

Who to call

City Responsibility and Caltrans Responsibility

The homes, streets and sidewalks are SF City responsibility, so SF Police should be called when there is an issue involving private or public property in the City. If there is an issue on Caltrans property, the freeway or freeway right-of-way, the CHP are the enforcers. At times both the City (SFPD) and the State(CHP) work together. Who you call often depends on what the problem is.

311 and 911

311 and 911 are special phone numbers that have folks answering that will direct your call to the right service. They may direct to the Police (SFPD) or to the Homeless Dept (DHS) or to Public Works (SFPD).

311 has three ways to be contacted: internet (sf311.org), smart phones(sf311) or telephone (311).

911 calls made from a cell phone will go first to CHP (California Highway Patrol) and then be routed to the correct service. Calls from a land line will go to the Police.

415-553-0123 (Non Emergency)

This number is the non-emergency police number. You will reach the non-emergency police, not a 311 answering person. This number is good for non-emergency crimes where you want something done but it is not an emergency like:

- Car broken into, but no one there
- Car robbed
- Noise complaints
- Someone is parking in my driveway and I can't get out
- Parking violations

For other non emergencies use the 311 service:

- Dumping
- Homeless issues
- City light out
- Etc etc

911 and 415-553-8090 (Emergency)

Land Line use 911, smart phone use 415-553-8090. Use these numbers will go to the police. If there is a crime in action or an emergency where someone is in danger of dying and you need police or fire dept or ambulance right away

Caltrans Property

Crime on the Caltrans property, like encampments and fires can be reported to 911,311 or an email can be sent to the members of the CHP Safety Services Program:

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