



*To organize and support  
community partnerships to prevent  
crime and the fear of crime*

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This document is available  
at the Crime Prevention  
Program website:

[www.portlandoregon.gov/oni/cp](http://www.portlandoregon.gov/oni/cp)



# *Resources for Problems in Public Spaces*

Office of Neighborhood Involvement Crime Prevention Program  
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During a ride on public transit, an afternoon spent at the park or a walk to the grocery store in Portland, you may encounter challenging situations in public and not know how to respond. Most residents are aware that they should call 9-1-1 for an immediate threat to life or property or a crime in progress. However, there are a number of public safety and livability issues that do not warrant calls to 9-1-1. This guide is meant to direct you to resources that can help with various scenarios that may occur in public spaces.

This handout provides general guidelines for when to call 9-1-1 and the non-emergency number. Depending on the context of the situation, you may determine that a more immediate response is needed. There may also be times when you call 9-1-1 and the call taker instructs you to hang up and call the non-emergency number after you explain what is happening. The same call takers answer both phone numbers, but need to keep 9-1-1 lines free for true emergency calls.

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

- Exhibiting behaviors that pose a safety risk to others such as threatening behaviors and fighting, regardless of whether they are sober or intoxicated. If you feel concerned for your safety, call 9-1-1.
- Exhibiting behaviors that pose a safety risk to themselves such as stumbling into traffic, passing out while intoxicated and inflicting self-injury.
- Selling drugs.
- Engaging in public sexual behaviors such as exposing their private parts, masturbating or engaging in sexual intercourse.
- Trespassing (entering on to private property without the owner's permission).
- Vandalizing property such as tagging it with graffiti and smashing property.

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

- Aggressively pan-handling, including persistent requests for money despite saying no. The individual will not accept no for an answer.
- Urinating or defecating in public.

## **Other resources are available for the following situations:**

- An individual engages in erratic behaviors that do not appear to be an

immediate safety risk, but may indicate a need for mental health assistance. Please contact the Multnomah County Crisis Line at **503-988-4888**.

- There are ongoing livability issues at campsites such as public intoxication, conspicuous drug use, overly aggressive behavior, obstruction of the public right of way/sidewalk, excessive trash and biohazards or damage to the environment. File a report with the City of Portland's One Point of Contact at [www.portlandoregon.gov/campsite](http://www.portlandoregon.gov/campsite) or use the PDX Reporter.
- There is graffiti on public or private property. Take a photo and report it with PDX Reporter, an online reporting tool, available at [pdxreporter.org](http://pdxreporter.org). See [www.portlandoregon.gov/oni/graffiti](http://www.portlandoregon.gov/oni/graffiti) for more information on graffiti reporting.
- An animal is aggressively biting or chasing another animal or person. If that is the case, call 9-1-1. 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, visit [www.portlandmaps.com](http://www.portlandmaps.com) and enter the address. For illegal dumping on public property, contact Metro's Regional Illegal Dumping Patrol at **503-234-3000** or report online at [www.oregonmetro.gov/tools-living/garbage-and-recycling/rid-patrol](http://www.oregonmetro.gov/tools-living/garbage-and-recycling/rid-patrol).
- For abandoned shopping carts, call NFM Cart Rescue at **888-552-2787** (888-55-CARTS).
- To report illegal parking or abandoned vehicles on public property, contact **503-823-5195**. For abandoned bicycles, contact the Portland Bureau of Transportation at **503-823-9863** or report them online at <https://www.portlandoregon.gov/transportation/73379>.
- There are maintenance issues or other concerns related to a Portland park. Report at [parksmap.pdx.org](http://parksmap.pdx.org) or Portland Parks and Recreation customer service at **503-823-2525** during business hours.
- When individuals need help finding resources to meet basic needs, such as food, shelter, and healthcare, they can call **2-1-1** for information about health and community services. The phone lines are staffed 24 hours/7 days a week for shelter and mental health crisis resources. Other resources are provided during regular business hours—Monday through Friday 8am-6pm. They have a searchable online directory at <http://211info.org>.
- Where there are chronic public safety problems that are not resolved by a call to 9-1-1 or the non-emergency number, Crime Prevention Program Coordinators can provide you with problem solving advice. Please find our contact info below.
- PDX Reporter App for smartphones allows users to report a variety of issues including street lighting, sidewalk trip hazards, potholes, park maintenance, debris in the roadway and more. See [portlandoregon.gov/pdxreporter](http://portlandoregon.gov/pdxreporter) for more information.

### **City of Portland's Crime Prevention Program**

The Crime Prevention Program provides prevention advice, organizes and trains Portland residents and businesses on crime issues. To connect with a Crime Prevention Program Coordinator in your Portland neighborhood:

Call 503-823-4064 ❖ Email [onicpa@portlandoregon.gov](mailto:onicpa@portlandoregon.gov)

Request a training at [www.portlandoregon.gov/oni/70447](http://www.portlandoregon.gov/oni/70447).