



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

**Call 311 Monday-Friday 8am-8pm, Saturday 9am-5pm
Also open on Holidays**

What questions can 311 answer?

- Directory Assistance - What's the number for my local police station?
- Information Services - What day will my trash be picked up?
- Service Requests - Can you send someone to remove storm debris from the street and the sewer drains?
- 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.

How does it work?

Calls come to the 311 call center. If you are calling about updates on special events, or other general information, your inquiry is answered immediately. If you are trying to contact a specific City employee, your call will be transferred. If you are calling to access City services, a request is placed and sent to the proper department. Callers seeking City services will receive a tracking number which will allow them to follow-up on their request via the website or by calling 311.

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

The 311 Contact Center will record requests for service from citizens and advise the caller of the expected time frame for request resolution. This data is provided to PhillyStat so they can hold City Departments accountable for responding to the needs of Philadelphia residents in a timely manner.

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 comments about 311?

Email philly311@phila.gov to hear from one of our staff members or visit our website at www.phila.gov/311