



# Make The Right Call!

City of Chicago • Office of Emergency Management and Communications

## 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 criminal activity
- When there is suspicious activity
- When there is observed behavior that could indicate terrorism or terrorism related crime
- Unusual items or situations: out of the ordinary situations

### **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, automobile accidents with injuries, etc.

## 3-1-1 CITY SERVICES

Call 3-1-1 to request City Services and to report situations not requiring a police response. Download the **CHI311** or go to **311.Chicago.gov** to create a city service request, search pending request, or track a previously made request.

### **FOR CITY SERVICES:**

- To request services, report problems, or check the status of a service request: garbage collection, potholes, street lights, etc.
- To get information about special events and neighborhood festivals
- To find out the date and location of a CAPS beat meeting

### **FOR NON-EMERGENCY POLICE SERVICES:**

- To report a situation that does not pose an immediate threat to life, bodily injury, major property damage or loss
- To file a police report in which the offender is no longer on the scene
- To report a situation that does not require an immediate police response including but not limited to pick-pocketing, lewd or obscene phone calls, animal bites, or residential garage burglaries

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

# MAKE THE RIGHT CALL

## 9-1-1

## 3-1-1

Police, Fire, Medical Emergencies	Crimes In Progress
Shots Fired	Active Threats
Noise Disturbances	Drag Racing
Marine Incidents	Parking Violations
Criminal Sexual Assaults	Large Scale Power Outages
Immediate Threat to Life or Bodily Harm	Person Calling For Help
Suspicious Autos, People, or Activity	Person Wanted
Burglaries	Criminal Trespassing
Mental Health Disturbances	Kidnapping
Domestic Batteries/ Disturbances	Violation of Orders of Protection

Abandoned Vehicle Complaint	Alley Sewer Inspection
Building – Illegal Conversion	Building Violation
Bungalow Rehab / Purchase Information	Clean & Green Program
Clean Vacant Lot	Consumer Fraud Complaint
Consumer Retail Complaint	Fly Dumping
Garbage Cart – New, Damaged, Stolen, Additional	Garbage Pick-Up
Graffiti Removal	Hydrant Damage
Ice/Snow Removal from the Street	Landlord/Tenant Information
Missing or Broken Parking Meter	No Building Permits & Construction Violations
No Heat	Operating Without a Business License
Overflowing Wire Garbage Baskets	Pet Wellness
Porch Inspection	Potholes in the Street
Pushcart Food Vendor Program	Restaurant Complaint
Rodent Baiting / Rat Complaints	Sanitation Code Violation
Senior Information, Literature, and Assistance	Senior Well-Being Check
Stray Animal	Street/Traffic/Alley Lights Out
Street Light Pole Damaged or Pole Door Missing	Shelter Request
Tax Assistance	Tree Debris
Tree Emergencies	Tree Removal or Planting
Towed or Relocated Vehicle	Vacant Lot Weed Cutting
Water in the Basement	Water on the Street

**To obtain a police report where there are no injuries, the offender is not nearby or no longer on the scene, callers may be transferred to CPD's Alternate Response Section from 3-1-1.**

Fraud	Theft of Service
Confidence Games	Bogus Checks/Documents
Residential Garage Burglary	Auto/Theft including attempt
Threatening Phone Calls	Animal Bite Incidents
Pick Pocket Victim	Purse Snatch Without Force