

Prince George's County 311

MISSED COLLECTIONS/COMPLAINTS

- To report a **missed yard trim/waste collections**, please contact PGC311 after 5:00 p.m.
- To register a **yard trim/waste complaint**, please contact PGC311 before 7:00 p.m.
- To report a **missed food composting collection**, please contact PGC311 after 12:00 p.m.

Speak to a Live Agent - Monday-Friday 7 a.m.-7 p.m. - Call 3-1-1 or dial 301-883-4748 (outside PGCounty)

NOTE: The collection truck had spillage/the haulers damaged my cart/mixed my trash and recyclables/other complaint. How do I report this?

Answer: Click [HERE](https://pgc311.force.com/customer/request/MISSCOLL) to submit a hauler complaint by selecting "Missed Collection and Other Collection Issues."

PGC311



www.PGC311.com

Video Player - How to Use PGC311

1. Use the PGC311 Mobile App or Web Portal to:
 2. Request County services 24/7 such as Litter Removal, Pothole Repair, etc.
 3. Upload a photo with your service request.
 4. Check the status of existing requests.
 5. "Drop a pin" to help pinpoint a location.
 6. Create an account to track your service requests and get timely updates about your requests.
 7. Provide feedback about our customer service and agency services with our quick 3-question surveys.
 8. Search and see helpful knowledge articles about County services.
 9. Search for other requests in your community.
- .The PGC311 App is Available 24/7



Download the PGC311 App
from the **Google Play Store**
from the **Apple Store**
Requests and Knowledge Articles
Submit a Service Request

Check the Status of Your Request

Access Knowledge Articles

Visit the **PGC311 Web Portal** at www.pgc311.com

If you need to make a 3-1-1 request, please go to <https://www.princegeorgescountymd.gov/1095/PGC311>



<https://pgc311.my.site.com> › customer › requests

[Prince George's County 311 - force.com](https://pgc311.force.com)

Prince George's County 311 is a platform that allows customers to submit and track requests for various county services, such as repairing traffic signals, signs, street lights and pavement markings. You can access the platform online or by calling the 311 call center.

Your feedback helps us improve the experience of all PGC311 customers. Complete the survey. See your feedback at work at PGC311.com on the PGC311 Mobile App. Sus comentarios nos ayudan a mejorar la experiencia de todos los clientes de PGC311. Completa el cuestionario. Vea sus comentarios en el trabajo en PGC311.com en la aplicación móvil PGC311.