

Residents and Homeowners

CALL 9-1-1

FOR ANY EMERGENCY:

- Crime(s) in progress- happening now
- Life-threatening situations: fire, vehicle accidents, injuries requiring immediate medical attention
- Any home alarm system sounding i.e. fire, Carbon Monoxide, burglar alarm
- Workplace Violence
- Property damage –yours or neighbor's
- Suspicious packages or activities

If you need to speak to Police, Fire or EMS: Call 9-1-1. It's the right thing to do.

When calling 9-1-1:

- Stay calm and speak clearly
- 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

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CALL 3-1-1

FOR NON-EMERGENCIES:

- Graffiti, litter, illegal parking, overgrown weeds, parking or traffic issues, pot holes
- Information on city events or neighborhood services
- Boarding/Securing Abandoned Properties
- Any non-emergency situations or behavioral trend you notice

To Contact 3-1-1:

- Call: 311 or 412.255.2621
- Fill out a request online:
pittsburghpa.gov/311/form
- Tweet: @311PGH
- Use *MyBurgh* app from your app store

When you make a request:

- Explain 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.

Safer Together
Pittsburgh

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