



Community Organization, Inc.

When to call 911 and 311

When to call 911:

- **If you need the service of the police or fire department immediately or within the next hour, call 911.**

When to call 311:

- **If you do not need the appropriate city agency to respond to your issue until 24 to 72 hours after you call, call 311.**

What follows are instructions on how to input a 311 complaint via your computer, on line.

How to Utilize 311 On Line Courtesy of the HARBEL Community Organization, Inc.

Set your browser to the flowing link:

https://baltimore.customerservicerequest.org/web_intake_balt/Controller

Using the pull down menu next to “Select A Service Type” select the appropriate complaint.

Once the screen changes: click on “*Request this Service*”

Once the screen changes: enter the address where the complaint is occurring and then click on the box containing “Continue”

Once the screen changes enter the appropriate information in the provided boxes then click on the box containing “Review”

Ensure the information provided is correct then click the box containing “Submit”

You will then be provided a Service Request Number. Save it for future reference and follow-up on your complaint.