

Portland Police Bureau

# Accessing Police and Crime Prevention Services



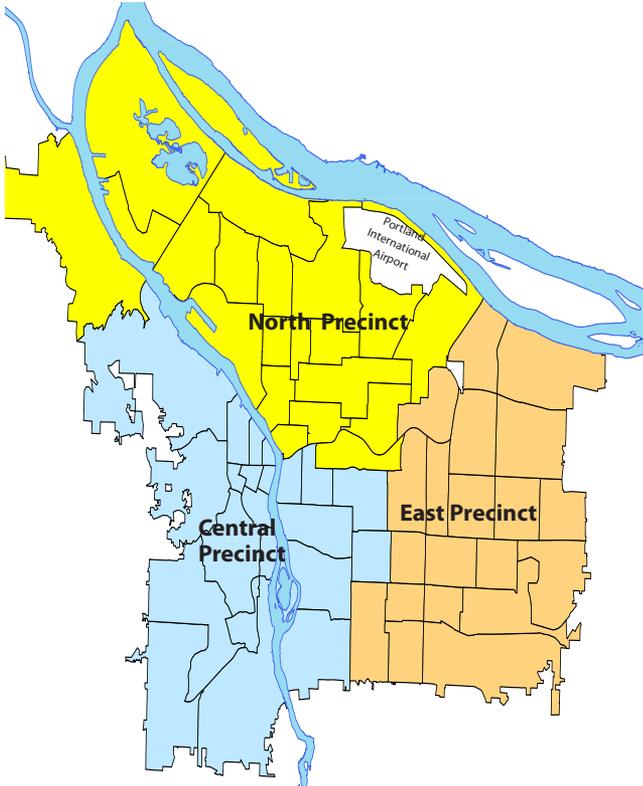
This guide is designed to help find the right police or crime prevention service. Each service or section comes with a brief description of when to use this particular service. Keep this with your telephone book or other reference materials.

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<b>Emergency</b>	<b>9-1-1</b>
<b>Non-emergency</b>	<b>503-823-3333</b>
<b>Portland Police website</b>	<b><a href="http://www.portlandpolice.com">www.portlandpolice.com</a></b>
<b>City of Portland Information</b>	<b>503-823-4000</b>

### **Note to parents:**

Make sure your child knows how to call 9-1-1. Have children practice giving your address. Post your address near the telephone so that babysitters and others who may not know your address will be able to direct help to your house if necessary.

# Crime prevention and precinct information



## Office of Neighborhood Involvement (ONI), Crime Prevention Services

**503-823-4519**

Website

[www.portlandonline.com/oni](http://www.portlandonline.com/oni)

**When to use:** Neighborhood, apartment or business watch, community organizing, neighborhood problem solving and crime prevention activities.

## Crime Prevention Offices

ONI Crime Prevention Manager	503-823-2030
Downtown, 202 NW First Ave	503-823-5852/4257
Central Northeast, 4415 NE 87th	503-823-2781/2779
East, 1017 NE 117th Ave.	503-823-3505/5532
North, 8134 N Denver	503-823-4098/4094
Northeast, 4815 NE 7th Ave.	503-823-4764/4763
Southeast, 4735 E Burnside	503-823-3432
Southeast, 3534 SE Main	503-823-0540
Southwest, 7688 SW Capitol Hwy.	503-823-3131

# Police emergencies and reporting crimes

## Police Emergency

9-1-1

**When to use:** Situations where an officer is needed immediately such as life threatening situations or crimes in progress. Be prepared to give the following information:

- WHAT service do you need – police, fire or ambulance?
- WHERE is the emergency occurring – address, area of town, inside or outside?
- WHAT IS HAPPENING? Are people in danger? Are weapons involved?
- STAY ON THE LINE UNTIL TOLD TO HANG UP. Help may be dispatched even though you are still on the line with the call taker. If you dialed by mistake, stay on the line and tell them that. Otherwise, they will waste valuable time calling you back.

## Non-emergency number

503-823-3333

**When to use:** To file a police report by phone. An automated attendant will answer. Select option one for 24-hour dispatch. Be prepared to give your name and a telephone number where you can be reached.

## Telephone Report Unit (8 am – 4 pm, 7 days)

503-823-3333

**When to use:** To report vandalism or theft that has already occurred. An officer will take a telephone report. Call to file a supplemental report (add additional property, telephone numbers, address changes or any other information to a report already filed). For follow-up questions regarding vandalism, theft and burglary, call Precinct Detectives (Page 4). For auto theft, pawn shop or fraud see Police Services (Page 5).

