

# CALL FOR ASSISTANCE

## EMERGENCY

# 911

Responders: Police/Fire/EMS  
Availability: 24/7

Call for immediate help. - Drug overdose / unresponsiveness  
- Person behaving in a way that poses immediate danger to themselves or others.  
E.g. Walking in traffic, sleeping outdoors in sub-zero temperatures.

Examples:  
- Burglary in progress  
- Larceny  
- Trespass  
- Assault

# (315) 401-4410

Responders: Helio Health SCIPP Team  
Availability: Monday- Saturday, 9 am-9 pm

Call for mental health and/or substance use emergencies for a prompt response from a trained crisis intervention and prevention team.

# (315) 251-0800

Responders: Liberty Resources Mobile Crisis  
Availability: 24/7

Call for mental health emergencies that may warrant an in-person response by a trained crisis intervention team.

# (315) 317-1567

Responders: Onondaga County Health Department Substance Use Crisis Response  
Availability: Monday-Friday, 8am-7pm

Call for substance use crisis situations for a real-time response from trained responders. If overdose is suspected, call 911 first.

## NON-EMERGENCY

# (315) 423-HELP

Responders: Downtown Committee Security  
Availability: ASAP (Mon-Fri), 8am - 8pm

Call for prompt attention to downtown business or property concerns.

Examples:  
- Loitering  
- Quality of life issues  
- Aggressive panhandling  
- Suspicious activity

# (315) 442-5111

Responders: Syracuse Police Department  
Availability: Response time based on staffing

Call for police non-emergency response.

Examples:  
- Noise complaints  
- Illegal parking/tow-away zone

*Email [atvtips@syracusepolice.org](mailto:atvtips@syracusepolice.org) to make police aware of unsafe use of dirt bikes/ motorcycles*

## INFO

# 211

Call to tell social service providers about an individual in need of placements/referrals

Examples:  
- Housing services for the homeless  
- Chronic substance abuse treatment  
- Mental health counseling

## EMAIL

**Syracuse Police Downtown Contacts:**

Deputy Chief James Milana: [JMilana@syracusepolice.org](mailto:JMilana@syracusepolice.org)  
Captain Angela Holmes: [AHolmes@syracusepolice.org](mailto:AHolmes@syracusepolice.org)