



Mayor Kwame M. Kilpatrick
City of Detroit



Dear Resident,

I am pleased to introduce our **311** non-emergency Call Center, a new way for us to serve you better. Now, in the city of Detroit, you can make just One Call to City Hall for information about City services by dialing **311**.

Our **311** Call Center is staffed by professional, friendly operators who are waiting to answer your questions, take a service request, or direct you to a City agency for further assistance. **311** uses an advanced system to track your request, and we will hold all City departments responsible for responding in an efficient and professional manner.

My administration is committed to improving customer service to you, the residents and taxpayers of the city of Detroit. I know that our **311** Call Center will prove to be the greatest improvement to customer service that we've seen in many years.

311 is your new, one-stop-shop for City services. Whether you're looking for information about City programs, hours of operation or locations; or calling to request a service, now all you need to remember is One Call to City Hall: **311**. We look forward to hearing from you.

Sincerely,

Kwame M. Kilpatrick
Mayor, City of Detroit

• **311 is a non-emergency communications system**

• **311 maintains close relationships between municipal government and the citizens it serves**

• **To reach 311 from outside the city limits or from a cell phone, dial (313) 224-INFO (4636)**



FAQs

What is 311?

311 is a toll-free, non-emergency number. Dial **311** from anywhere within the city of Detroit for information or requests for City services. **311** is your One Call to City Hall. No more trying to keep track of different phone numbers for City departments. **311** greatly improves the City's customer service to residents by tracking service requests and making it easier to get in touch with City government.

When should I call 311?

311 is for non-emergency services only. Dial 911 in case of an emergency.

What happens after I call 311?

When you call **311**, a knowledgeable, friendly operator will take your service request and submit it to the appropriate city agency in real time. City departments will respond to all **311** service requests in the order in which they are received. Your request will be logged into an advanced tracking system that means that departments will be held accountable for responding in an efficient manner. The system will also allow you to call for an update on the status of your request.

Will I be connected to an automated message system?

The **311** Call Center is staffed by trained, knowledgeable professionals who are ready to assist you with your requests or,

in some instances, provide you with direct access to the department or service that is needed. The **311** Call Center is multilingual, and equipped with TDD for the hearing impaired.

What types of services can 311 assist me with?

311 will provide callers with accurate information about City services, locations, phone numbers, hours of operation, and other general information, including:

- Snow removal
- Bulk and trash pickup
- Pothole reports
- Abandoned vehicles
- Rodent control
- Street lights out
- Recreation services for seniors and children

Can I still call a department directly if I know the number?

311 is the only phone number you need for City of Detroit government information and City services.

When can I call?

The **311** Call Center is open 7:30 a.m. to 9 p.m. Monday through Friday, and 9:30 a.m. to 5 p.m. on Saturday.



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