90 days past due will have a one time 10% penalty added to the balance.

Chief Administrative Officer

3rd floor
Municipal Building
(229) 924-4411
www.americusga.gov

The Chief Administrative Officer is responsible for implementing policies, programs and laws passed by the City Council; making recommendations for new programs and services; preparing the annual operating and capital budgets and directing and supervising all city departments, properties and operations.

City Clerk

The City Clerk is the official custodian of the city seal and responsible for maintaining accurate records of all documents of the City of Americus.

Agendas, Minutes and Ordinances

All meeting Agendas, Minutes and Ordinances are open to the public. They may be viewed in the Clerk's office or on our website at www.americusga.gov.

Open Records Request

The City Clerk's office is in compliance with the Georgia Open Records Act. All records are open to the public for inspection upon request.

Special Activity Permit

Special Activity Permits are required for the use of city owned or operated property. These properties are the Rylander Park and Rees Park. Please contact the City Clerk's office for information.

Code Enforcement

101 West Lamar Street
(229) 924-4411
www.americusga.gov

The Code Enforcement Officer enforces the city's code of ordinances and all state or federal regulations related to solid waste, property issues, recycling and environmental issues.

Abandoned Vehicle

An abandoned vehicle is a vehicle that is not running, and/or does not have proper insurance or registration. Call the Code Enforcement Office at (229) 924-4411 to report abandoned vehicles.

Sanitation

The City of Americus contracts for garbage and trash pickup. All household garbage and trash is picked up once per week. The following is a list of rules for collections:

- Household garbage must be bagged before placing in hobo
- Separate piles should be made for bagged yard waste and limbs
- Grass clippings, leaves, pine straw and hedge clippings must be bagged
- Limbs 5 inches or less in diameter cut no longer than 5 feet
- Limbs 6 to 12 inches in diameter cut no longer than 1 foot
- Material such as lumber, shingles, plaster, metal, plastic appliances and furniture in separate pile
- We do not pick up concrete, brick, cement block, dirt or stumps or limbs bigger than 12 inches in diameter
- We do not pick up tires
- We do not pick up contractor debris or demolition debris

Un-kept Property

The City of Americus has an ordinance that states that property must be maintained in a well-kept condition. Grass and bushes cannot be overgrown, and property must be kept free of debris and trash.

Police Department Questions

If I'm going out of town, can the police watch my house?

Yes, you must come to the Police Department at 119 South Lee Street and fill out a security check sheet and give the dates when you will be gone.

How do I make a complaint on a police officer?

You can contact the Police Department, between the hours of 8:00 AM and 5:00 PM at (229) 924-3677 and ask to speak to the officer's supervisor.

What are the qualifications for a Police Officer position?

High School Diploma or GED
Twenty-one (21) Years of Age
United States Citizen
Valid Driver's License
No Felony Convictions

Where can I get fingerprints taken and how much is the service?

Fingerprinting is done at the Americus Police Department, 119 South Lee Street by appointment ONLY. Call the Police Department Administrative Services Division at (229)924-3677 to make an appointment. There will be no charge if you supply your own fingerprint cards. There is a \$15.00 fee if a fingerprint card must be provided by the police department. There is no charge for non-profit organizations and government agencies.



Police Department Questions

How do I obtain a copy of a police report?

All police reports are released in accordance with the Georgia Opens Records Act. Americus Police Reports are available from the police department. Accident reports can only be issued to the person(s) or insurance companies named in the report. If you request a report, only the original occurrence (incident) report and charge sheets can be released until the case has been adjudicated. Basic police reports are usually free and can be obtained by e-mail, fax, or in person.

How do I find out how much a traffic citation will cost?

You may call (229) 924-3677 and ask for Records. The Records Clerk will be able to advise how much the ticket will cost.

Where do I go to pay my traffic citation?

All fines are paid at the Americus Police Department, 119 South Lee Street. On the traffic citation, you are given a date that the citation must be paid by. If you do not pay the citation by that day, you must show up for court or your drivers license will be suspended. You may pay your fine by cash, money order or cashiers check. For more information, call (229) 924-3677.

Can I make an incident report at anytime or do I need an appointment?

Reports can be made at anytime day or night. You must dial 911 anytime you need to speak to an officer. The dispatcher will ask some questions prior to sending a police officer to your home or business.

Can I make an incident report over the telephone or does an officer have to come to my house?

Some reports can be taken over the telephone. However, it is best if an officer meets with you in order to get all the information needed for the report. Dial 911 and request the dispatcher to send an officer to your location.

Is there a curfew in Americus?

Yes. City Ordinance requires juveniles under the age of fourteen (14) be home between the hours of 9:00 PM and 6: 00 AM, and juveniles between the ages of fourteen (14) and seventeen (17) years of age be at home between the hours of 12:01 AM and 5:30 AM. If the juvenile is out with a parent or guardian, or coming home from a school function, they must comply with the curfew. If the juvenile is on probation with the Department of Juvenile Justice System, they may have a curfew earlier than 9:00 PM.



Rees Park Economic
Development Center
409 Elm Avenue
(229) 924-4411

The Community Development Department strives to provide quality customer service regarding land use management, community planning, zoning, historic preservation, annexation, variances, housing programs, community development projects; revolving loan program and various economic development projects.

Cemetery Information

The City of Americus owns and operates three cemeteries; Oak Grove Cemetery, Eastview Cemetery, and Founder's Park. The City takes pride in the perpetual care of all City owned cemeteries.

CEMETERY LOT COSTS:

For City Residents:

Oak Grove	\$525
Eastview	\$475

For Non City Residents:

Oak Grove	\$3,300
Eastview	\$3,300

For information contact the Cemetery Clerk's office located at Oak Grove Cemetery at (229) 942-8201 or cemetery@americusga.gov.

COMMUNITY DEVELOPMENT

Rees Park Economic
Development Center
409 Elm Avenue
(229) 924-4411
www.americusga.gov

Grant Information

CDBG (Community Development Block Grant) The CDBG Program provides funding to assist a wide range of eligible activities, including housing improvement projects, public facilities, buildings and economic development projects. All projects must substantially benefit low and moderate-income persons.

CHIP (Community HOME Investment Program) The CHIP program provides funds for rehabilitation and down payment assistance to low and moderate income persons.

For information on these grants, contact the Community & Economic Development Department, Municipal Building.

Historic District Information

The Historic Preservation Commission was established to provide protection, preservation and rehabilitation of historic properties within the historic district. Property owners within this district are required to obtain approval of alterations or new construction involving historic properties by submitting a Certificate of Appropriateness to the Historic Preservation Commission. If you plan to renovate, construct a building, place a sign or remove a tree within this district please contact the Community Development Office at (229) 924-4411 for assistance. The Historic Preservation Commission meets the 2nd Thursday of each month at 4:30 PM and the applicant must be present at the meeting.

Trees on Public Right of Way

The City of Americus has adopted a Tree Ordinance. The City is responsible for trees and shrubs in the City owned parks, along right-of-ways and in other public areas. Please contact the Community Development Department before pruning or cutting a tree that exists in any of these areas.

Employment Questions

What positions are currently available?

Open positions are posted on the City of Americus Website under Employment Opportunities, with the Georgia Department of Labor and in the Americus Times Recorder.

How do I apply for an open position?

An application can be picked up from the Human Resources Department, located at 101 West Lamar Street, Americus, GA 31709 or can be printed from our website at www.americusga.gov.

What forms are required to apply for a position with the City?

An application and consent form must be submitted if you are to be considered for employment. Clearly state the position applied for on the application. Employment and consent forms may NOT be completed and submitted online. Instead, please download and print, then either fax to (229) 924-2012 or mail the completed copies to the Human Resources Department, 101 West Lamar Street, Americus, GA 31709, by the required deadline.

What benefit options are available from the City of Americus?

The City of Americus offers a comprehensive benefits package including retirement, medical, dental, vision, short and long term disability, life insurance, paid time off, tuition reimbursement and several other supplemental products.

Lot Cleaning Questions

How do I report property that is overgrown or full of trash?

Call Code Enforcement at (229) 924-4411 and make sure you have a good address or directions to the property so it can be investigated.

How do I know if the property meets the city standards for un-kept property?

Call Code Enforcement at (229) 924-4411 and the property will be checked. If the property does not meet city standards, the process to get it cleaned will start.

Do I have to give my name when making reports?

No, you do not need to give your name; however, all information is kept as confidential as possible.

Natural Gas Department Questions

Who do I call if I think there is a gas leak?

If you think there is a gas leak, please call Natural Gas Services at (229) 924-7224 between the hours of 8:00 AM and 5:00 PM, Monday through Friday. After hours, contact 911.

Business License Questions

What are the normal business hours for the business license department?

The Customer Service Center located at 1404 E. Forsyth Street is open Monday through Thursday from 8:00 AM to 4:00 PM and Friday from 8:00 AM to 5:00 PM. Representatives can also be reached by phone (229) 924-4411 Monday through Friday from 8:00 AM to 5:00 PM.

Does the City require a business license?

The City does require that all businesses within the City limits maintain a valid business license. For information call the Finance Department at (229) 924-4411.

How do I renew my business license?

Renewal applications are mailed to all business owners on or before January 15th of each year. If you fail to receive a renewal application by mail, you may obtain one from our website or contact the Finance Department at (229) 924-4411.

Do I need to have my business license renewed every year?

Yes. Renewals are due on/before March 15th of each year.

Does the City apply late fees or penalties to business license?

A one time 10% penalty is added for past due balances and a 1.5% interest charge will be added monthly until license is renewed.

Can I run a business out of my home?

You may be able to run a business out of your home with the proper paperwork. You can print the application from our website and complete it prior to your call/visit. Please visit/contact the Building Risk Management office located on the second floor of the Municipal Building or call (229) 924-4411 to get this process started.

What do I need to do to start a business in a commercial location in the City?

A Certificate of Occupancy is required for all new and existing businesses located in the city. Businesses that are changing names, changing ownership, or moving to a new location must also obtain a Certificate of Occupancy. This certificate is required before you can legally occupy a building and conduct business operations. The owner MUST contact the Building Risk Management Department to obtain a Certificate of Occupancy (229) 924-4411. You MUST have a Certificate of Occupancy in hand prior to the business license being approved.

If my business is located outside the City, do I need a business license to do business inside the City limits?

No. The City does not require a business license for businesses located outside the Americus city limits, if they can provide proof that they have a license at another location.

COMMUNITY DEVELOPMENT

Rees Park Economic
Development Center
409 Elm Avenue
(229) 924-4411
www.americusga.gov

Zoning and Annexation Information

If you are planning to annex a piece of property into the city or zone/rezone a piece of property already in the city, you are required to submit an application. There is a \$100 application fee and 3 copies of the annexation/zoning plat prepared by a registered surveyor that must be submitted. Prior to annexation or zoning, the Planning and Zoning Commission must review and recommend your request to the City Council. The City is required by state law to advertise and hold a public hearing concerning the recommended annexation or zoning of your property. The Planning and Zoning Commission meets monthly on the 4th Tuesday at 4:00 PM. Please contact the Community Development Department at least 20 days prior to the monthly meeting. The application may be found online at www.americusga.gov.

Subdivision Developments

If you are planning to develop a subdivision, preliminary plans should be brought to the Community Development Office. These plans will be reviewed by other City officials for their input and comments prior to presentation to the Planning and Zoning Commission. The Planning and Zoning Commission must approve preliminary plans in order for a developer to proceed with construction. The Planning & Zoning Commission meets the 4th Tuesday of every month at 4:00 PM and the applicant must be present for the meeting.

COMMUNITY DEVELOPMENT

Rees Park Economic Development Center
409 Elm Avenue
(229) 924-4411
www.americusga.gov

Variance Information

The Board of Zoning Appeals hears appeal request for setback requirements on new construction or additions to existing structures when the setback will not adhere to the zoning districts requirements. They also address sign variance request that don't meet the current ordinance requirements. There is a \$100 application fee for this process. Their regular monthly meeting is held the first Monday of each month at 4:30 PM and the applicant must be present for the meeting. The application may be found online at www.americusga.gov.



Frequently Asked Questions

Abandoned Vehicle

To whom do I report an abandoned or junked vehicle that has been in the same location on a public street or on property for more than 72 hours?
Contact the Code Enforcement Officer at (229) 924-4411 or use the Abandoned Vehicle form #96, found online, to submit a request to the City for investigation. The on-site check of the vehicle may take up to one week from the receipt of the initial request.

Alcoholic Beverage License

What are the normal business hours of the alcoholic beverage license department?
The Customer Service Center located at 1404 E. Forsyth Street is open Monday through Thursday from 8:00 AM to 4:00 PM and Friday from 8:00 AM to 5:00 PM. Representatives can also be reached by phone (229) 924-4411 or fax (229) 924-4027, Monday through Friday from 8:00 AM to 5:00 PM.

How can I obtain an alcoholic beverage license?
Please contact the Customer Service Representative for licensing requirements and for an application at (229) 924-4411. The office is located at the Customer Service Center, 1404 E. Forsyth Street, Americus, GA.

What does an alcoholic beverage license cost?

Beer License Only	\$250
Wine License Only	\$300
Beer/Wine License	\$550
Mixed Drinks/Liquor	\$2500
Beer, Wine Mixed Drinks/Liquor	\$3050

How can I renew my alcoholic beverage license?
Renewal applications are mailed to all business owners each year. If you failed to receive a renewal application by mail you may obtain one by contacting the Customer Service Representative at (229) 924-4411.

