Dear Neighbors,

 USE 311 TO ACCESS CITY GOVERNMENT

 Need to report a pothole or traffic signal outage? Have questions about a municipal court date or how to resolve a parking ticket? Want to check when libraries, parks, and city facilities are open? 311 is there for you!

 Houston's 311 Help and Information System is the City's official information and non-emergency service center that operates as the central point of contact for a broad variety of city services and resources. 311 lets you contact the Houston City government with the touch of a button-via phone, email, website, or app-to answer questions, find the right department, or file a service request.

 311 is a 24/7 operation, handling approximately 2.1 million contacts per year, covering a wide range of issues from responding to requests for general information, submitting requests for specific city services.    
  
Examples of the variety of 311 requests citizens can make:

* Report a pothole
* Report traffic signal problems
* Municipal court questions including your court date or closures
* How to resolve a parking ticket
* Check hours of operation of our libraries, parks, and other city facilities

 311 agents handle over 142 different types of service requests that are forwarded to the appropriate department for handling. These requests can be tracked from start to finish. Contact 311 for an up-to-the-minute status report on your service request. Not sure if someone has already made a report? Check the interactive map on the Houston 311 website: [www.houston311.com](http://www.houston311.com/)

How to use 311?

* By phone:  dial 311 (or 713-837-0311 for non-Houston numbers)
* On the web: [www.houston311.com](http://www.houston311.com/) / Email 311: [311@houstontx.gov](mailto:311@houstontx.gov)
* Download the free Houston 311 mobile app: Submit service requests using your smartphone!

 With the 311 app, you can submit pics of the pothole, or problem you're reporting. You'll get an email confirmation that the request has been received. You can even track the progress of your request with the tracking number.