



MAKE THE RIGHT CALL

Prince George's County residents can get the best services possible by knowing when to call 9-1-1, the non-emergency dispatch number or 311.

- Call 3-1-1 to obtain general Prince George's County Government information.
- Call 301-352-1200 to request the non-emergency dispatch of Police, Fire, EMS or Sheriff
- Call 9-1-1 to report emergencies only

WHEN TO CALL 9-1-1

- Call 9-1-1 to report emergency situations
- Any type of fire
- Any life-threatening situation – fights, weapons, personal-injury vehicle collisions
- Any immediate threat causing fear for your personal safety or the safety of others
- A serious crime in progress - robbery, burglary, assault, or domestic assaults
- Any serious medical problem that requires an ambulance or other immediate medical response

WHEN TO CALL THE NON-EMERGENCY DISPATCH NUMBER – 301-352-1200

- Incidents that require the non-emergency dispatch of Police, Fire, EMS or Sheriff Personnel
- To report a crime that happened in the past and the suspect is no longer on the scene
- A non-threatening suspicious person, vehicle, or situation
- A loud party or noise complaint
- A parking violation
- Vandalism or property damage
- Traffic accident where there is no personal injury

WHEN TO CALL 311

- Available - Monday through Friday 7 a.m. - 7 p.m.
- To receive information about Prince George's County Government programs and services.
- To contact a specific agency or to determine the appropriate agency to address a concern
- To submit a complaint or compliment regarding County services
- Questions about snow removal
- For recycling and trash pickup information
- For road and pothole repairs
- Questions about vehicles that have been impounded
- Questions about County job openings



IMPORTANT: 9-1-1, the non-emergency dispatch number and 3-1-1 are **NOT** equipped to accept text messages.