

## Personal Safety

- In the rare event that a stranger who demands your valuables approaches you, do not resist. Your well-being is more important than your belongings.
- Always be alert to your surroundings and know how to reach your destination prior to your departure.
- As you approach your car, have car keys in hand and check inside and beneath your car before entering to make sure no one has hidden in or near your vehicle.
- It is a good practice to let another person know your itinerary for the day and your expected time of return.
- There is safety in numbers. Make every effort to walk with others when leaving a building or location. Walk in well traveled, well lighted streets. Do not take short-cuts through parking lots or alley ways.
- Carry a cell phone with you and keep it fully charged.

\*\*\*\*\*

### NON-EMERGENCY INFORMATION

- For non-emergency police business telephone 553-0123 (voice) or 626-4357 (TTY) - You may experience a delay on the non-emergency line if the operators are busy with 9-1-1 calls. When using a TTY, pressing the space bar or using the auto ID feature will assist the operator to recognize your call as a TTY.
- If you are using a cellular phone in San Francisco only and want to reach the **9-1-1**, dial **553-8090**

\*\*\*\*\*

DIAL

# 9-1-1

### WHAT TO DO IN AN EMERGENCY

- **REMAIN CALM**
- **Call 9-1-1 immediately!**
- **If using a TTY pressing the space bar will help your call to be recognized faster.**
- Be prepared to tell the operator how the emergency personnel will get in to assist you (i.e. will you be outside, or wave the police down).
- When the operator answers, state **WHERE** the incident is **HAPPENING** and explain **WHAT** is **HAPPENING...** FOR EXAMPLE: "I am at 1020 Market Street and I've just been robbed" ... "I am having a heart attack I need an ambulance at 1234 5th Street" ... "The building on the corner of Market and Second is on fire"
- As long as it is safe, stay on the telephone and answer the operator's questions.
- Be brief, clear and accurate.
- When answering questions, describe one suspect at a time.
- DESCRIBE THE SUSPECT from the head down to the feet.
- If you wish to report an emergency and remain anonymous, call the 9-1-1 center by dialing 553-8090.

\*\*\*\*\*

These safety tips are general common-sense suggestions. Remember that personal safety is your responsibility. Do what you think best under the circumstances. Above all, stay alert and cautious.

This document is available in alternative format upon request. Call SAFE at (415) 553-1984 or email [info@sfsafe.org](mailto:info@sfsafe.org).

## Safety Tips For Visitors in San Francisco



*Sponsored in cooperation with the  
San Francisco Police Department  
and  
San Francisco SAFE, Inc.  
Safety Awareness for Everyone*

850 Bryant St. #135,  
San Francisco, CA 94103  
(415) 553-1984 FAX (415) 553-1967  
9-1-1 EMERGENCY  
(415) 553-0123 Non-Emergency



## Rental Car Safety Tips

- Do not stop if a passing motorist tells you that something is wrong with your vehicle or if someone bumps you from behind. Pull into the nearest gas station or well-lit public area. Call the Police at (415) 553-0123.
- Always be aware of the pedestrian traffic around your vehicle. When stopped in traffic, leave enough room between your car and the one in front of you so that you can pull around it if necessary. Do not idle your car in neutral. You may need to accelerate quickly should someone approach you.
- Always keep doors locked and windows rolled up when driving or when parked.
- Police lights are red and blue. Do not stop for flashing white headlights alone.
- Familiarize yourself with the vehicle's safety equipment, including hazard lights, windshield wipers, the spare tire, seat belts and door locks before leaving the rental area.
- Make sure the vehicle always has plenty of gasoline.

## At the Airport or Auto Rental Office

- Never leave luggage unattended. Do not ask a stranger to watch your belongings.
- Try to keep passport, airline tickets, credit cards or other important documents on you.
- Always know where you are going and how to reach your destination. When at the airport, ask the information desk. When at the auto rental office, ask for directions or for a map.
- Take and review a map before leaving the rental counter. Reading a map while driving is dangerous and can indicate you are unfamiliar with the area.

## Stay Secure in Your Vehicle

- If your car malfunctions on a major thoroughfare, lock your doors, turn on the hazard lights and wait for the police to arrive. If someone offers help, have them call the police at **(415) 553-0123**.
- If you become lost, find a well-lit public area where there are people around or drive to a gas station or store if you need information or directions.
- Park in well-lit, open areas as close to your destination as possible.

## Prevent Vehicle Theft & Break-ins

- Remove your keys from the ignition after every use. Never leave the vehicle unattended with the key in the ignition or the engine running.
- Make sure all windows are closed and your doors are locked before leaving your vehicle.
- Never leave any type of property in plain view.
- Do not store luggage or valuables in your vehicle. If you must, make sure they are not visible when you leave the car. Place them in the trunk before arriving at your destination.
- If you must leave your key with a parking attendant, leave only your vehicle's ignition key. Do not leave anything attached to it with your name and address.
- Do not park your vehicle in an isolated area where there are few passers-by.
- Always park in secured lots that are well lit and near high traffic areas.

## Prevent Pick-Pocketing

- **Keep the minimum in your wallet;** carry enough cash for expected needs, one credit card and only a few checks. Keep cash separate from identification and credit cards; do not carry your Social Security card and passport.
- **Always stay alert.** A person who shows strong, confident body language and makes eye contact with others is likely to discourage pickpockets.
- **Be aware of your surroundings at all times;** be especially wary if someone creates a distraction, such as dropping a newspaper or change nearby.
- **Put your wallet or purse in hard-to-reach spots.** Men should carry their wallet in their front pant pocket or inside a suit pocket, not the back pocket. Women should place their wallet deep inside their purse.
- **Never put your backpack on your back,** carry it in your hands or by your side. Keep your wallet in the main compartment of the backpack, not in the small outside pocket.
- **Conceal fanny packs or money belts under your clothes** and keep them close to your front.
- **Carry your Fast Pass in a separate holder** outside your purse or wallet.