## T.T.Y.

503-823-4736

**When to use:** For information on police services (case numbers on reports, questions about thefts or vandalism, questions on police procedures) and referral to correct services. Rumor control during area emergency situations.

## City Information (8 am – 5 pm, M-F)

503-823-4000

## Website

[www.portlandonline.com](http://www.portlandonline.com)

**When to use:** Information and assistance regarding City of Portland services.

# Precincts, Gang Enforcement Team, Traffic

## Police Precincts

**When to use:** Tracking suspicious activity with neighborhood liaison or district officer; to reach precinct detectives, Neighborhood Response Team; to request an officer to speak at a community meeting.

**Central Precinct, 1111 SW 2nd Ave.** **\*503-823-0097**

Open 24 hours. Detectives, Neighborhood Response Team, School Resource Officers, Service Coordination Team.

**East Precinct, 737 SE 106th Ave.** **\*\*503-823-4800**

Hours: 8:00 a.m.- midnight, Monday - Friday. Closed weekends/holidays. Community Room, Cadets/Reserves, Detectives, Neighborhood Response Team, School Resource Officers, Special Property Investigations.

**North Precinct, 449 NE Emerson** **\*\*503-823-5700**

Hours: 8:00 a.m.- midnight, Monday - Friday. Closed weekends/holidays. Community Room, Crisis Response Team, Detectives, Neighborhood Response Team, School Resource Officers.

**Gang Enforcement Team** **503-823-4106**

449 NE Emerson, 97211

**When to use:** Call to report activity.

**Traffic Division** **503-823-2103**

Community room available.

**When to use:** Call for accident report information, questions regarding traffic-related problems, traffic problem reports and to reach traffic investigation, motorcycle officer and DUII divisions. Drivers and passengers involved may obtain a copy of an accident report for up to 60 days after an accident. Call 503-823-0041 for specific information.

For information on hit and run incidents call:

**Traffic Investigation Unit** **503-823-2140**

## Other police services

- Alarm Information** 503-823-0031  
For home and commercial alarm system questions, billing, permits.
- CrimeMapper** [www.portlandpolice.com](http://www.portlandpolice.com)  
**When to use:** To create detailed maps, graphs and reports of Part I and Part II crimes in Portland's neighborhoods. CrimeMapper identifies and tracks crime by month, day of week and time of day.
- Crime Stats** [www.portlandpolice.com](http://www.portlandpolice.com)  
Users can view and compare neighborhood crime statistics in Portland.
- Crime Stoppers Tip Line** 503-823-HELP (4357)
- Disability Accommodation Registry (DAR)** 503-823-0090
- Drug/Drug House Reporting Complaint Line** 503-823-3784
- Elder Crimes Unit** 503-823-0090
- Family Services Division** 503-823-0090  
Follow-up investigations on child abuse or domestic violence reports. Call 9-1-1 for domestic violence or child abuse incidents in progress.
- Fraud Detail** 503-823-0456  
Follow-up on fraud crimes reported through non-emergency line.
- Internal Affairs Division** 503-823-0236  
Accepts, investigates complaints/comments regarding Portland police.
- Locks Program** 503-823-0723  
A locks and home security program for seniors and victims of crimes.
- Pawn Shop/Second Hand Store Detail** 503-823-0497  
Follow-up on stolen items reported through non-emergency line.
- Personnel Division** 503-823-0333  
Portland Police Bureau job recruitment and openings.
- Police Activities League** 503-823-0250  
Athletic, educational, recreational program between police and youth.
- Sunshine Division** 503-823-2102  
Emergency food boxes for city residents.
- Vehicle tows/Auto Records** 503-823-0044
- WomenStrength** 503-823-0260  
Free self-defense, street-safety classes for women and adolescent girls.

# Police contact offices and advisory groups

## Community Police Contact Offices

**When to use:** Crime prevention brochures; volunteer. Hours vary.

Asian Family Center, 4424 NE Glisan	503-235-9396
Brentwood Darlington Safety Action Team, 7211 SE 62nd Ave.	503-988-5961
Kenton, 8134 N Denver Ave.	503-823-0104
Metro Contact Office, 777 NE MLK Blvd., RM D129/130	503-823-5420
New Columbia, 9525 N Fisk Ave.	503-823-3154
Parkrose, 11036 NE Sandy Blvd.	503-823-0141
Southwest, 7688 SW Capitol Hwy.	503-823-3141
Woodstock Community Center, 5905 SE 43rd Ave.	503-823-0892

## Community-Police Advisory Committees **503-823-0000**

**African-American Community Advisory Council:** Assists in meeting the needs of Portland's African American community. Members attend monthly meetings as issues arise that interest them.

