

Block Watch Guide

Neighbors knowing, caring and looking out for each other



This information is provided courtesy of the Longview Police Department



Longview Police Department

1351 Hudson Street
Longview, WA 98632
General business line:
360.442.5800
Emergency: 9-1-1,
Dispatch: 360.577.3098

Satellite Office

216 30th Avenue, Suite C
Longview, WA 98632
360.442.5850

**Module 4 - