

NEIGHBORHOOD PROBLEM SOLVING GUIDE

GETTING EFFECTIVE POLICE RESPONSE

Report every crime, no matter how small. Though police response may not be as timely as preferred, over a period of time, their presence and awareness of your area will increase. The police department logs every call to identify crime trends, and base the number of police assigned to each area based on reported calls.

What to do in an Emergency?
Call 9-1-1 Immediately. Remain calm.
Describe exactly WHERE help is needed.
Briefly, describe WHAT is happening.
Answer questions from 9-1-1 CLEARLY.



Report suspicious activity, such as persons looking into cars or backyards, or "casing" a home or business. This gives police a chance to stop a crime before it happens. Too often people ignore things they think are odd, only to find out later that a crime did occur.

To report a non-emergency problem, a crime that has all ready occurred, or a suspicious activity call: (415) 553-0123.

Don't call your station to report a crime - use either 9-1-1 in emergencies, or (415) 553-0123 to report actual crimes or suspicious activity.

www.sf-police.org

ONLINE REPORTING SYSTEM

SFPD now has online reporting. If an incident occurred within the City limits you may be eligible to file your report online and upon completion, print out a copy free for your records. Reports are accepted for Lost Property, Vandalism, Theft, Vehicle Burglary, Vehicle Tampering, and Harassing Phone Calls. There are restrictions so visit them on the web for full instructions.

www.sf-police.org

CRIMEMAPS

CrimeMaps is the new system for crime statistics and crime summaries replacing the Crime Statistics by District which will no longer be updated. The new CrimeMaps system which is available now on the SFPD website will better serve the public.

www.sf-police.org

SFPD DISTRICT STATIONS AT A GLANCE

Check out the SFPD website to learn more about your local district station and be sure to attend your districts monthly Police Community Relations meeting.

www.sf-police.org

SAN FRANCISCO'S ALARM ORDINANCE

The City adopted a Police Emergency Alarm Ordinance in March 2003 that requires alarm license registration and fines for excessive false alarms. The intent of this ordinance is to reduce the number of false alarms received. No alarm user shall operate or cause to be operated, an alarm system at its site without a valid alarm license. A separate alarm license is required for each alarm site.
Call: (415) 558-3822



www.sfgov.org/ecd

NOISE ABATEMENT

To report problem noise levels for:
Loud music, parties, human behavior, vehicle noise, and barking dogs call: (415) 553-0123
Nightclubs - all chronic noise problems
Call: The Entertainment Commission: (415) 554-6007
Construction noise call: (415) 558-6096

www.sfgov.org/sfenvironment

TRAFFIC SIGNS, SPEED HUMPS, ETC.

Traffic Engineering is responsible for designing, directing and managing all traffic engineering functions within San Francisco, including placement of signs, signals, traffic striping, curb markings, and parking meters to promote the safe and efficient movement of people and goods throughout the City. Call: (415) 554-2300

To report any of the following:
Faded or damaged pavement markings call: (415) 715-4074
Malfunctioning parking meters call: (415) 550-2739
Traffic signs and poles needing repair call: (415) 554-9780
Malfunctioning traffic signal lights call: (415) 550-2736

www.sfgov.org/dpt



MAYOR'S OFFICE OF NEIGHBORHOOD SERVICES

The Mayor's Office of Neighborhood Services links City government to San Francisco's many diverse neighborhoods and communities.
Call: (415) 554-7111



www.sfgov.org/mons

SAN FRANCISCO HOMELESS OUTREACH TEAM (HOT)

Provides outreach to homeless individuals by linking clients to systems of care. Call: (415) 554-8471

www.sfgov.org/homeless

MOBILE ASSISTANCE PATROL (MAP)

Provides detox transportation. Located at 43 Fell St 24-hour.
Call: (415) 241-1190.

