

# 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](http://portland.gov/911)

(Also use for Portland Street Response, [portland.gov/streetresponse](http://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/](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://portlandoregon.gov/transportation/47271-report)**

**New light request: [portland.gov/transportation/engineering](http://portland.gov/transportation/engineering)**

## **Urban Forestry**

503-823-TREE (8733) or [portland.gov/trees](http://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](http://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](http://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](http://portland.gov/transportation/safe-routes-school)

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