

# Business, Patrons & Employees

## CALL 9-1-1

### FOR ANY EMERGENCY:

- Crime(s) in progress - happening now
- Life-threatening fires, accidents, injuries
- Drug activity, open containers, intoxication
- Any alarm system sounding
- Workplace Violence
- Overcrowding
- Property damage - residential and business
- Any suspicious packages or activity

### When calling 9-1-1:

- Know your exact location
- Answer all the questions asked
- When asked, explain what is occurring in detail
- Follow all of the instructions you are given
- Do not hang up until told to do so and stay close to your phone. A Telecommunications Operator might call you back.

*The Allegheny County Emergency Operations Center/911 provides service to the City of Pittsburgh and Allegheny County residents. Calls are answered by trained Telecommunications Officers 24/7. Calls are prioritized then dispatched to the appropriate agency (Police, Fire, EMS). Callers who wish to remain anonymous can advise the Telecommunication Officer that they would not like to leave their name or number.*



Pittsburgh Department of Public Safety  
[pittsburghpa.gov/publicsafety](http://pittsburghpa.gov/publicsafety)

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# Business, Patrons & Employees CALL 3-1-1

## FOR NON-EMERGENCIES:

- Graffiti, litter, overflowing dumpsters
- City events, city services, lighting, trees
- Loading zone, illegal parking, traffic issues
- Operating without a license
- Any non-emergency situation or behavioral trend you notice

## To Contact 3-1-1:

- Call: 311 or 412.255.2621 (7a-7p; Mon.-Fri.)
- Fill out a request online:  
[pittsburghpa.gov/311/form](http://pittsburghpa.gov/311/form)
- Tweet: @311PGH or text 412.328.2771
- Use *MyBurgh* app from your app store

## When you make a request:

- Describe the problem completely
- Remember to give an address
- Use the tracking number to follow-up on your request

*The 311 Response Center is the City of Pittsburgh gateway to city services and addressing concerns. Requests are sent directly to the appropriate agency for resolution (Dept of Public Works, Dept of Permits, Licenses and Inspections, Police, etc.) Customers may remain anonymous.*

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