

311 Customer Service takes calls 8:00 am – 5:00 pm, Monday through Friday. Dial 3-1-1 inside city limits on a mobile or landline phone to access City of Berkeley services, report problems or request information. After hours, use <http://www.cityofberkeley.info/311>



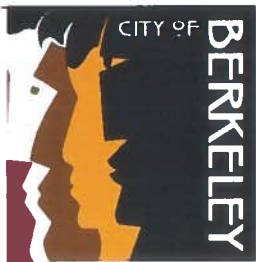
**311 Customer Service answers questions and provides services for Zero Waste, Public Works, Finance, Vital Records and City Manager's Office. Dial 3-1-1 or 510-981-2489 (CITY)**

- Report a broken cart
- Report a missed pick-up of refuse
- Transfer Station info
- Illegal dumping in the public right of way
- Report a pothole in City streets
- Graffiti on private or public property
- Request sidewalk repair
- Report a sewer issue
- Make a payment on a City bill
- Questions about Business License
- Questions about Residential Parking Permit
- Dog License questions
- Need to know who your City Council Member is
- Report blighted property to Code Enforcement
- Request birth certificates for those born in Berkeley

We also take service requests Online! <http://www.cityofberkeley.info/311>

By visiting the 311 Online Service Center, you can access City services at your convenience from your computer or mobile device 24/7. Pay bills, research properties, report missed refuse pickups, request vital records and access an array of online services.

**City of Berkeley 3-1-1—One Call Serves All**



**Garbage & recycling:** Can I pay the City before I go on vacation?

**Illegal Dumping:** How can I get the mattress on the corner removed?

**Graffiti:** Who do I call to get it cleaned up?



**My compost bin** is cracked and has a hole in it. Who can I call?

I need a **Birth Certificate** for my child born in Berkeley. 311 gave me information on how to order one.

I need to report a **pothole**. I'm calling 3-1-1.

I have a **Parking Citation**, can I go online to make payments?

I really want to get a **business license**. How do I do that?

The City of Berkeley's dedicated Customer Service Center answers questions on city services and collects non-emergency concerns. Simply dial 3-1-1 inside city limits on a mobile or landline phone or visit <http://www.cityofberkeley.info/311>. Outside of city boundaries call 510-981-2489.