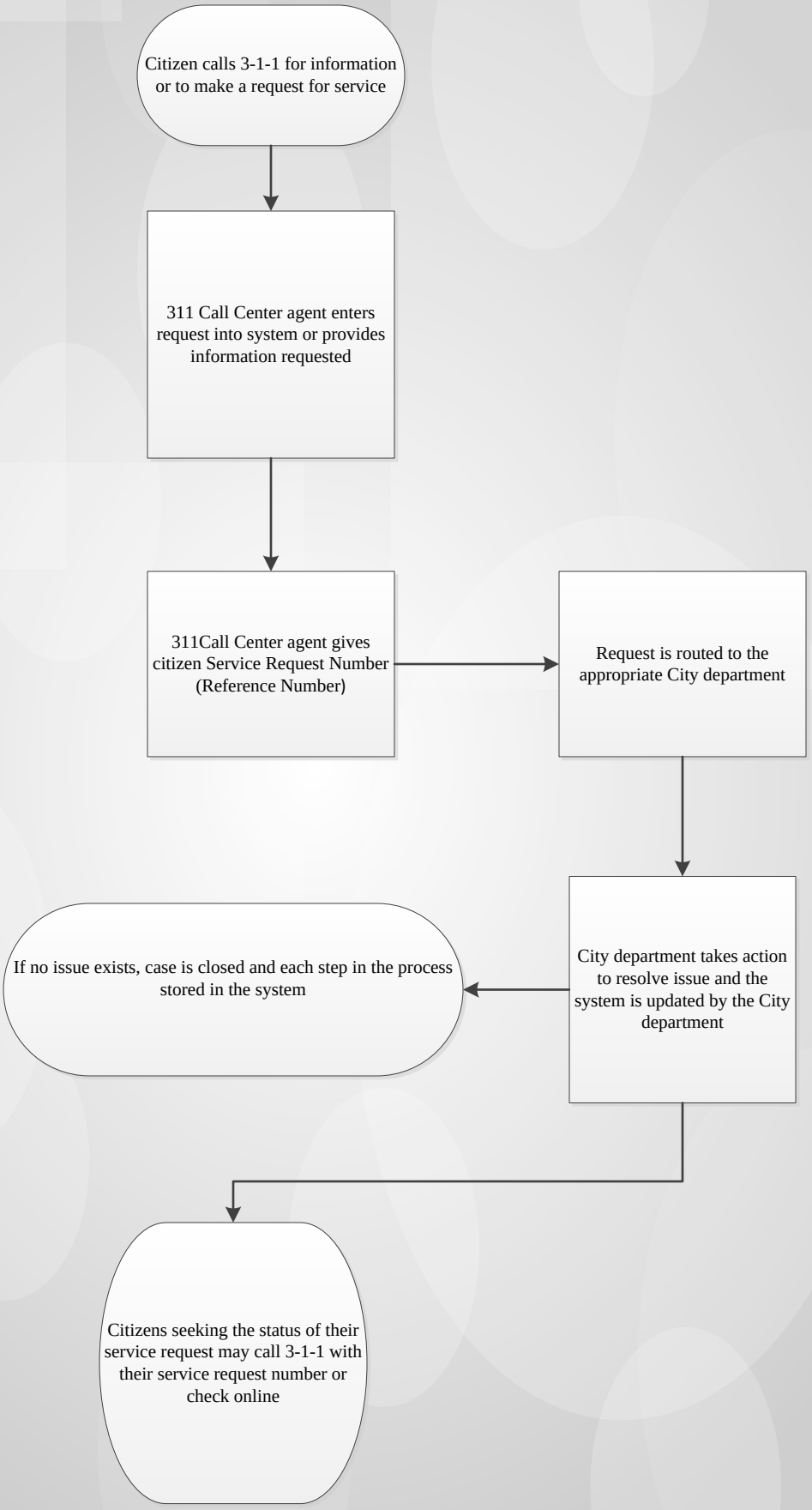How the 311 Service Request System Works