



MAKE THE **RIGHT** CALL



The District of Columbia now has just two telephone numbers 311 and 911. 911 is still the number to call for all situations that require onsite response from MPD or Fire EMS. The 311 number was previously used for police “non-emergencies.” Now, 311 is the number you should use to discuss police matters that do not require the police to respond to a location and also to reach the Mayor’s Citywide Call Center to request services such as trash pickup or smoke detector installation and to be connected directly to any government agency.

To help further clarify which number to dial, use the chart below as a guide to make the right call in DC.

9-1-1 Call 9-1-1 if you want police, fire or emergency medical services to respond to a location.	3-1-1 Call 3-1-1 for city services and police matters that do not require police to respond to a location.
Any crimes in progress (or just occurred), especially if the suspect is still on the scene	Property crimes no longer in progress , such as vandalism, thefts, graffiti, stolen autos and garage burglaries
Serious violent crimes such as homicide, robbery, domestic violence and assault	Abandoned autos
Fire/medical emergencies	Trash pick up problems
Gunshots or a person with a gun or other dangerous weapon	MPD phone numbers and addresses
Home/business intruders	City agency phone numbers , addresses and hours of operations
Vehicle crashes with personal injury , major property damage or traffic tie-ups	Illegally parked vehicles, vehicles blocking driveways
Illegally parked cars that are blocking traffic	All other city services , such as Public Works, Motor Vehicles, Human Services, and the Mayor’s Office
If you see a criminal you know is wanted by the police	Potholes
Fire and burglar alarms	



Cathy L. Lanier
Chief of Police



Vincent C. Gray
Mayor