



City of Austin  
**austin 3•1•1**

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**For Immediate Release**

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## **AUSTIN 3•1•1 ANNOUNCES NEW SMART PHONE APP**

Austin Texas– Austin 3•1•1 is pleased to announce its new Smart Phone App. The app allows residents and visitors the opportunity to immediately connect with the City of Austin. Some requests available on the app are Graffiti Removal, Pothole Repair, Sidewalk Repair, and Waste Water Report.

Residents will be able to select from a list of service requests, take a picture, add a location and submit from their mobile devices. This app allows residents to become more engaged in their community and provides the opportunity for increased efficiency within the City. The ability to report service requests utilizing smart phone technology expands the ease of access to City departments. Ultimately, utilization of the smart phone app aligns with Austin 3-1-1's mission to provide uncomplicated access to City services and information.

Informing us just got easier! Residents can get the app in the iTunes store or Google Play under the name "Austin 311". They can also visit [www.austin311.org](http://www.austin311.org) to download the app. The app also has a web-based app for those with Windows and other smart phones, visit: [311.austintexas.gov](http://311.austintexas.gov)

Austin 3•1•1 receives over 1 million calls per year producing over 200,000 service requests for City of Austin departments. With a mission to provide uncomplicated access to City services and information; Austin 3•1•1 is aligned with the City of Austin's goal to be the best managed City in the country. For additional information visit: [www.austin311.org](http://www.austin311.org)

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