

DGS

311 SERVICES

Since 2019, the Department of General Services has integrated into the Office of Unified Communications (OUC) 311 platform to allow residents to request city services for DGS-managed facilities, beginning with mowing and ground maintenance. Since then, DGS expanded its services to include a range of seasonal and year-round services.

YEAR-ROUND SERVICES:

- **DOG PARK MAINTENANCE:** Such as broken gates, water fountain leaks, faucet repairs, etc.
- **INDOOR POOL MAINTENANCE:** Such as running showers, faucet repairs, broken dryers, etc.
- **OVERFLOWING DPR RECYCLING CANS:** For cans in DPR parks and facilities managed by DGS.
- **PLAYGROUND MAINTENANCE:** Such as broken playground equipment at DCPS or DPS parks and playgrounds.

SEASONAL SERVICES (MARCH-DECEMBER):

- **GROUNDS LANDSCAPING & MAINTENANCE:** Such as weed removal, bushes/hedge trimming, and dead branch and limb removal at District government-owned facilities, parks, and green spaces.
- **MISSED MOWING:** Available for over 600 District-owned locations, including schools, recreation centers, municipal buildings, and parks. Always check the mowing map on our website before submitting a request!

SEASONAL SERVICES (MAY-SEPTEMBER):

- **SPRAY PARK MAINTENANCE:** Such as water pressure issues, leaks, and broken water features.
- **OUTDOOR POOL MAINTENANCE:** For District government-owned pools.

HOW TO REQUEST SERVICES:

- Call DC 311 at 311 24 hours a day, 7 days a week.
- Text "NEW" or "MENU" to 32311 (DC311).
- Send a message on X to the OUC at @311DCGov
- Visit the online portal at 311.dc.gov
- Download the DC 311 mobile app from the Apple App Store or Google Play Store.



DOG PARK MAINTENANCE



PLAYGROUND MAINTENANCE



OVERFLOWING DPR RECYCLING CANS



GROUNDS LANDSCAPING & MAINTENANCE



SPRAY & SPLASH PARK MAINTENANCE



INDOOR AND OUTDOOR POOL MAINTENANCE



FOR MORE INFORMATION, VISIT US AT:

FOLLOW US @DCDGS

