

Emergency vs Non-emergency Calls

The main consideration of whether you should call 911 vs the non-emergency line is if there is an immediate danger or life-threatening situation. Examples of the different type of situations are listed below (more exist and may not be listed).

Emergency Calls (911)

- Injury Accidents
- Any calls needing emergency response from EMS
- Overdoses or not breathing calls
- Fires
- Fights in Progress
- Domestic violence in Progress
- Any type of call involving weapons
- Drunk Driving
- Missing persons: especially elderly, children, or those taken against their will
- Robberies (from a person) or Burglaries (to a building/vehicle) that is in progress or just occurred.

Non-emergency Calls (859-238-1220)

- Threats made that are not in progress
- Non injury accidents
- Questions about custody, harassment, civil matters, etc
- Check Welfares
- Firework complaints
- Identity theft or fraudulent activity to bank accounts/credit cards
- Anything not in progress

If you are still unsure if your call is an emergency, call 911. They will take your information or direct you to the appropriate agency.