

City and Regional Services Troubleshooting Guide

If an issue is not included on this list, please see General Information.

Issue	How to Report
General Information	For help finding answers to questions related to City services, call 311 or email cityinfo@portlandoregon.gov . More information can be found at: www.portland.gov/311/about .
Campsites	See below subcategories.
Boats on Waterways	Report to Multnomah County River Patrol at 503-988-6788 or to the Oregon State Marine Board at 503-378-8587.
Private Property	If it is your property, call police non-emergency number at 503-823-3333. Describe the specific activity, but not the individual's socio-economic status. More information can be found at: https://www.portland.gov/homelessnessimpactreduction/private-property-issues .
Public Property	Report via PDX Reporter at http://pdxreporter.org or to the campsite reporting system at www.portlandoregon.gov/69333 .
Code Enforcement	For issues related to building and demolition code violations, dangerous buildings, erosion control, zoning issues, and nuisances such as trash on private property, call 503-823-2633. Further info can be found at: www.portland.gov/bds/code-enforcement .
Graffiti	Report via PDX Reporter at http://pdxreporter.org or via email at graffiti@portlandoregon.gov .
Parks	See below subcategories.
Maintenance Issues	Report via PDX Reporter at http://pdxreporter.org .
Park Code Violations	For Park Rangers call 503-823-1637. More information can be found at: www.portland.gov/parks/rangers .
Public Safety	See below subcategories.
Animal Control	Call 503-988-7387. If rodents see Trash – Vector Control. This is a service provided by Multnomah County.
Behavioral Health Crisis Line	If someone is experiencing distress but is not a direct threat to themselves or others, call 503-988-4888. Otherwise see Public Safety – Emergency Services. This is a service provided by Multnomah County.
Crime and Disorder Reporting	If there is a serious threat to life or property occurring now, see Public Safety – Emergency Services. If you would like to report crime or disorder which is not a serious threat to life or property occurring now, call 503-823-3333. Many low-level crimes can also be reported online at www.portlandoregon.gov/police/cor . If just seeking general information, see General Information. More info can be found at: www.portlandoregon.gov/911/article/672280 .

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Emergency Services	If there is a serious threat to life or property occurring now, call 911. If there is not a serious threat to life or property occurring now see Public Safety - Crime Reporting. More information can be found at: www.portlandoregon.gov/911/article/672183 .
<i>Public Transportation</i>	See below subcategories.
Bus and Max Issues	If an emergency or need to report crime or disorder, see Public Safety. For other issues, contact TriMet at 503-238-7433. Further information can be found at: https://trimet.org .
Streetcar Issues	If an emergency or need to report crime or disorder, see Public Safety. For other issues, contact Portland Streetcar at 503-222-4200. Further information can be found at: https://portlandstreetcar.org .
<i>Streets and Sidewalks</i>	See below subcategories.
Abandoned Vehicles	If campsite related, see Campsites. If not campsite related, report via PDX Reporter at http://pdxreporter.org , or via phone at 503-823-7309, or via www.portlandoregon.gov/transportation/40884 .
Debris in Roadway	Report via PDX Reporter at http://pdxreporter.org or contact PBOT 24/7 road hazard hotline at 503-823-1700.
Downed Trees	Report via PDX Reporter at http://pdxreporter.org or via phone at 503-823-8733.
Illegal Parking	Report via PDX Reporter at http://pdxreporter.org or call 503-823-5195.
Plugged Storm Drains	Report via PDX Reporter at http://pdxreporter.org .
Potholes	Report via PDX Reporter at http://pdxreporter.org .
Sidewalk Café Violations	Report via PDX Reporter at http://pdxreporter.org .
Sidewalk Trip Hazards and Vegetation Issues	Report via PDX Reporter at http://pdxreporter.org .
Street Lighting Issues	Report via PDX Reporter at http://pdxreporter.org .
<i>Towed & Impounded Vehicles</i>	Go to www.portlandoregon.gov/police/article/143824 .
<i>Trash</i>	See below subcategories.
Abandoned Shopping Carts	Call 1-888-552-2787 or report at https://www.northwestcarts.com . This service is provided by NFM Cart Rescue.
Chemical Spills	Call Bureau of Environmental Services 24/7 hotline at 503-823-7180.
Illegal Dumping, Biohazards, and Needles on Public Property	If related to a campsite, see Campsites. If not related to a campsite, report via http://ridpatrol.oregonmetro.gov/report or via phone at 503-234-3000. This is a service provided by Metro.

Issue	How to Report
Illegal Dumping, Biohazards, and Needles on Private Property	If related to a campsite, see Campsites. If your property, find information at: https://www.oregonmetro.gov/tools-living/garbage-and-recycling/report-dumped-garbage . If not your property, see Code Enforcement.
Public Trash Can Issues	Contact Bureau of Planning and Sustainability at wasteinfo@portlandoregon.gov or 503-823-7202.
Vector Control (rodents)	Call 503-988-3464. This service is provided by Multnomah County.
Water	See below subcategories.
Benson Bubbler Issues	Report via PDX reporter at http://pdxreporter.org .
Drinking Water Quality or Pressure Issues	Call 503-823-7525. More information can be found at: https://www.portland.gov/water/report-water-quality-issues .
Water or Sewer Main Issues	Call 503-823-4874.
Work Zone Concerns	Report via PDX Reporter at http://pdxreporter.org .