



## CHI 311

CHI 311 allows Chicago residents and visitors to request, track, and explore City of Chicago non-emergency services. The new CHI 311 system brings unprecedented levels of openness, innovation and accountability to the delivery of City services. With the new CHI 311 website and mobile app, you can create new service requests; check the status of existing requests and the time it will take to resolve; snap a photo and submit it with a request to improve accuracy; map requests to help pinpoint a location; create an account to track service requests and get local, relevant information; provide feedback upon completion; and search and see helpful knowledge articles and search other requests in your neighborhood.

### SEE SOMETHING, SHARE IT WITH 311

- **BEGIN:** File your complaint online, by phone, or on the mobile app. For calls outside of Chicago call: 312.744.5000 or send a text to 311311.
- **ACTION:** Depending on your complaint, our department or another city department will follow-up by requesting additional information. Your timely response to the incident will help us record and investigate the complaint.
- **CITE:** With the information you provide, the department may issue citations against the individual or company. The City may also bring the business owner in to resolve the problem depending on the grievance.
- **PROTECT:** We serve to protect. Your complaint will help to ensure that similar problems can be prevented in the future. We track the number and pattern of complaints to ensure a fair market for consumers and level playing field for businesses.

### HOW IT WORKS

- **SUBMIT:** Request a service, report an issue, and help improve your community.
- **SCHEDULE:** Once you have submitted, your request is reviewed by the appropriate City department, and the work is assigned or scheduled.
- **WORK:** We are on it. Estimated times to complete vary by request type.
- **UPDATE:** If you sign up, we will send you updates as work is completed on your request.

### RESOURCES

- The free CHI 311 mobile app is available for both iOS and Android devices and may be downloaded in the Apple App Store or Google Play.
- Visit the CHI 311 website ([www.311.chicago.gov](http://www.311.chicago.gov)) to create a Service Request or Check the Status of your concern.
- Call 911 while the incident you are reporting is in progress and the on-site presence of a police officer is necessary to help resolve the matter (e.g., burglary in progress, incident involving injuries, quieting loud neighbors, etc.). You should contact 311 if the incident you are reporting has occurred and the offender is gone from the scene. Contacting 311 gives you easy access to non-emergency police services, from filing police reports to talking to police personnel in your district.

#ChicagoConsumer

