

# What are N-1-1 Numbers?

N-1-1 numbers are special service numbers authorized by the Federal Communications Commission. Each number is reserved for specific uses:

2-1-1: Community Services  
3-1-1: Government Services  
4-1-1: Directory Assistance  
5-1-1: Traffic Information

6-1-1: Phone Company Services  
7-1-1: TTY Relay for the Deaf  
8-1-1: Underground Utilities  
9-1-1: Emergency Services



## What is United Way 2-1-1?

United Way 2-1-1 connects people with available community resources and volunteer opportunities. Most people have little idea who to call when they need help. Studies have shown that people often call between seven to nine places before they are appropriately connected to either the information or services they need.

## What parts of the metropolitan area does United Way 2-1-1 cover?

United Way 2-1-1 serves a 23-county area, including seven counties in Kansas and 16 in Missouri, and has access to literally thousands of resources.

## How do I reach United Way 2-1-1?

Dial 2-1-1 or visit [www.unitedwaygkc.org](http://www.unitedwaygkc.org). You can also call 816/474-5112 or 866/320-5764 toll free.

## Is there a cost?

No. United Way 2-1-1 calls are free and confidential.

## What are the hours?

United Way 2-1-1 is available 24/7.

## When should I call United Way 2-1-1?

Some examples of when to call United Way 2-1-1 include:

- To request information about health and human services that are available in the metro area
- To locate a food pantry or shelter
- To find out about support groups, rehabilitation services and counseling
- To get information about child care, Head Start, family resource centers and protective services
- To look for volunteer opportunities
- To request prescription assistance

United Way 2-1-1 is proven to be a viable and vital link for communities during time of disaster.

## What cities in the metro currently offer 3-1-1 services?

As of December 2008, only Kansas City, Mo., and Kansas City, Kan., offer 3-1-1 calling to residents. Other cities may implement 3-1-1 at a later date.

## What are Kansas City's 3-1-1 centers?

The call centers provide residents with one, easy to remember, number for non-emergency inquiries and services.

## How do I reach a 3-1-1 call center?

In Kansas City, Mo., dial 3-1-1. You may also e-mail [actioncenter@kcmo.org](mailto:actioncenter@kcmo.org) or [www.kcmo.org](http://www.kcmo.org). In Kansas City, Kan., dial 3-1-1 (913/573-5311) or visit the Web site at <http://app2.wycokck.org/311online> to submit a question, problem or request.

## Is there a cost?

No. 3-1-1 calls are free.

## What are the hours?

The Kansas City, Mo., 3-1-1 Action Center is open from 7 a.m. – 8 p.m., Monday through Friday, and 8 a.m. to 5 p.m. on Saturday. The Kansas City, Kan., 3-1-1 call center is open from 8 a.m. – 5 p.m., Monday through Friday, and e-mails and voicemails can be left 24/7.

## When should I call 3-1-1?

Some examples of when to call 3-1-1 include:

- To report a pothole or a streetlight out of service
- To find out about your trash service or recycling programs
- To report an abandoned vehicle
- To find out where to register to vote
- To locate city facilities
- To report expired tags and out-of-county registered tags
- To find out who your elected officials are
- To report code enforcement violations (e.g., overgrown lots)
- To check status on traffic fines and court dates
- To get information about city-sponsored events



## What is 5-1-1?

5-1-1 is the telephone number for travel information.

## Who offers 5-1-1 services in our area?

The Kansas Department of Transportation provides 5-1-1 service for all Interstate, U.S., Kansas State Highway and Kansas Turnpike routes in Kansas. Missouri currently only provides 5-1-1 service in the St. Louis area.

## How do I reach 5-1-1?

Dial 5-1-1 from anywhere within Kansas or 1-866-511-KDOT (5368) from anywhere in the U.S. You may also visit <http://511.ksdot.org> or <http://511mm.ksdot.org> from your mobile device.

## Is there a fee?

Information is provided free of charge (or no more than the cost of a local call) from a landline phone. For cellular phone users, cell minutes may apply but no roaming fee should be charged in Kansas.

## What are the hours?

Kansas 5-1-1's automated service operates 24 hours a day, 365 days a year.

## When should I call 5-1-1?

Examples of when to call 5-1-1 include:

- To receive automated road condition and near real-time current and forecasted weather conditions for Interstate, U.S., or state highways in Kansas and the Kansas Turnpike, particularly during inclement weather.
- To find out about construction/detour information.
- To receive active AMBER, general transportation or Homeland Security alerts.

5-1-1 should not be confused with 9-1-1, the nationwide emergency response number. Any situation requiring police or highway patrol, fire department, ambulance, or other emergency services must be reported to 9-1-1, which is operated by trained public safety dispatchers.



## What is 9-1-1?

9-1-1 is used to request emergency assistance. It provides the public with fast and easy access to a Public Safety Answering Point.

## What areas of Greater Kansas City does 9-1-1 cover?

Forty-five PSAPs answer 9-1-1 calls in the nine-county area, including Cass, Clay, Jackson, Ray and Platte counties in Missouri, and Johnson, Leavenworth, Miami and Wyandotte counties in Kansas. The Regional 9-1-1 System is coordinated by the Mid-America Regional Council.

## What are the hours?

Calls are answered 24 hours a day, 365 days a year.

## Is there a fee?

Costs for operating the regional 9-1-1 system — approximately \$5 million per year — are shared by the nine counties on a per-capita basis. Counties in Missouri and Kansas collect 9-1-1 surcharges on monthly phone bills from landline customers. Wireless and VoIP customers in Kansas pay a 9-1-1 surcharge into a statewide fund.

## When should you call 9-1-1?

- To report a crime in progress
- To report a fire
- To save a life
- Anytime an emergency response is required by law enforcement, fire or emergency personnel

If the 9-1-1 system receives multiple calls at the same time, these calls will be answered in the order they are received and handled on a priority basis. Please be patient if your call is put on hold. **DO NOT HANG UP!**

## Can I call 9-1-1 from any phone?

Yes, but it is important that you provide as much information as possible to the dispatcher.

- If calling from a cell phone you need to know your wireless phone number and your exact location (address, nearest intersection, or direction of travel) because the information the dispatcher receives will only be an approximation of where the call originated.
- VoIP users must self-register with their service provider as this information is what will appear for the dispatcher during a 9-1-1 call.



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