

Enhancing the quality of neighborhoods through community participation

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Problem Solving Issues in Public Spaces

Office of Neighborhood Involvement Crime Prevention Program
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During a commute to work on public transit, an afternoon spent at a neighborhood park or a walk on the sidewalk to the grocery store, you may come across challenging situations that you are unsure how to respond to. Most residents know that calling 9-1-1 will lead to an emergency response from fire, police or an ambulance in those situations where an immediate threat to life or property is present.

Other times calling 9-1-1 may not seem appropriate. This guide is meant to help clarify which phone numbers you should call for a variety of scenarios that affect the safety and livability of your community so that you can be effective in problem solving these issues.

This resource list provides examples of when to call 9-1-1 and the non-emergency number. These are general guidelines. Depending on the context of the situation, you may determine that a more emergent response is needed. There may be times when you call 9-1-1 and are rerouted to the non-emergency number due to a variety of factors.

Call 9-1-1 when an individual or group is:

- Exhibiting behaviors that pose a safety risk to others such as threatening behaviors, fighting, and intimidation, regardless of whether he/she is sober or intoxicated.
- Exhibiting behaviors that pose a safety risk to him/herself such as stumbling into traffic, passing out while intoxicated, and inflicting selfinjury.
- Selling drugs.
- Engaging in lewd sexual behaviors such as exposing his/her private parts, masturbating, or engaging in sexual intercourse.
- Trespassing (entering another's private property without the owner's permission).

Call the non-emergency number 503-823-3333 when you observe an individual or group:

- · Consuming drugs or alcohol in public.
- Aggressively pan-handling, including persistent requests for money despite saying no.

Non-emergency number 503-823-3333 (cont.)

- Urinating or defecating in public.
- Engaging in any other improper use of public property.

Other Numbers can be called for these situations:

- An individual engages in erratic behaviors that are not an immediate safety risk, but may be an indication of a need for mental health assistance. Please contact the Multnomah County Crisis Line at 503-988-4888.
- There is graffiti on public or private property. Take a digital picture and contact the Graffiti
 Abatement Program Reporting Hotline at 503-823-4TAG or 503-823-4824; you can also
 report the incident and submit pictures at www.portlandonline.com/oni/. If the graffiti is
 on your property, you will also need to file a police report by calling the non-emergency
 number.
- An animal is aggressively biting or chasing another animal or person. Call 9-1-1 and the Multnomah Animal Control at 503-988-7387, selecting the emergency option. If the animal has attacked but is presently confined, contact the Multnomah Animal Control at 503-988-7387 and select the non-emergency option.
- When there is an accumulation of litter, it is the property owner's responsibility to clean up the area. To find out who owns a property contact the City and County Information Line at 503-823-4000. For illegal dumping on public property, contact Metro Enforcement Division at 503-797-1835.
- For abandoned shopping carts, call 888-55-CARTS or 888-552-2787.
- To report abandoned automobiles on public property, contact **503-823-7309**. For abandoned bicycles, contact the Portland Bureau of Transportation at **503-823-7829**.
- If individuals are camping on public property or in the right of way, contact the nonemergency number at 503-823-3333. There are also organizations that provide outreach services to individuals in need. For adults, contact JOIN 503-232-2031. For youth, contact Janus Youth 503-233-6090 or New Avenues for Youth 503-224-4339.
- Where individuals need help finding resources to meet basic needs, such as food, shelter, and healthcare, Street Roots has an online directory at www.rosecityresource.org. Another contact for health and community services is the information line 2-1-1.
- Where there are chronic problems that are not resolved by a call to 9-1-1 or the non-emergency number, Crime Prevention Program Coordinators and Neighborhood Response Team Officers can assist you in problem solving efforts. Their phone numbers are listed below:

Crime Prevention Program Coordinators

All numbers are area code 503	
City and County Information and Referral (CCIR)	823-4000
(CCIR can connect you to a coordinator M-F 8am-5pm)	
Administrative offices	. 823-4064

Neighborhood Response Team Officers

Central Precinct	823-0097
East Precinct	823-4800
North Precinct	823-5700