

# Here's the 411 ...on CharMeck 311.

CharMeck 311 is the City of Charlotte and Mecklenburg County's "one stop shop" customer service and information line for city and county services. 311 provides direct access **24-hours-a-day, seven-days-a-week.** Whether you need trash pick-up, want to report a code violation in your neighborhood, or are calling about a stray animal. 311 provides a direct connection designed to meet your everyday needs.

If your call cannot be handled by 311, or if it requires further investigation, you'll be connected directly to the relevant department.

Are you new to Charlotte-Mecklenburg or has your neighborhood has been annexed by the City of Charlotte? Dial 3-1-1 to learn about city and county services available to you.

Callers to 311 can also get directory assistance to City and County offices, schedules for meetings of City and County government, and information about various City and County services.

All communities within Mecklenburg County that receive a service provided by Mecklenburg County or the City of Charlotte can call 311. If you're outside Mecklenburg County or your cellular carrier will not connect your call, you can still reach the call center by dialing (704) 336-7600.

**Please remember that 311 is not 411!**  
**Our customer service representatives can only provide information related to city and county services. They do not have access to phone numbers for area businesses or residences.**

## Dial 3-1-1. Every Day. Around-the-Clock

*When callers dial 3-1-1, they can also get help with utility or tax bills, or even report a non-emergency police situation that doesn't involve a crime in progress. Here's just a sample of City and County services you can access with 311:*

### Animal Control

Adopt a pet, find a lost pet, or request assistance from an Animal Control Officer.

### City and County Storm Water Services

Billing inquiries and service requests for flooding, erosion and storm drain blockage.



### Charlotte Department of Transportation (CDOT)

Street closures, street maintenance requests for signs and traffic lights.

### Charlotte-Mecklenburg Utilities

Billing information, service requests.



### City Code Enforcement

Report potential violations in your neighborhood such as tall grass and junk cars.

### Non-Emergency Police Services

Reports for non life-threatening police emergency; public safety information; file a police report by phone.

### Mecklenburg County Parks and Recreation

Reservations for park facilities and programs; requests for brochures, permits, maps.



### Mecklenburg County Tax Department

Information requests related to your vehicle, personal property or real estate tax bills. Requests for forms, copies of bills and receipts.



### Solid Waste Services

Information about garbage and recycling services and bulky item pickup.

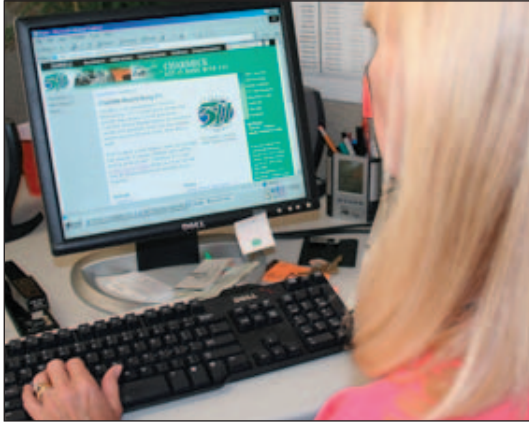
### South Corridor Light Rail and Infrastructure Construction

Callers to 311 can get updates on street closures and traffic delays due to light rail construction.



## Access 311 Online

You can now directly request a municipal service from 311 by visiting our site online. Whether it's to report graffiti, request a streetlight, report flooding in area creeks and water ways, the online Citizen Service Request form is 311 at your fingertips.



Visit [www.charmeck.org](http://www.charmeck.org) where 311 is featured prominently on the home page. Click on the link to the Online Request System. The drop-down menu lets you select from 19 different types of service requests. Once the form is completed, your request will be forwarded to the appropriate department for action. You will instantly receive a service request tracking number that enables you to call 311 at anytime to track the status of your request.

## 311 in the Community

To have a representative from CharMeck 311 speak to your civic or neighborhood organization, simply dial 3-1-1 and ask to schedule a guest speaker for your group.

311 customer service representatives are also available to participate in community events such as fairs and neighborhood festivals.



CharMeck 311  
600 East Fourth St.  
Charlotte, NC 28202

Stamp

*CharMeck 311. Our numbers add up to great customer service.*



  
**CHARLOTTE.**