PROFILE

Date established	1832
Population	17,044
Area in square miles	11.25
Business licenses issued annually	1,126
Fire protection - number of stations	3
Police protection - number of stations	1
Water utility- number of water customers	7,746
average daily consumption (gallons)	3,100,000
plant capacity - gallons/day	7,000,000
water storage capacity - gallons	3,100,000
water supply source	4 wells
water treatment facilities	2
Sewer system -disposal plants	1
pumping stations	15
number of customers	7,385
average daily treatment - gallons	3,050,000
sewer treatment capacity - gallons/day	4,400,000
type of sewer treatment	secondary
Gas utility—number of gas customers	2,877
daily average consumption - cubic feet	1,317,693
daily allocation from supplier - cubic feet	3,000,000
gas supply source	So GA Natural Gas Company

COMMUNITY VENUES

The City of Americus has several special community venues available for rental for public use. These venues are:

- Joyce Myers Park
- Griffin Bell Community Room at Rees Park Economic Development Center
- Lenny's Market
- Rees Park Gazebo
- Rylander Park
- Rylander Theater

Americus Street Trolley



The Americus Street Trolley as well as the Americus Express are available for rental for transportation for your special events such as weddings, family or class reunions, proms, etc. Contact the Americus Welcome Center at (229) 928-6059 for more information.

Parks and Gazebo

Joyce Myers Park, Rees Park Gazebo and Rylander Park are available for rent for \$50. A special activity permit is required for use of these venues. Please contact the City Clerk at (229) 924-4411 for an application or apply online at www.americusga.gov.



*Rees Park
Economic
Development Center*

The Griffin Bell Community Room is located inside the Rees Park Economic Development Center located at 409 Elm Avenue. This room will accommodate 180 people seated and 250 reception style. This room can be used for a wide variety of events such as wedding receptions, class reunions, family reunions and dances. For more information contact the City Clerk at (229) 924-4411.

X

Y

YARD SALES

(229) 924-4411

Yard sales are permissible without approval. One household may not have more than five yard sales per year. Any person or family holding more than this number must obtain a business license. For more information contact the Finance Director's office, Customer Service Center.

Z

ZONING (General)

(229) 924-4411

Zoning is an aspect of City government that may often confuse citizens. The Community Development Department will answer questions about zoning in our City. Contacting this office should be the first step in planning to buy land or locating a new business.

ZONING (Variances)

(229) 924-4411

The City may grant a zoning variance for a specific parcel of land that does not meet current zoning or development standards. For information, call the Community Development Department, Rees Park Economic Development Center.

V

VEHICLE (Tags) (229) 928-4580
The Tax Commissioner's office sells tags and decals for automobiles and other vehicles.

VOTING (Registration) (229) 928-4580
A City resident who wishes to vote in any election must register with the Sumter County Board of Elections office at the Sumter County Courthouse.

VOTING (Absentee) (229) 928-4580
A City resident who wishes to vote absentee in any City election may obtain an absentee ballot from the Sumter County Board of Elections office at the Sumter County Courthouse.

W

WATER (Rates and Service) (229) 924-4411
For billing questions or to obtain service, contact the Utility Billing Department, Customer Service Center.

WATER CONSERVATION (229) 924-4418
For information on conserving water, contact the City Water Treatment Plant.

WEEDS (229) 924-4411
It is unlawful for noxious weeds and grasses to grow upon a person's premises over a foot in height. To report a complaint, call the Code Enforcement Officer.



Lenny's Market is located at 110 North Hampton Street in Downtown Americus. The market is open on Tuesday, Thursdays and Saturdays from 7AM until 1 PM during June, July and August and Saturday's year round. Fresh fruits, vegetables and even fresh cut flowers are plentiful.

Lenny's Market is also the location of our Movie at the Market event that is held every Saturday in June. Movies start fifteen minutes after dark. Come out and enjoy a free movie and all you can eat popcorn for \$1 each.



Rylander Theatre

The Historic Rylander Theatre (ca. 1921) closed in 1951 and was dark for almost 50 years. After a meticulous \$4 million restoration, the theatre reopened Oct. 1, 1999. The theatre comfortably seats over 600 on three levels, orchestra, balcony and gallery and is equipped with state of the art theatrical equipment, a restored 1928 Moller theatre pipe organ and new Steinway grand piano named in honor of Rosalynn Smith Carter. Situated in the downtown central business district, the Rylander Theatre is a community landmark.

DOWNTOWN AMERICUS

About Downtown Americus

Historic Downtown Americus is a classic example of the fanciful Victorian commercial architecture of the 1880's and gay 90's blended with a touch of the 1920's. Designated a Georgia Main Street City in 1983, an on-going revitalization program lends to the vibrant atmosphere of the central business district. Antique stores, gift shops, art galleries, specialty shops, taste-tempting eateries, and financial and government services are just some of the features of downtown Americus. There are currently thirty-five charming loft apartments downtown. A traditional blend of small town custom of personal service thrives. This diversified blend assures that you'll always find action and true Southern Hospitality in downtown Americus.

Americus... where the Past and Present Stroll Side by Side.



*Become a fan on Facebook:
Downtown Americus*

TRASH (Questions)

(229) 924-4411

Trash is collected weekly throughout the City on a scheduled collection day. *Trash* means leaves, brush, yard clippings and small limbs.

For more information or to arrange for service contact the Utility Billing Department at **924-4411**.

To report a missed service contact Advanced Disposal at **(229) 928-1170**.

To report illegal dumping, contact the Code Enforcement Officer at **924-4411**.

TREES (Fallen)

See Fallen Trees

TREES (Park, Shade and Street)

(229) 924-4411

The City of Americus has adopted a tree ordinance that establishes rules for planting and removal of trees in City parks and on City right of ways. For more information, contact the Community Development Department, Rees Park Economic Development Center.

U

UNFIT DWELLINGS

(229) 924-4411

All dwellings, buildings and structures in the city must be in good repair. Failure to care for dwellings may result in action from City authorities. For further information contact the Building Risk Management Department.

USUAL HOME OCCUPATION

(229) 924-4411

People planning a business conducted by family members residing on the premises should contact the Community Development Department. All zones of the city do not permit all types of home occupations.

UTILITIES

Natural gas utility service for the City of Americus is provided by the Natural Gas Services Department. See Natural Gas.

Water and Sewer service for the City is provided by the City of Americus. See Sewer- Rates and Service and Water - Rates and Service.

T

TAX COLLECTIONS

(229) 924-4411

Property taxes in the City are collected by the Finance Director. Taxes are due in two installments, September 1st and December 20th. Tax bills are mailed in July and October.

TOURS - City Facilities

Tours of City facilities are available. Please schedule two weeks in advance. For information call:

- Americus Fire Department (229) 924-3213
- Americus Police Department (229) 924-3677
- Municipal Building - CAO (229) 924-4411
- Water Treatment Plant (229) 924-4418
- Wastewater Treatment Plant (229) 924-4419

TRAFFIC SIGNALS

(229) 924-4411

To report problems with traffic signals located in the City, call the Public Works Department. For emergencies after 4:00 PM, call 911.

