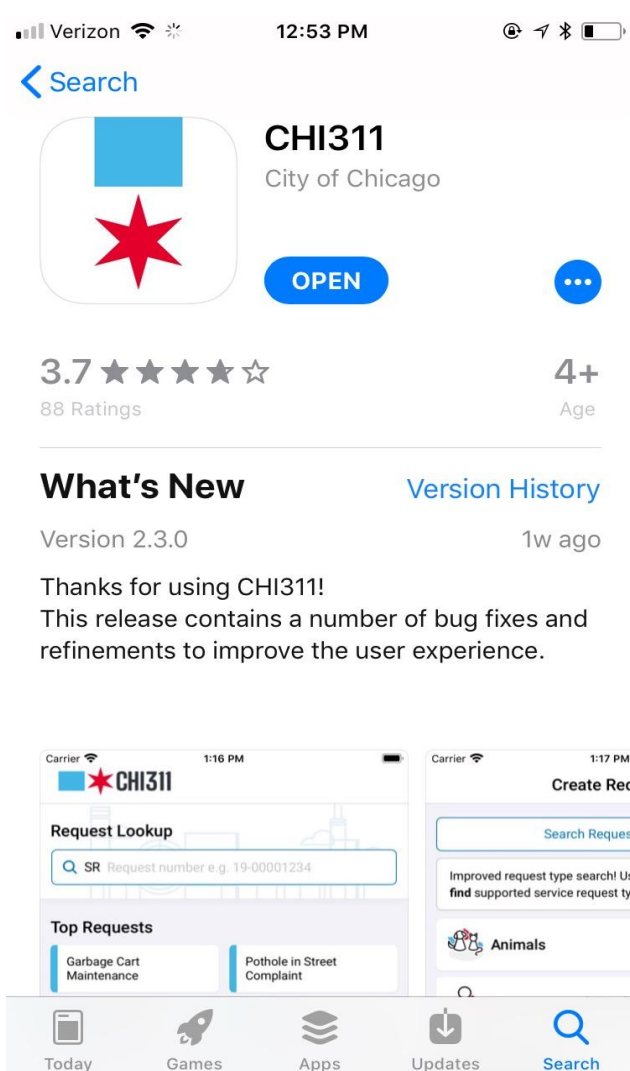Chi311 App Reporting Guide
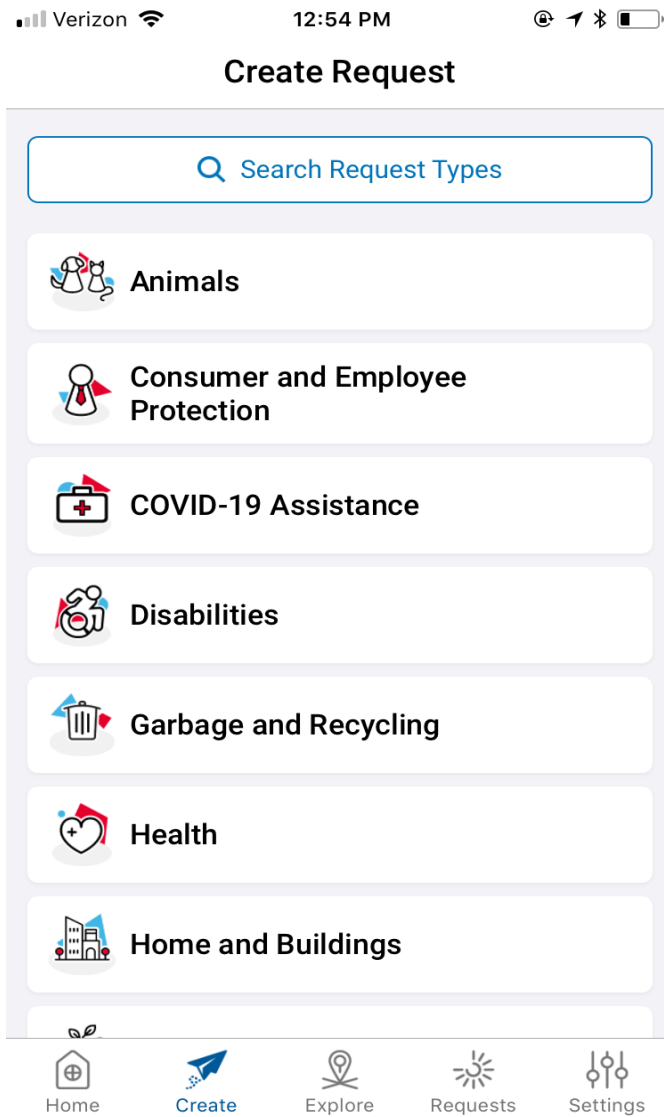By the Little Village Environmental Justice Organization

The 311App was designed to increase the amount of community agency when it comes to systematic neglect that happens in our neighborhoods. You can use the app to report pollution, littering, transportation concerns, public health issues and more.

