

City of Buffalo 311 Self-Service Online Instructions

From the City of Buffalo homepage: <http://www.city-buffalo.com/>

Home - City of Buffalo - Windows Internet Explorer
http://www.city-buffalo.com/
File Edit View Favorites Tools Help
Home - City of Buffalo
Home Feeds (1) Print

City of Buffalo
Mayor Byron W. Brown

Leadership City Departments City Services Our City News and Calendar Online Payments My Profile

Play the Welcome video

Services For...
Businesses
Residents
Visitors
Kids
Seniors
Other Resources...

Welcome

311 Call and Resolution Center
The City of Buffalo 311 Call and Resolution Center!

National Night Out - Block Party Permit
All applications are due back to the city by July 17, 2009.

Citizens Empowerment Conference
Pre-Registration for Citizens Empowerment Conference!

Common Council Action Plans
Quality of Life Initiatives, Enhancements Initiatives...

City of Buffalo Stimulus Package Proposal
Priority funding list for "ready-to-go" projects in the city.

State of the City Address
View the 2009 State of the City Address

JAG Public Comment
Edward Byrne Memorial 2009 Justice Assistance Grant (JAG).

BUFFALO EVENTS **ANNOUNCEMENTS**

Click on the link to the 311 Online Service request page

http://www.city-buffalo.com/Home/City_Departments/Citizens_Services/311_Self-Service

This will take you to the page with a current listing of the categories of Service Requests:

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311 Call and Resolution Center

WELCOME

Sick of spending your lunch hour on the phone requesting to have a tree removed? The City of Buffalo 311 Call and Resolution Center provides citizens with fast, centralized access to city services. Register complaints, get information, and access non-emergency police services. When appropriate, a Reference Number will be assigned to your request so that you can track its progress. There are two easy ways to reach us:

- Call 311 or (716) 851-4890. The Call Center hours are posted to the right. During periods when the Center is closed, you can leave a voice-mail message. Or even better —
- Online from this web page **anytime!**

A report or request can be sent **anonymously**. However, if you choose this option, you will not be able to track the progress online. For this follow-up information, you can contact the Call Center by phone. Your anonymity will always be respected.

Below are the online reporting choices currently available. We will be adding to this list as we expand our service capabilities. If the option you wish is not yet listed, please call.

SELF-SERVICE OPTIONS

Animals Housing/Inspections Utilities

SELF-SERVICE OPTIONS

Animals

Housing/Inspections

Utilities

Parking

Forestry

Graffiti and Sanitation

Police

Streets

CitiStat

Online Payments

Rental Registration

Click on the link under the picture relating to the category of the service you are requesting.

This will take you to the page with the relating list of online service requests:

311 Service Request - City of Buffalo - Windows Internet Explorer

http://www.city-buffalo.com/Home/City_Departments/Citizens_Services/311_Self-Service/311_Service_Request

File Edit View Favorites Tools Help

311 Service Request - City of Buffalo

Home Feeds (1) Print Page Tool

History of 311 in Buffalo, New York

Benefits of 311

Frequently Asked Questions

Participating Phone Carriers

Mayor's Call and Resolution Center

Anti-Graffiti and Clean City Programs

Buffalo Weed and Seed Program

Mayor's Quick Response Teams

Office of Citizen Participation and Information

Office of Fair Housing

Save Our Streets Program

Work Pro-Statistics for Division of Citizen Services

Urban Fellowship Internship Program

SEARCH: GO

ANIMALS

- [Report a dog nuisance to the Buffalo Animal Shelter](#)
- [Report a rodent problem](#)
- [Report a pest problem](#)

(Back to Top)

CITISTAT

(To ask a question regarding a Departmental concern or policy at a CitiStat meeting. This is not a service request.)

- [Ask a question at CitiStat](#)

(Back to Top)

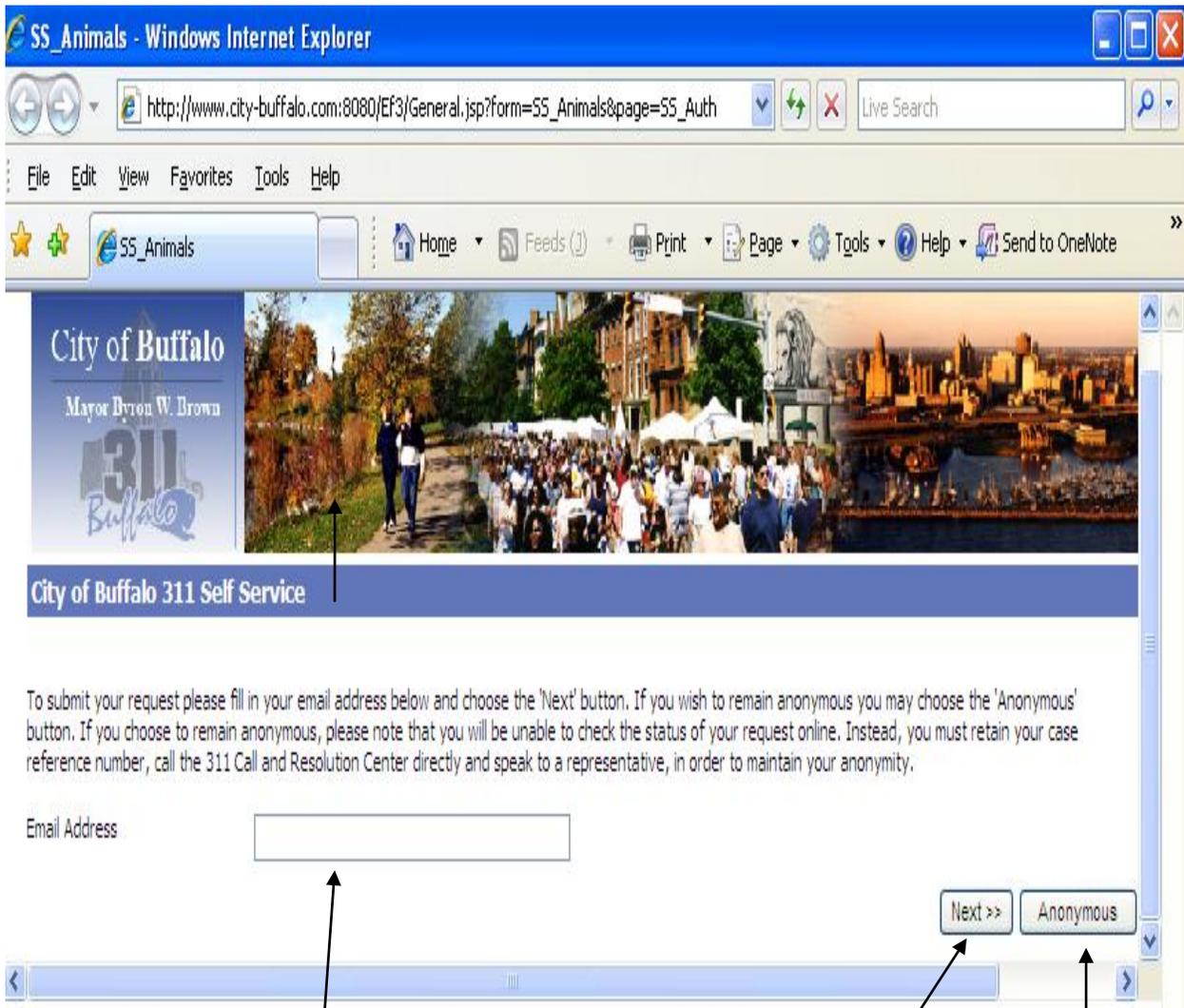
FORESTRY

- [Request tree trimming](#)
- [Request tree removal](#)
- [Request tree planting](#)
- [Request stump removal](#)

(Back to Top)

GRAFFITI & SANITATION

Click on the title of the service you are requesting. This link will take you to the online eform pertaining to that particular service request.



Enter your valid email address here and then click on the Next button. Entering a valid email address allows you to track the status of your case online.

