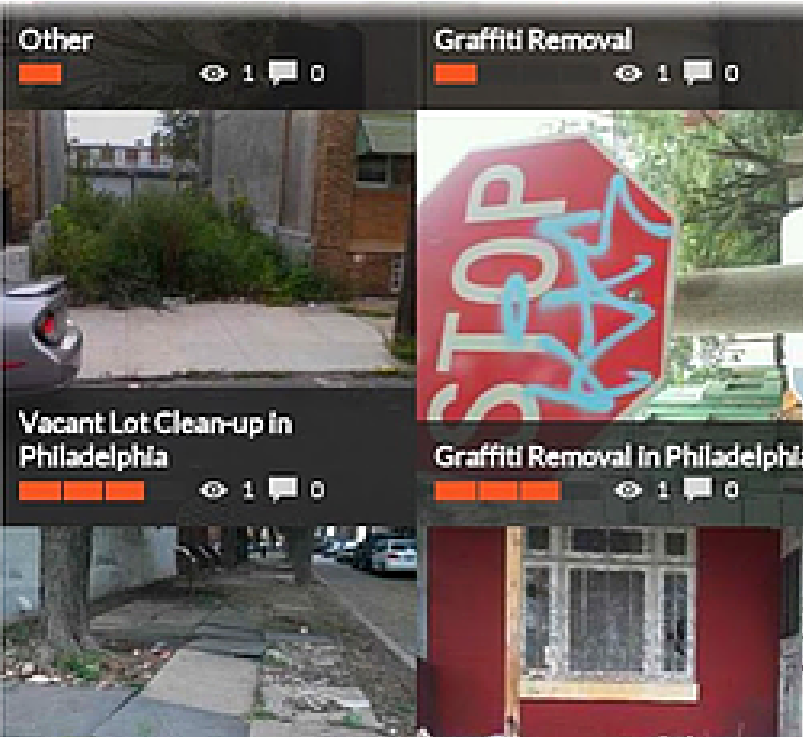




MOBILE APP



Do use 311 for non-emergency services & information

Request information pertaining to:

- City events
- street closures
- directory assistance

Report issues to the City, such as:

- Noise complaints
- Graffiti
- Illegal dumping
- Building violations
- Trash/recycling pick-up
- Abandon cars
- Broken traffic or street lights
- Fallen trees
- Vacant Lots

Don't use 311 to report emergencies

- All Emergencies where the immediate presence of the police is required should be reported to 911.
- Philly311 does not service any request, only submits it to the proper department.

1

Download & open the app.

2

Sign in by creating a login or report anonymously.

3

To submit a request, select "New Request."

4

Select an issue. If the issue type isn't available select "other."

5

Enter the location then select "Next."

6

If you like to add a photo click on the camera icon.

7

Fill out the description with as many details as possible.

8

Scroll down to add additional information.

9

When finished, click "Submit Request."

PHILLY311: NONEMERGENCY CONTACT CENTER
City of Philadelphia, Office of the Managing Director



YOUR CONNECTION TO CITY HALL



 New Request

Interested? For more information contact Daniel Ramos, Community Engagement Coordinator: daniel.ramos@phila.gov or call: (215) 685-3911, or visit us on the web at www.phila.gov/311