

## WHEN AND HOW TO USE 311

### NON-EMERGENCY CITY SERVICES & INFO

Call 311 (673-3000) or go to [www.ci.minneapolis.mn.us/311](http://www.ci.minneapolis.mn.us/311) for any City information or services you need. Contact Center agents are specially trained to answer a wide range of questions. If they don't have the answer, they'll find the people who do. You can get information about licensing questions, permits, garbage pickup, mortgage foreclosure resources, and many other questions about the City. You can also report broken parking meters, street lights out, potholes, graffiti, abandoned vehicles, water main breaks, animal complaints, or any other situation that needs the attention of City workers.

You can also call 311 (673-3000) or go to [www.ci.minneapolis.mn.us/police/e-report](http://www.ci.minneapolis.mn.us/police/e-report) to report a crime when a police response to the scene is not required. This includes cases without suspect information and with no physical evidence, including thefts, vandalism, harassment, and suspicious activity that is not in progress at the time of the call. The systems were developed to make it more convenient to file a police report (**E-Report**) and to help make police available to respond to other events more quickly.

**311 is open from 7:00 a.m. until 7:00 p.m., Monday through Friday.**

**TTY users**—please call (612) 673-2157 and press the space bar or any key when connected. This lets the agent know you are using a TTY.

You can call 311 from anywhere within Minneapolis city limits, even on cell phones. Outside of the city limits, call (612) 673-3000 to reach 311.

**Problems** with the 311 system may be reported to supervisory staff by calling 612-673-3000. Also, you may ask to speak with a supervisor if you are having problems with a call.

## OTHER NUMBERS TO CALL

(All area codes are 612 except where noted.)

### Animals

Animal Control picks up stray animals and works with neighbors on barking dog complaints .....311 or 673-3000

Humane Society takes unwanted pets and works on animal cruelty issues .....522-4325

### Automobiles

Abandoned on private property.....311 or 673-3000

Abandoned on the street .....311 or 673-3000

Impound Lot.....311 or 673-3000

### Graffiti

Graffiti is damage to property. Call the Graffiti Hotline to report graffiti on public property or to get information on removal. ....311 or 673-2090

### Health and Safety

Adult Protection .....348-8526

Child Protection .....348-3552

Domestic Abuse Project/Legal Advocacy .....673-3526

First Call for Help (United Way 211) .....651-291-0211

Provides information and referral to over 2,400 community agencies in the metro area.

Poison Control .....347-3141

Suicide Prevention/Crisis Center .....347-2222

### Housing

Housing Inspections .....311 or 673-3000

Housing Services.....673-3003

Provides rental rights information, advice on tenant and landlord problems, and court advocacy to residential property owners and tenants.

Trespassing is a crime—If you see an individual trespassing, call.....911

To report housing violations and buildings open to trespass, call Housing Inspections .....311 or 673-3000

“No Trespassing” signs are available through CCP/SAFE. Contact your SAFE crime prevention specialist through the precinct.

Mortgage Foreclosure Prevention .....311 or 673-3000

### Sanitation

Garbage collection .....673-2917

Recycling .....673-2917

### Streets

Alley and street maintenance (snow plowing and sanding) .....311 or 673-3000

Sidewalk Inspections/sidewalks not cleared of snow .....311 or 673-3000

Snow Emergency information .....348-SNOW (7669)

Street/alley lights, signs/signals .....311 or 673-3000



911 is the number to call when you need **police, fire, or ambulance response.**



311 is the number to call when you need *non-emergency City information or services.*

## WHEN AND HOW TO USE 911

### POLICE, MEDICAL, FIRE RESPONSE NEEDED

#### CALL 911:

- To report a situation requiring a police officer at the scene.
- To summon an ambulance for medical assistance.
- To report a fire.
- To report a crime in progress.
- When you see suspicious activity. (Examples include alarms, shots fired, the sound of breaking glass, shouts for help, or an unfamiliar person carrying items from a house. Such activity may be a crime or may be leading to a crime.)

**TTY users**—please press the space bar or any key when you connect to 911. This lets the operator know you are using a TTY.

#### STAY CALM.

**STATE THE PROBLEM**—Briefly describe the problem.

**STATE THE LOCATION**—Give the full address of where the problem is occurring, including apartment number. Knowing the exact addresses of all buildings on your block is important. If you are off your own block, be as specific about location as possible.