Cases that allow anonymity will have the Anonymous Button available. If you wish to remain Anonymous, click this button.

If your email address is NOT registered, you will be directed to the following registration page:

SS_Animals - Windows Internet Explorer

http://www.city-buffalo.com:8080/EF3/General.jsp?form=SS_Animals&page=SS_NoParty

File Edit View Favorites Tools Help

SS_Animals Home Feeds (1) Print Page Tools Help Send to OneNote

City of Buffalo
Mayor Byron W. Brown
311 Buffalo

City of Buffalo 311 Self Service

You do not appear to be registered with the City of Buffalo's 311 Self Service portal.
If you wish to register please complete the form below

Email:

First Name:

Last Name:

House Number:

Street:

City:

Zip Code:

Phone Number:

Enter all your pertinent information here to register.

When finished, click on this button to Register.

Done Internet 100%

Enter all your pertinent information and click the Register button.

The next page is where you enter the relating street address or street relating to your 311 service request.

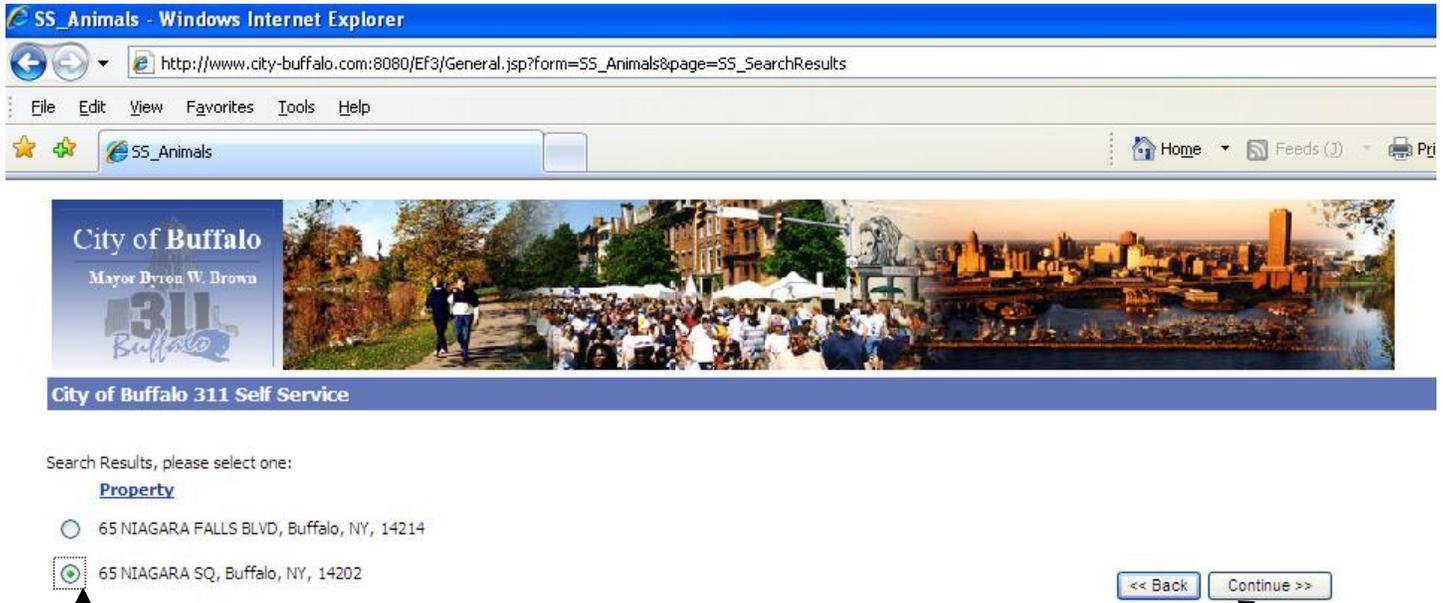
The screenshot shows a web browser window titled "SS_Animals - Windows Internet Explorer" with the URL "http://www.city-buffalo.com:8080/EF3/General.jsp?form=SS_Animals&page=SS_MakeRequest". The page header includes the City of Buffalo logo and "City of Buffalo 311 Self Service". The main content area contains two search options. The first option asks for the "closest City of Buffalo property location where the dog nuisance occurred" and includes a note: "* Enter the street name only, do not enter the type of street or direction (ex. Main Street or West Main Street would just be entered as Main)". It features input fields for "Street Number" (containing "65") and "Street Name" (containing "Niagara"), and a "Search" button. A callout box points to these fields with instructions: "Enter the street number here.", "Enter the name of the street here.", and "Click Search." The second option is separated by "-OR-" and includes the same note. It features an empty "Street" input field and a "Search Street" button. A callout box points to these with instructions: "Enter the street name here" and "Click Search Street." A "<< Back" button is located at the bottom right of the form area.

