

Austin 3-1-1. Your All Day, any Day, Info Center

If you have questions about or need help with your City of Austin services, call Austin 3-1-1. Ambassadors are available 24/7 including holidays to provide information on City programs, events and enter service requests for a variety of issues. Kind, courteous, customer service is the number one goal of Austin 3-1-1. We are here to help!

Here are a few reasons to call:

- Information on trash and recycling collection
- Malfunctioning traffic lights
- To report potholes
- Information about City holidays and events
- To report malfunction Street Lights
- Information about street closures
- Non-emergency police matters
- To report animal issues
- To report graffiti
- To report Code Enforcement concerns

In addition, you can submit a number of service requests online. Just go to www.austin311.org to go the request form. If it is a situation that needs immediate attention or you can't find the service that you need, just call 3-1-1. Can't call 3-1-1? Use 512-974-2000.

Austin 3-1-1 History

The Federal Communications Commission (FCC) established the 3-1-1 number in the early 1990s for cities to use to alleviate non-emergency calls to local 9-1-1 centers. The Austin Police Department successfully launched 3-1-1 in 2001. In 2004, the Citywide Information Center started taking calls for several divisions in **Public Works, Animal Control** and **Drainage Field Operations**. Other departments were added and eventually the APD 3-1-1 and Citywide Information merged to form Austin 3-1-1.

