



NYC  
311



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## How to Use 311

311 is a powerful tool that connects New Yorkers to city agencies and helps solve problems. Virtually any problem can be reported through 311, from a missed DSNY collection to potholes and requests for homeless outreach. It's critical that NoHo residents, businesses, and property owners utilize 311 to bring attention to neighborhood challenges and non-emergency problems throughout the neighborhood. On the back of this page, we've outlined common problems and how to best report them.

All city agencies, including the NYPD, use 311 data in decision-making and enforcement. Moreover, it is city law that all requests must be responded to within a reasonable amount of time, depending on the issue. As a general rule-of-thumb multiple complaints related to the same issue need to be made for a problem to be 'elevated' and given higher priority.

If you've never used 311 before, it can be overwhelming to figure out the system. We've outlined all the ways you can use this service here for you. The **311 App**, is easy-to-download and available for iOS and Android, has the most common complaints and is quick-to-use, but doesn't allow you to make all kinds of complaints. The app is great for reporting common complaints such as potholes. **Calling 311** is a slower process, but you'll be connected with a representative who ensures the complaint goes to the right city agency. This method is great if you aren't sure how to report a problem. For example, trash on the sidewalk could be a missed collection, illegal dumping, or littering and a 311 agent can help you sort it out. We recommend both using the

app and calling for problems that need immediate attention. Once you've called or logged on to the app, you simply describe your issue or select it from the menu of options, describe it, and that's it!

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Common Problems and How to Best Report Them	
Pothole	Use the App
A Streetlight is Out	Use the App
Somebody Needs City Services	Use the App
Homeless Related Issue	Use the App
Illegally Oversized Homeless Encampment	Use the App
DSNY Missed Collection	Call 311
Illegally Dumped Trash on the Sidewalk	Call 311
Disposing of a Large Item and Need to Request a Pickup	Call 311
Report Drug Activity	Call 311 or 911
Graffiti	Call 311
Any Other Problem	Call 311

If you have any questions about how to use 311, or would like a demonstration on how to use it, please reach out to the BID so we can provide assistance. The NoHo BID works hard to stay on top of all of these problems and rectify them, however, it is important that we use 311 to draw attention to the neighborhood's problems so we get more targeted city services and better enforcement. We understand it can be frustrating for there to not always be immediate results from 311, but it does have a real impact in how city agencies operate and target enforcement.

Please keep in mind, **if you see somebody in the act of doing something against the law**, like using and selling drugs or illegally dumping garbage, **call 911 immediately**.



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