You have the option of entering a specific address OR just the street name that relates to the service you are requesting. Choose only one of the options.

If the request is relating to a specific address, enter the street number and street name and then click on the Search button. For streets that have a prefix such as East Ferry or West Ferry, omit the prefix and just enter the street name, e.g. Ferry.

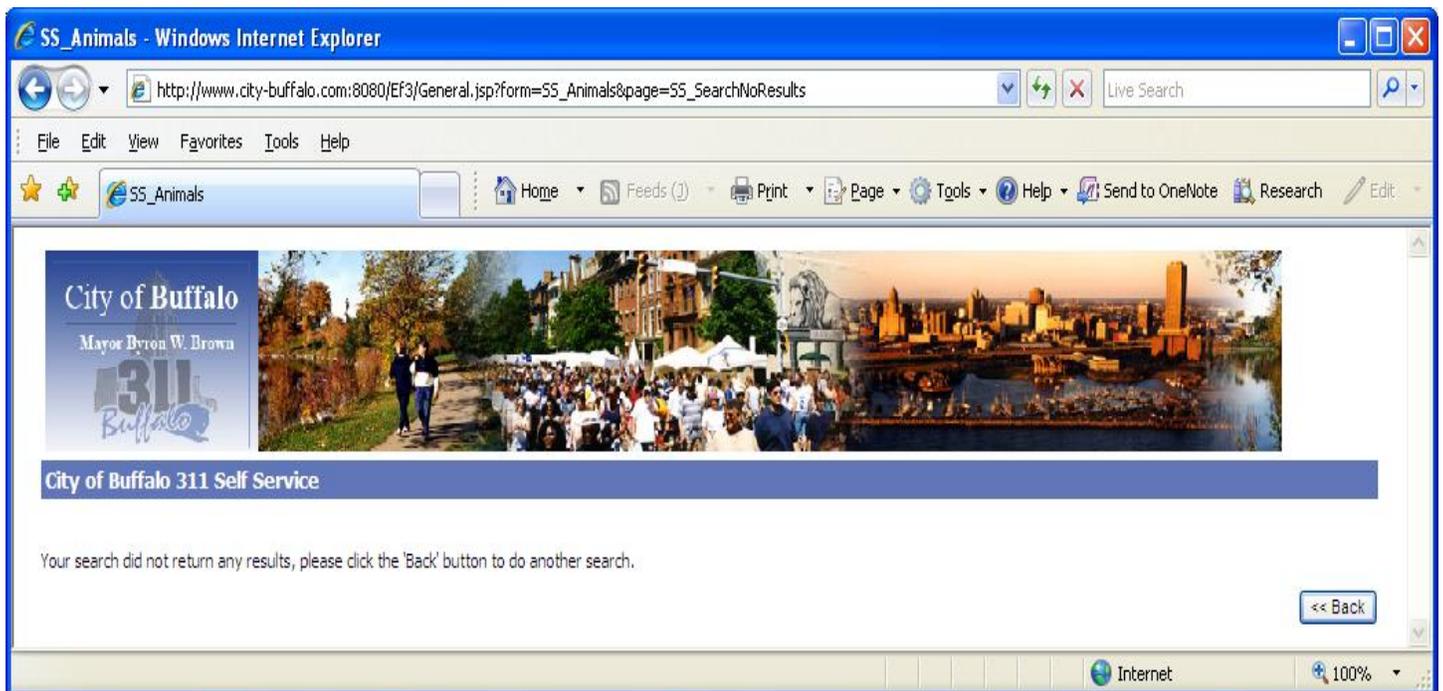
If the request is relating to a specific street enter the street name and click the Search Street button.

