

Who Do I Call?

CALL **911** FOR ALL LIFE-THREATENING EMERGENCIES

NON-EMERGENCY 24-HOUR RESPONSE:
(707) 822-2424

WHEN TO CALL 911

Call 911 in an emergency situation that requires immediate assistance from the police, fire department, or an ambulance, such as:

- Fire
- Medical Emergencies
- Missing Child
- Burglary or theft in progress
- Car that has just been stolen
- Gunfire plus screams or yelling
- Yourself or someone else being assaulted
- Car accident with life threatening injuries

WHEN TO CALL (707) 822-2424 ARCATA POLICE NON-EMERGENCY DISPATCHER

Call the 24-hour non-emergency Arcata Police Dispatcher to request police response in a situation that is not an emergency but needs attention, such as:

- Assault after the act
- Suspected child or elder neglect or abuse
- Burglary, break-in or theft after the act
- Apparent drug deal or illicit activity
- Suspicious person in neighborhood
- Vandalism or graffiti
- Illegal camping on private property
- Loud parties or disruptive behavior
- Suspected animal abuse

DO NOT CALL 911:

- for information
- when the power is out
- to report a broken fire hydrant
- as a prank
- to get a ride to a doctor's appointment
- for paying tickets
- for your pet
- when your water pipes burst

FOR MORE INFORMATION

Find out more on-line at arcatapd.org

PERSONAL SAFETY TIPS

- Travel in Groups
 - Be Aware of Surroundings
 - Walk in well Traveled Areas
 - Avoid Cell Phone Distractions
 - Do Not Accept a Drink from Someone You Don't Know
 - Do Not Leave Your Drink Unattended
- Have a Plan:
For Everyone's Safety,
Designate a Driver*

When Reporting a Crime:

The questions asked by the Dispatcher depend on the situation. Remain calm and patient. The Dispatcher may be responding to multiple calls. Specify if you want an officer to contact you directly. When calling for police assistance or to report a crime, try to provide the following information to the Dispatcher:

- Your name and the address from where you are calling. Calls made on a cell phone will be answered by CHP, who can forward your call to the appropriate emergency response agency.
- What you are reporting
- Description of the person(s) involved:

<i>Sex</i>	<i>Hair Color & Length</i>
<i>Race</i>	<i>Facial Hair / Glasses</i>
<i>Age</i>	<i>Clothing Description</i>
<i>Height & Weight</i>	<i>Any Special Marks or Features</i>
- If the person is no longer at the scene, tell the dispatcher if he/she left on foot or in a vehicle. Try to provide vehicle description and direction of travel
- Stay on the line until you are instructed to hang up



Arcata

Public Safety Committee
a community partnership

Making Arcata a Safer Place to Live, Work, Study, & Play

safearcata.org

COMMUNITY SAFETY QUICK REFERENCE GUIDE

CITY OF ARCATA



Photograph by Don Barrett

GET TO KNOW YOUR

CITY

safearcata.org

COMMUNITY SAFETY QUICK REFERENCE GUIDE

Who Do I Contact?

ARCATA POLICE DEPARTMENT

Non-emergency, 24-hour response: (707) 822-2424

Business Office: (707) 822-2428

736 F St., Arcata CA 95521 cityofarcata.org/206/Police

Hours: M-F, 9am - 5pm



You can call the Police Business Office to:

- Sign up for RUOK (Are You Okay Program)
- Request Vacation House Check
- Get a Bicycle License
- Make a Record Request
- Report Abandoned Vehicles

Report Vandalism: (707) 822-2424

Graffiti Abatement: (707) 825-2587, x1

Animal Control (707) 822-2428

24-hour Information Recording: (707) 825-2588

Citizen RIMS (Real-time Crime Mapping): arcata.crimegraphics.com

Submit a Complaint:
cityofarcata.org/900/Complaint-or-Inquiry-Submission

HUMBOLDT STATE UNIVERSITY POLICE

Non-emergency, 24-hour response: (707) 826-5555

Campus Info: (707) 826-4636

1 Harpst Street, Arcata
Hours: M-F, 9am - 5pm

ARCATA - EUREKA CHP

Non-emergency, 24hr highway response: (707) 268-2000
or State Wide: (800) 835-5247

Business Office: (707) 822-5981
255 E. Samoa Blvd., Arcata
Hours: M-F, 8am - 5pm

NEIGHBORHOOD WATCH

If you are interested in joining or forming a neighborhood watch group, contact: (707) 822-2428
humboldt.gov.org/2101/neighborhood-watch

SIGN UP FOR SAFETY ALERTS

Humboldt County Alerts:

Emergency Notification Service: humboldt.gov.org

Facebook Group: Humboldt County on Alert

City of Arcata CodeRED Sign-up:

Emergency Notification Service: cityofarcata.org/685/CodeRED

Humboldt State University Emergency Conditions:

HSU Emergency Notification Service: humboldt.edu/emergency

CITY OF ARCATA

To report broken water lines, sewer lines, fallen trees or road hazards on public property, contact:

City of Arcata

736 F St., Arcata CA 95521

M-F, 9am-5pm: (707) 822-5957

After Business Hours: (707) 822-2424
cityofarcata.org

PG&E

Report Power Outage: (800) 743-5000

Receive Information on Outages: (800) 743-5002

ROAD CONDITIONS

Caltrans: (800) 427-7623
dot.ca.gov

Humboldt County Roads: (707) 445-7421
humboldt.gov.org/roads

Hours:

March - September, M - Th, 6:30am - 5pm

October - February, M - F, 7:30am - 4pm

WEATHER CONDITIONS

National Weather Service: (707) 443-6484
weather.gov/eka

PUBLIC TRANSIT

Arcata & Mad River Transit: (707) 822-3775
925 E Street, Arcata arcatatransit.org

Humboldt Transit Authority (county buses): (707) 443-0826
133 V Street, Eureka hta.org

TAXI SERVICES

Cab Louie: (707) 599-3391

City Cab: (707) 442-4551

Plaza Cab: (707) 822-4742

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24-HOUR CRISIS HOTLINES

Adult Protective Services: (707) 476-2100

Alcoholics Anonymous: (707) 442-0711

California Youth Crisis: (800) 843-5200

Child Abuse National Hotline: (800) 442-4453

Child Welfare Services: (707) 445-6180

Domestic Violence: (866) 668-6543 or (707) 443-6042

LGBTQ Trevor Project Youth Hotline: (866) 488-7386

Mental Health Services: (707) 268-2900

Mental Health Crisis Line: (707) 445-7715

Narcotics Anonymous: (866) 315-8645 or (707) 444-8645

North Coast Rape Crisis Hotline: (707) 445-2881

Suicide Prevention Life Line: (800) 273-8255

Veterans' Crisis Line: (800) 273-8255, x1

HOSPITALS & HEALTH CLINICS

Mad River Community Hospital: (707) 822-3621
3800 Janes Rd., Arcata

Humboldt Open Door Clinic: (707) 826-8610
770 10th St., Arcata

North Country Clinic: (707) 822-2481
785 18th St., Arcata

FAMILY RESOURCE CENTERS

2-1-1 Humboldt: 211humboldt.org 211 or (707) 441-1001

Arcata: (707) 826-1002

Humboldt Family Services Center: (707) 443-7358

McKinleyville: (707) 840-0905

Manila: (707) 444-9771

SHELTERS & HOMELESS SERVICES

Arcata House Partnership: (707) 633-6236
501 Ninth St., Arcata

Betty Kwan Chinn Foundation: (707) 407-3833
133 Seventh St., Eureka

Eureka Rescue Mission: (707) 443-4551
110 Second St., Eureka