



125 N Main St., Suite 438, Memphis, TN 38103

YOUR ONE-STOP, ONE-CALL NUMBER
FOR NON-EMERGENCY CITY SERVICES

WHAT IS 311?

311 is A *One Stop, One Call* 3 digit number for all citizens and City of Memphis employee requests for services, answers, and information. 311 provides a connection for **non-emergency City Services** and an accessible information exchange between the community and the City of Memphis.

Memphis 311 launched in January 2013 and achieved the goal of offering a single point of contact for the citizens of Memphis for both information and non-emergency service requests.

MISSION

The mission of Memphis 311 is to provide optimum customer service and a positive experience to both our internal and external customers. In order to create a more efficient local government, we provide accessible information about City services and also help agencies provide an effective response to service requests in a timely and accurate manner. We will engage citizens and customers with respect, honesty, courtesy, and knowledgeable assistance on every call.

FAQ'S

1. How do I obtain an additional garbage cart?

You can obtain an additional green cart by calling 311. An application will then be forwarded to you for a lease cart. The cart will be delivered with a lease sticker on the 2nd cart. An additional \$5 will reoccur on your monthly MLGW bill for the lease cart.

2. Who is responsible for repairing the sidewalks on my property

Once sidewalks are installed by the city, the sidewalks become the responsibility of the property owner. Sidewalks, driveways and driveway aprons are the homeowner's responsibility.

3. What materials are allowed for curbside pickup?

Bags of leaves, limbs, brush, furniture, etc. are allowed for curbside pickup. Debris such as sheetrock, bricks, tiles and paint are not allowed for curbside pickup.

4. Are there any landfills available for Solid Waste customers

Yes, Memphis has two (2) landfills accessible for Solid Waste customers.

North Landfill	7107 Old Millington Rd.	(901) 872-7258
South Landfill	5494 Malone	(901) 794-8070

5. I am a new resident; why am I having difficulty obtaining a new garbage cart?

New residents will receive a new garbage cart only if they have already moved into the residence, their utilities are turned on and there is not a cart already at the place of residence.

6. Am I allowed to park vehicles on the grass of my property

No, in residential neighborhoods neither working nor non-working vehicles are allowed on the grass. Vehicles can only be parked on concrete or gravel. Commercial vehicles (i.e. 18-wheeler trucks) are NOT ALLOWED to be parked in residential neighborhoods.

TOP SERVICE REQUESTS

Junky Yard	Cart Repair
Vehicle Violations	Curbside Trash
Weeds Occupied Property	New Start Garbage Request
Weeds Vacant Houses	Recycle Bin Request
Weeds Vacant Lots	
Potholes	

CONTACT

Citizens can request 3-1-1 assistance by the following:

PHONE:

Dial 3-1-1 or 901-636-6500

IN PERSON:

311 Call Center
125 N Main St., Suite 438
Memphis, TN 38103

ONLINE:

311 Support Center
www.memphistn.gov

APP:

Smart Government App Memphis
Download from iTunes (*iPhone only*)

HOURS OF OPERATION: 8:00 A.M. TO 6:00 P.M., MONDAY-FRIDAY. CLOSED HOLIDAYS