



Your access to The City  
anytime, anywhere...



### KNOW YOUR NUMBERS

Whether you connect with us via our mobile app, our website or by calling 311, you can track the status of your request by using the Service Request (SR) number generated after your submission.

Call 9-1-1 for life threatening emergency assistance (fire, ambulance or police).

Call 311 for City services, non-emergency and non-law enforcement related services (e.g. by-law related issues, potholes and street cleaning).

Call 211 for help finding any community, social or government services in Calgary.

Visit [calgary.ca/311](http://calgary.ca/311) for more information.



### 311 Citizen Services

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- > 311 Calgary App
- > 311 Online
- > Call 311



[calgary.ca](http://calgary.ca) | contact 311

**Onward!** By 2020, The City continues to deliver services and programs efficiently through a culture of progression and is adaptable to changing needs.



311 Citizen Services is your single point of contact for local government information and non-emergency services. Whether you're a resident, a business owner, or a visitor, your connection to The City is at your fingertips.

We aim to provide you with easy access to local government information and non-emergency services while maintaining excellent customer service.



### CONNECT VIA MOBILE APP

You can quickly and accurately submit a service request using the 311 Calgary mobile App via your smartphone and tablet devices. Whether it is to report a pothole, a streetlight issue or a pathway concern, 311 Calgary is your on-the-go connection to City services.

Using your smartphone's GPS, the App identifies the location of the issue on an interactive map. You can also search and select the appropriate service request, provide an accurate description of the issue, attach a photo and include your contact information for follow up.



### CONNECT ONLINE

You can directly request a City of Calgary service online by visiting our website, [calgary.ca/311](http://calgary.ca/311) online. Whether you want to report a missed waste pickup, request a pothole repair, or sign up for the tax instalment payment plan (TIPP) the web intake form is available at your convenience.

With 311 Online, you can do a basic keyword search for many City services, or browse services by type from the pull-down menu.



### CALL 311

You can call our 311 Operations Centre anytime. We have agents ready to assist you 24 hours a day. They will connect you to City services and information, and transfer your service request to the appropriate department for action.

If you are outside Calgary city limits, call 403.268.CITY (2489).

If you require TTY services, call 403.268.4TTY (4889).

You can also access our telephone service in various languages.

**We are ready to assist you 24 hours a day.**

