HELPFUL HINTS

CALL 3-1-1
FOR NON-EMERGENCIES

CALL 9-1-1
FOR ANY EMERGENCY

CALL 1-1-1:
• 3-1-1 IS THE MAYOR’S RESPONSE LINE. IT IS AVAILABLE MONDAY-FRIDAY FROM 8:00 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 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 1-1-1 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

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/311form

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