Can I call 311 on my cell phone?

Yes! If for some reason you cannot get through on your cell phone, please call (225) 389-3090 and report your name, address, cell phone number and the name of your wireless carrier so the City can investigate it.

Your call may be blocked

Some phone systems have Restriction Blocks placed on their phone service. If there is a restriction to block 900-976-411 numbers, this will also block access to 3-1-1. If you can dial 4-1-1, you should be able to dial 3-1-1. There are charges for placing a call to 4-1-1, however, there is no charge for calls to 3-1-1.

Calling from your computer?

Some people and businesses are using Internet technology to place their phone calls. The Internet Protocol allows voice to be carried over network connections, and this type of connection is referred to as VoIP (Voice over Internet Protocol). Systems using VoIP do not allow dialing directly to 3-1-1.

Message from Mayor "Kip" Holden

It just got much easier for citizens to access City-Parish governmental information and services. Our new 311 Call Center provides someone to answer your questions and help solve your concerns each day. We're taking steps to update and improve the level of customer service provided throughout East Baton Rouge Parish government and "311" places helpful information right at your fingertips when you need it.

Melvin L."Kip" Holden
Mayor-President

3-1-1 Mission Statement

Serving the citizens of East Baton Rouge Parish providing courteous, fast, & accurate customer service that results in transparent access to government information and services.

Contact Us

Call : 3-1-1 or (225) 389 - 3090
Interactive Website : www.brgov.com
E-Mail : 311@brgov.com

CITY OF BATON ROUGE
PARISH OF EAST BATON ROUGE

3-1-1

Your Number
For Government Information & Services

What is 3-1-1?

The Call Center:

The purpose of 311 is for citizens to use a simple three-digit phone number to request service or to get information they need from the local government.

The 3-1-1 Call Center is open 5 days a week from 7:30 a.m. to 5 p.m. to receive citizen inquiries about available parish government services. Our Intake Counselors undergo extensive training to ensure each caller gets a courteous, quick and accurate response.

The Technology:

Our Call Center is equipped with state of the art technology to record service requests and route them to the appropriate parish department.

3-1-1 Works

These are just a few of our services!

Zoning Violations
Pothole Repair
Sidewalk Damage
Housing Conditions
Tree Branch Hazards
Loose Dogs and Cats
Street Sign Concerns
Junk or Inoperative Cars
Unpermitted Construction
Domestic Animal Concerns
Stop Sign Down or Missing
Department Locations
Mosquito Problems
Hours of Operation
General Information

How 3-1-1 Works

- A Citizen Services Specialist will assist you in finding the appropriate government services division and address your needs.
- A service request is created and automatically routed to the proper department.
- The parish will respond to the work order generated by our call takers.

All You Need to Do Is Call 3-1-1

One convenient, easy to remember, number to dial with the service our citizens deserve!

Provides a single point of contact to East Baton Rouge Parish for general information.

Easy access to parish government, simplified communication, efficient allocation of resources, & increased internal communication.

3-1-1 Works Best For:

- Reporting traffic signal malfunction
- Overgrown Lots
- Reporting Sinkholes
- Trash & Debris Pickup