9-1-1: When to Call or Text

CITY OF DALLAS – QUICK GUIDE FOR RESIDENTS

Call or text 9-1-1 immediately if you are experiencing an emergency or need help from police, fire, or medical responders.

Common Emergencies Include:

Crimes In Progress
Robbery, Burglary, Assault, Domestic Violence

Medical Emergencies
Serious Injuries, Heart Attack/Stroke Symptoms, Unconscious or Unresponsive Individuals

Fires
Any Fire Endangers People, Homes, or Property

Accidents
Vehicle Collisions With Injuries, Major Damage, or Involving Pedestrians/Cyclists

Dangerous/Life-Threatening Situations
Armed Individuals, Active Shooters, or Any Imminent Threat to Safety

If it's Not an Emergency

For situations that are ***NOT*** urgent or non-life-threatening:

Call 3-1-1 for general City of Dallas services and non-emergency assistance.

File a Police Report Online
for property damage, theft that is not in progress, lost or found items, trespassing, noise complaints, minor vehicle accidents, parking issues.

Visit **dal.city/DORS** to use the Dallas Police Online Reporting System.

SCAN FOR DORS WEBSITE

What to Tell the Dispatcher

Providing clear, accurate information helps responders reach you faster.

Your Location
Give the exact address or the nearest intersection. If you're unsure, describe nearby landmarks, buildings, or signs.

What Is Happening
Briefly explain the emergency.

Who Is Involved
Tell the dispatcher how many people are involved and describe their condition.

Stay on the Line
- Do not hang up until you are instructed.
- Dispatchers ask detailed questions to send the appropriate emergency resources.
- Help is already on the way while you're speaking.

Helpful Descriptions to Provide

If Reporting a Person (Head to Toe)
- Clothing (Hat, Shirt, Jacket, Pants, Shoes)
- Gender, Appx. Age, Height, and Build
- Distinctive Features (Tattoos, Scars, Hairstyle/Color, Facial Hair)

If Reporting a Vehicle
- Color, Make, Model, and Vehicle Type
- License Plate (Partial or Full If Possible)
- Visible Damage or Unique Features

Direction of Travel
- Which direction are they going.
- Whether they were on foot or in a vehicle.
- Where they were coming from and where they appeared to be going.

City of Dallas | Office of Community Police Oversight

DALLAS POLICE DEPARTMENT