Download the new CHI 311 app
Available on iOS and Android
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 and download the new 311 phone application in Apple's App Store and Google Play.