

McAllen 3-1-1 Customer Service Call Center will revise its hours of operation for Sunday, April 12, 2020, being available to answer residents' and visitors' calls from 10:00 a.m. to 3:00 p.m. It will continue to be available for calls on Friday, April 10, 2020 and Saturday, April 11, 2020 from 8:00 a.m. to 6:00 p.m. McAllen's 3-1-1-Customer Service Call Center will resume regular operating hours on Monday, April 13, 2020, from 8:00 a.m. to 6:00 p.m.

Anyone in the McAllen area can simply call 3-1-1 – those outside McAllen city limits please dial 681-3111 – to report concerns, request information on various city and community services and so much more.

“You'll speak to a customer-service friendly live agent who can help you answer all kinds of City of McAllen questions, in either English or Spanish. 3-1-1 is making life easier for all McAllen residents and visitors,” said Marco Tovas, McAllen 3-1-1 Customer Service Coordinator.