

City Service Requests

- A city service request may be submitted through various methods.
- [Chicago 311 FAQ](#)
- Special Order S02-03-03 - Community Concerns and City Service Requests - Effective Date: 31 December 2020

Tracking

- Service requests have a tracking number
 - If you're calling to request a service, ask the agent for the service request number to keep for reference.
If you're making the request online, through a mobile app, or by text, you'll get a tracking number once the request is successfully submitted.

Methods

- Website - <https://311.chicago.gov>
- Phone - Call 311 or 312-744-5000
- Text Message - see [ChiTEXT](#)
- Phone App - [Android](#) - [iOS](#)
- Paper - City Service Request (CPD-21.208) - [download](#)
- Radio - Make a notification through the radio.

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