

# DALLAS 311

**Dallas 311** is a simple, non-emergency phone number that connects residents with City of Dallas services 24 hours a day.

311 allows residents to submit a request for over 250 types of service requests, such as:



**Code Violations**  
(high weeds, litter, junk motor vehicles)



**Sanitation Issues**  
(missed garbage/recycling, roll cart requests)



**Animal Issues**  
(loose, aggressive, lack of care)



**Potholes**



**Traffic Signal/  
Sign Problems**



**Illegal Parking**



311 can also assist with the following **City of Dallas utility accounts and payment information:**

- Dallas Water Utilities
- Court and Detention Services
- Dallas Police Auto Pound



**Contact 311 by Phone, Mobile App, or online**

- **Phone:**
  - Call 311 (*inside the city limits*)
  - Call 214-670-3111 (*outside the city limits*)
- **Mobile App**
  - OurDallas
- **Online**
  - [dallascityhall.com](http://dallascityhall.com)

Jan 2020



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# OUR DALLAS MOBILE APP

- Submit requests for City services from your mobile phone
- Check service request status and view all requests on map
- Upload photo to service request
- Available for Apple and Android devices



## 311

# COMMUNITY OUTREACH

### 311 in the Community

311 normally has Customer Service Agents at two locations to assist residents with service requests and water bill needs and questions.

- Locations:**
- MLK Community Center
  - West Dallas Multipurpose Center

# CITY HALL ON-THE-GO!

City Hall On-The-Go provides access to select services throughout Dallas at special events, and neighborhood meetings by request and based on availability. Request the City Hall On-The-Go van for your next event by submitting a service request through the mobile app, 311 webpage, or by calling 311.

311 or 214-670-3111

dallascityhall.com/services/311

1500 Marilla Street | Dallas, Texas 75201



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