



## Get 311 help online

[www.ci.minneapolis.mn.us/311](http://www.ci.minneapolis.mn.us/311)

You can directly request a municipal service from the City of Minneapolis by using our site online. Whether it's to report graffiti, get a burned out streetlight fixed, or have a pothole filled, the online 311 request form is at your fingertips. When you make a service request online, you'll get a tracking number that lets you track the progress of your request by calling 3-1-1.

The screenshot shows the Minneapolis 311 website. At the top, there are navigation tabs for Residents, Business, Government, and Visitors. Below this is a search bar and a '311 Information' link. A large '311 Minneapolis' logo is prominent. To the left, there's a sidebar with links for 'MINNEAPOLIS 311', 'Online Service Requests', 'Frequently asked questions', '311 Performance Reports', '311 Poster for Renters', and 'Non-English Information'. Below the sidebar is a video player with the text 'Watch 311 Video' and 'Play video in: English, Español, Hmong, Soomaaliga'. A feedback section asks 'We want your feedback! Please tell us how we're doing by taking our 311 satisfaction survey.' Below that is a 'City Services Directory' section with icons for Business, Employment, Government, Housing & Property, Public Safety, Streets, Traffic & Parking, Utilities, and Snow Emergency. At the bottom, it says 'Can't find what you want here? Call 311' and provides contact information: 'Just call 3-1-1 weekdays from 7:00 AM to 7:00 PM and a 311 agent will assist you. If you are outside the Minneapolis city limits or are unable reach 311, call (612) 673-3000. For TTY/TDD customers please dial (612) 673-2157. Contact 311 by e-mail at Minneapolis311@ci.minneapolis.mn.us.'

## 311 is toll-free

There's no charge for calling 3-1-1 anywhere within Minneapolis city limits. However, some cell phone plans may charge for minutes. Pay phones also charge for 311 calls.

If you are outside the Minneapolis area, you can reach 311 by calling 612-673-3000.

If you need this material in an alternative format please call 612-673-2162 or email [Ahmed.Muhumud@ci.minneapolis.mn.us](mailto:Ahmed.Muhumud@ci.minneapolis.mn.us).

**Attention:** If you have any questions regarding this material please call 311.

**Hmong:** Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu 612-673-2800.

**Spanish:** Atención. Si desea recibir asistencia gratuita para traducir esta información, llama 612-673-2700.

**Somali:** Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani oo lacag la' aan wac 612-673-3500.



City of Minneapolis  
311 Contact Center

3000 Minnehaha Ave. S.  
3<sup>rd</sup> Floor, 3<sup>rd</sup> PCT  
Minneapolis, MN 55406

311  
612-673-3000

Fax: 612-673-5970

TTY/TDD: 612-673-2157

Email: [Minneapolis311@ci.minneapolis.mn.us](mailto:Minneapolis311@ci.minneapolis.mn.us)

The banner features a blue background with a white '311' logo at the top. Below the logo, it says 'for Minneapolis Information & Services'. The background image shows a city skyline with a river in the foreground. At the bottom right, there is a large '311 Minneapolis' logo.



## Call 3-1-1 for City information and services

This three-digit phone number works anywhere in Minneapolis – even on cell phones. Residents and visitors can call 3-1-1 for help with non-emergency City services.

Customer service agents are available  
7 a.m. – 7 p.m., Monday – Friday

## Use 311 for non-life-threatening emergencies

Everyone knows that 911 is the number to call for an emergency. Now you know that you can call 311 for non-life-threatening emergencies, such as vehicle break-ins, vandalism, theft, and lost property. By calling 311 for these non-emergency police reports, you reduce the burden of calls going to 911 and help improve emergency responses in Minneapolis.

**Call 9-1-1 for crimes in progress  
or medical emergencies.**

**Call 3-1-1 for all non-life-threatening  
emergencies.**

## Here's a sample of some of the services where 311 can help:



### Animal control

Loose animal reports, pet licensing, animal bites and barking dog complaints.



### Sidewalks & streets

Blocking or obstruction violations, snow or ice removal, graffiti reports, traffic signs & signals, debris in street, street cleaning and potholes.



### Residential

Homestead information, campaign sign complaints, overgrown grass reporting, zoning information, garbage and recycling pickup, and mortgage foreclosure prevention information.

### City administration

Council member and ward information, elections and municipal employment opportunities.



### Vehicles & Commuting

Abandoned vehicle reporting, biking information, parking meter issues and traffic control & enforcement.



### Permits & Licensing

Commercial or business license issues, street use permits, construction plan review and inspector requests.



### Water & sewer

Hydrant use, sewer & storm drain issues, tap water service and utility billing information.

