

When should I call 9-1-1?

Call 9-1-1- to stop a crime in progress, report a fire, or call for an ambulance.

9-1-1 is the right number to call in an emergency when an immediate response is needed. For example, call 9-1-1- if you witness a car accident, fight, assault, crime, fire, or experience a medical problem requiring immediate treatment. As long as you are still safe, please don't hang up the phone until the METCAD dispatcher tells you to do so.

When should I call the non-emergency number?

333-8911 is the number to call when you want to contact the Police or Fire Departments about non-emergency situations. 338-8911 is available 24 hours a day for non-emergency help throughout Champaign County.

Calling 333-8911 makes sure that 9-1-1- is available for true emergencies.