

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 or to reach a police office to report situations not requiring a police response. You may also download the free **CHI311 mobile APP (Apple/Google Play)** or go to **311.Chicago.gov** to create a city service request or track an existing request.

FOR CITY SERVICES:

- To request services (i.e., graffiti removal, garbage collection, potholes, street light out, etc.)
- To check the status of service requests
- To get information about City programs and special events

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

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

Abandoned Vehicle Complaint	Building Violations
Building – Illegal Conversion	Clean & Green Program
Cab Feedback	Consumer Fraud Complaint
Check for Leak (Water)	Fly Dumping
Clean Vacant Lot	Garbage Pick-Up
Consumer Retail Complaint	Open Hydrant
Find Towed or Relocated Vehicle	Operating Without a Business License
Garbage Cart – Black or Blue Recycling	No Building Permits & Construction Violations
Graffiti Removal	Pet Wellness
Ice/Snow Removal from the Street	Potholes in the Street
No Heat	Restaurant Complaint
Porch Inspection Request	Sanitation Code Violation
Rodent Baiting / Rat Complaints	Senior Well-Being Check
Sidewalk Inspection	Sewer Cleaning Inspection
Stray Animal	Shelter Request
Street Light Pole Damaged or Pole Door Missing	Street/Traffic/Alley Lights Out
Tax Assistance Sites	Tree Debris
Tree Emergencies	Tree Removal or Planting
Warming/Cooling Centers Information	Weed Removal Request
Water in the Basement	Water on the Street
Wire Basket Request	Yard Waste Removal