TRAFFIC TICKETS

(229) 924-3677

All traffic tickets issued in the City are processed by the Americus Municipal Court System.

TRANSIT

(229) 924-4414

The City of Americus operates a public transit system if you need a ride for shopping, work, doctor, or other group charter services. Operating hours are 8:00 AM until 4:00 PM, Monday through Friday. For further information please call the Americus Public Transit System, Rees Park Economic Development Center.



1404 E. Forsyth Street
(229) 924-4411
www.americusga.gov

The Finance Director manages the City's financial resources and safeguards the assets through appropriate controls and accounting practices. Major areas of responsibility include budgeting, annual financial statement preparation, administration of property taxes, business licenses, payroll, utility billing, accounts receivable and accounts payable. You can find a copy of our Comprehensive Annual Financial Report at www.americusga.gov. For more information, contact us at finance@americusga.gov.

Alcoholic Beverage License Information

The City regulates the consumption of alcoholic beverages in public places and businesses, and sets selling hours through its local ordinance. The administration and enforcement of this ordinance is handled by our Police Department. However, licenses are issued only through the vote of full Council. The license is valid for only one calendar year and must be renewed annually. The renewal applications are reviewed and voted on by Council each December. Please contact the Finance Department for requirements for both the licensee and the physical establishment.

An alcoholic beverage license is required any time alcohol is sold by the drink. This applies to events when a ticket for admission is sold and alcohol is served at the event.

Budget

The budget process begins in July of each year. The Finance Department compiles information submitted from the Department Heads for a five year capital plan and a one year operating budget and presents it to the Chief Administrative Officer. The CAO makes revisions and recommendations and submits the budget to the Mayor and Council for discussion and final approval. You can find a copy of the budget at www.americusga.gov.



1404 E. Forsyth Street
(229) 924-4411
www.americusga.gov

Business License Information

In order to operate a business within the city limits of Americus, the operator must have a valid business license. This is obtained by preparing an annual occupational tax return and remitting the appropriate amount of business and occupational taxes. The Finance Department mails renewal tax returns each year on January 15th. The returns are due back to the City by January 31st. Once the City processes the returns, invoices are mailed and the remittance is due by March 15th. Invoices not paid by this date are considered delinquent and are subject to penalties and interest. Please see the FAQ Section on page 58 for more information on business licenses. An application can be found at www.americusga.gov.

Collection Specialist

The City employs one person who is dedicated to collection activities for all receivable functions. Duties include initiating legal action, holding public sales for non-payment of taxes, door to door visits and collection correspondence. Email collections@americusga.gov for more information.

Taxes

Property taxes are billed in two installments with due dates on September 1st and December 20th. Interest is charged at the rate of 1% per month on all delinquent bills. A one time 10% penalty is added to unpaid bills 90 days after the December due date. If the bill remains unpaid, a lien is placed on the property. In April each year, the City publishes a list of all unpaid taxes by property in the Americus Times Recorder. The City then begins legal proceedings, including the sale of property, to satisfy delinquent taxes.

SIGNS

(229) 924-4411

Americus has a comprehensive, well planned sign ordinance that outlines the requirements for signs in the City. Contact the Building Official before the erection, change or purchase of any sign or billboard.

SPRINKLERS (Fire Prevention)

(229) 924-3213

The City has adopted the Fire Prevention Code of the National Fire Protection Association. The Fire Department can provide information concerning building sprinklers and other requirements.

STREETS (City)

(229) 924-4411

The Street Department maintains all public City streets. To report problems of flooding or streets in need of repair or cleaning, call the Public Works Department.

For emergencies after 4:00 PM, call **911**.

STREETS (Lights)

Sumter EMC
Georgia Power

(229) 924-8041
(229) 924-3683

Georgia Power Company and Sumter EMC furnish street lights under contract with the City. To report problems with street lights, please contact the power companies directly.

To request additional street lights, contact the Public Works Department at **(229) 924-4411**.

STREETS (Signs)

(229) 924-4411

To report problems with street or traffic signs, contact the Public Works Department. Problems may include signs that are missing or in need of repair.

Q R S

SCHOOLS

(229) 931-8500

The Sumter County Board of Education operates the public schools in Sumter County.

SENIOR CITIZENS (Services)

(229) 924-1739

Council on Aging provides a wide range of services for City residents aged 60 and over to help them maintain their independence.

SEWER RATES AND SERVICES

(229) 924-4411

If you have questions about your sewer bill or need service, please call the Utility Billing Department, Municipal Building.

SEWER (Problems)

(229) 924-4411

To report a sewer problem, contact the Public Works Department. Problems may include odors, spills, lift station malfunction or blocked sewer line.

For emergencies after 4:00 PM, call **911**.

SIDEWALKS

(229) 924-4411

The Street Department maintains the City's public sidewalks. To report a problem or for information, contact the Public Works Department.

For emergencies after 4:00 PM, call **911**.

FIRE DEPARTMENT

119 S. Lee Street
(229) 924-3213
www.americusga.gov

Americus Fire and Emergency Services

This department deploys personnel from three locations. Station #1 is located in the heart of downtown Americus and houses one fully staffed engine company, one partially staffed ladder company, one reserve engine and the administrative offices. Station #2 is located off Southerfield Road in a rapidly developing industrial park and houses one fully staffed engine company. Station #3 is located on Hwy 49 and houses one fully staffed engine company, the shift commanders office, and the office of training and prevention. These stations protect the approximate 12 square miles inside the City limits.

Please call remember to call **911**.

Fire Marshal

(229) 924-4411

The Americus City Fire Marshal can help you with any residential or commercial questions concerning fire safety equipment as well as Fire Safety Inspections on Commercial and Industrial property. This office is located on the 2nd floor of the Municipal Building.

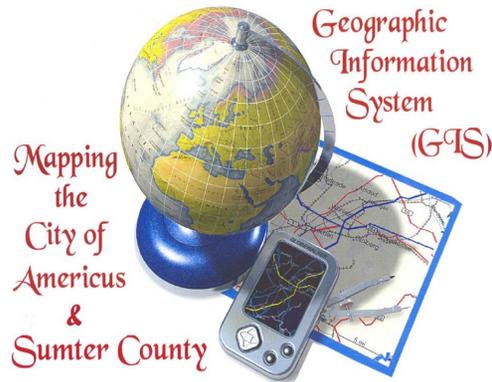
Fire Prevention

The purpose of this division is Fire Prevention and Fire & Life Safety. We have various educational and training programs geared towards children and adults such as: Fire Extinguisher Demonstrations, Home Safety Surveys, Disaster Preparedness, Holiday Safety, Smoke Detection Program, Fire Station Tours, Fire Safety House, Annual Fire Prevention Show, Bicycle Safety and School visits. The Fire Prevention Officer can be reached at (229) 924-1385 or fireprevention@americusga.gov.

