




# One Point of Contact

The City's **One Point of Contact** online reporting system provides a single place to easily report issues surrounding urban campsites. We work across jurisdictions to provide a wide range of services based on the reports you file online. The system is designed to provide a rapid response to complaints and concerns, and allows the City to centralize the information collection process.

**211**<sup>211info</sup> *The easiest way to find health and human services.*

		
<b>TEXT</b> zip to 898211	<b>DIAL</b> 211	<b>SEARCH</b> 211info.org

We can connect you with food and rental assistance, parenting resources, maternal and child health services, utility assistance, and much more.

Free. Live. Confidential.



**211**<sup>211info</sup> *La forma más fácil de encontrar servicios humanos y de salud.*

		
<b>Marque</b> 211	<b>Envíe su</b> codigo postal por mensaje de texto al 898211	<b>Visite a</b> 211info.org

Puede conectarse con los alimentos, ayuda para alquiler, recursos para los padres, los servicios de salud maternal o infantil, asistencia con servicios públicos y mucho más.

Gratis. En vivo. Confidencial.



# One Point of Contact

A system designed to streamline services aimed at improving public health and safety



[www.portlandoregon.gov/  
toolkit](http://www.portlandoregon.gov/toolkit)

[www.portlandoregon.gov/  
campsite](http://www.portlandoregon.gov/campsite)

[Reportpdx@portlandoregon.gov](mailto:Reportpdx@portlandoregon.gov)

Phone: (503) 823-4000

## How it works

From your computer, go to:  
[www.portlandoregon.gov/campsite](http://www.portlandoregon.gov/campsite)

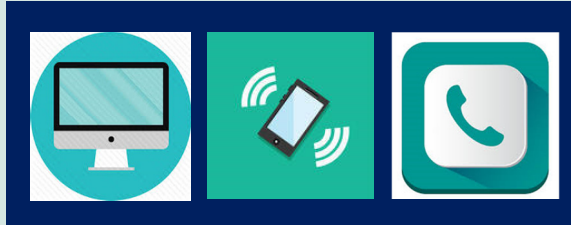
The City has created an online form that allows you to provide information on instances of:

- Repeated instances of overly aggressive behavior from campers (Direct verbal threats or physical actions clearly meant to intimidate such as chasing, looming, or raising a fist. Call 9-1-1 to get assistance in the moment, and fill this form out later.)
- Public intoxication and/or conspicuous drug use (Again, if it is an emergency, please call 9-1-1.)
- Campsite obstructs public right-of-way (e.g., sidewalks, trails)
- Misuse of public spaces (e.g., using it as a restroom)
- Structures (e.g., lean-tos, mass shelters)
- Excessive trash and/or biohazards (e.g., discarded syringes)
- Damage to the environment (e.g., cutting down trees or limbs, digging a trench into a hillside, etc.)

The City uses the information you provide to inform the appropriate agencies and to produce a rapid and efficient response.

You can also make a report by calling the City/County Information Phone Number: (503) 823-4000, and an Information and Referral Specialist can assist you in filing a report.

For information about the City's policies regarding homelessness and housing, please visit: [www.portlandoregon.gov/toolkit](http://www.portlandoregon.gov/toolkit)



## PDX Reporter on your Smartphone

The web-based version of [www.pdxreporter.org](http://www.pdxreporter.org) is now available for your smartphone. This version allows us to more easily, and regularly, update the app for a better user experience. We encourage people to stop using the older iOS and Android versions of the PDX Reporter app as they are no longer receiving maintenance updates and will eventually be removed altogether.

To create an icon for the new app on your phone's home screen:

- 1) Visit [www.pdxreporter.org](http://www.pdxreporter.org) on your phone's web browser.
- 2) Sign in using the same username and password created for the City's website.
- 3) Pin a shortcut (icon) to your phone's home screen for quicker access to the online app.

Questions, comments, concerns?

Email

[ReportPDX@portlandoregon.gov](mailto:ReportPDX@portlandoregon.gov)

## Our Goal

Our goal is to provide a system that is responsive to the needs of our community. The One Point of Contact system is designed to collect all concerns associated with urban camping. It provides:

- An easy-to-use interface;
- A targeted use of City resources;
- Open communication between key stakeholders (e.g. social services, housing placement services, police, community members);
- A single and centralized information system to understand and analyze where services are most needed.

## One Point of Contact

[www.pdxreporter.org](http://www.pdxreporter.org)

[www.portlandoregon.gov/campsite](http://www.portlandoregon.gov/campsite)

[www.portlandoregon.gov/toolkit](http://www.portlandoregon.gov/toolkit)

[ReportPDX@portlandoregon.gov](mailto:ReportPDX@portlandoregon.gov)

## City of Portland

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