In this How-To, we're going to show you how to report pollution using the Former Crawford Coal Plant Site at 3501 S. Pulaski Road and the recent implosion of a concrete stack on the morning of April 11th, 2020.
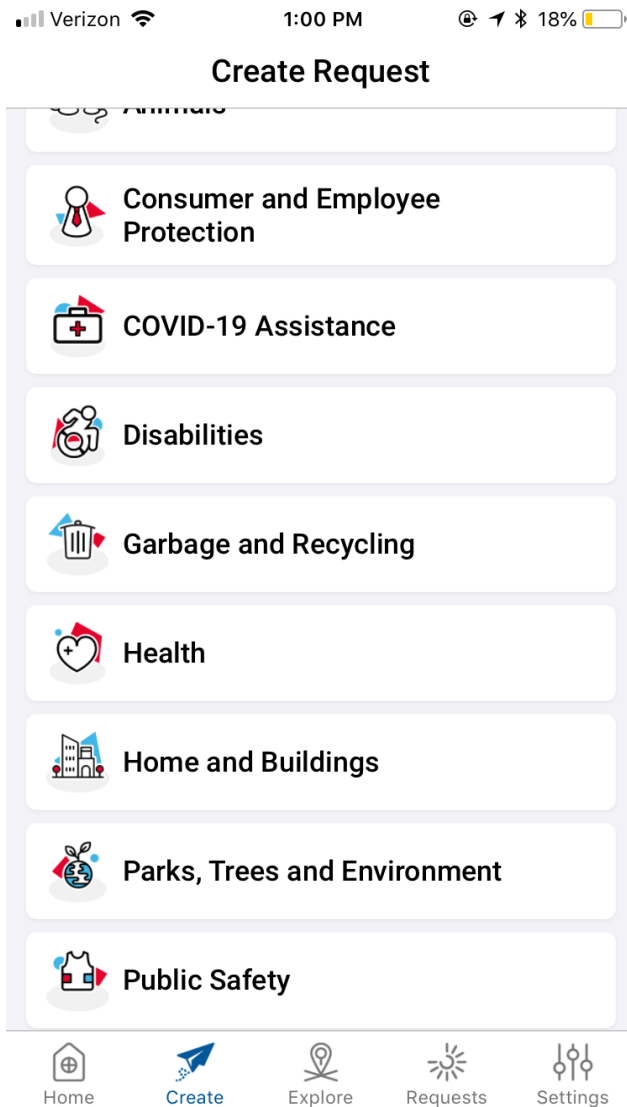
Step 1: Download the Chi311 App on the App Store or Google Play *NOTE, creating an account is optional and not necessary to file a report. If you do decide to make an account, you will need a first name, email, and password.*
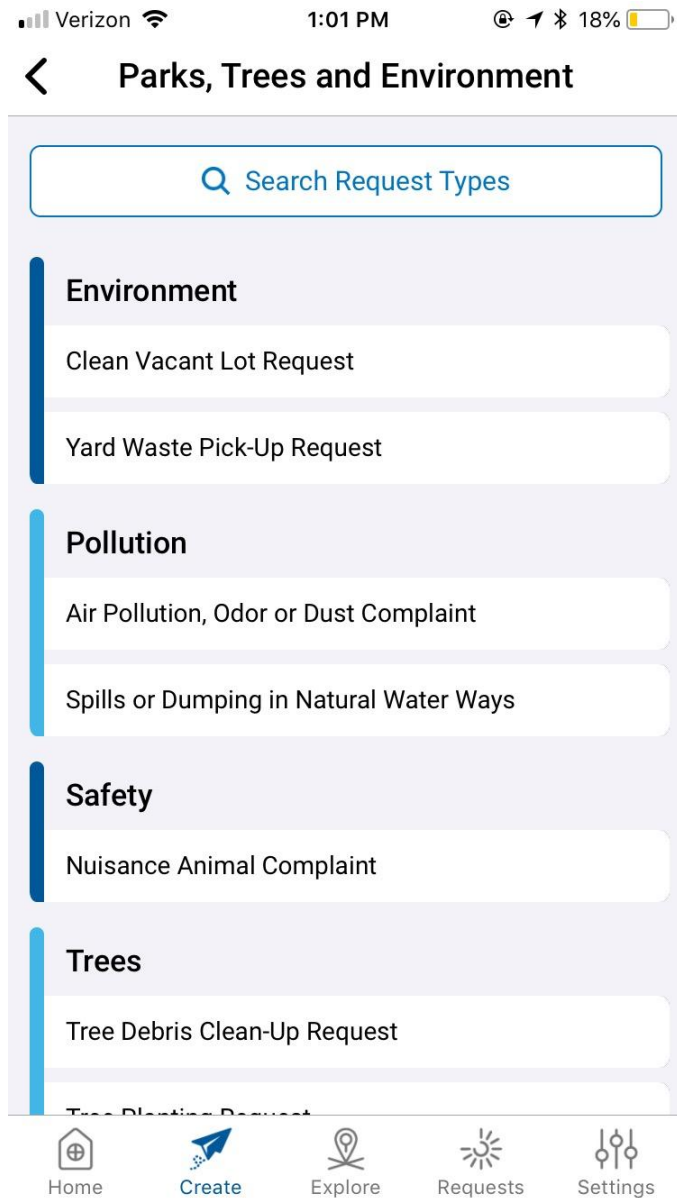
Step 2: Click the "create" button on the bottom of the screen. Click "Next"

