



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 DC Fire and EMS. Call 311 to request city services such as trash pick-up or to report a pothole, and to be connected directly to any government agency. You can also use 311 to discuss police matters that do not require the police to immediately respond to a location such as property crimes that are no longer in progress.

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	City services and information , such as Public Works, Motor Vehicles, the Department of Energy, and Human Services (2-1-1 Answers Please! Referrals)
Serious violent crimes such as homicide, robbery, domestic violence and assault	Broken meters
Fire/medical emergencies	Trash pick-up problems or bulk requests
Gunshots or a person with a gun or other dangerous weapon	Report potholes
Home/business intruders	Alley clean-ups and repairs
Vehicle crashes with personal injury , major property damage or traffic tie-ups	Parking enforcement
Illegally parked cars that are blocking traffic	City-agency phone numbers , addresses, and hours of operation
If you see a criminal you know is wanted by the police	Abandoned autos
Suspicious persons	Seasonal and weather-related emergencies