Geographic Information System

2nd Floor
Municipal Building
(229) 924-4411
www.americusga.gov

The City of Americus GIS Office provides mapping and GIS services to the City of Americus and Sumter County. We also provide mapping for local agencies and the general public. Maps are created, maintained, updated and printed daily. A pre-prepared map cost is based on published size. Any map that is not pre-prepared will be regarded as a custom map. Maps may be ordered in person or by phone. The GIS Office is open to all that need mapping services, GPS work and GIS data. For more information contact the GIS Information Officer at (229) 924-4411 or gis@americusga.gov.



Visit our mapping website at http://maps.kcsgis.com/ga.americus_sumter_public/.

POLICE DEPARTMENT

Emergencies	911
Animal Control	911
Complaints - Shift Commander	911
Community Relations	(229) 924-3677
Crime suppression Unit	911
General Information	(229) 924-4411
Home & Business Security Survey	(229) 924-3677
Internal Affairs	(229) 928-3060

POTHOLES

(229) 924-4411

The Street Department makes repairs to City streets. Please call the Public Works Department to report a pothole or other street hazard.

PROPERTY RECORDS

(229) 928-4514

For information about property records, contact the Sumter County Appraiser's Office.

PROPERTY TAX APPRAISAL

(229) 928-4514

The Sumter County Appraiser's Office sets property tax appraisals for City residents. For more information, contact the Sumter County Tax Appraiser's office.

PUBLIC HEARINGS

(229) 924-4411

All City matters requiring public hearings are advertised in the Americus Times Recorder. For more information, contact the Chief Administrative Officer, Municipal Building.

PURCHASING

(229) 924-4411

The purchasing agent for the City is the Chief Administrative Officer. All materials, goods and supplies requested by City employees should have a purchase order. Vendors should contact the City Clerk for a detailed description of the purchasing procedures.

O

ORDINANCES

(229) 924-4411

All ordinances enacted by the Americus City Council are available for review in the City Clerk’s Office, 3rd floor, Municipal Building. A copy of the Code of Ordinances is also available at the Lake Blackshear Regional Library or online at www.americusga.gov.

P

PARKING (Tickets)

(229) 924-3677

Pay all City parking and moving violation tickets at the Public Safety Building, located at 119 South Lee Street.

PARKS (City)

(229) 924-4878

The Sumter County Parks and Recreation Department maintains several public parks. Many offer picnic shelters, barbecue grills, swimming pools and recreational facilities in Americus. For a complete listing of parks, contact the Recreation Department.

PARKS AND RECREATION DEPARTMENT

(229) 924-4878

Sumter County funds this department. It provides a variety of programs. For more information, call the Parks and Recreation Department.

PASSPORTS

(229) 928-4537

The Clerk of Court located at the Sumter County Courthouse issues passports.

Human Resources

3rd Floor
Municipal Building
(229) 924-4411
www.americusga.gov

The Human Resources Department manages all the human resources functions, ensuring compliance with State and Federal regulations and city personnel policies and procedures. The department functions include recruitment and selection, benefits administration, employee relations, safety program, wellness program and training.

For employment opportunities visit our website at www.americusga.gov.





715 Valley Drive
(229) 924-7224
www.americusga.gov

The Natural Gas Services Department directs activities in the areas of construction and maintenance of the City’s natural gas systems. In addition, this department oversees the provision of natural gas services to the community.

Services available from the department are:

- **Equal Payment Plan**—Natural Gas rates fluctuate monthly with market price. Because of these fluctuations and the heavy usage of gas during winter months, the City offers an Equal Payment Plan. To learn more about this plan, contact the department at 229-924-4411 or visit our website at www.americusga.gov.
- **Incentive Program**—To help our valued customers control home energy costs, we have a water heater “swap out” program. If you are an existing gas customer with an electric water heater and will agree to replace it with a gas water heater, we will give you a 40 gallon natural gas heater free with your only cost being the installation fees.
- **Pilot Lights**—The department will turn on your gas and light the pilot lights upon the initial installation of gas at your home. Please call (229) 924-4411 for further information.
- **Main Street Energy Financing Programs**—This department offers financing for the purchase and installation of natural gas energy star residential tank and tankless water heaters and combination gas heating units. Contact (229) 924-7224 for more information.

Gas Leak

If you are concerned you may have a gas leak, call 911. We provide our customers with a thorough in-house and outside-of-house investigation upon a gas leak call. This is free of charge to our gas customers.

Natural Gas in its natural form has no odor! The distinctive smell you recognize is actually added by the gas company to help you detect gas leaking into the air. This harmless odor, kind of like rotten eggs, is called mercaptan.

MAYOR

924-4411

The Mayor is the Chief elected official of the City. To schedule an appointment with the Mayor, please call the City Clerk, Municipal Building.

MISSING PERSONS

911

The Americus Police Department, Detective Division handles complaints involving missing persons, runaways and human neglect and abuse inside the City.

MUNICIPAL COURT

924-3677

Municipal Court is conducted at 119 South Lee Street, in the Russell Thomas, Jr. Public Safety Building. The Municipal Court Judge hands down verdicts on cases violating municipal ordinances. For further information, contact the Clerk of Court. For a complete list of court dates and times, visit www.americuscourt.com.

N

NATURAL GAS SERVICE

924-7224

Provides natural gas utility service to the citizens of Americus.

Customer Service	924-4411
Energy Conservation Information	924-7224
Emergency Service	911

NEIGHBORHOOD WATCH

924-3677

For information concerning this crime prevention program, contact the Americus Police Department.

NOISE (Complaints)

924-3677

Contact the Americus Police Department about complaints of excessive noise in residential areas.

LICENSES AND PERMITS

The City of Americus requires special licenses and permits for a variety of activities. For information regarding fees and application procedures, contact the offices indicated below:

<u>Activity</u>	<u>Office</u>	<u>Number</u>
Air Conditioning	Building Official	924-4411
Alcoholic Beverage Licenses	Finance Director	924-4411
Building Permits	Building Official	924-4411
Business Licenses	Finance Director	924-4411
Burning Permits	Fire Department	924-3213
Demolition	Building Official	924-4411
Electrical Construction	Building Official	924-4411
Mechanical Construction	Building Official	924-4411
Parade Permit	Police Department	924-3677
Plumbing Permit	Building Official	924-4411
Sign Permit	Building Official	924-4411
Special Activity Permit	City Clerk	924-4411
Soil Erosion	Building Official	924-4411
Vehicle for Hire	Police Department	924-3677

LITTER

(229) 924-4411

To report a problem with litter, please contact the Code Enforcement Officer.

LOTS (Unightly)

(229) 924-4411

To report a problem with unkept property, please contact the Code Enforcement Officer.

M

MAIN STREET

See Downtown Americus

MARRIAGE LICENSE

(229) 928-4551

Marriage licenses for residents of Americus are issued by the Sumter County government. For more information, contact the Probate Judge's office.