COMMUNITY SERVICES

HELPLINK can help you find information on community resources, employment, housing, substance abuse treatment, and more. Call: (415) 808-4357

www.helplink-sf.org

PROTECTIVE SERVICES

Adult Protective Services provides protective services to elders and dependent adults who are unable to protect their own interests or take care of themselves.
Call: (415) 557-5230 or (800) 814-0009

www.sfgov.org/daas

Child Abuse Hotline provides a 24-hour confidential service to report child abuse and neglect. The hotline is also a source of information and referral for callers.
Call: (415) 558-2650 or (800) 856-5553

www.sfgov.org/dhs

LANDLORD & TENANT INFORMATION

The Rent Board 24-hour info hotline: (415) 252-4600

[www.sfgov.org/rent board](http://www.sfgov.org/rent%20board)

COMMUNITY BOARDS

This community based service organizes and helps to establish conflict mediation and resolution efforts city-wide.
Call: (415) 920-3820

www.communityboards.org

CITIZENS' POLICE ACADEMY

The Citizens' Police Academy program is designed to inform and teach interested citizens the various aspects of municipal policing. The program covers procedures from patrol and investigations, vehicle operations, arrest and control techniques, fire-arm procedures and communications / 911.



Call: (415) 401.4701

<http://www.sf-police.org/index.aspx?page=1690>

ID THEFT

The Federal Trade Commission has several resources to help ID Theft victims, including step by steps guides on how to prevent ID theft, and what to do if your identity has been stolen. You can file complaints online or Call toll free: (877) 438-4338 (877-ID-THEFT)

www.consumer.gov/idtheft

ANONYMOUS TIP LINES

Crime prevention cannot be achieved by the police alone. Professional law enforcement officers must work hand-in-hand with the public to fight crime and neighborhood disorder throughout our communities. They depend heavily on your assistance in reporting crimes to the police using one of the anonymous tip lines below:

Bayview Station	822-8147	Central Station	392-2623
Ingleside Station	587-8984	Mission Station	552-4558
Northern Station	885-5187	Park Station	731-2865
Richmond Station	668-7387	Southern Station	552-4901
Taraval Station	242-9753	Tenderloin Station	929-9446
Auto Theft	553.1933	Homicide	431-2127
Violent Crime	575-4444		
Operations Center	553-9755		
Narcotics	800-CRACK-it (800.272.2548)		
TTY (Teletypewriter)	558-2404		

CLEANING STREETS AND SIDEWALKS

The Bureau of Street Environmental Services is responsible for the cleanliness of our city streets. DPW provides several services to help you keep your street clean. To have them pick up large trash (couches, refrigerators, etc.) dumped on the street, call: (415) 28-CLEAN (282-5326).

To report hazardous waste (motor oil, batteries, etc.) on the streets or sidewalks, call Litter Abatement hotline: (415) 695-2017.

To help you organize a neighborhood clean-up. Call: San Francisco Clean City Coalition (415) 552-9201

www.sfcleancity.com

To report theft of curbside recycling material e.g. bottles and cans call: (415) 553-0123.



GRAFFITI WATCH

Graffiti Watch is a citywide volunteer effort to prevent and remove graffiti from public property such as utility and light poles, mailboxes, traffic signal boxes and other street furniture that taggers deface. The program's goal is to keep San Francisco's streets and sidewalks graffiti-free through community involvement and enforcement.

Call 28-CLEAN (282-5326) or e-mail 28clean@sfdpw.org to obtain an application for membership in Graffiti Watch and to report graffiti whenever you see it.

www.sfgov.org/dpw

To report damage or graffiti on MUNI bus shelters. Call: (415) 882-4949.

www.sfmuni.com



ANIMALS & CRITTERS

Animal Care and Control (ACC) provides comprehensive services. ACC operates its emergency services 24-hours a day and is responsible for stray, injured, abandoned, neglected, and mistreated animals, as well as for the enforcement of all state and local animal control and welfare laws. For animal problems beyond strays, such as rats or raccoons, look in the Yellow Pages under "Animal".