Step 3: Click the request that states "Parks, Trees, and Environment". Click "Next"

Create Request

Animals

Consumer and Employee Protection

COVID-19 Assistance

Disabilities

Garbage and Recycling

Health

Home and Buildings

Parks, Trees and Environment

Public Safety

Home   Create   Explore   Requests   Settings

Step 4: Under "Pollution" select "Air, Pollution, Odor, or Dust Complaint". Click "Next"

Step 5: Under "New Service Request" click "Create Request". Click "Next"

Verizon 📶 1:01 PM ⏺ ✈ ❄ 18% 🔋

✖ **New Service Request**

Air Pollution, Odor or Dust Complaint

Use this service request type to report dust, odors or other air pollution from commercial and industrial sites. This service request does not apply to privately owned barbecues and fireplaces.

Service Level Agreement ⓘ

Typically completed in about 5 days.

Create Request

Step 6: Type in the address of where you want to report air pollution (in the above example we use the former Coal Plant Site Address, you can use your home intersections, etc). Click "Next"

Step 7: Select the location type for your complaint (Coal Plant would be Industrial). Click "Next"

New Service Request

What type of location does your complaint refer to?

Commercial ◯

Industrial ✓

Institutional ◯

Mixed Use Commercial/Residential ◯

Other ◯

Residential ◯

Right-of-Way ◯

School ◯

Step 2 of 11

Back   Next

Step 8: Select where in that area the pollution is occurring (for this example, it would be everywhere in the LV neighborhood so we selected "other"). Click "Next

✕   **New Service Request**

Where on site is the issue occurring?

Alley ⚪

Front of Lot ⚪

Indoors ⚪

Lakeshore ⚪

Other ✅

Parkway ⚪

Rear of Lot ⚪

Riverbank ⚪

Step 3 of 11

Back	Next

Step 9: If reporting a business, type their name in (in this case, "Former Crawford Coal Plant Site"). Click "Next"

Step 10: Add contact information of business. *NOTE that this page is optional
Example: Hilco

Step 11: Select the type of pollution that you are reporting (in this case, "Smoke"). Click "Next"

Step 12: Select the cause of the pollution (again, in this case "Demolition")

.ıll Verizon 📶　　　　1:10 PM　　　�@ ⬈ ⁂ 12% 🔋

✖　　　**New Service Request**

What is the activity that is causing the air pollution, odor or dust?

Concrete Saw-Cutting	◯
Construction	◯
Demolition	✅
Excavation	◯
Factory	◯
Grading	◯
Open Burning	◯
Sandblasting	◯

Step 6 of 11

Back	Next

Step 13: Type in the the information for the Alderman in the Ward in which you are reporting pollution *NOTE—this page is optional* but strongly encouraged :)

Step 14: Type in your first name and phone number. *NOTE that this information is required. Other details (email, address, etc.) are optional. The city might contact you to

follow up and ask additional questions and or to give more information on their investigation process.

| Verizon 🛜   1:13 PM   ⊕ ➚ ✳ 12% 🔋

✕   **New Service Request**

Caller / Contact Information

First Name

> First name

First name is required.

Last Name   *Optional*

> Last name

Phone

> 10 digit phone number

Email   *Optional*

> email@address.com

Address   *Optional*

> 123 New St, Unit 110

Step 9 of 11

| Back | Next |

Step 15: Review Information. *Optional to add photos—3 maximum (we used one of the photos from our previous post—credits to Alejandro Reyes)

✕   **New Service Request**

Air Pollution, Odor or Dust Complaint

Location

3501 S PULASKI RD, 60623   EDIT

Request Details

What type of location does your complaint refer to?

Industrial   EDIT

Where on site is the issue occurring?

Other   EDIT

What is the business name, if applicable?

Former Crawford Coal Plant Site   EDIT

What type of air pollution, odor or dust are you reporting?

Smoke   EDIT

What is the activity that is causing the air pollution, odor or dust?

Send Request

✕　　**New Service Request**

Air Pollution, Odor or Dust Complaint

Contact Information

Caller / Contact
Name

Not Provided　　　　　　　　　EDIT

Additional Information

Additional Information (optional)

Demolition of a concrete stack at the
former Crawford Coal Plant Site has left
the Little Village Neighborhood covered
in smoke and smog during a global
epidemic that attacks the respiratory
system. This is NOT okay.　　　　EDIT

Pictures

EDIT

Send Request

Step 16: Click "Send Request" you should receive a confirmation with a report number *NOTE again that creating an account is not required for this app but is helpful if you want to have more access to follow up on a request