

# Current FCC ‘N11’ Assignments

<p><b>111</b></p>	<p>Not Assigned or used.</p>
<p><b>211</b> <b>Health and Human services</b></p> <p><a href="http://www.211California.org">www.211California.org</a> <a href="http://www.211.org">www.211.org</a></p>	<p>Assigned in 2000 for community information and referral to social services. While services offered through 2-1-1 vary from community to community, 2-1-1 is assigned to provide callers with information about referrals to health and human services for every day needs and in times of crisis. 2-1-1 currently services approximately 119 million Americans – over 40% of the US population, 156 active 2-1-1 systems covering all or part of 31 states plus Washington, DC. Examples of what 2-1-1 offers access to, includes the following resources:</p> <ul style="list-style-type: none"> <li>• <b>Basic Human Needs:</b> emergency food, shelter, rent/utility assistance.</li> <li>• <b>Physical and Mental Health Resources:</b> health insurance, Medicaid and Medicare, maternal health, Children’s Health Insurance, crisis intervention, support groups, counseling, drug and alcohol intervention and rehabilitation.</li> <li>• <b>Employment Supports:</b> financial assistance, job training, transportation assistance, education programs.</li> <li>• <b>Support for Older Americans and Persons with Disabilities:</b> adult day care, Meals on Wheels, respite care, home health care, transportation.</li> <li>• <b>Support for Children, Youth and Families:</b> childcare, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.</li> </ul>
<p><b>311</b> <b>Local Government Services</b></p> <p><a href="http://www.lacity.org">www.lacity.org</a> <a href="http://www.911dispatch.com">www.911dispatch.com</a></p>	<p>Assigned in 1997 for access to non-emergency and local/municipal information and services. Currently available in 29 cities/local jurisdictions (available in the California cities of Los Angeles, San Jose, and Riverside) to provide information or refer calls for service to the correct agency for requests such as:</p> <ul style="list-style-type: none"> <li>• City services: garbage collection, non-emergency police &amp; fire, business permits, street maintenance etc.</li> <li>•Municipal/government office locations • Municipal/government phone numbers</li> <li>• Public meeting schedules e.g. Council, committees, Neighborhood Councils</li> <li>• Jurisdiction-wide events</li> <li>• General information for the municipality or other government agency</li> </ul>
<p><b>411</b> <b>Directory Services</b></p>	<p>Unassigned but used nationwide by carriers for directory assistance.</p>
<p><b>511</b> <b>Transportation</b></p> <p><a href="http://www.deploy511.org">www.deploy511.org</a></p>	<p>Assigned in 2000 as the national travel information number. Since then, 26 services in 23 states have been deployed, and 511 is now available to over 80 million Americans, or more than 28 percent of the nation’s population. Currently, 511 is available in California, only in the Bay Area.</p>
<p><b>611</b> <b>Repair Service</b></p>	<p>Unassigned but used broadly by carriers for public telephone repair service.</p>
<p><b>711</b> <b>Telephone Relay</b></p> <p><a href="http://www.ddtp.org">www.ddtp.org</a></p>	<p>Assigned in 1997 for nationwide access to Telecom Relay Services. A telecommunications relay service (TRS) allows people who are deaf, hard of hearing, or speech impaired to communicate through a communications assistant (CA) with people who use a standard telephone. A CA relays the TTY (text telephone or telecommunications device for deaf and hard of hearing people) input to the telephone user and types that person’s response back to the TTY user. Telecommunications relay services can be reached by dialing 711.</p>
<p><b>811</b> <b>Excavation</b></p> <p><a href="http://www.commongroundalliance.com">www.commongroundalliance.com</a></p>	<p>Assigned in March 2005 as the nationwide number to protect pipelines and utilities from excavation damage. Contractors and others can use this number to connect to communication systems operated by underground utility operators and state/local governments. “One Call” notification systems enable contractors to give advance notice of plans to excavate so that utility companies can mark underground facilities prior to excavation to prevent damage to these facilities.</p>
<p><b>911</b> <b>Emergency Fire/Police/Medical</b></p> <p><a href="http://www.nena.org">www.nena.org</a></p>	<p>Assigned in 2000 pursuant to the Public Safety Act of 1999 (911 Act), enacted by Congress to promote public safety through the deployment of a seamless, nationwide emergency communications infrastructure. 911 has been designated as the “Universal Emergency Number,” for citizens throughout the United States to request emergency fire, police and medical assistance. Almost the entire population of the country (93%) has 911 access. Of that, 95% of 911 service is Enhanced-911 (selective call routing with number and location identification).</p>