

HOW TO USE THE OCFL 311 MOBILE APP



What is the 311 mobile app?

The 311 mobile app assists Orange County residents report local non-emergency community issues conveniently and efficiently by submitting reports regarding animals, traffic signs, potholes, shoreline alterations, illicit discharges and many other common issues.

Why Call 311?

Don't know how to report a pothole or need help finding your lost pet? By selecting the “**call 311**” icon, you will...talk to a human operator, access your local government during extended hours, receive information or immediate service, or be put in touch with just the right department or agency. The 311 app allows users to call a 311 operator within the app by simply pressing the “**Call 311**” icon.

What is a report?

A report is a statement describing an issue at a specific location from within a residents' community that is sent directly to the Orange County Governments' Agency for further resolution.

How to create a new report?

In order to create a new report, press the “**New Report**” icon. Once you have selected the “**New Report**” icon you will be prompted to indicate the type of report in which you wish to submit.

What type of report can I submit?

Residents can submit reports about vegetation removal from wetlands and shorelines, improper disposal of solid and hazardous wastes, industrial noise pollution, paint overspray, fish kill populations, and algae blooms.

Why is it asking for my contact info?

Your contact information is important in case we need more detail to process your report. Providing your email address will allow you to see the progress of your reports to ensure proper resolution. Users also have the option of submitting their reports anonymously, by pressing the “**My Info**” icon and selecting the “**Report Anonymously**” tab.

How to Submit a Report?

In order to submit your report users must provide a **picture, detailed description of your report**, and the **current location** of their issue. Once you are ready to submit your report press the “**Submit**” icon. Immediately users will be sent an email with their reports tracking number, allowing them to check the status.

How do I download this app?

Apple



Android



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