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# City of El Paso Launches New EP311 Reporting Website on 3/11

## Enhanced Resident Services Now at Your Fingertips

**EL PASO, Texas**—The City of El Paso has launched a new and improved EP311 reporting website, just in time for March 11 (3/11)—making it easier than ever for residents to request services, report concerns, and stay connected with their local government.

The upgraded site provides a modern, user-friendly interface that allows residents to quickly report issues such as potholes, graffiti, missed trash collection, and more—all from their mobile devices. The site also enables users to track the status of their requests in real time and access key City services and information.

The revamp of the EP311 site has been in development for the past eight months, with City staff working diligently to create an efficient and responsive platform for residents. Designed with accessibility in mind, the site ensures that more users can easily navigate and benefit from its features.

**Important Notice for Current Users:** Residents who have downloaded previous versions of the EP311 mobile app will need to delete the old app and use the <https://EP311.ElPasoTexas.gov/> link from any device to access the latest features and improvements.

“The new EP311 site is another step forward in our commitment to making City services more accessible, responsive, and efficient for our community,” said Deputy City Manager Araceli Guerra. “We want to ensure that residents have a simple and effective way to communicate with the City and get the assistance they need.”

### Key Features of the New EP311 site:

- **Easy Service Requests:** Submit and track requests for a variety of City services.
- **Real-Time Updates:** Stay informed on request status and City service notifications.
- **Enhanced Navigation:** A streamlined, intuitive design for quick access to information.

The City encourages all residents to use the 311 site as a convenient way to stay engaged and help keep El Paso a great place to live.

For more information about the new 311 site, visit [www.ElPasoTexas.gov/311](http://www.ElPasoTexas.gov/311).

### About El Paso 311

The El Paso 311 Contact Center serves as a central hub for non-emergency City services, providing residents with a reliable way to report issues and access local government resources. Calls to 311 are answered by trained representatives who assist with a variety of City services and general inquiries.

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Promoting **Transparent & Consistent Communication**  
Among All Members of the Community

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