If you provided a numbered street address, a list of properties found within the search will be shown on the next page.



Select the correct address from the list and click the **Continue>>** button.

If no results were found, a message will appear to click the **<<Back** button and do another search.



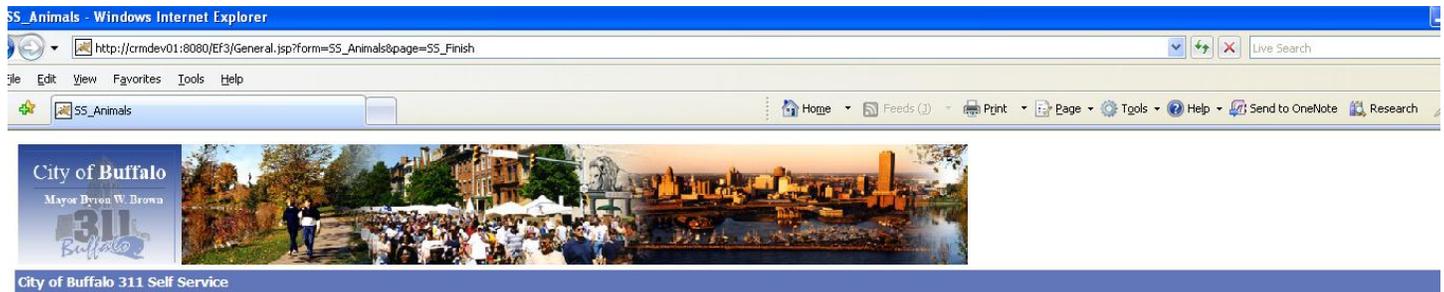
Once the street address OR street has been found, clicking Continue>> will take you to the following page where you will enter all the information as it relates to the particular service you are requesting. At this point in your online self-service session, not all pages are the same. Some 311 requests require more information than others in order to be serviced effectively.

The screenshot shows a Windows Internet Explorer browser window. The address bar contains the URL: http://www.city-buffalo.com:8080/EF3/General.jsp?form=SS_Animals&page=pg_COB_Page_After_Search. The browser title is "SS_Animals - Windows Internet Explorer". The page content includes the City of Buffalo logo with Mayor Byron W. Brown's name, a banner image of a park scene, and a blue header bar that reads "City of Buffalo 311 Self Service". Below the header, the form is titled "Dog Nuisance Report Request". The form fields are: "Property Address" (65 NIAGARA SQ, Buffalo, NY, 14202), "Constant barking?" (radio buttons for Yes and No, with Yes selected), "Dog let loose?" (radio buttons for Yes and No, with No selected), "Dog waste?" (radio buttons for Yes and No, with No selected), and "Vicious dog?" (radio buttons for Yes and No, with Yes selected). There is a text input field for "Other details(Please be specific):" with the placeholder text "Enter any other details relating to your request in this box." At the bottom right of the form are two buttons: "<< Back" and "Submit Request". An arrow points from the "Submit Request" button down towards the text below.

Once you have entered the information as requested click the Submit Request.

This will process your online request and take you to the final page where you will be given a service ID number that you will need to provide to the 311 Call and Resolution Center if you contact them with any questions regarding your Service Request.