Police Department

119 S. Lee Street
 (229) 924-3677
www.americusga.gov

The Americus Police Department provides law enforcement services for the city. The mission of the Americus Police Department is to identify criminal offenders and criminal activity. They must also reduce the opportunities for the commission of some crimes. The department has the following divisions:

- Administrative Services—This division covers the services of communications, court/police records and training.
- Investigation Division— The Criminal Investigation Division (CID) performs the detailed investigation of crimes in order to prepare the case for prosecution. The purpose of this unit is to conduct follow-up investigations on cases that are not immediately solved by the patrol officer's preliminary investigation.
- Support and Command Services—This division covers services of Municipal Court and Crime Prevention Programs. Programs in crime prevention include home/business burglary prevention, neighborhood watch program, crime avoidance training and other public relations.
- Uniformed Patrol—Field Services Division is responsible for the high profile functions within the department that include traffic enforcement, uniform patrol and crime suppression.

ANIMAL CONTROL

The primary emphasis of the animal control office is the enforcement of City Ordinances relating to rabies inoculations and leash laws. The animal control officer is also responsible for addressing problems with non-domesticated animals (i.e. snakes, raccoons, etc.) that are considered a threat or nuisance. Please call 911 for this service.

Purchasing

3rd Floor
Municipal Building
(229) 924-4411
www.americusga.gov

The Chief Administrative Officer of the City is designated as the Purchasing Agent. The City Clerk is responsible for securing the best reasonable price for all goods, services and equipment for the city. The Community Development Department is responsible for the centralized purchasing of office supplies for the City of Americus.

A vendors list is maintained by the City Clerk. If you would like to be placed on the vendors list, contact the City Clerk at (229) 924-4411.



J

JOBS (with the City of Americus) **(229) 924-4411**
The Human Resources Department in the Municipal Building processes all applications for employment with the City. The Human Resources Department posts job vacancies.

JOBS (Complaints) **(229) 931-2520**
For inquiries regarding unemployment compensation, workers' compensation and fair labor standards, contact the Georgia Department of Labor.

K

L

LAND USE PLANNING

See Zoning.

LIBRARY **(229) 924-8091**
Library services are offered by Lake Blackshear Regional Library, 307 East Lamar Street.

LITERACY **(229) 924-9443**
Literacy efforts in Sumter County are coordinated through LEAP-CIS (Learning is for Everyone - The Avenue to Progress- Communities in School). For more information please contact the LEAP office.

HOUSING (Help)

Several programs are available to help City of Americus residents find affordable housing.

Americus Housing Authority (229) 924-3386

The Housing Authority provides public housing, rental units and a rent subsidy program. Applicants must be qualifying low and moderate income families and individuals.

Habitat for Humanity (229) 924-6935

This is a private, non-profit organization that offers mortgage loans with no interest charges to qualifying home buyers.

Fuller Center for Housing (229) 924-2900

This is a private, non-profit ecumenical Christian housing ministry dedicated to eliminating poverty housing worldwide.

HOUSING (Inspections) (229) 924-4411

Residents may file complaints about unsafe conditions in residential or commercial buildings with the Building Risk Management Department, Municipal Building.

HUMANE SOCIETY

See Animals (Stray).

INSPECTIONS (Building)

See Building Inspections

INSPECTIONS (Fire)

See Building Inspections

Public Works

229 Railroad St.
(229) 924-4411
www.americusga.gov

GROUND & MAINTENANCE DEPARTMENT

This department is in charge of sidewalk repair, mowing and up keep of City right-of-ways, parks and City cemeteries. The department also handles city owned building repairs such as painting, renovation and concrete work. The Ground & Maintenance Department works with our Street Department on many jobs.

STORM WATER MANAGEMENT

Management of storm water runoff has become an ever increasing responsibility of local governments throughout Georgia. A return to historic rainfall levels, combined with aging drainage infrastructure, has created an urgent need for the City to implement a more comprehensive storm water management program to address significant drainage problems.

As of June 2010, storm water utility management went into effect. Please contact the Public Works Department at (229) 924-4411, or visit our website at www.americusga.gov for more information.

STREET DEPARTMENT

This department is in charge of pothole repair, street repair, street sweeping, street signs and low hanging limbs and dead trees on the City's right-of-way. We are also responsible for maintaining the storm drains.





229 Railroad St.
(229) 924-4411
www.americusga.gov

WATER & SEWER MAINTENANCE

This department maintains approximately 100 miles of water and sewer lines, installs water meters and water and sewer lines. The city will also install a separate water meter for landscape irrigation systems.

CH2MHill manages the Water/Sewer Distribution Department privately for the City of Americus. CH2MHill is responsible for the treatment and distribution of potable water and the processing of sanitary sewer for the residents of Americus. This includes the operation of a 7 million gallon-per-day Water Plant and a 4.4 million gallon-per-day Sewage Treatment Facility. The average daily consumption for city residents is 2.5 million gallons per day for water. The average daily treatment of sewer per day for city residents is 2.3 million gallons per day. Ch2MHill is also responsible for ensuring that both operations meet all state and federal guidelines for environmental compliance.

Our Water Quality Report can be seen on our website at www.americusga.gov.

WATER LEAKS

The City is responsible for water leaks from the water meter back to the water mains located in the right-of-way. Call (229) 924-4411 or 911 to report water leaks.

SEWER STOP UP

The City is responsible for sewer stop ups on the City's side of the right-of-way, sewer mains or manholes. Call (229) 924-4411 or 911 to report sewer stop ups.

GARBAGE (Residential Collection)

(229) 924-4411

Residential garbage collection is mandatory within the City. The hobo (garbage container) should be by the curb at or before 7 AM and shall be removed from the curb no later than 7 PM on the day of regular collection. For more information or to arrange for service, contact the Utility Billing Department at **924-4411**. To report a missed service, contact Advanced Disposal at **928-1170**.

GOVERNMENT AGENCIES (Information)

- City of Americus **(229) 924-4411**
- Sumter County **(229) 928-4500**
- State of Georgia **1-800- GEORGIA**

H

HEALTH (Public)

(229) 924-3637

Under Georgia State law, the responsibility for protecting public health rests with the Sumter County government. For more information, contact the Sumter County Health Department located at 208 Rucker Street.

HISTORIC PRESERVATION

(229) 924-4411

Within the Historic District, the Historic Preservation Commission has the responsibility of preserving the rich historical value of the City. Before making changes to any building, structure, site, landscape feature or work of art within the Historic District, you must secure a certificate of appropriateness from the Commission. For more information, contact the Community Development Department, Rees Park Economic Development Center.

HOSPITAL

(229) 924-6011

Phoebe Sumter Medical Center serves Americus and the surrounding area with excellent health care facilities.

