

311 is an easy-to-remember number to put residents in touch with the vast array of programs and services the City of Chicago has to offer.

Also available via chicago.gov, the system is available 24/7 to report service needs, check the status of previous service requests, obtain information regarding City programs or events, and file non-emergency police reports.

311 New Features

311 in Chicago is new and improved!

The new CHI 311 is built with Chicagoans, for Chicagoans, to improve customer experience and the delivery of city services – providing greater transparency and more ways to submit and track service requests.



Built with Chicagoans, for Chicagoans

Faster and Easier

Access 250 city services wherever you are

Newly designed, resident-focused website

Map requests to help pinpoint issues

More Information

Access hundreds of knowledge articles

See trending articles on the topics most interesting to Chicago residents

Vote on the helpfulness of articles

Enhanced Mobile App

Download a new, official City phone app

Snap a picture and submit it with a request

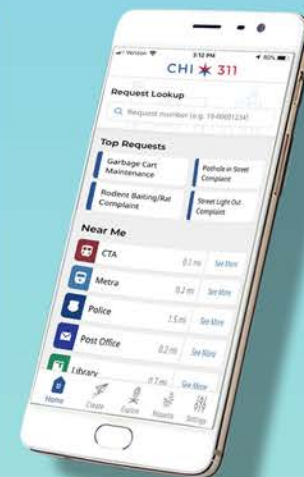
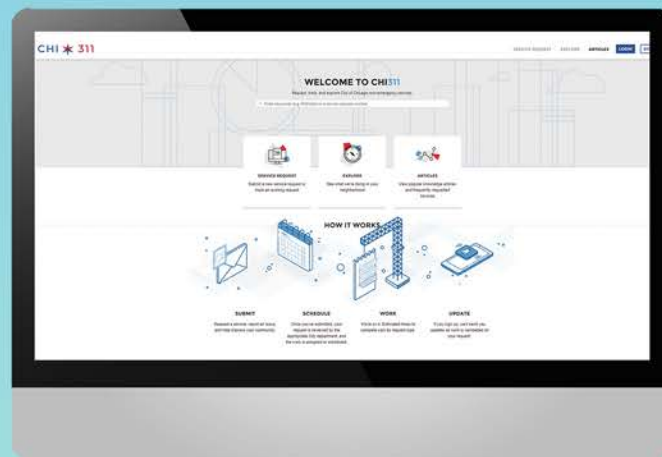
Create a personal account to streamline your experience

More Transparency

Follow an issue from request to resolution

Review service request resolution times

Track your issues via your phone, app, or website



Download the CHI 311 app and receive discounts and benefits around the City

Go to 311.chicago.gov to find participating establishments.

Frequently Asked Questions

When should I call 311 vs. 911?

Call 911 for an emergency or an incident in-progress. Call 311 to find information, request non-emergency services, or report non-emergency issues.

Do I have to give my name when I submit a service request or report an issue?

No, you may submit anonymously using the phone app, website, or phone. However, certain features are only available to customers who provide their personal information.

If I sign up for an account, or submit a service request with my personal information, is my information shared with any third parties?

No, your contact and personal information will only be shared with the City department working on your request.

When will multi-language support be available?

Since the site is newly launched, we are still working on adding and improving content. We will also be adding human-generated translations in Spanish, Chinese, and Polish in early 2019. In the meantime, some portal content has been machine-translated. Residents may also call 311 and request an operator to assist you in your preferred language.

How can you get involved?



Download the CHI 311 mobile app in the [Apple Store](#) or [Google Play](#)



Leave us a comment, thought, or suggestion by going to [311.chicago.gov](#) and clicking “feedback”



Vote on upcoming updates and improvements by going to [311.chicago.gov](#) and clicking “roadmap”



Check out the calendar at [whatsthe311.org](#) to find out where the Community Engagement team will be next



REQUEST, TRACK, AND
EXPLORE CITY OF CHICAGO
NON-EMERGENCY
SERVICES