Final page of the 311 Online Service Request



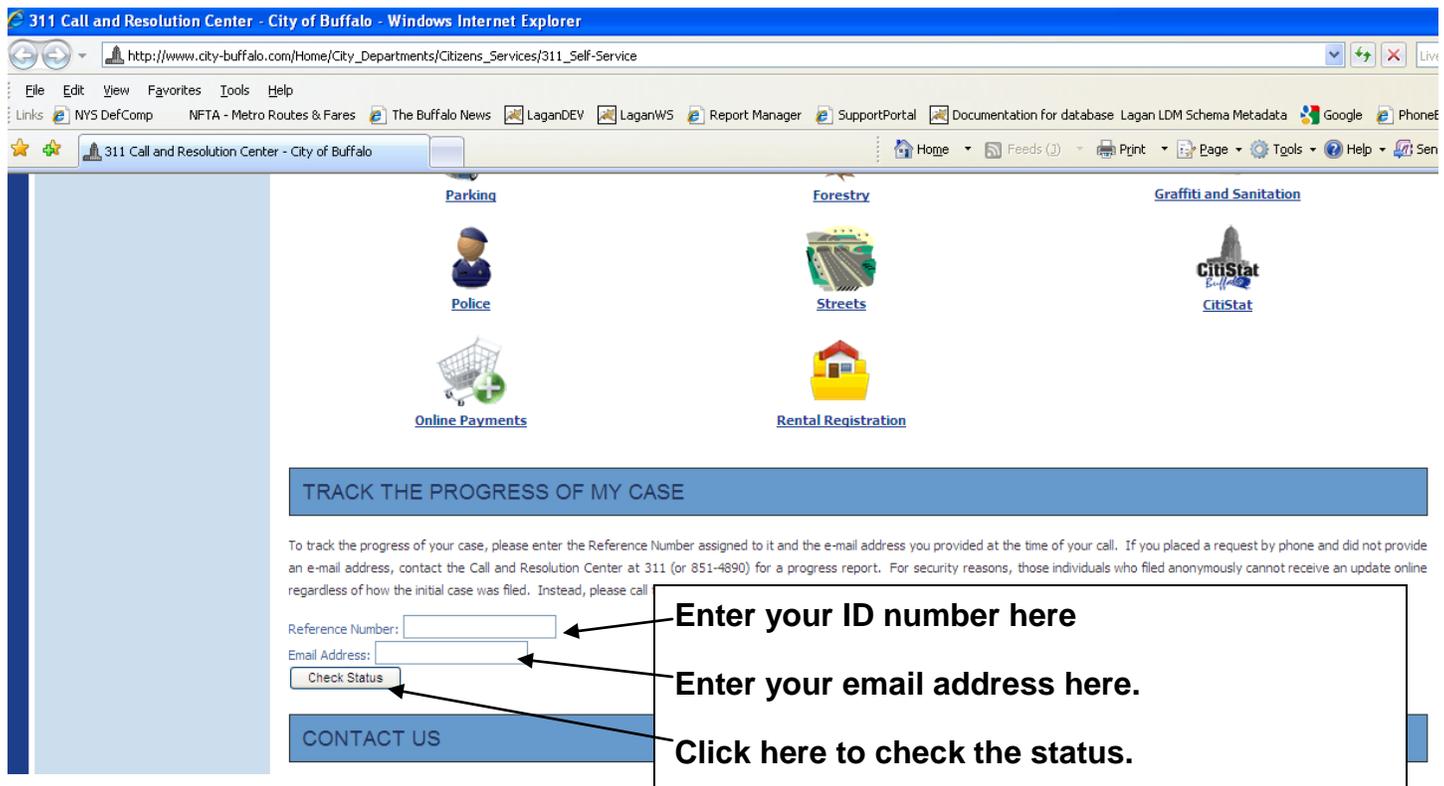
The Mayor's 311 call and resolution center has received your service request. Please make a note of the ID number for future reference: 402012. We will process your request and respond as soon as possible. If you provided an email address, you may track the status of your request by clicking this link: [311 Request Tracking](#). Thank you for contacting us.

Please close this window to return to the City of Buffalo's 311 page. [Close Window](#)

Your ID number is given here.

If you provided an email address, you can track the Status of your request by clicking this link

which will take you here:



Enter your ID number and email address (the same as you entered on the online service request form) and click the Check Status button.