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New 211 Hotline Takes Non-Emergency Calls

System Designed To Take Load Off Of 911

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SAN DIEGO -- A new, free community phone line has been established for callers to get information about community, health and disaster services, NBC 7/39 reported.



The number is 211. It is designed to take some of the load off of the 911 system, where people often make non-emergency calls.

Users of the new system want to emphasize operators will not answer trivial calls, however.

"We're not here to tell you about a good mechanic either," said 211 Associate Director Debra Fitzgerald. "If you think of things you wouldn't generally find in a phone book, that's what we could help you with."

Nearly half of the calls that come in deal with utility assistance or finding shelter, Fitzgerald said.

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