#### ANSWER THE OPERATOR'S QUESTIONS.

**STAY ON THE LINE** until the 911 operator ends the call. Help can be sent while you talk.

#### INFORM OPERATOR IF:

- You wish to remain anonymous. (Note that 911 system data listing your address and phone number information will remain part of the call record.)
- You want to speak to the officer in the squad car that responds to your call.
- You need a translator. Translators are available for 150 spoken languages. Tell the 911 operator what language you need.

#### CALL 911 BACK IF THE SITUATION CHANGES.

- If the problem ends, let the operator know that a response is not needed.
- If the situation changes (becomes worse or improves), let the operator know so the call can be updated as needed.

**Pay phones**—911 calls from pay phones are free.

When you call 911, the operator may direct you to call **311** depending on the nature of the event.

## WHAT HAPPENS WHEN YOU CALL 911 IN MINNEAPOLIS?

Your 911 call is answered by a trained operator at the Minneapolis Emergency Communications Center (MECC) in City Hall. MECC works closely with the Police and Fire Departments, as well as the ambulance services of Hennepin County and North Memorial Medical Center.

If you are calling from a land or wired telephone (including a portable phone that has a cradle that connects via a wire), the phone number and the billing address of the phone from which you are calling appear on the operator's computer screen. This ensures that if you are unable to talk, the operator can dispatch assistance to your location. Also, the operator is able to call the number back if you are disconnected.

If you are calling from a wireless (cellular) phone, most of the time the telephone number of the phone appears on the operator's computer screen. When you use a wireless phone to call 911, an address never appears on the operator's computer screen. Many times the latitude and longitude of your location appears on the operator's screen and can be transferred to a map. However, the accuracy of the latitude and longitude that appears varies greatly from cellular company to cellular company. Therefore, it is most important for you to tell the operator where you are.

As you tell the operator what is occurring, he or she rapidly types the facts you provide into a computer system that routes the information to a police, fire, or ambulance radio dispatcher. The dispatcher receives this information and sends help to the proper location. **Help can be sent while you are still on the line.**

In Minneapolis, there are more than 1,000 police, fire, or ambulance responses per day. All police calls are **handled in order of urgency**. Life-threatening situations are handled first; next are cases where the timely arrival of a squad can impact the situation or result in apprehension of a suspect. Finally, for calls where the situation is stable and there is no immediate threat to life or property, officers are sent when available.

Sometimes, your 911 call may be referred or transferred elsewhere to another agency or city service if it can serve your need better.

**Problems** with the 911 system may be reported to supervisory staff by calling 612-348-2821. Also, you may ask to speak with a supervisor if you are having problems with a call.

**Note:** It is unlawful for any person to refuse to yield or surrender the use of a party line or a public telephone to another person to report a fire, summon police, or request medical aid.

## POLICE DEPARTMENT NUMBERS

(All area codes are 612 except where noted.)

**When a police response is needed: ..... 911**  
**All squad cars are dispatched through 911; do not call your precinct if you need a squad.** This includes reporting curfew violations (see curfew hours below) and party/music calls. Please note that these are not life-threatening situations and it may take a squad car a while to respond.

**To report a crime when you do not need a police response:..... 311 or 673-3000**

#### Services available through precinct stations:

**For advice and for questions about police actions—**call your precinct. **For information on block clubs, home security, personal safety, auto theft prevention, and solving neighborhood problems—**call your precinct and ask for its Community Crime Prevention/SAFE (CCP/SAFE) unit.

1st Precinct (Downtown Minneapolis) ..... 673-5701  
2nd Precinct (Northeast Minneapolis) ..... 673-5702  
3rd Precinct (South Minneapolis east of 35W) ... 673-5703  
4th Precinct (North Minneapolis)..... 673-5704  
5th Precinct (South Minneapolis west of 35W) .. 673-5705

**To report suspected drug activity and prostitution, with specific information on times, behavior, etc.—**call the Community Response Team (CRT) at your precinct:

1st Precinct (Downtown Minneapolis) ..... 673-2880  
2nd Precinct (Northeast Minneapolis) ..... 673-5782  
3rd Precinct (South Minneapolis east of 35W) ... 673-5706  
4th Precinct (North Minneapolis)..... 673-5707  
5th Precinct (South Minneapolis west of 35W)... 673-5716

**Police precincts**—Do not call your local precinct if you need a squad car to respond. All dispatching of squad cars is done through 911. On the reverse side there is a listing of other helpful numbers.

#### Curfew hours for youths under 12 years old:

Sunday through Thursday ..... Home by 9 p.m.

Friday and Saturday ..... Home by 10 p.m. p.m.

**For ages 12-14:** ..... 1 hour later than those under 12

**For ages 15-17:**..... 2 hours later than those under 12