

# How to File 311 Reports

Pittsburgh, Pennsylvania

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Prepared by 311day.org

311day.org is a project of dashcam.bike

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# About Pittsburgh's 311 System

## What is 311?

It's your city's non-emergency line

Many cities in the United States use 311 as an alternative to 911 for non-emergencies. You can use it to report a range of issues that your city is (or should be) responsible for fixing, including:

- **Cars parked in bike lanes**, making them unsafe to use
- **Crosswalks without ramps**, making them inaccessible to wheelchair users
- **Broken-up sidewalks**, making them difficult for stroller-pushers
- **Vehicles parked on sidewalks**, making them inaccessible to pedestrians
- **Bike lanes with missing flexposts**, allowing cars to park in them

## Is 311 Reporting Effective?

Yes! (For many report types.)

Not everything will have immediate responses, but in general, cities that use 311 find it to be a useful tool for citizens to communicate with their city government. Response times vary by city and by report type. Here are some examples of timelines you might see:

- Days: Debris in a bike lane, icy city-owned sidewalks, or broken traffic signals
- Weeks: Potholes in a bike lane, fallen flexposts, or crumbling [truncated domes](#).
- Months or years: Items that require political willpower or funding, such as vehicles parked in bike lanes (which requires more protected bike lanes), or nonexistent sidewalks.

All reports can still be useful for the city to hear your voice and understand the problems you encounter getting around your city.


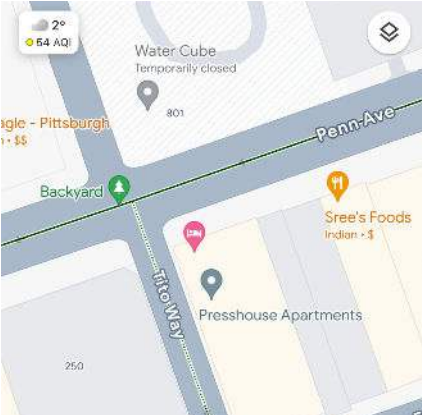
# Making 311 Reports

## Using the MyBurgh app

MyBurgh is the official city app for making 311 reports.

First, you'll need to download the MyBurgh app on your smartphone. Navigate to <https://pittsburghpa.qscend.com/311/> to download it.

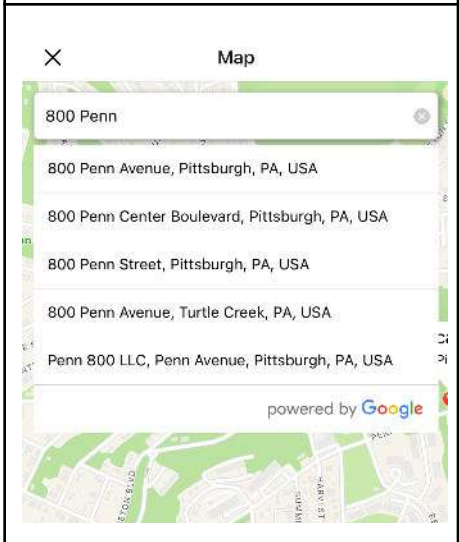
Once you have the app:

	<h3>Step 1: Safety First</h3> <p>Get to a safe area. If you're a pedestrian in a crosswalk, get to a sidewalk. If you're on a bicycle, find a safe place to pull over.</p>
	<h3>Step 2: Find Address</h3> <p>Find the nearest address to the hazard. If there are no addresses nearby, pull up your Maps app and look for the closest address. MyBurgh requires an address, not just your GPS location.</p>



### Step 3: Launch MyBurgh

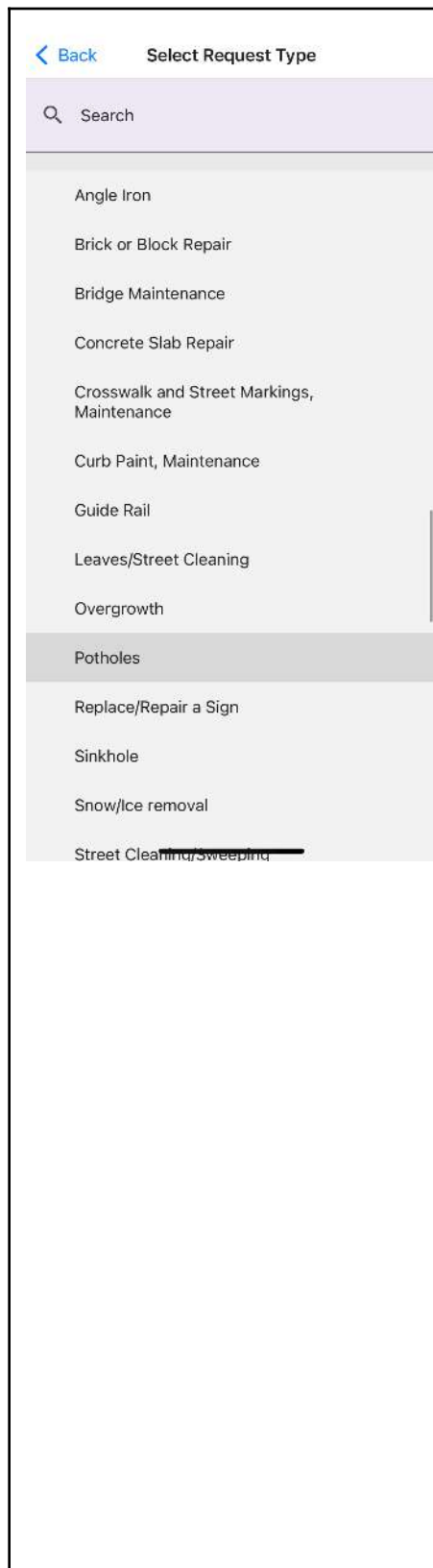
Launch MyBurgh and tap “Service Request”



### Step 4: Enter Address

Type in the nearest address you found in Step 2 and select it from the list.



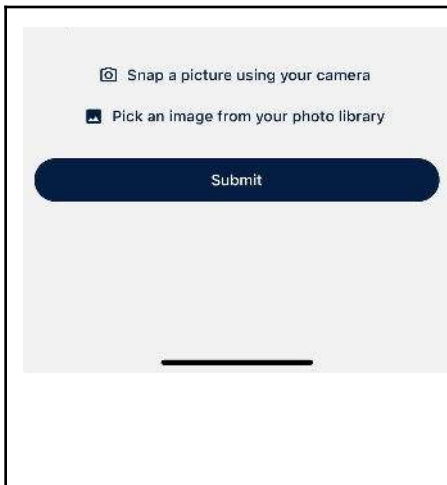


## Step 5: Select Report Type

Hit next and select the hazard type from the list. Depending on what you're reporting, the hazard will be in a different location.

Some common report types:

- 1. Crashes & Close Calls:**  
Bicycle/Pedestrian/Trail - Network Improvements > Crashes & Close Calls
- 2. Car parked in bike lane:**  
Parking > Illegal Parking
- 3. Car parked on sidewalk:**  
Parking > Illegal Parking
- 4. Blocked lane:**  
Depends what's blocking it. Options:  
Road/Street Issues > Roadway Obstructions > Barricades  
Road/Street Issues > Maintenance > Overgrowth  
Road/Street Issues > Maintenance > Leaves
- 5. Potholes:**  
Road/Street Issues > Maintenance > Potholes
- 6. Snow/Ice on Sidewalk:**  
Road/Street Issues > Maintenance > Snow/Ice Removal
- 7. Snow/Ice in Bike Lane:**  
Road/Street Issues > Maintenance > Snow/Ice Removal



## Step 6: Take a Photo

Take a photo of the hazard and hit submit.

**Safety Note:** If you're taking a photo of an illegally-parked vehicle, be discrete. Some drivers may become aggressive when they see you taking a photo of their illegally-parked car. If in doubt, it's better to not include a photo than to risk your safety.

## Calling or emailing

**Call 311 within Pittsburgh:** You can call 311 during business hours and a live operator will take your call, 8:00 a.m. to 6:00 p.m. Monday through Friday. Be ready with the nearest address



**Call 311 outside of Pittsburgh:** Call 412-255-2621 to be connected to 311.

**Email 311:** Send an email to [PGH311@pittsburghpa.gov](mailto:PGH311@pittsburghpa.gov) anytime. Include the nearest address, a photo, and a description of whatever you're trying to report.

## Using the dashcam.bike app

First, you'll need to download the dashcam.bike app on your smartphone and purchase a bicycle phone mount. Navigate to [www.dashcam.bike](http://www.dashcam.bike) to download the app and purchase a mount.\

### During your ride:

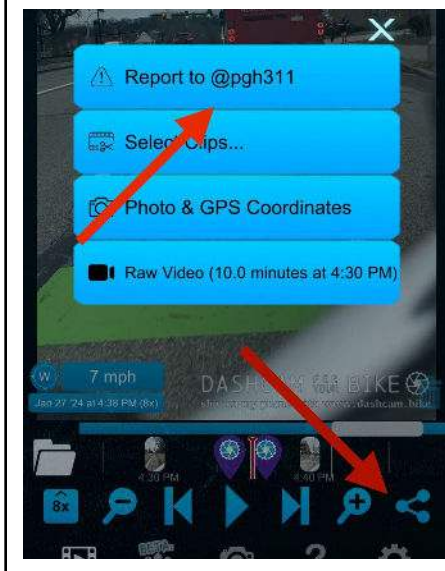
	<h3>Step 1: Record your ride</h3> <p>Mount your phone on your handlebars or seatpost and use the dashcam.bike app to record your entire bike ride.</p>
	<h3>Step 2: Tap to Mark Moments</h3> <p>When you see a hazard, just tap the screen to "Mark a Moment". This will place a Marker for you to find later.</p>

After your ride:



## Step 1: Tap the Marker

When you're safely at your destination, go to "My Clips" then find the Purple Marker on each moment you highlighted.



