

# NYC 311

## REPORT QUALITY-OF-LIFE ISSUES IN YOUR NEIGHBORHOOD MAKE YOUR VOICE COUNT

### WHY REPORT QUALITY-OF-LIFE ISSUES THROUGH 311?

- Creates an official trackable record so city agencies can respond and follow up
- Routes your report to the right agency (Sanitation, DOT, NYPD, etc.) for faster action
- Builds data that leads to targeted solutions — repeated reports reveal hotspots and help allocate resources
- Keeps 911 available for emergencies by handling non-urgent problems through 311

### WHAT TO REPORT

- Noise disturbances, animal control problems
- Illegal parking, abandoned vehicles, blocked sidewalks
- Overflowing trash, illegal dumping
- Homeless encampments, panhandling, street vending
- Illegal cannabis smoke shops
- Potholes, broken sidewalks, graffiti, vandalism

### HOW TO DOWNLOAD & USE THE NYC311 APP

- Open your device store: App Store on iPhone/iPad or Google Play on Android
- Search for NYC311 and install the app published by the City of New York
- Allow location and camera if you want the app to autofill addresses and attach photos
- Open the app, tap “Request”, then choose a category from the menu
- Give precise location, date, time, photos (optional), any additional information and save the service request number for tracking and follow up

### Connect with 311

#### Online

- **NYC311 Online** <https://portal.311.nyc.gov/> 1
- **Facebook** <https://www.facebook.com/NYC311/>
- **Instagram** <https://www.instagram.com/nyc311/>

#### Mobile App

- **NYC311 App** <https://portal.311.nyc.gov/article/?kanumber=KA-01025>

#### By Phone

Call us at **311**. You can also text us at **311-692**.

SCAN ME



USE NYC311 TO MAKE YOUR NEIGHBORHOOD SAFER,  
CLEANER AND MORE LIVABLE

