



**SAN FRANCISCO POLICE DEPARTMENT  
SMALL BUSINESS ADVISORY FORUM  
SAN FRANCISCO COUNCIL OF DISTRICT  
MERCHANTS ASSOCIATIONS**



SFCDMA

# 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.

<b>EMERGENCY CALL 9-1-1</b> (immediate response needed)	<b>POLICE NON-EMERGENCY CALL 415-553-0123</b> (may incur time delay in response)	<b>NON-EMERGENCY 3-1-1 OR USE 311 APP</b> (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.
Witnessed a fight, with or without weapons.	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.	Verbal dispute.	Abandoned vehicles, blocked driveway & Illegal parking.
Personal safety threatened.		Curb & Sidewalk issues