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When should I call 311 or 911 and Why

When do I call 911 or 311?

- When to call 911:
 - If you want the police to respond and abate an issue immediately or within the next hour, call 911.
 - If I call 911 a landline and the cell phone are available, which should I use?
 - The landline, the 911 center will receive data that includes where your phone is located. So, if you are disconnected emergency responders will be dispatched to that location.
 - If you call 911 from a cell phone, make sure you first give your location to the operator.
- When to call 311:
 - **If you can wait 24 hours or 2 to 4 days for the City or the police to address the problem, call 311**
- You can file a police report online in Baltimore City for: Identity Theft, Illegal Dumping, Lost Property, Theft, Theft From a Vehicle, Vandalism to Property, and Vandalism to a Vehicle at:
 - <http://www.baltimorepolice.org/our-services/file-a-police-report-online/start-report>
- You can file a police report online in Baltimore County for lost property, an abandoned motor vehicle, a hit and run auto accident, destruction of property, and theft at:
 - <http://www.baltimorecountymd.gov/Agencies/police/online-report/>