

What's new with the 311 website? We listened to your feedback and have created a modern, more user-friendly website for your use!

There are many new exciting features to the 311 website, such as:

Account Creation

You now have the ability to create an account and it's easy to do! Just click the "Create a New Account" link underneath the "I WANT TO" section, and complete the form with information requested.

What's the benefit of having an account? Having an "Account" will allow you to check your Service Request history, receive emails when you create new Service Requests, and speed up the amount of time you spend creating Service Requests. For example, when creating Service Requests such as Bulk Pickup, the system will auto-populate your address so you don't have to enter it each time!

Service Request Submission

You now have the ability to search for various Service Request types by keyword, instead of category.

How to do this? Click the "Submit A New Service Request" link found in the "I WANT TO" section. Where prompted, type in a keyword such as "car" and all Service Request types associated with the keyword of "car" will appear, allowing you to choose one.

You can also begin your submission process if the Service Request you're submitting is found in the "Top 10 Service Request" list below the "I WANT TO" section on the homepage.

View Your Service Request History

What's the benefit of this? You can report an issue with an existing Service Request, Cancel A Bulk Pickup, or Report a Missed Bulk Pickup directly from your Service Request History, without having to go through the entire submission process.

View Service Request Map

You'll now have the ability to view a Service Request map. By clicking the "View Service Request Map" link found in the "I WANT TO" section, you can query a 3, 7, or 30 day history of all Service Requests, or Service Requests by category, or by an address.

Why would I want to do this? It will enable you to view the different types of Service Requests found in your neighborhood, in case you're interested. The map does not display the name of the person or entity who submitted the complaint.

Lookup Your Trash/Recycling/Yard Waste Collection Day Information

By clicking on the “Look Up My Collection Day” link in the “I WANT TO” section, you’ll be able to see your trash/recycling/yard waste collection day information. This updated feature allows you to create reminders for yourself, by email, telephone, or twitter updates, and your information can even be added to a personal calendar. You can print out your monthly collection calendar. Never miss a scheduled collection day again!

Find/Get Information

You can now search 311’s database for information such as websites, phone numbers, Service Request types, and general topics of interest.

How to do this? In the “I WANT TO” section, you’ll see the “Find/Get Information” link. Click that and when prompted, enter keywords for your search. It’s that simple!

Submit A Comment Or Ask A Question

To make it easier you can use the new form to submit a comment or question directly to the 311 Service Center.

Provide Feedback About Our New Site

We want your feedback, good or bad! On the home page, you’ll see “If you would like to provide us feedback about the new 311 site, please complete the form here”.