

## "It's Your Call: Do you know the information hotlines?"

### What is 211?



- ❖ 211 will provide free quick and easy access to information about health and human services.
- 211 Helps Access: Basic Human Needs Resources, Health and Mental Health Resources, Employment Support, Support for Older Americans and Persons with Disabilities, Support for Children, Youth and Families, Military and Family Support, and Volunteer Opportunities and Donations. 211 is also used following large-scale emergencies to collect and communicate information.
- To access 211, call 2-1-1 from 8am to 8pm, 7 days per week, or call 1-866-964-7922 if you use Relay Service

### What is 311?



- ❖ 311 will provide free information related to non-emergency Philadelphia services or information. *This is for Philadelphia only.*
- 311 Helps Access: Information about Philadelphia's directory assistance, updates on special events or other general information regarding access City services.

### What is 411?

- ❖ 411 is the nationwide information system available any time day or night to get a phone number by utilizing a name of the person or business. This service may or may not be free depending on your provider.
- 411 Helps Access: An individual, group, or business telephone number. Provides access to a physical operator for more challenging phone directory inquiries.

### What is 511?



- ❖ 511 is a free nationwide telephone number for traveler information, including any traffic delay and tourism information, as well as weather and transit information.
- 511 Helps Access: Travel information regardless of the location in order to give you the best choice of time, choice of mode of transportation, choice of route – which saves lives, time and money.

### What is 611?

- ❖ 611 is a free service to everyone using a wireless phone that quickly connects you with your provider.
- 611 Helps Access: The easiest way to contact your wireless carrier. Whether you have issues with your cell phone, questions about your bill or any other cell phone needs. 611 ensures that you can quickly connect to your service provider anytime, anywhere.

### What is 711?

- ❖ 711 is the dialing code for access to Telecommunications Relay Services (TRS). It allows persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.
- 711 Helps Access: A calling system for someone using TRS, use your TTY, and you will automatically be connected to a TRS operator. If you're traveling out of state and want to make a call, just dial 711. It's fast, functional, free, and not just for use by persons with disabilities.

### What is 811?



- ❖ 811 is the free national number designated to protect landscapers/contractors from unintentionally hitting underground utility lines while working on digging projects.
- 811 Helps Access: Locator services in order to mark the approximate location of underground lines, pipes and cables, in order to dig safely.

### What is 911?



- ❖ 911 is the free Emergency number that provides the fastest access to Police, Fire, and Medical services.
- 911 Helps Access: immediate response of Police, Fire, and Ambulance services. Do NOT call 911 for road/ travel and severe weather information, to report power outages or other non-emergencies.

