

Collier 311



If you have any County related issues that need to be resolved, you can dial 311 or (239) 252-8999 and you will be connected to an appropriate Collier County Department staff member. They will respond to your questions immediately and create a service request that will be responded to by the correct Department based on service need.

Benefits of 311:

- 311 acts as a single point of access to Collier County Government
- You can report ANY issue
- You don't have to know which Department or who to call
- It will create a service request
- You can easily track the status of your request
- ...and YOUR voice is heard & ACTION is taken!

Frequently Dialed Numbers

Water, Sewer, Trash, Recycling	(239) 252-2380
Road Maintenance	(239) 252-8924
Traffic Operations	(239) 252-5000
Building Plan Review & Inspection	(239) 252-2400
Code Enforcement	(239) 252-2440
Parks and Recreation	(239) 252-4000
Domestic Animal Services	(239) 252-7387
Veteran Services	(239) 252-8387
Community and Human Services	(239) 252-4228

FREQUENTLY ASKED QUESTIONS

Where can I report a pothole? Please contact Collier County Road Maintenance Division at (239) 252-8924.

Who do I call for bulk pick-up? Call Collier County Utility Billing and Customer Service at (239) 252-2380 8 HOURS IN ADVANCE of your recycling day to schedule a pick-up of any appliances, electronics, and other bulky items. Call (239) 252-2380 to schedule a collection.

Where is the Collier County Landfill? The Collier County Landfill is located at 3730 White Lake Boulevard in Naples, Florida. The landfill is open to the public Monday through Saturday from 7:30 a.m. to 4:30 p.m.

How can I get my trash/recycling carts repaired or replaced? To request repair or replacement of your trash and/or recycling carts, call Utility Billing & Customer Service at (239) 252-2380

How do I pay my water bill? If you have any questions concerning your water & sewer bill, call Utility Billing and Customer Service at (239) 252-2380.

Beach Parking - Where can I find beach parking information? For information on Beach Parking in Collier County, call (239) 252-4000.

What do I do if I see a lost pet? Call Collier County Domestic Animal Services at (239) 252-PETS (7387).

Who takes care of the canals? Canals are maintained by the South Florida Water Management District-Big Cypress Basin (239) 597-2236 or Collier County Road Maintenance Division (239) 252-8924.

Who do I call to report illegal dumping? Please call Pollution Control & Prevention Department at (239) 252-2502.