FIRE CALLS OUTSIDE CITY LIMITS

Call 911

The City Fire Department may answer calls to property outside the corporate limits only when requested by the City of Leslie or other governments with whom we have a mutual aid agreement.

FIREARMS

(229) 924-3677

It is unlawful to discharge firearms in the City. For more information contact the Police Department.

FIRE DEPARTMENT

(229) 924-3213

In addition to fire protection services, the Americus Fire Department provides fire safety inspections and fire education and prevention information. Call the Fire Department for further details.

Emergencies 911

FLOODING

(229) 924-4411

To report street or storm drain flooding, contact the Public Works Department.

For emergencies after 4:00 PM, call 911.

G

GARAGE SALE

See Yard Sales

GARBAGE - Commercial Collection

(229) 924-4411

Commercial collection is mandatory within the City. For more information or to arrange service, contact the Utility Billing Department. To report a missed service, contact Advanced Disposal at (229) 928-1170.

RECYCLING PROGRAM

www.americusga.gov

The City of Americus provides a Curbside Recycling Program for citizens. To participate in curbside recycling, contact the City of Americus Customer Service Center at 229-924-4411, or visit at 1404 E. Forsyth Street.

What can be recycled:
Glass, Plastic and Cans

How much will it cost? Do I have to participate?
Recycling will be totally FREE for the first 2 years of the program. The program is completely optional, you may opt in or out at your convenience.

Do I have to take my bins to the recycling dumpster?
No, the great thing about this program is that Advanced Disposal, the same people that pick up your regular trash, will also be picking up your recyclables! All you have to do is have your bins at the curb on the assigned pickup day for your area.

How do I sign up for a curbside recycling bin?
To participate in curbside recycling, you can call the City of Americus Customer Service Center at 229-924-4411, or visit 1404 E. Forsyth Street.

For more information contact the Code Enforcement Officer at (229) 924-4411.

Transportation

Rees Park Economic Development Center
409 Elm Avenue
(229) 924-4414
www.americusga.gov

The City has a public transportation system, which operates within the city limits of Americus. We have a total of three vans with two being handicap accessible. The hours of operation are Monday-Friday 8:00 AM until 4:00 PM.

Rates are as follows:

\$3.00	Ages 14-59 years old
\$1.50	Senior Citizen 60 years old and over
\$3.00	Per child with an adult
\$5.00	Wheelchair assistance

All fares are one way.

Children 14 and under must be accompanied by an adult and children under 40 lbs. must have a child safety seat.

Call (229) 924-4414 for a ride.



E

ELECTIONS (City of Americus)

(229) 924-4411

Regular City elections are held in November of every odd year. For information on becoming a candidate for a City office, contact the City Clerk's Office, Municipal Building. The City of Americus elections are handled by the Election Superintendent of Sumter County.

EMERGENCY NUMBER

911

This number is for all emergencies. Dispatchers are on call 24 hours a day at the Middle Flint Regional E911 Center.

EMPLOYEE VERIFICATION

(229) 924-4411

To confirm if a person is employed by the City of Americus, contact the Human Resources Department, Municipal Building.

F

FALLEN TREES

(229) 924-4411

The City will remove city owned trees and branches that fall on public or private property. Privately owned fallen trees and branches are the responsibility of the private property owner. For more information or to report fallen trees or branches, contact the Public Works Department. For emergencies after 4:00 PM, call 911.

FALSE FIRE ALARMS

(229) 924-3213

It is unlawful for any person to falsely report a fire except for an actual or threatened fire. If you are aware of a false alarm, please contact the Fire Department.

CODE ENFORCEMENT

(229) 924-4411

The Code Enforcement Team is made up of the City’s Department Heads and was created to address code enforcement problems in the City. The team will work closely with residents and merchants in neighborhoods in need of special assistance to reduce and prevent criminal activity and neighborhood decay.

CONSUMER COMPLAINTS

1-800-868-4222

The Better Business Bureau issues reliability reports on businesses and mediates consumer business complaints.

D

DEATH CERTIFICATES

(229) 924-3637

The Sumter County Health Department located at 208 Rucker Street, issues death certificates.

DOWNTOWN AMERICUS

(229) 924-4411

The Downtown Development Authority is responsible for development and revitalization of the Central Business Improvement District. Assistance is available to prospective businesses, existing businesses and property owners. Design assistance, low interest loans and facade grants are handled by the Main Street Manager, Municipal Building.

DOGS (Leash)

(229) 924-3677

Dogs must be on a leash while upon the streets, sidewalks or alleys of the City. Owners or custodians of any animal shall immediately remove any feces deposited by such animal upon the public sidewalks, public streets, public parks, or the public property within the city of Americus. For more information call the Americus Police Department.

DRIVER’S LICENSES

(229)-931-2535

The Department of Driver’s Services, 1601 N. MLK Boulevard, Suite 270, issues driver’s licenses.



1404 E. Forsyth Street
(229) 924-4411
www.americusga.gov

BILLING & PAYMENT PROCEDURES (Water, Sewer and Garbage)

The City bills approximately half of its customers on the 15th and half on the 30th. Bills are due 15 days after the billing date. A 5% penalty is added once accounts become past due. If the account remains past due, the services are disconnected approximately 40 days following the billing date. If the account is disconnected for non-payment, a \$50 reconnect fee for both water and gas are required. We accept payments by mail or in person during posted business hours. You may also visit our conveniently located drop boxes or our drive through.

LINE LOCATES—CALL BEFORE YOU DIG

The State of Georgia requires that before you dig you must notify the Georgia One Call Center for location of :

- Gas Lines
- Water Lines
- Sewer Lines
- Electric Lines
- Telephone Lines
- Cable Lines

Call 811 (from anywhere in Georgia) or 1-800-282-7411. This is a Georgia Law designed for your safety and ours.

NEW SERVICE LINE

If you are interested in obtaining a new water, gas or sewer line to your residence, you should make application through the Utility Billing Department at 1404 E. Forsyth Street. The department will contact you to obtain information to determine the size of service necessary. We will then tell you about the cost associated with the line installation.

BURN PERMITS

(229) 924-3213

Open burning is prohibited within the City limits. For more information, please call the Fire Department.

BUS SYSTEM

See Transit System

BUSINESS LICENSES

(229) 924-4411

All businesses and contractors operating in the City of Americus, are required to obtain an occupational license. See Licenses and Permits. For information, call the Finance Department, Customer Service Center.

C

CABLE TELEVISION

1-800-476-1163

Cable television in the City is provided under a franchise with Mediacom. For installation and service, call Mediacom.

CEMETERIES

(229) 924-2280

The City owns and operates Eastview Cemetery on Ashby Street, Oak Grove Cemetery on Rees Street, and Founder's Park. For more information call the Cemetery Clerk.

CHAMBER OF COMMERCE

(229) 924-2646

The Americus/Sumter County Chamber of Commerce, 409 Elm Avenue, serves the Americus/Sumter County area. The Chamber provides economic, business, and tourist information.

