



311 is the only number you need to call when you need information or to access a Philadelphia City service.

Starting December 31, 2008,
Call 311 24 hours a day, 7 days a week, 365 days a year.

What questions can 311 answer?

- Directory Assistance - What's the number for local police station?
- Information Services – What day will my trash be picked up?
- Service Requests - How can the City remove debris from the street and the sewer drains after a storm?
- Updates on Special Events - What is the route of the parade?

How is 311 different from 911?

911 is for emergencies only. For all non-emergency City services or information, call 311.

Why create 311 now?

To improve customer service for the people of Philadelphia. People will not have to hassle finding the right number to get what they need.

311 will help all City departments to maximize limited resources, using 311 to address the public's most common questions and use their staff's time more effectively address the problems of the public. We will deliver services smarter, faster, and better.

How will this help to improve service from the City of Philadelphia?

The 311 Center will help organize requests for service from citizens, keep track of when the request comes in, and hold city employees accountable for responding quickly to the needs of Philadelphia residents.

How does it work?

Calls come to the 311 call center. If you are calling about directory assistance, updates on special events, or other general information, your inquiry is answered immediately. If you are calling to access City services, a request is placed and sent to the correct department or departments. Callers seeking City services will receive a tracking number which will allow them to follow-up on their request. Response times will be tracked and City departments will be accountable for a timely follow-up.

Who can use 311?

The 311 service is available to anyone who needs to know more about Philadelphia, City services, or general information. Residents, businesses, and visitors are all encouraged to call.

What if I have other questions or comment about 311?

Email Philly311@phila.gov to hear from one of our staff members or visit our website at <http://www.phila.gov/311>



When to Dial 9-1-1, When to Dial 3-1-1

Dial 9-1-1

*(if you want police, fire or
Emergency Medical Services
(EMS) to respond to a location)*

EMERGENCY!

- Any **crimes in progress** (or just occurred), especially if the suspect is still on the scene
- **Serious violent crimes** such as homicide, robbery, domestic violence and assault
- **Fire/medical** emergencies
- **Gunshots** or a person with a gun or other dangerous weapon
- Home/business **intruders**
- **Vehicle crashes with personal injury**, major property damage or traffic tie-ups
- **Illegally parked cars** that are **blocking traffic**
- If you see a **criminal** you know is **wanted by the police**

Dial 3-1-1

*(for city services and police
matters that do not require police,
fire or Emergency Medical
Services (EMS) to respond to a
location)*

EVERYTHING ELSE!

- **Information on city services**, such as what to recycle, where is your local recreation center, how to obtain a business license
- **Police/Fire Department** phone numbers and addresses
- Information about **court hearings** and **probation**
- **Noise** complaints
- **Trash pickup** information
- Report **abandoned cars**
- **City agency phone numbers**, addresses and hours of operations
- Requests for **city services**