



## When to Dial 9-1-1, When to Dial 3-1-1

### Dial 9-1-1

*(if you want police, fire or  
Emergency Medical Services  
(EMS) to respond to a location)*

### EMERGENCY!

- Any **crimes in progress** (or just occurred), especially if the suspect is still on the scene
- **Serious violent crimes** such as homicide, robbery, domestic violence and assault
- **Fire/medical** emergencies
- **Gunshots** or a person with a gun or other dangerous weapon
- Home/business **intruders**
- **Vehicle crashes with personal injury**, major property damage or traffic tie-ups
- **Illegally parked cars** that are blocking traffic
- If you see a **criminal** you know is wanted by the police

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### Dial 3-1-1

*(for city services and police  
matters that do not require police,  
fire or Emergency Medical  
Services (EMS) to respond to a  
location)*

### EVERYTHING ELSE!

- **Information on city services**, such as what to recycle, where is your local recreation center, how to obtain a business license
- **Police/Fire Department** phone numbers and addresses
- Information about **court hearings** and probation
- **Noise** complaints
- **Trash pickup** information
- Report **abandoned cars**
- **City agency phone numbers**, addresses and hours of operations
- Requests for city services