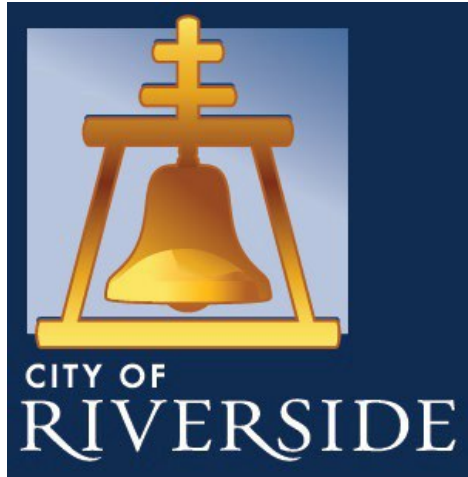




Contact Center | Centro de Contacto

311 PURPOSE | PROPÓSITO DEL 311



Keep Riverside Clean & Safe
Mantenga Riverside Limpia y Segura

Streamline Communications
Agilizar las Comunicaciones

Service Efficiency
Eficiencia del Servicio

CONTACT POINTS | PUNTOS DE CONTACTO

— **STEP 1: WHERE TO SUBMIT** — PASO 1: DÓNDE ENVIAR



Monday – Friday | Lunes – Viernes
7 a.m. – 6 p.m.

Saturday | Sábado
8 a.m. – 1 p.m.



CallCenter@RiversideCA.gov



(951) 826-5311

Download the 311 App
Submit 24 hours a day, 7 days a week

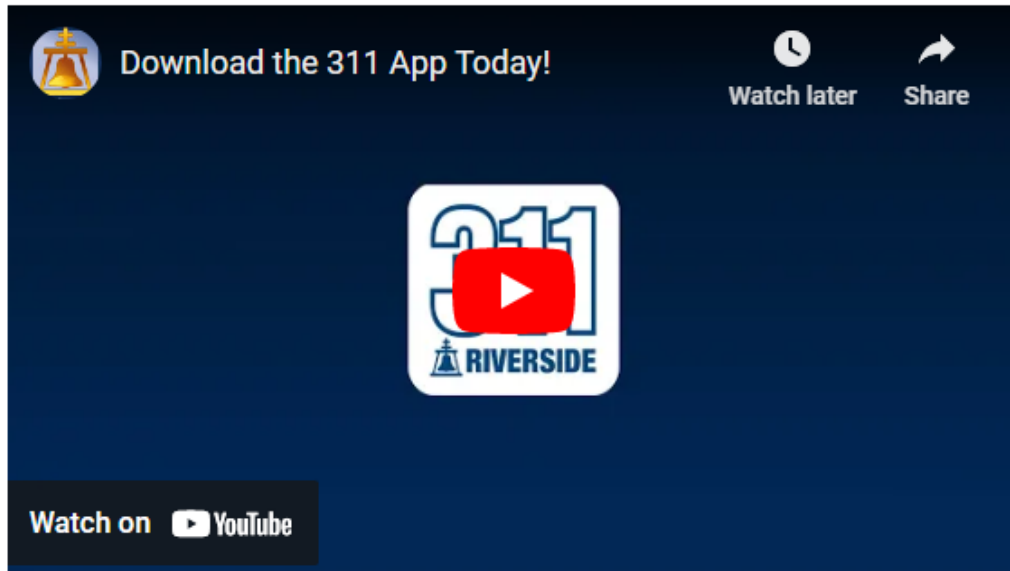
Descargue la aplicación 311
Enviar las 24 horas del día, los 7 días de la semana



