

CHI



311

**Download the new  
CHI 311 app**

**Available on iOS and Android**



# CHI



# 311

## Your gateway to Chicago City Services.

- 1 New 311 options** to find information or request services.
  - Access a wide range of city services wherever you are.
  - Check-out a newly-designed resident focused web site.
  - Search easily for up-to-date information.
- 2 New experiences** that make it easy to find information, submit and track service requests.
  - Snap a picture and submit with a request to help improve accuracy.
  - Map your request to help pinpoint the location.
  - Search and see helpful knowledge articles.
  - Vote on the helpfulness of information.
- 3 Track your request** and explore other requests in your area.
  - Follow a request from request to resolution.
  - Review service request resolution times.
  - All requests for the same issue will remain open until resolved.
  - Track requests via your phone, app, or web site.
- 4 Stay informed.**

Check out the new 311 solution at [311.Chicago.gov](https://311.Chicago.gov) and download the new 311 phone application in Apple's App Store and Google Play.