

IS IT AN **EMERGENCY** OR **NON-EMERGENCY?**

In the moments when every second counts, knowing who to call can make all the difference. Recognizing whether to call 911 or a non-emergency number helps ensure rapid assistance for true emergencies and proper resource allocation for less urgent issues. This knowledge can save lives, prevent injuries, and ensure public services are efficiently utilized.

911

IS IT AN EMERGENCY?

- Life in danger?
- Serious injury risk?
- Fire or fire suspicion?
- Medical crisis (severe pain, breathing trouble, bleeding)?
- Crime in progress (assault, burglary)?
- Dangerous car accident?

If **YES** to any, call **911 immediately**.

311

IS IT A NON-EMERGENCY?

- Reporting noise complaint, graffiti, pothole?
- Need city services info?
- Minor no-injury incident?
- Concerned about community issues (abandoned vehicle, trash issue)?
- Tip about past crime without immediate threat?

If **YES** to any, call **311 for assistance**.

Remember: Always call 911 in situations where time is of the essence and immediate law enforcement, fire department, or medical assistance is necessary. Use 311 for situations that require attention from city services but are not urgent emergencies.

OTHER HELPFUL NUMBERS

Westchester County Government Emergency Services **914-231-1900**
Westchester County Government Non-Emergency Services **914-231-1905**
Emergency Medical Services **914-231-1616**
Fire Services **914-231-1615**
NYS Police Troop K **846-677-7300**
Crisis Hotline for Mental Health **914-925-5959**

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