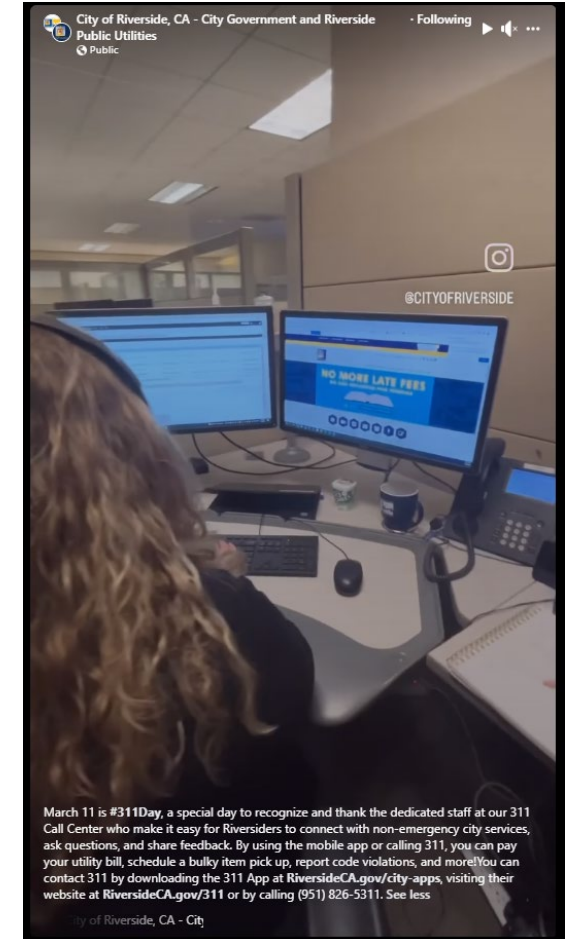
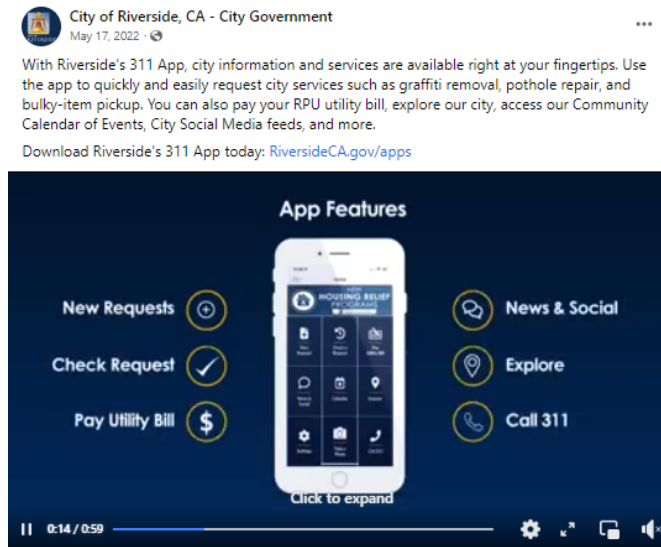
311 MOBILE APP | APLICACIÓN MÓVIL 311



311 APP PROMO VIDEO VÍDEO PROMOCIONAL DE LA APLICACIÓN 311



<https://www.youtube.com/watch?v=g6QJIGDTWCc>
<https://www.youtube.com/watch?v=Y4X0DznXoZ8>



311 SPANISH MOBILE | 311 MÓVIL ESPAÑOL

311 Riverside App Now Available in Spanish

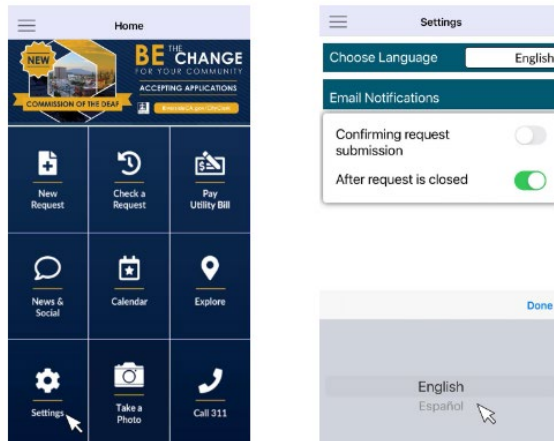


Published: 05/31/2023



Good news, our handy 311 city services app is now more accessible than ever with updated Spanish translation language options available. This new feature in the app's settings allows our Spanish-speaking residents to easily access non-emergency services including trash services and power outage requests.

To utilize the all-new Spanish translation capabilities, simply go to your settings from the menu and select "Choose Language." A drop-down menu with available language options will appear and you can save your preferences. You'll instantly have city services in Spanish at your fingertips.



Instantly submit your service request via your smartphone. Download Today!



311 NON-EMERGENCY SERVICES

311 SERVICIOS QUE NO SON DE EMERGENCIA

- Homeless Solutions
- Graffiti
- Solid Waste
- Street Light maintenance
- Parking Services
- Traffic Signal maintenance
- Municipal Code Violations
- City landscape Maintenance
- RPD Non-Emergency Requests
- Employee Conduct Complaints
- Department Compliments
- Whistleblower

- Soluciones para personas sin hogar
- Grafiti
- Residuos Sólidos
- Mantenimiento de alumbrado público
- Servicios de estacionamiento
- Mantenimiento de las señales de tráfico.
- Violaciones del Código Municipal
- Mantenimiento del paisaje de la ciudad
- Solicitudes de RPD que no son de emergencia
- Quejas de conducta de los empleados
- Felicitaciones del departamento
- Denunciante



MARKETING EFFORTS



INCLUDES, BUT IS NOT LIMITED TO:

- Campaigns
- Application Forms
- Back of Bill
- Bill Inserts
- Email Blasts
- Social Media Graphics
- Videos
- Citywide Mailings
- Door Hangers
- Flyers
- Website Sliders
- Electronic Signs
- 311 Mobile Application

COMMUNICATION OPTIONS



Phone Services with
200+ Language Options

Through Provided Interpretation Services



**TDD/TTY &
Relay System**

Year-To-Date TTD/TYY Services

JANUARY

8

FEBRUARY

4

MARCH

4

APRIL

3

MAY

5

QUESTIONS? | ¿PREGUNTAS?

THANK YOU! | ¡GRACIAS!

