

# WHEN YOU NEED HELP WHO YOU GONNA CALL?

I need local government services

## CALL 311

If you need to **Ask** about things happening in your neighborhood, parking, parks, permits, and waste collection  
**Report** graffiti, abandoned vehicles, trash, campsites, hazards in parks or streets  
**Request** ADA accommodations, streets improvements, public records, assistance filing an online police report and more!

I need emergency services

## CALL 911

**Call 911** to reach dispatch for Fire, Ambulance, Police, and Portland Street Response.

I need social services

## CALL 211

**Call 211** to get help accessing food, employment, housing, or childcare.

I need an interpreter

When someone answers, say the language you wish to speak. Allow 2-5 minutes to connect with an interpreter. Do not hang up. Wait until interpreter has been connected.

# 24-HOUR HOTLINES

Abandoned Auto Reporting Hotline  
503-823-7309

Aging & Disability Services  
503-988-3646

Alcohol & Drug Helpline  
1-800-923-4357 or 503-244-1312

Call to Safety  
503/888-235-5333

Linéa UNICA (Español)  
503-232-4448 o 1-888-232-4448

Oregon Child Abuse Hotline  
855-503-7233

Code Enforcement Hotline  
503-823-2633

Domestic Violence  
1-800-799-SAFE (national)

Down Trees  
503-823-8733

Multnomah County Mental Health  
503-988-4888

Non-Emergency Police  
503-823-3333

Spill Reporting Hotline  
503-823-7180

Suicide & Crisis Lifeline  
9-8-8 or 503-988-4888

Urgent Street or Sewer Hazards  
503-823-1700

Water Main Breaks  
503-823-4874

Resource Guide updated July 2024. Call 3-1-1 or visit [www.portland.gov/311](http://www.portland.gov/311) to request additional resource guides.

# PDX 311

## City of Portland Resource Guide

Call 3-1-1 or (503) 823-4000

ASK A QUESTION

REPORT AN ISSUE

REQUEST ASSISTANCE

7am-8pm | 7 Days a Week

(Excluding Federal Holidays)



CALL 311 OR 503-823-4000 FOR GENERAL INFORMATION AND ASSISTANCE

## CITY OF PORTLAND

Abandoned Vehicles	503-823-6814
Business Licenses	503-823-5157
Development Services Center	503-823-7310
Code Enforcement	503-823-2633
Emergency Management	503-823-4375
Fire Information Hotline	503-823-3700
Garbage, Recycling & Compost	503-823-7202
Human Resources	503-823-3572
Inspections Request	503-823-7000
Park Rangers	503-823-1637
Parking Enforcement	503-823-5195
Parking Permits – Temporary	503-823-7365
Parking Permits – Area Parking	503-823-2777
Parks & Recreation	503-823-7529
Police Records	503-823-0043
Small Business Assistance	503-823-3442
Street Maintenance	503-823-1700
Towing Information	503-823-0044
Transportation Info/Traffic Safety	311
Urban Forestry (tree permits)	503-823-8733
Water & Sewer Customer Service	503-823-7770
<b>Elected Officials</b>	
Mayor Ted Wheeler	503-823-4120
Mayor's Comment Line	503-823-4127
Commissioner Rene Gonzalez	503-823-4151
Commissioner Mingus Mapps	503-823-4682
Commissioner Carmen Rubio	503-823-3008
Commissioner Dan Ryan	503-823-3589
City Auditor/Council Clerk	503-823-4082

## MULTNOMAH COUNTY

Aging and Disability Services	503-988-3646
Animal Services	503-988-7387
Assessment, Recording & Taxation	503-988-3326
For marriage licenses, passports & property taxes	
Dental Access Program	503-988-6942
Elections	503-988-3720
Environmental Health	503-988-3400
Health Information and Centers	503-988-5558
Library information	503-988-5123
Sheriff's Department	503-988-4300
Vector Nuisance Control	503-988-3464
WIC	503-988-3503
Civil Court	971-274-0540
Criminal Court	971-274-0545
District Attorney	503-988-3162
Family Court	971-274-0600
Jury Service	971-274-0575
Parking Tickets	971-274-0590
Small Claims Court	971-274-0540
Traffic Court	971-274-0545
<b>Elected Officials</b>	
Chair Jessica Vega Pederson	503-988-3308
Commissioner Sharon Meieran (1)	503-988-5220
Commissioner Susheela Jayapal (2)	503-988-5219
Commissioner Julia Brim-Edwards (3)	503-988-5217
Commissioner Lori Stegmann (4)	503-988-5213
County Board Clerk	503-988-3277
County Auditor	503-988-3320

## RESOURCES

### Transportation

TriMet 503-238-7433

Portland Airport  
503-460-4234

Dept of Motor Vehicles  
503-299-9999

### Utility Providers

CenturyLink/Lumen  
800-244-1111

NW Natural  
503-226-4211

Pacific Power  
888-221-7070

Portland General Electric  
503-228-6322

Portland Water Bureau  
503-823-7770

Comcast Xfinity  
855-870-1311

### Housing Assistance

2-1-1 or 1-866-698-6155

Alliance of Tenants  
503-288-0130

Section 8 Housing  
503-802-8300

Housing Rental Services  
503-823-1303

### Business & Consumers

Better Business Bureau  
503-212-3022

Consumer Protection  
503-229-5576

Portland Business  
Alliance  
503-224-8684

Downtown Clean & Safe  
503-388-8888

### Federal & State

Bureau of Labor &  
Industry  
971-673-0761

Federal Agency Info  
844-872-4681

Oregon Vital Records  
971-673-1190

Social Security  
800-772-1213

US Post Office  
800-275-8777

### Law Enforcement & Legal Services

Central Police Precinct  
503-823-0097

Child Support  
Enforcement  
503-988-3150

Graffiti Reporting  
311

Inverness Jail  
503-988-5060

Justice Center/Jail  
503-988-3689

Juvenile Detention  
Center 503-988-3460

Legal Aid Services  
503-224-4086

Oregon State Bar  
503-684-3763

Park Security  
503-823-1637

Victims Assistance –  
District Attorney  
503-988-3222