

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

OURDALLAS 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.

City Hall On-the-Go

Provides residents with remote access to City services throughout Dallas, and at various community events, based upon availability.

 311 or 214-670-3111

 dallascityhall.com/services/311

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