

Important & Frequently Used Public Safety Resources

EMERGENCIES

Example: A building is on fire, someone is being assaulted, breaking a vehicle window, making threats, having a medical incident, or is altered in some way (drugs/alcohol/mental health crisis) **AND** is making threats to self or others, etc.

911- Call or Text

portland.gov/911

(Also use for Portland Street Response, portland.gov/streetresponse)

- **Tip!** When **calling**, be sure you know the address or cross streets where the issue is occurring and can give a clear description of person(s) involved. When **texting**, be sure to only send in English with no emojis, videos or photos.

NON-EMERGENCIES

Example: Vehicle was vandalized the night before, phone was stolen from a coffee shop table while owner stepped away, people arguing loudly in public and escalating, etc.

Portland Police Online Report

portlandoregon.gov/police/cor/

- **Tip!** Not for the following: Known suspects, domestic violence, firearms, Rx medications, stolen vehicles, vehicular accidents, hit and runs, or any situation that requires police presence.

City of Portland Non-Emergency Line

503-823-3333

- **Tip!** Do not report something based on a person's housing status. **Ex:** "There's a homeless person who is downstairs in our courtyard yelling." Instead, describe the person by physical characteristics and behavior. **Ex:** "There is a person who I don't think lives in my building in the courtyard, who appears to be a white male, about 6 ft tall, with blue jeans and a red hat and is yelling obscenities."

City and County Information

311

- **Tip!** Not for emergencies. Only available Monday-Friday 8 am-5:30 pm. Can direct connect to other resources, if necessary.

Multnomah County Mental Health Crisis Line

503-988-4888 (available 24/7)

- **Tip!** Representatives can help determine if Project Respond, Lines for Life, or another resource would be the best first responder or resource to connect to.

National Suicide and Mental Health Crisis Line

988 (available 24/7)

- **Tip!** Available in text form too, 9-8-8.

Portland United Against Hate (PUAH) Report Hate Website

reporthatpdx.com

- **Tip!** This report can be done anonymously and remains confidential, it is for data gathering about hate incidents in the City of Portland and to offer care and support for people experiencing hate incidents.

City of Portland Community Safety Division/Community Safety Program

503-823-4064 or portland.gov/civic/communitysafety

- **Tip!** This program offers training, security assessments, and consultations about public safety issues. Not for emergency or police response.

LIVABILITY

Example: *Urban camping, abandoned vehicles, biohazards, etc.*

PDX Reporter

pdxreporter.org

- **Tip!** No longer an “app,” but still accessible via the website. You can submit photos of many issues. You will receive a receipt indicating your report was submitted but may not receive other follow up.

Impact Reduction Program/One Point of Contact-specifically campsite issues

311 (M-F, 8-5) or pdxreporter.org

- **Tip!** Note specific information before reporting: number of structures, vehicles, illegal activity, minors or vulnerable adults or animals, aggressive behavior, garbage, etc.

Abandoned Vehicles

portland.gov/transportation/parking/abandoned-auto

- **Tip!** Vehicle needs to be in violation for at least 24 hrs. You can also submit via PDX Reporter, but the PBOT form (above) is processed faster. Calling the phone number asks you to leave a descriptive message.

Illegally Parked Vehicles

503-823-5195

- **Tip!** Representatives answer calls and check voicemails M-F 7-5, Sat 9:30-5, and Sun 10:30-5. Outside of these hours, contact the non-emergency line.

PRIVATE OR PUBLIC PROPERTY ISSUES

Example: Burnt out streetlights, dumped trash in Right of Way, abandoned or overgrown and vandalized private property, graffiti, etc.

Bureau of Development Service

503-823-CODE (2633) or portlandoregon.gov/bds/34180

- **Tip!** You can attach photos of the issue.

Metro Regional Illegal Dumping (RID) Patrol

503-234-3000 or ridpatrol.oregonmetro.gov/report/#/start

- **Tip!** You can access report of recent activity; best if used with devices larger than cell phone.

PDX Reporter

pdxreporter.org

- **Tip!** No longer an “app,” but still accessible via the website. You can submit photos of many issues. You will receive a receipt indicating your report was submitted but may not receive other follow up.

Bureau of Transportation (PBOT) Street Lights

Outages: 503-865-LAMP (5267) or portlandoregon.gov/transportation/47271-report

New light request: portland.gov/transportation/engineering

Urban Forestry

503-823-TREE (8733) or portland.gov/trees

PARKS

Example: *Trash blocking a trail or a play area, people vandalizing park property, park installations in need of maintenance, off-leash animals, etc.*

Park Rangers

503-823-1637

- **Tip!** You may need to leave a voicemail, especially if it is after regular business hours. Voicemails are checked in evening and weekend hours. Call 911 if it is an immediate threat to safety or crime in progress.

Park Maintenance

503-823-1600 or parkscanpdx.org/send-observation

- **Tip!** Can search for prior reports on parkscanpdx.org website.

TRAFFIC & RIGHTS-OF-WAY

Example: *Vehicles regularly speeding in neighborhood, abandoned or overgrown streets/sidewalks, safety concerns for pedestrians, etc.*

Call 311

- **Tip!** Not for emergencies. Only available Monday-Friday 8 am-5:30 pm. Can direct connect to other resources, if necessary.

Portland In The Streets (PITS)

portlandoregon.gov/transportation/66077

- **Tip!** PITS has changed Block Parties to be called Healthy Blocks. PITS is looking for groups to activate their Play Streets program this summer to bring play activities for all ages and abilities to Portland's rights-of-way!

Safe Routes to Schools

portland.gov/transportation/safe-routes-school

- **Tip!** Find free videos with safety lessons for youth and families on the website!