



## Dallas 311 App Fact Sheet

- The Dallas 311 mobile app makes it possible for residents to report code violations with their smartphones and attach photos of the violation to their service request. Citizens can also track the status and location of their service requests.
- The app is available on Apple iPhone and Android devices and can be downloaded for free by searching for Dallas 311 in the Apple iTunes App Store and the Google Play Store.
- The 311 mobile app enables real-time collaboration between citizens and their city government, 24 hours a day, 7 days a week; allowing residents to become the eyes and ears of their communities. Citizens can report potholes, graffiti, high weeds and other issues, on the go, using their iPhone and Android devices.
- Information sent from the mobile app goes directly to the City department responsible for responding to the issue. This saves time and reduces errors.
- Users are encouraged to enter their contact information to save time when submitting future requests; however users can submit requests anonymously.
- Photos are not required, but are encouraged. Users who don't add photos must provide a detailed description of the issue.

### Most common code violations:

- High weeds
- Litter
- Dead animal pickup
- Loose animal
- Obstruction (alley, sidewalk, and street)
- Open & vacant structures
- Bulk trash
- Illegal signs
- Graffiti
- Illegal dumping
- Junk vehicles
- Most common service requests over the past 5 years:
  - High weeds, with an average of 34,000 requests submitted annually.
  - Litter, with an average of 19,748 requests submitted annually.
- The app includes these additional service request choices: parking violation, parking on grass, street repair, stagnant water, watering violation, and other (for issues that do not fit any of the previous categories).
- The City's annual service request volume has increased from 345,649 in FY12-13 to 357,193 in FY13-14. On average the City receives more than 345,000 service requests annually with 40,000 of those submitted via the web.