



# Make The Right Call!

Office of Emergency Management and Communications, City of Chicago

## 9-1-1 EMERGENCY SERVICES

Call **9-1-1** when a situation requires immediate police, fire, or emergency medical response.

### FOR POLICE SERVICES:

- When there is a crime in progress
- When there is an immediate threat to life or bodily injury
- When there is major property damage or loss due to crime

### FOR FIRE SERVICES:

- To report a fire
- To report hazardous material incidents
- To initiate the rescue of a trapped person

### FOR EMERGENCY MEDICAL SERVICES:

- To report life threatening medical emergencies that require an ambulance including: Heart attacks, asthma attacks or automobile accidents with injuries

## 3-1-1 NON EMERGENCY CITY SERVICES

Call **3-1-1** to request City Services and to report situations **not** requiring a police response.

- To request City services and report problems (i.e., rodent baiting, street lights out, graffiti removal, etc.) or to check the status of service requests.
- To find out what police district and beat you live in, as well as the date, time and location of your next CAPS Beat Meeting.
- To locate warming/cooling centers, request well-being checks or request shelter services.

\*Certain service requests may also be submitted online, by text or by using one of several mobile apps. Visit [www.cityofchicago.org/311](http://www.cityofchicago.org/311) for more information.

### FOR ALTERNATE RESPONSE POLICE SERVICES:

- To report a situation that does not pose an immediate threat to life, bodily injury, or major property damage or loss
- To file a police report
- To report a situation that does not require an immediate police response including pick-pocketing, auto theft, etc.
- Other offenses when the suspect is no longer at the scene

## IF YOU SEE SOMETHING, SAY SOMETHING 855-RPRT-2S-4 TO REPORT SUSPICIOUS ACTIVITY FOR NON-EMERGENCY

Call **855-RPRT-2S-4 (855-777-8274)** to report non-emergency suspicious activity or packages in the City of Chicago and Cook County.

### FOR ANY OBSERVED BEHAVIOR THAT COULD INDICATE TERRORISM OR TERRORISM-RELATED CRIME:

- **Unusual items or situations:** Out-of-the-ordinary situations
- **Eliciting information:** A person questioning at a level beyond curiosity
- **Observation/surveillance:** Someone pays unusual attention to facilities, events or buildings beyond a casual or professional interest

***As always, if there is an immediate threat, call 9-1-1.***

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