**Arab Muslim Police Advisory Council:** Bridges understanding and communication between the Arab and Muslim communities and the Bureau, and provides an effective public voice for these communities.

**Bureau Budget Advisory Committee:** Prepares recommendations regarding the Bureau budget and assists in reviewing the Bureau's benchmarks and performance results relative to expenditures.

**Developmental Disability Police Advisory Committee:** Improves interactions between the Bureau and the developmentally disabled community. Members are health service providers and advocates.

**Precinct Advisory Councils/Public Safety Action Committees:** Promotes and improves positive relationships between the police precincts and the community to work on problem-solving activities.

**Sexual Minorities Roundtable:** Works with the Bureau to improve relationships, respect, cooperation and crime reporting in the sexual minority community.

# Community and other city services

## Community Services

<b>Child Abuse Hotline</b>	503-731-3100
24-Hour service. Call to report child abuse or for information about abuse.	
<b>Consumer Fraud Hotline</b>	503-229-5576
Consumer complaints, information on businesses.	
<b>Harry's Mother Teen Crisis Line</b>	503-233-8111
24-Hour teen crisis hotline, counseling for runaways and families.	
<b>Helpline/Gatekeeper Program</b>	503-988-3646
Access to senior and disabled services. Call to report senior or disabled person abuse.	
<b>Multnomah County Crisis Line</b>	503-988-4888
24-Hour mental health crisis line, suicide prevention. 1-800-716-9769	
<b>Poison Control Center</b>	1-800-222-1222
24- Hours service. Questions or concerns regarding poisoning or toxic exposure.	
<b>Portland Housing Center</b>	503-282-7744
Hotline, landlord and tenant information and training.	
<b>Women's Crisis Line</b>	503-235-5333
24-Hour Hotline for battered women, or women in crisis; shelter information; referral to Police Bureau Domestic Violence Reduction Unit	

## Other City Services

<b>Abandoned Vehicle Hotline</b>	503-823-7309
Record information about vehicles abandoned on public property.	
<b>Gang Hotline</b>	503-823-4264
Call regarding gang information or concerns.	
<b>Graffiti Hotline</b>	503-823-4824
Call to report graffiti that needs to be cleaned up.	
<b>Liquor Licensing Specialist</b>	503-823-3092
<b>Neighborhood Inspections</b>	503-823-7305
Call to report disabled vehicles on private property	
<b>Noise Control Office</b> (Development Services Bureau)	503-823-7350
Call to report ongoing noise problems.	
<b>Nuisance/code violations</b> (Development Services Bureau)	503-823-7305
<b>Parking Enforcement</b>	503-823-5195
Report blocked driveways or loading zones, vehicles parked illegally on public property.	
<b>Resolutions Northwest (Neighborhood Mediation)</b>	503-595-4890
Dispute resolution for neighbors, youth and family.	
<b>Traffic Management</b>	503-823-5185
Parking, bike program, street lighting.	

# Definitions

## Police and crime prevention terms

**Contact Office** Neighborhood office usually staffed with volunteers where officers meet with citizens.

**CrimeMapper** A neighborhood crime mapping tool that allows users to map the locations and density of eight major crime categories. It includes definitions and links to resources and programs.

**Crime Prevention Program Coordinator** Office of Neighborhood Involvement staff responsible for programs such as Neighborhood Watch, Apartment Watch, Business Watch, and community foot patrols. Assists in organizing the community to respond to crime and livability issues affecting neighborhoods.

**Crisis Intervention Team (CIT) Officer** Patrol officer trained to respond to persons in crisis who have developmental or mental health disabilities.

**District Officer** An officer assigned to a geographic location.

**Neighborhood Liaison Officer** A district officer who is assigned as a liaison to a neighborhood association. Liaison officers can also be assigned to business associations and schools.

**Neighborhood Response Team** Problem-solving team that targets problems too large and complex for the patrol officer or neighborhood association to address alone. Target areas are referred by patrol officers and neighborhood associations.

**Neighborhood Response Team Officer** An officer assigned to a specific neighborhood association to work with community members, block captains and crime prevention coordinators to help problem-solve on crime and livability issues affecting the neighborhood.



**Portland Police Bureau**  
1111 SW 2nd Avenue • Portland, OR 97204  
[www.portlandpolice.com](http://www.portlandpolice.com)

CHO-Communications Unit /Revised October 2009