

CALL 9-1-1

FOR ANY EMERGENCY

CALL 3-1-1

FOR NON-EMERGENCIES

HELPFUL HINTS

CALL 9-1-1:

- 9-1-1 IS ALLEGHENY COUNTY EMERGENCY SERVICES
- 9-1-1 CALLS ARE PRIORITIZED BY URGENCY BEFORE DISPATCH TO THE CITY OF PITTSBURGH POLICE, FIRE OR EMS
- 9-1-1 CALLS CAN BE MADE ANONYMOUSLY

CALL 9-1-1 FOR:

- A CRIME OCCURRING RIGHT NOW
- LIFE-THREATENING SITUATIONS OR INJURIES REQUIRING MEDICAL ATTENTION
- SMOKE DETECTORS OR CARBON MONOXIDE DETECTORS SOUNDING
- FIRE OR SMOKE COMING FROM A BUILDING
- ANY OTHER EMERGENCY SITUATION

WHEN CALLING 9-1-1:

- STAY CALM—SPEAK AND THINK CLEARLY
- ANSWER ALL QUESTIONS THAT THE OPERATOR ASKS—MOST WILL ONLY REQUIRE A YES OR NO
- EXPLAIN THE SITUATION COMPLETELY AND DESCRIBE YOUR SURROUNDINGS, THE VICTIMS, SUSPECTS, VEHICLES, ETC.
- FOLLOW ALL DIRECTIONS THE OPERATOR GIVES YOU

CALL 3-1-1:

- 3-1-1 IS THE MAYOR'S RESPONSE LINE. IT IS AVAILABLE MONDAY-FRIDAY FROM 7:00 A.M. TO 4:30 P.M.
- 3-1-1 SERVICE REQUESTS ARE DIRECTED, WITHIN 24 HOURS, TO THE CITY AGENCY THAT WORKS TO SOLVE YOUR ISSUES. CITY AGENCIES RESPOND TO REQUESTS AS QUICKLY AS POSSIBLE
- 3-1-1 CALLS CAN BE MADE ANONYMOUSLY

CALL 3-1-1 FOR:

- ONGOING SUSPECTED DRUG ACTIVITIES, GRAFFITI, POTHOLES, HIGH WEEDS, CODE VIOLATIONS, OR TRAFFIC ISSUES
- INFORMATION ON HOW TO RECEIVE A SMOKE DETECTOR AND WHEN TO CHANGE BATTERIES
- INFORMATION ON CITY SERVICES
- ANY NON-EMERGENCY WITH WHICH YOU NEED HELP

WHEN CALLING 3-1-1:

- SPEAK CLEARLY
- EXPLAIN THE PROBLEM AND GIVE THE EXACT LOCATION
- ASK FOR A TRACKING NUMBER AND WRITE IT DOWN
- CALL BACK AND USE THE TRACKING NUMBER TO FOLLOW-UP



Call 9-1-1 anytime of the day or night if you see or hear a crime happening.

Example: you see someone putting graffiti on a wall.

Call 3-1-1 to report any on-going problems or suspected crime.

Example: You see graffiti that already exists on a wall.



3-1-1 ONLINE FORM

You can submit a 3-1-1 request online at <http://pittsburghpa.gov/311/form>

3-1-1 Hours: We start at 7am.

CONSIDERING STARTING A BLOCK WATCH?

- The Block Watch in a Box tool kit will provide the information you need to start up or strengthen a block watch or other public safety group. It contains information on city departments, programs and initiatives that may be helpful.
- For more information on Block Watch in a Box, visit <http://pittsburghpa.gov/publicsafety> or contact Liz Style at 412.255.4772

Feel free to contact 3-1-1 via Twitter, @Pgh311, to submit requests.