

The list below includes the types of requests that can be submitted via the McAllen 311 app. Please use the closest request type for your concern. Use “other” for all requests not matching your concern. Please keep in mind that the app is monitored during regular business hours only. For requests needing urgent attention, please contact McAllen PD or call the available after-hours phone numbers. (Sewer, Water, Code)

10 Most Common

- **Brush** – Report missed brush pickup. Please see Bulky Waste and Brush schedule for your area scheduled dates.
- **Missed Garbage Service** – Report any type of missed garbage service. (blue/black/dumpster). Please do not use for missed brush service.
- **Repair/Replace Bin** – Request a bin to be repaired or replaced.
- **Front Yard Parking** – Report cars parked on front yard.
- **Pothole**
 - **Street** – Use to report potholes on the street.
 - **Alley** – Report potholes in Alleys. Please specify if paved or caliche alley.
- **Street Light**
 - **Light Pole** – Report street lights that are broken or not functioning appropriately
 - **Traffic Signal** – Report traffic signals that are not working.
- **Street Sweeping** – Request street sweeping.
- **Illegal Dumping** – Report illegal dumping.
- **Prohibited Sign** – Report signs on poles and easements.
- **Weedy Lot** – Report weedy lots. (over 15 inches tall)

Alley Repair – Report alleys that are needing repair.

Brush and Trees:

- **Dead or Damaged Tree** – Report broken trees, low hanging branches from trees obstructing sidewalk, street, or alley use, or branches growing out onto a street, alley or sidewalk.

Composting and Recycling – Use for questions regarding composting or recycling.

Fire:

- **Fire Concern** – Report fire hazards such as blocked exits
- **Fire Hydrant** – Report fire hydrants needing repair (leak)
- **Fire Incident Report** – Request information on how to obtain a fire incident report. Please include name, phone, address in your request.
- **Fire Station Tour** – Request a fire station tour. Please include contact information.
- **Home Fire Safety Survey** – Request a home fire safety survey. Please include contact information.

Garbage Collection:

- **Dumpster or Roll Off** – Request services for your dumpster or roll off.
- **New Garbage Service** – Request a new garbage service after opening a water account. Please include Customer ID and Account number in the request.

Graffiti – Report graffiti.

Neighborhoods:

- **Abandoned Building** – Report abandoned buildings that are dilapidated or unsecured.
- **Mosquito Concern** – Report mosquitoes or request mosquito spraying.
- **Oversized Vehicle** – Report oversized vehicles parked on residential streets.

Parks:

- **Hike and Bike Trail** – Report concerns or hazards on the hike and bike trails.
- **Park Maintenance** – Report concerns at public parks.
- **Reservation Information** – Request information on reserving parks, pools, fields.

Building Permit Question – Report structures being built without a permit.

Sewer:

- **Sewage Backup or Overflow** – Report sewer issues such as backups, overflows, leaks.
- **Unpleasant Smell** – Report any sewer smell like concern. Please do not use this to report chemical or dead animal smells.

Sidewalk – Report sidewalks needing repair.

Street Drain – Report street drains needing repair.

Street Flooding – Report street flooding.

Street Sign Repair/Replace – Report street signs that have been damaged, faded, or missing.

Traffic Light

- **Repair/Replace** – Report traffic lights not working appropriately.
- **Timing** – Report traffic light timing issues.

Traffic Pavement Marking – Report faded pavement markings.

Violation:

- **Food Concern** – Report food concerns at restaurants, stores, etc.
- **No Permit** – Report garage sales or vendors operating without a permit.
- **Placement of Trash Bin** – Report blue and black bins left on the street on non-service days.

Water Account Info:

- **Billing Questions** – Use for questions regarding your water account bill. Please include contact information.

- **Water Account** – Request to open or close a water account. Please include contact information.

Water Services:

- **Low Water Pressure** – Report low water pressure.
- **Meter Maintenance** – Report water meters needing repair.
- **Water Leak** – Report water leaks not on private properties.
- **Water Outage** – Report a water outage.
- **Water Quality** – Report issues with water quality. Smell or taste.
- **Watering Schedule** – Request information on watering schedules. Please include address.

Other – Report other concerns not found on this list.