

**OGDENSBURG RESIDENTS MUST USE 9-1-1 TO REPORT EMERGENCIES
DO NOT CALL OGDENSBURG POLICE OR FIRE DEPARTMENTS DIRECTLY**

**YOU MUST DIAL 9-1-1 WHEN YOU NEED EMERGENCY ASSISTANCE FROM
POLICE, FIRE and EMERGENCY MEDICAL SERVICES**

9-1-1 is solely for reporting emergencies that are immediately threatening life, property or the environment. 9-1-1 is not to be used to contact the Police, Fire or EMS Departments in reference to business or administrative matters.

Call the Police Department Non-Emergency Number (315) 393-1551:

- When a crime has already occurred and the offenders are no longer on scene
- For nuisance calls (e.g., barking dogs; landscape and construction noise)
- To obtain information from the Police Department
- To speak with an officer
- For any other non-emergency administrative matter

Call the Fire Department Non-Emergency Number (315) 393-2321:

- To schedule a station tour
- To schedule fire prevention activities
- To obtain information from the Fire Department
- For any other non-emergency administrative matter

TEXT-TO-9-1-1

St. Lawrence County Emergency Communications Center is equipped to receive and respond to mobile phone “Text-to-9-1-1” messages. It is preferred that you CALL 9-1-1 for emergencies so the dispatcher can ensure you receive the appropriate and timely response of first responders.

Individuals whom are hearing impaired, or those in situations where it is too dangerous to speak can “Text-to-9-1-1”. Examples include when a crime is in progress and you cannot speak or the caller is injured and cannot speak or you are in a threatening situation and cannot speak.

Enhanced 9-1-1 Emergency Reporting has been available in St. Lawrence County and the City of Ogdensburg for over 25 years; this renewed emphasis is not a new change or development. The City of Ogdensburg continued to receive some emergency calls for assistance at the Police and Fire Departments, however that practice will cease in the near future and all calls (texts) for emergency services must be requested using the Enhance 911 Emergency Reporting System that is administered by St. Lawrence County. Please change your business and family pre-plans to reflect the use of 9-1-1. Dialing administrative lines to report active emergencies will delay first responders’ arrival at your emergency, therefore you must embrace use of 9-1-1.

Thank you for your cooperation and compliance with this emergency services procedure.