

## Minneapolis 311

311 is the first call to the City for information and non-emergency services. 311 also takes non-emergency police reports.

Call 311 or visit [minneapolismn.gov/report-an-issue/theft-lost-property-or-damaged-property/](https://www.minneapolismn.gov/report-an-issue/theft-lost-property-or-damaged-property/) to report a crime when a police response is not needed including

- Damage to property
- Harassment
- Identity Theft
- Lost property
- No-injury car accident
- Property Theft

Call 311 to report *past* suspicious activity like

- Illegal drug activity
- Loitering
- Reckless drivers
- Suspicious people and vehicles

Call 311 to report

- Graffiti
- Parking Violations
- Potholes
- Tenant livability concerns
- Traffic lights out

311 is open 7am to 7pm Monday to Friday.

TTY 612-263-6850

## City Departments

311 Minneapolis 612-673-3000  
Business Licensing 612-673-2080  
Impound Lot 612-673-5777  
Neighborhood & Community Relations 612-673-3737  
Snow Emergency Hotline 612-348-SNOW (7669)  
Solid Waste & Recycling 612-673-2917  
Utility Billing 612-673-1114

## Other Helpful Resources

Animal Humane Society 952-435-7738  
Adult Protection Services 612-543-9912  
Child Protection Services 612-348-3552  
Conflict Resolution Center 612-822-9883  
COPE Mobile Crisis Response 612-596-1223  
Domestic Abuse Legal Advocacy 612-874-7063  
Domestic Abuse Orders for Protection 612-348-5073  
Hennepin County Jail 612-348-5112  
Hennepin County Shelter Hotline 612-204-8200  
HomeLine Tenant Legal Advocacy 612-728-5767  
Legal Rights Center 612-337-0030  
MN Legal Aid 612-334-5970  
Poison Control 1-800-222-1222  
Suicide & Crisis Lifeline 988 or 1-800-273-8255  
United Way 211 or 651-291-0211  
Volunteer Lawyer Network 612-752-6677  
Xcel Energy Power Outages 1-800-895-1999



911 is the number to call when you need **police, fire, or ambulance response.**



311 is the number to call when you need *non-emergency* **City information or services.**

## Emergency Response Needed?

### CALL 911

To report a situation requiring a police officer, firefighter, paramedic, mental health professional, or animal control agent response. Examples of these may include:

- To request an ambulance for medical assistance.
- To report a structure fire
- To report a crime in progress or in-progress suspicious activity such as shots fired, the sound of breaking glass, shouts for help, or an unfamiliar person carrying items from a house. Such activity may be leading to a crime.

If you are in a situation where you are unable to call 911 due to a safety concern, send a text to 911 to initiate a response.

To reach the non-emergency line for police response or if you cannot get through to 911, call 612-348-2345.

To report a crime when you do not need a police response or to report livability concerns such as drug activity, prostitution, or past suspicious activity with specific information on times, behavior, etc. — Call 311 or 612-673-3000.

Contact your neighborhood's Crime Prevention Specialist for information on block clubs, home security, personal safety, auto theft prevention, neighborhood crime trends, outreach events, and general crime prevention tips and information.

For questions about police actions—call your precinct to speak with a desk Officer.

## What happens when you call 911?

Your 911 call is answered by a trained Call Taker at the Minneapolis Emergency Communications Center. MECC works closely with emergency responders who provide services within the City of Minneapolis.

If you call 911 and hear the phone ringing, do not hang up. Once connected to a Call Taker, it is most important for you to tell them where you are. Give the full address of where the problem is occurring, including apartment number. If you are outside, providing the intersection or describing a nearby landmark is helpful.

The Call Taker will then ask you a series of important questions to ensure an appropriate response. Help is often sent while you are still talking on the line.

Inform the Call Taker if you need a translator. Translators are available for 290+ spoken languages. Tell the 911 Call Taker what language you need.

All calls for service are prioritized. Life-threatening situations are handled at the highest priority. Calls with no immediate threat to life or property are sent a response as responders become available.

In some situations, an in-person response may not be necessary. A Responder may call you over the phone to gather information and determine the next appropriate steps. Make sure to keep your phone close by and available.

If there is another agency or City service that can serve you better, sometimes your call may be transferred to provide the most appropriate service.

If the problem changes (becomes worse or improves), let the Call Taker know so the call can be updated or a response can be canceled if it is no longer needed.

## Police Department Phone Numbers

### MPD Precincts

1st Precinct (Downtown Minneapolis) 612-673-5701

2nd Precinct (Northeast Minneapolis) 612-673-5702

3rd Precinct (Southeast Minneapolis) 612-673-5703

4th Precinct (North Minneapolis) 612-673-5704

5th Precinct (Southwest Minneapolis) 612-673-5705

### MPD Investigations

1st Precinct Property Crimes 612-673-2948

2nd Precinct Property Crimes 612-673-5712

3rd Precinct Property Crimes 612-673-5713

4th Precinct Property Crimes 612-673-5714

5th Precinct Property Crimes 612-673-5715

Call the Property Crimes unit if you received a blue card from an officer and want to speak with an investigator about your police report. Note: Call the Traffic Investigations unit for car accident reports.

### Other Helpful Resources

MPD Property & Evidence 612-673-2932

MPD Records 612-673-2961

MPD Recruitment 612-673-5583

MPD Traffic Investigations 612-673-2981

MPD Violent Crimes Investigations 612-673-2941

MN BCA Tip Line 1-877-996-6222

MN Crime Stoppers 1-800-222-8477