Call: (415) 554-6364

www.sfgov.org/acc

Online Dog Licensing:

<https://servies/sfgov.org/addog/>

STREET LIGHTS & STREET TREES

A well lighted street is one of the best deterrents to crime. If your street lights are out or are providing insufficient lighting, call Bureau of Light, Heat and Power (415) 554-0730.

www.sfwater.org

Street lighting is only one part of the solution – SAFE strongly recommends that individual properties are well lighted, with porch lights left on throughout the night, or equipped with motion sensitive lights. To report a tree posing a hazard or needing trimming, call the Bureau of Urban Forestry (415) 695-2017.

www.sfdpw.org/sfdpw/trees



PARKING PROBLEMS

To have a car towed, e.g. one that is blocking your driveway, call 553-1200. To tow abandoned cars on your block to alleviate parking congestion, call (415) 781-JUNK. (781-5865). To alleviate parking congestion during the day the City can designate certain areas "residential permit parking." Residents must then purchase yearly permits for their vehicles and may purchase temporary permits for visitors. Note, night time parking congestion is not alleviated by residential permit parking. A side effect of permit parking is an increase in the number of daily visits to your area by parking enforcement officers. Call: (415) 503-2020

www.sfgov.org/dpt

CODE ENFORCEMENT

Code enforcement means reporting and correcting violations of the city's fire code, building code, housing code, and health code when properties become hazardous to occupants and neighbors. If your neighborhood needs a task force inspection call: (415) 554-3977.

www.sfgov.org/cityattorney

NEIGHBORHOOD WATCH

SAFE's experts can help residents and merchants form Neighborhood Watch and Business Watch groups, and can assist the community in developing ways to promote safety, prevent crime, and address other quality-of-life issues. SAFE assists groups in analyzing their safety needs and concerns, and will help you collaborate with the police to address crime and violence prevention issues.

call: (415) 553-1984 or (415) 673-SAFE.

www.sfsafe.org

CLOSING DRUG HOUSES

The critical step in dealing with troublesome properties is to document, writing down a brief description, with the date and time, of every suspicious activity or nuisance behavior. You may have to repeat this several times a day.

To create an official log of the problems at the property, call the police every time you suspect drug dealing, other criminal activity or nuisances. Call the anonymous narcotics reporting hotline at 1-(800)-CRACK-IT (1-800-272-2548) to report drug dealing. Call the police non-emergency number, (415) 553-0123 to report other crimes, suspicious activity or nuisances. By documenting activity and calling the police often, you and your neighbors will be setting up a firm case for whatever legal action might ensue.

Write a letter to the property owner outlining your complaints about the building. An effective strategy is to give a deadline to abate the problems. Owners are legally responsible for their properties and any nuisances caused by their tenants. (To locate an absentee owner, see "Finding the Property Owner"). Once you have begun documenting the activity, call the City Attorney's Code Enforcement Task Force. They bring together several city agencies in a coordinated effort to stop drug activity in problem properties.

A powerful option available to neighbors is to file a small claims court suit. Each person affected by the nuisance property may sue for up to \$5,000. The filing fee for small claims court is minimal, and neither party may use a lawyer in the courtroom.

FINDING THE PROPERTY OWNER

To find the owner of a property to invite them to a meeting, to get their permission to paint out graffiti, or get them to abate the problem behavior of tenants on their property, call the City Assessor's office (415) 554-5516.

www.sfgov.org/assessor



This information has been compiled by San Francisco SAFE, a city-wide crime prevention organization.

For more copies, or to request any of our crime prevention services, call (415) 553-1984.

www.sfsafe.org

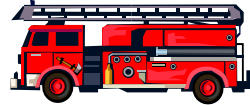
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NEIGHBORHOOD EMERGENCY RESPONSE TEAM

The FREE NERT Training program is a 20 hour comprehensive program consisting of six (6) class sessions lasting approximately 3 hours each. The training instructors are professional firefighters.

Explore the NERT Website for complete course outline, current schedule and more information. You are welcome to register for any neighborhood class. If you have any questions or are interested in setting up training for your group or business, fee free to contact the NERT office.

San Francisco Fire Department NERT Training
Lt. Erica Arteseros, Program Coordinator
Call: (415) 970-2022



www.sfgov.org/sffdnet

EMERGENCY PREPAREDNESS RESOURCES

Here is a list of helpful resources to keep you informed and prepared:

Learn how to prepare yourself and your family for an emergency. Visit: www.72hours.org

Mayor's Office of Emergency Services & Homeland Security
Call: (415) 558-2700 www.sfgov.org/oes

American Red Cross Bay Area
Call: (415) 427-8000 www.bayarea-redcross.org

Emergency Preparedness and Response Division of FEMA
Call: (510) 627-7100 www.fema.gov

Emergency Alert System
Tune your radio to KCBS 740AM, KGO 810AM