MC311
ANSWERING TO YOU

Call 311 To Get It Done!

311 is Montgomery County's phone number for non-emergency government information and services. For emergency calls, residents should continue to call 911.

Features of MC311

- 311 allows customers to call one easy-to-remember number to access Montgomery County information and services.
- Customers can also access information and create or track service requests on the website at www.mc311com.
- Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. For service 24/7, go to www.mc311.com.
- Trained representatives who speak Spanish are available, as is a language interpretation service for other languages.
- TTY is available by calling 301-251-4850.
- Customer service representatives and the online system use a state-of-the-art database of information and services about County government that can be continually updated so the most current facts are available.
- The 311 system can quickly incorporate real time information in the event of a community event/emergency, like a water main break, H1N1 flu epidemic or weather-related incident.

Phone Numbers for MC311

- In Montgomery County, call 311
- Outside of Montgomery County, call 240-777-0311
- The TTY number is 301-251-4850

Reminder: Call 911 for emergencies

Website: www.mc311.com