

Know Who To Call



For all emergencies that require *immediate* assistance from the police, fire department or an ambulance.

Do not call 9-1-1 for general information, directory assistance, paying traffic tickets, complaints or as a prank. If you call 9-1-1 by mistake, do not hang up. Tell the operator what happened so they know there isn't an emergency.

For all other non-emergency police matters, please call 860-757-4000.



Call 2-1-1 for statewide resources such as emergency housing/shelter, utility assistance, food, child care, after school programs, elder care, crisis intervention and more.



For information and services from the City of Hartford.



CALL CENTER
311 or (860) 757-9311

HOURS
Monday – Friday
8:00 am – 5:00 pm
Except Holidays

EMAIL
311@hartford.gov

Or visit us on the web at:
<http://www.publicstuff.com/submit>

To learn about City services visit:
<http://www.hartford.gov/residents/services>

**For Emergencies
Dial 911!**

DO NOT CALL 311



Your one stop access to
non-emergency City
services.



Application



311 or
(860) 757-9311

Telephone



publicstuff.com/submit

Online

Hartford 311 is a toll-free, non-emergency call center, designed to connect Hartford residents, businesses and visitors to City services.



What is Hartford 311?

Hartford 311 is designed to provide an easy and streamlined way for Hartford residents, businesses and visitors to request City services. These services include, but are not limited to, pothole repair, sanitation, licenses & inspection, etc. It can also be used to request and/or submit information to the City.

Hartford 311 Objective: Provide streamlined access to non-emergency City services.

What are the benefits of Hartford 311?

- One-stop access to non-emergency City services
- Ability to track and monitor progress of service request
- Access to multi-language services

What happens after I call/submit a request to Hartford 311?

After submission, a case number is assigned, and the request is submitted to the appropriate department for fulfillment. Updates will be provided by the department fulfilling the request.

Download Hartford 311 from the App Store



How Do I Submit a Request Via the App?

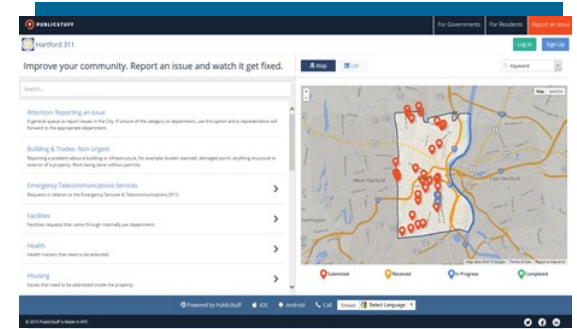
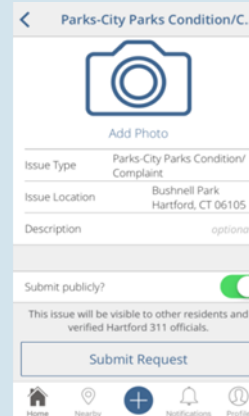
1. Access 311 App on phone or tablet.



2. On the main screen click on “New Request” to view a list of request types.
3. Select applicable request type and enter the location. Enter description and photo if available prior to submitting the request.

Additional Information Available on App

- City Announcements
- City Services Directory
- Family Resources Directory
- Emergency Alerts
- Hartford Parks
- NRZ Affiliation
- Taxes & Sanitation Info and more...



How to Report an Issue via the Web

1. Go to www.publicstuff.com/submit and select Hartford, Connecticut.
2. Users may log in or continue without an account to submit a request anonymously.
3. Select a request type listed on the main page. Provide a location and description before submitting the case.

How to View a Request via the Web

1. On the main page, the last 30-35 reported cases will appear on the map. Click on the “list” tab to view cases in a list format.
2. Use the drop down box above the map to filter by issue type, status, or date range.
3. Click on a case for details. Option available to add a comment or follow the case.