

911 and 311

Call 911 for Emergencies

Emergency Services

- You need an ambulance
- You need the police
- There is a fire
- There might be a crime

What might be a crime?

- You hear gun shots
- You hear broken glass
- You hear an alarm
- Someone is fighting
- Someone is stealing
- Someone is calling for help

Calling 911 -- What do I do?

- Stay calm
- Ask for a translator
- Say where you are (your address)
- Answer questions
- Follow directions
- Don't hang up!

Should I call back?

- If you do not need help anymore
- If something changes

Can I text 911?

You CAN text 911

But calling is faster!

Text only very short messages!

311

When and how to use 311

Call 311 for Neighborhood Problems, NOT Emergencies

- Traffic problems
- Pot holes
- Litter
- Graffiti
- Illegal parking
- Abandoned buildings

Call 311 for City Information

- City office phone numbers
- City and neighborhood events
- Volunteer opportunities
- Senior Services

Calling 311 -- What do I do?

- Explain the problem
- Write down the tracking number to check on your question

You can also contact 311 ONLINE

Fill out a service request on the Pittsburgh 311 website

MyBurgh app

Tweet: @311PGH

Get the myBurgh app for Android & IOS!

myBurgh is Pittsburgh's 24/7

resource to notify the city's 311 call center of non-emergency issues.