## Step 2: Tap Share > Report


If the Report button is not visible, you are either not connected to the internet or outside of the 311 Service Area.

Cancel 311 Report Submit

Submit hazards to your city's non-emergency 311 line. All submitted information on this form will be made available to the public.

✓ Choose a hazard type...

- Car parked in bike lane
- Obstruction in bike lane
- Close call or collision
- Pothole
- Snowplow Needed
- Something else...



You will receive a copy of this report via email sent to armin.sami@gmail.com. Opt-out by unlinking your email in Settings > Account Info.

**Approx. Address:**  
6011 East Liberty Boulevard, Pittsburgh,  
Pennsylvania 15206, United States

**Time:**  
1/27/2024 at 4:37 PM

## Step 3: Select Report Type

Choose a report type from the list. If the hazard isn't listed, you can type your own.

All information is automatically populated: the date, time, nearest address, GPS position, and a photo or video of the event (you can choose which).

## Following Up

Every 311 report comes with a ticket number. You can follow up with these tickets to see the status.

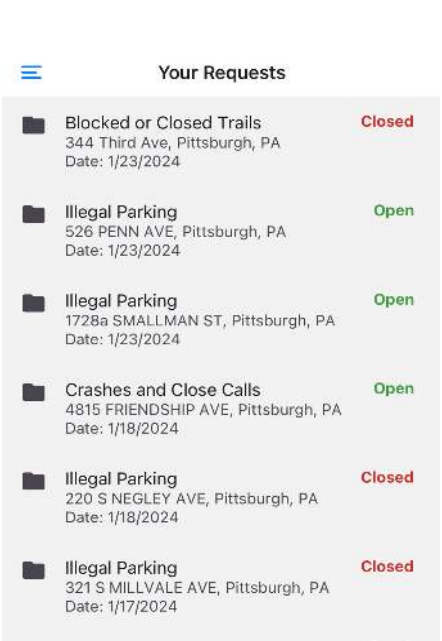
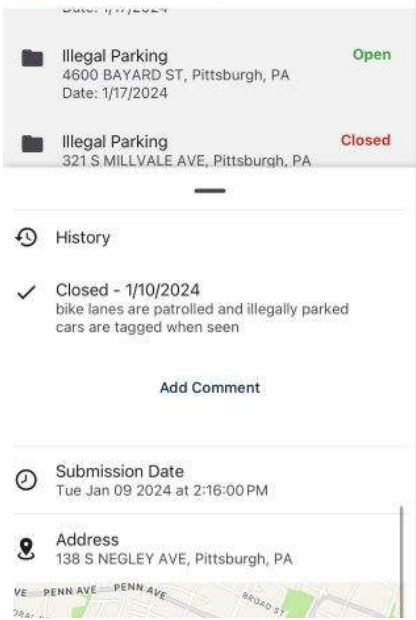
If you call, the 311 operator will provide you with a ticket number that you can write down and call back later for updates.

If you email, status updates will be sent to you via email.

If you use the MyBurgh app, status updates will show up under “Your Requests”.

If you use the dashcam.bike app, be sure to enter your email address under Account Info in Settings. You will then receive updates via email, and your requests will sync to the MyBurgh app (as long as you use the same email address for both apps).

Tap each report to see any updates, and if it was closed, why it was closed.

 <p><b>Your Requests</b></p> <ul style="list-style-type: none"><li>Blocked or Closed Trails 344 Third Ave, Pittsburgh, PA Date: 1/23/2024 <b>Closed</b></li><li>Illegal Parking 526 PENN AVE, Pittsburgh, PA Date: 1/23/2024 <b>Open</b></li><li>Illegal Parking 1728a SMALLMAN ST, Pittsburgh, PA Date: 1/23/2024 <b>Open</b></li><li>Crashes and Close Calls 4815 FRIENDSHIP AVE, Pittsburgh, PA Date: 1/18/2024 <b>Open</b></li><li>Illegal Parking 220 S NEGLEY AVE, Pittsburgh, PA Date: 1/18/2024 <b>Closed</b></li><li>Illegal Parking 321 S MILLVALE AVE, Pittsburgh, PA Date: 1/17/2024 <b>Closed</b></li></ul> <p>A list of requests in MyBurgh app. These reports can come from either MyBurgh or dashcam.bike – both populate in the MyBurgh app.</p>	 <p>Illegal Parking 4600 BAYARD ST, Pittsburgh, PA Date: 1/17/2024 <b>Open</b></p> <p>Illegal Parking 321 S MILLVALE AVE, Pittsburgh, PA <b>Closed</b></p> <p>History</p> <p>✓ Closed - 1/10/2024 bike lanes are patrolled and illegally parked cars are tagged when seen</p> <p>Add Comment</p> <p>Submission Date Tue Jan 09 2024 at 2:16:00 PM</p> <p>Address 138 S NEGLEY AVE, Pittsburgh, PA</p> <p>VE PENN AVE PENN AVE 8500 ST</p> <p>The response for one of the closed reports. Occasionally, the response to illegal parking will be to ask you to call 911. You can choose to heed or ignore that response.</p>
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