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.

Crime prevention and precinct information  Page 2
Police emergencies and reporting crimes  Page 3
Police precincts, Gang Enforcement Team, Traffic  Page 4
Other police services  Page 5
Police contact offices and advisory groups  Page 6
Community and other city services  Page 7
Definitions: Police, crime prevention services  Back cover

Emergency  9-1-1
Non-emergency  503-823-3333
Portland Police website  www.portlandpolice.com
City of Portland Information  503-823-4000

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.
Office of Neighborhood Involvement (ONI),
Crime Prevention Services  503-823-4519
Website  www.portlandonline.com/oni

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

**Crime Prevention Offices**

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

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

### Website 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

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
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
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.
Community Police Contact Offices

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

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

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

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

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