

SF 311 - 24x7 Customer Service Center



Interact with 311 using
Twitter



If this is a police, fire, medical, or other emergency, please call 911 immediately.

Follow SF311

Twitter is a popular and free social messaging utility that allows you to send messages (up to 140 characters) via SMS, IM, the website, and third-party applications. By clicking on the above button, you will be establishing a [two-way communication channel](#) which can be used to send direct (private) messages to SF311. Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year to assist you. [View "Sample Tweets" of our most requested services](#) to help ensure you provide the information needed to service your request. 311 can help with:

- Street Cleaning
- Graffiti Removal
- Pothole and Sidewalk Defects
- Abandoned Vehicles
- City Garbage Can Maintenance
- Department Information (office hours, location, phone numbers)
- ... and much more!

Have a question or concern? [Check out the FAQ before continuing](#).
If you're not already using Twitter, you'll need to [sign up](#) for an account.

The "Twitter" service is a third party application and the City and County of San Francisco cannot guarantee its availability or its response time. You will receive a Direct Message from 311 with either your Service Request number, the answer to your question, or a request for more information from us.

Having trouble? Select this link to start over [start over](#).

