



**SAN JOAQUIN**  
—COUNTY—  
*Greatness grows here.*



### **For Immediate Release**

August 26, 2025

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## **San Joaquin County Launches NEXGEN 311 System With New Web Portal and Smartphone App**

**STOCKTON, CA** —The San Joaquin County Department of Public Works has officially launched NEXGEN 311, a platform designed to streamline how residents submit service requests and inquiries. This new system, which is replacing the “My San Joaquin” app, provides a direct link between the public and the County’s service teams.

With the new NEXGEN 311 app and [web portal](#), residents can now easily report issues, such as potholes or illegal dumping, and connect with the County teams that will carry out the work. Users can also track the progress of their requests in real time, submit photos, and receive updates.

“Service requests are an effective way for the community to help us quickly identify and address maintenance and repair needs within the unincorporated County. With the NEXGEN 311 app, residents can easily submit all the information the County needs to get things done and get notifications as the work progresses,” said San Joaquin County Public Works Director, Fritz Buchman.

With NEXGEN 311, residents now have several options for submitting service requests:

- Downloading the new smartphone app available now on Apple and Android devices
- Online through the [NEXGEN 311 Web Portal](#)
- By calling (209) 468-3000

To make a service request, County residents are encouraged to visit the new web portal, or go to their smartphone app store, download the NEXGEN 311 app, enter [sjcdpw.public.311service.com](https://sjcdpw.public.311service.com) in settings, then tap “Continue As A Guest” and they will be ready to submit a service request.

The existing “My San Joaquin” app will no longer be available after August 31, 2025. For support or questions, residents can call (209) 468-3000. To learn more or to download the web portal or smartphone app, visit <https://sjcdpw.public.311service.com>. For support or questions, call (209) 468-3000 during regular business hours.

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