

City Council Newsletter – Austin 3-1-1 Mobile App Update.

Austin 3-1-1 Mobile App: New Look, New Feel

The latest update to the Austin 3-1-1 mobile app brings a fresh and modern look, enhancing user experience with an intuitive interface. The redesign not only improves the app's accessibility but also focuses on streamlining navigation, making it more user-friendly for residents seeking city services. The new look and feel aims to create a seamless and enjoyable interaction, encouraging users to explore the app's various features effortlessly.

One standout feature of the update is the addition of a powerful "Search" functionality, allowing users to swiftly locate specific service requests. This enhancement improves efficiency, enabling residents to find information on their service request quickly. Additionally, the integration of images assigned to service requests provides a visual context, enhancing communication between users and city departments. Residents can now attach up to three relevant images to convey visually helpful details about their service requests, facilitating a clearer understanding of the issue for quicker and more accurate resolution by the appropriate city department.

The Austin 3-1-1 mobile app update also introduces quick status updates, allowing users to stay informed about the progress of their service requests in real-time. This feature promotes transparency and accountability, ensuring that residents are kept in the loop throughout the resolution process. Users can also filter service requests to be displayed on the map, offering a visual representation of reported issues in their area. This visual representation, coupled with the ability to view "pin" locations on the map, provides residents with a comprehensive overview of the city's service requests submitted. Additionally, the inclusion of handy informational links on the app further enriches users with access to relevant resources and helpful information for city services and information. Overall, the Austin 3-1-1 mobile app update brings a multitude of features that enhance accessibility, efficiency, and engagement for residents interacting with Austin 3-1-1 and the service request process.

Want more information about Austin 3-1-1 and the service request process, select [English Life of a Service Request](#) or [Spanish Vida de una solicitud de servicio](#) to learn more.

To view the *Austin 3-1-1 Updating the Austin 3-1-1 Mobile App Guide*, for iOS and Android in English and Spanish; [click here](#).