CITY COUNCIL

(229) 924-4411

The Americus City Council is composed of the Mayor and six Council members. The City Council reviews all City activities and sets policies for the growth and development of the community. The Council holds a monthly business meeting. The Council Committees also meet monthly. For information on Council actions or agenda items, or to appear before the City Council, contact the City Clerk, Municipal Building.



BICYCLES (Stolen)

911

Report bicycles stolen within the City to the Americus Police Department.

BIDDING PROCEDURES (City)

See Purchasing

BILLBOARDS

See Signs

BIRTH CERTIFICATES

924-3637

The Sumter County Health Department located at 1601 North MLK Jr. Blvd, Suite 100, issues birth certificates.

BOARDS, AUTHORITIES AND COMMITTEES

City of Americus

924-4411

We encourage residents to become involved in the policy making process of City government. More than 70 volunteers serve on the City's 15 advisory boards, authorities and committees. Anyone interested in a board authority or committee appointment should obtain an application form from the Clerk's office, Municipal Building.

BUDGET (City of Americus)

924-4411

The City's annual budget is presented to City residents during a public hearing held in November. For more information about the City budget, contact the Chief Administrative Officer.

BUILDING INSPECTIONS

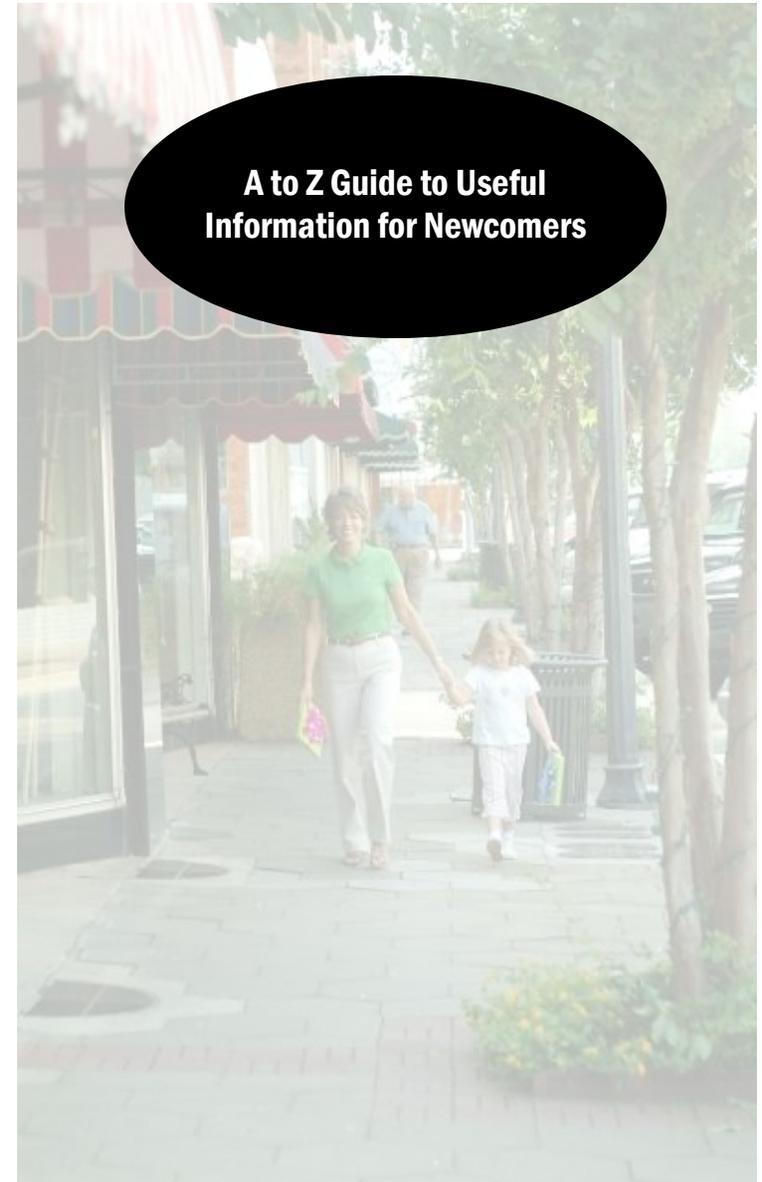
924-4411

The City requires inspections for construction, heating, air conditioning, mechanical, electrical and plumbing work. For more information, contact the Building Risk Management Department.

BUILDING PERMITS

924-4411

The City requires a building permit for the construction of any new building or the alteration of an existing building. A permit is also required for the installation of signs, swimming pools, garages and other building modifications. For information on building permits, contact the Building Risk Management Department.



A

ADDRESSES (Existing) (229) 924-4411
To determine the location of property within the City limits contact the Finance Department, Customer Service Center.

ADDRESSES (New) (229) 924-4411
To obtain an address for a new building, contact the Building Risk Management Division, Municipal Building.

AIRPORT (Jimmy Carter Regional Airport) (229) 924-2813
Overseen by the jointly appointed Americus/Sumter County Airport Authority, Jimmy Carter Regional Airport is a full service fixed base operation.

ALCOHOLIC BEVERAGES (229) 924-4411
The City of Americus regulates the consumption of alcoholic beverages in public places and businesses, and sets selling hours for alcoholic beverages. For further information, contact the Finance Department, Customer Service Center.

ANIMALS 911
The Animal Control Officer will remove dead animals from public property. To report a dead animal, call the Police Department. Please forward complaints of injury or cruelty to animals to the Animal Control Officer at the Police Department.

The Animals and Fowl Ordinance requires the vaccination of all dogs and cats against rabies annually. The ordinance includes all areas within the City limits. For more information, call the City Animal Control Officer, Police Department.

ANIMALS (Stray) (229) 924-0268
The sheltering of animals is the responsibility of the Sumter Humane Society, which maintains an animal shelter at 108 Industrial Boulevard.

ANNEXATION (229) 924-4411
If you reside in the unincorporated area of Sumter County and are interested in annexing your property into the City of Americus, contact the Community Development Department, Rees Park Economic Development Center.

AUCTIONS (229) 924-4411
The City periodically auctions surplus city property and unclaimed lost or stolen items. For information contact the Collections Specialist, Customer Service Center.

AUTOMOBILES (Accidents) (229) 924-3677
To obtain information about automobile accidents occurring within the City, contact the Americus Police Department, Records Division.

To report an accident call 911.

AUTOMOBILES (Disabled or Abandoned) (229) 924-4411
City Code prohibits the parking of disabled automobiles on residential streets. For more information contact the Code Enforcement Officer.

To report an abandoned automobile on the street or on private property, call (229) 924-4411 and report it to the Code Enforcement Officer.

B

BICYCLES (Registration) (229) 924-3677
Bicycle registration is not required in the City of Americus, but is provided as a free service for City residents. To register your bicycle, bring it to the Americus Police Department. For more information, call the Police Department.