



CHIEF WILLIAM SCOTT'S SFPD SMALL BUSINESS ADVISORY FORUM

WHO TO CALL FOR ASSISTANCE

San Franciscans regularly ask how they can help and who they should call when they witness a crime, are concerned about a person experiencing homelessness, or an encampment in the community. There are some circumstances where it is most appropriate to call 9-1-1, the Police Non-Emergency Number, or 3-1-1. Below are some common reasons why someone may call for assistance and who they should call.

EMERGENCY CALL 9-1-1 (immediate response needed)	POLICE NON-EMERGENCY CALL 415-553-0123 (may incur time delay in response)	NON-EMERGENCY 3-1-1 OR USE 311 APP (immediate response not required)
Police, Fire, & Medical Emergency.	Trespassing and blocking entrance - person is responsive and not acting in a threatening way (MPC25 No Trespassing Sign).	Get information about services in San Francisco. Connect with City Departments.
Witnessed shoplifting crime in progress.	Well-being check for someone who is not in distress.	Request street or sidewalk cleaning, including human, animal and hazardous waste.
Reporting an auto burglary after suspect has left.	Noise complaints.	Report debris and abandoned shopping carts.
Person is acting violently or threatening you, themselves or others.	Aggressive solicitation within 20 ft. of ATM Bank / Towards motorists.	Report an encampment.
Person is unresponsive and may need medical attention.	Shoplifting after crime has been reported (May be directed to 311).	Sit-Lie Ordinance Civil Sidewalks: 7am - 11pm
Trespassing and blocking entrance - person is unresponsive or is acting in a threatening way (MPC25 No Trespassing Sign).	Property Crime Video evidence and suspect has fled the scene.	Homeless Person in need of service.
Well-being check for a person who appears to be in distress.		Abandoned vehicles, blocked driveway & Illegal parking.
Personal safety threatened.		Curb & Sidewalk issues