

Kyle 3-1-1



About Kyle 3-1-1

Kyle 3-1-1 is a one-stop-shop that allows citizens to report non-emergency issues and request services. Whether by phone call, online or through our app, it serves as a central hub for citizens to get information, request services, and report problems in the community.

Hours

3-1-1 requests through our online portal or mobile app can be made 24/7. Customer service representatives will process all requests and are available by phone during normal operating hours from 8 a.m. to 5 p.m. Monday – Friday, with the exception of city holidays or weather closures.

Submit a Kyle 3-1-1 Request



If you are experiencing an emergency, call 9-1-1.

Download Our App

Download our free Kyle 3-1-1 app on the [Apple App Store](#) or [Google Play Store](#)! It is a great way to stay connected, engaged and have your voice heard. By using the app to report issues, track requests and provide

feedback, you can help improve your community and make Kyle a better place to live, work and play.



Kyle 3-1-1 Frequently Asked Questions

Related Questions

When should I use 3-1-1?

For any non-emergency city service requests. Your concern or issue will create a Service Request that is automatically routed to the appropriate city departments and personnel in an effort to provide the fastest resolution possible.

If you are experiencing an emergency, call 9-1-1.

Examples of service request subjects:

Road & Traffic Issues:

- Potholes
- Streetlight outages or flickering lights
- Traffic signal malfunctions
- Missing or damaged street signs
- Sidewalk damage or obstructions

Public Safety & Code Enforcement:

- Noise complaints (e.g., loud parties, construction outside allowed hours)
- Overgrown lots or unkempt properties
- Abandoned vehicles on private property

Water & Sewer Issues:

- Water main breaks or leaks
- Sewer backups or overflows
- Low water pressure complaints
- Fire hydrant leaks or damage

Parks & Public Spaces:

- Damaged playground equipment
- Fallen trees or large branches in parks
- Park facility maintenance requests
- Broken benches, fountains, or picnic areas

Other City Services:

- General inquiries about city services
- Reporting accessibility issues on public property

How do I submit a Request?

- **Call:** Dial 3-1-1 from a landline or mobile phone, within the City of Kyle, to speak with a Customer Service Representative during business hours.
- **Click:** Visit the [online portal](#) and select “Create a Request.”
- **Connect:** Download the Kyle311 Mobile App from the [Apple App Store](#) or [Google Play Store](#).

What are your operating hours?

You can submit a request online at [Kyle311.com](#) or via the mobile app 24/7.

Customer service representatives are available by phone from **8 a.m. to 5 p.m., Monday through Friday**, excluding city holidays or weather-related closures.

Will my request be anonymous?

Most of our service requests allow users to remain anonymous. Others will require contact information in order to bring the Service Request Case to a full resolution. Submitting your contact information also ensures that you are able to receive updates on your request. View the [Kyle 3-1-1 Privacy Policy](#) for more information.

How do I follow up on a service request?

Each request is assigned a case number and automatically routed to the responsible department. To check the status of your request:

- Call 3-1-1 and provide your case number.
- Log in to the [Kyle311 online portal](#) and check “Status” or “My Requests.”
- Log in to the mobile app and check “Status” or “My Requests.”

What if my issue isn't listed as a service request?

We have worked to create a comprehensive list of service requests to provide the highest level of customer service and address common concerns. However, we understand that unique situations may arise. If you do not see a request that fits your needs, please submit a Service Request for "Miscellaneous Concerns." Our staff will ensure it is routed to the appropriate department and will consider commonly reported issues when updating future service request options.

Can I submit a request via text?

No, currently the city does not take 3-1-1 requests via text. Requests can be submitted by:

- **Call:** Dial 3-1-1 from a landline or mobile phone, within the City of Kyle, to speak with a Customer Service Representative during business hours.
- **Click:** Visit the [online portal](#) and select “Create a Request.”
- **Connect:** Download the Kyle311 Mobile App from the [Apple App Store](#) or [Google Play Store](#).

[View All FAQ's](#)