

■ **When to call 9-1-1:**

ONLY TO REPORT EMERGENCIES to Police, Fire/Rescue, and to request an ambulance -- Available 24/7

- Any life-threatening situation - fights, weapons, personal-injury vehicle collisions
- A sexual assault that is in progress or has just occurred
- An immediate fear for your personal safety or the safety of others
- A serious crime in progress - robbery, burglary, assault
- Any type of fire
- Any serious medical problem that requires an ambulance or other immediate medical response

■ **What should you (the caller) do when you call 9-1-1:**

- Remain calm and speak clearly
- Be prepared to answer where, what, when, who, and how
- Let the call taker ask the questions
- Stay on the phone if it is safe to do so, or until the call taker advises you to hang up
- If the call requires transfer to another agency, stay on the line. You may hear a series of clicks as the transfer occurs.
- Understand that if the 9-1-1 center is extremely busy and your call is not answered within approximately 15 seconds, you will hear a recording indicating that operators are busy. The tones that follow the recording support devices for the hearing impaired.

Stay on the line, do not hang up and call back.

■ **What you'll be asked when you call 9-1-1:**

- The location of the emergency – the exact address, intersection, place name (for example - shopping center, school, hotel, etc.)
- The nature of the emergency (what is going on right now, description of people and/or vehicles involved, any weapons involved, how long ago did the incident occur)

- If it is a medical emergency you will be asked questions about the patient's physical condition
- Your (the caller's) name and telephone number – a request to remain anonymous will be honored
- Whether you want an officer to respond to see you
- To be prepared to follow any instructions the call taker gives you. Call takers can provide step-by-step information about what to do until help arrives.

■ **If you inadvertently dial 9-1-1 – DO NOT HANG UP:**

- Stay on the phone and advise the call taker that you mistakenly dialed 9-1-1 and that you do not have an emergency.
- If a 9-1-1 call is abruptly disconnected, the call taker will attempt to call the number back.
- If a caller does not confirm whether or not there is an emergency, police may be dispatched to the location from which the call was made.
- To prevent inadvertent calls to 9-1-1, keep phones out of reach of toddlers and small children.
- Use your phone wisely. Responding to unnecessary calls needlessly burdens the emergency call taker and the system, leaving the call taker unavailable for true emergencies.

■ **When to call the Police Non-Emergency Number 301-279-8000:**

TO REPORT LESS SERIOUS CRIMES, not to ask informational questions -- Available 24/7

- A noise complaint
- A parking violation
- A property damage traffic collision where there is no personal injury
- Loose or barking dogs
- To report that you were a victim of a crime that is not in progress
- To report a suspicious person, vehicle, or situation

■ **When to call 3-1-1:**

TO RECEIVE NON-EMERGENCY INFORMATION ABOUT MONTGOMERY COUNTY GOVERNMENT PROGRAMS AND SERVICES -- M-F 7 a.m. - 7 p.m., closed weekends and holidays – A website, www.MC311.com is available 24/7.

The County will announce when the MC311 Center has been activated outside of regular hours to take informational questions during emergencies such as hurricanes, winter snow storms, etc.

- For Ride On bus information
- To discuss your Montgomery County property tax bill
- For recycling and trash pick up information
- For road and pothole repairs
- For building, construction, and zoning information
- To schedule construction permitting inspections
- For Health and Human Services Information

To reach the MC311 Center from outside the County call 240-777-0311.

■ **Special Caller situations: Deaf/hearing/speech-impaired callers**

- 9-1-1 and 301-279-8000 are equipped with the TTY/TDD interface
- For TTY at the MC311 Center, call 301-251-4850
- MD Relay service is available by dialing 7-1-1
- For more information on MD Relay, go to www.mdrelay.org

■ **English as a second Language:**

- Montgomery County subscribes to a Language Interpretation Service that is available for 9-1-1, 301-279-8000, and 3-1-1.
- When language interpretation is needed, callers will be connected to the language interpretation service. When conferencing the interpreter in to the call, the caller may hear a series of beeps and tones. Do not hang up. Stay on the line until all three parties are on the phone together.
- The Interpreter will ask the caller questions, then translate to the call taker. The call taker will then ask the interpreter questions to ask the caller.

IMPORTANT: Currently, 9-1-1, 301-279-8000, 3-1-1, and 240-777-0311 are not equipped to accept text messages.

911 2011 279 8000 311
Make the **RIGHT** Call

The information in this brochure will help Montgomery County residents **Make the Right Call** by using **9-1-1 only for emergencies, 301-279-8000 only to report non-emergencies, and 3-1-1 for general Montgomery County government information.** Having a better understanding of when to call each of these three important phone numbers will help ensure that your specific need is most effectively met.

This is a general information brochure. The examples included are guidelines. It does not list every incident for which you might need to contact 9-1-1, 301-279-8000, and 3-1-1.



Other Useful Phone Numbers:

- Montgomery County Crisis Center**
(mental health & other crisis situations).....240-777-4000
- Animal Services Division**
(report animals in distress, lost or found animals, bites).....240-773-5925
- Poison Control**.....1-800-222-1222
- Chevy Chase Village Police**.....301-654-7300
- Gaithersburg Police**.....301-258-6400
- M-NCPP (Park Police)**
EMERGENCY.....301-949-3010
Non-Emergency.....301-949-8010
- Maryland State Police**
(Rockville).....301-424-2101
- MD Transportation Authority Police**
(Intercounty Connector).....410-537-6905
- Metro Transit Police**
(report crime, suspicious activity, unattended packages).....202-962-2121
- Montgomery County Sheriff's Office**.....240-777-7000
- Rockville City Police**
EMERGENCY.....301-340-7300
Non-Emergency.....240-314-8900
- Takoma Park Police**.....301-270-1100
- Montgomery County Police Department**
Crime Tips - anonymous
Tip Line.....240-773-TIPS (8477)
- Text a Tip - anonymous**
Type MCPD, then tip, text to.....274637 (CRIMES)
- Crime Solvers toll-free - anonymous**
Tip Line.....1-866-411-TIPS (8477)
- Fire Tip Line**.....240-777-2263



Produced by the
Montgomery County Office of Public Information

Montgomery County, Maryland
Department of Police
Fire and Rescue Service
Office of Public Information/MC311



Make the **RIGHT** Call

9-1-1 Emergency Only

301- Police Non-Emergency

279-8000

3-1-1 County Information

