

City of Chicago 311

**Population:**

2,721,308 (No. 3)

Govt Employees:

40,000

Address:

City Hall
121 N. LaSalle Street
Chicago, Illinois 60602

Phone:

(312) 744-5000

Capabilities Statement:

[Link](#)

Cage Code:

644Y5

UEI Number:

CRZ1A1JTLQB6

DUNS#

12-474-2474

**Site:**

<https://www.chicago.gov/city/en/depts/311.html>

Mission:

The mission of the 311 City Services Call Center is to:

- Serve as the point of entry for residents, business owners and visitors that need easy access to information regarding City programs, services and events.
- Record and efficiently document all requests for non-emergency City services within the Customer Relationship Management (CRM) System and forward them to the proper governmental and non-governmental agencies.
- Assist City departments, governmental and non-governmental agencies deliver improved customer service and manage resources more efficiently.
- Monitor and provide consistent, essential performance management reports and analysis of City services delivery.
- Direct requests for non-emergency police reports to the Alternate Response Section (ARS).
- Serve as the back-up facility for 911.

Contacts and Stakeholders Information:

Dionne A. Tate - Director

(312) 744-5000 | Dionne.Tate@cityofchicago.org

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized