

3-1-1 For Information and Assistance

CITY GOVERNMENT SERVICES

CITY AGENCY HOURS AND LOCATIONS

GRAFFITI REMOVAL

POTHOLE REPAIR

ABANDONED VEHICLES

MUNI BUS ROUTES AND SCHEDULES

RECREATION AND PARKS SCHEDULES

COMMISSION MEETING SCHEDULES

MARRIAGE LICENSES

DOMESTIC PARTNER REGISTRATION

MUSEUM AND PERFORMING ARTS EVENTS

CITY SPONSORED EVENTS

TAX AND FEE PAYMENTS

ANIMAL LICENSES

CONTACTING CITY OFFICIALS

For 24/7 information and assistance with city government services, call **311** toll-free. From outside the 415 area code, call **415-701-2311**.




To schedule a 311 Customer Service Center presentation at your next neighborhood association or merchant group meeting, please call: **415-701-3100**.

SAN FRANCISCO

3-1-1

ONE CALL DOES IT ALL



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 **NATIONAL PROMOTIONS AND ADVERTISING**

City Services Simplified

Why San Francisco Needs 3-1-1



“San Francisco citizens, businesses, and visitors have a right to outstanding service from the city government,” says Mayor Gavin Newsom. And now – with the public launch of a toll-free, **311** service – accessing all of San Francisco’s city and county services will be faster and easier.

Every year, San Francisco government agencies receive over seven million phone calls, of which 40% are never fully addressed. With **311**, we will be able to drastically reduce the volume of phone calls and decrease administrative burden which will in turn, allow city employees to more effectively address customer service needs.



“Those most in need of city services, such as the elderly, those living at or below the poverty line, and new arrivals to San Francisco, are least likely to find their way through this confusing bureaucratic maze.”

– Mayor Gavin Newsom

3-1-1 Streamlines the Delivery of City Services

Simply dial **311** to reach local government offices, get information on MUNI routes and schedules, request graffiti removal, learn about special city-sponsored events, and more.

Specially trained **311** customer service representatives are on call around the clock, 365 days a year. Translation services are available in over 145 languages.

ENGLISH	ESPAÑOL	TAGALOG
русский	한국어	中文
VIỆT NAM	AND MORE...	

And **311** service request tracking numbers lets you quickly check the status of your service request!



911 For Emergencies | 3-1-1 For Everything Else

Before **311**, there were over 2,300 different telephone numbers for local government services. Now you can connect to city services with only two:

911

for emergency services
(such as Fire, Police and Medical)

3-1-1

for everything else.

Before **311**, over 50% of calls to 911 were not emergency related. **311** relieves 911 operators from these non-emergency calls. If a catastrophic emergency such as an earthquake occurs, **311** operators will provide accurate information to assist during the recovery. In the unlikely event the 911 facilities become inoperative, the **311** call center will function as a back up.

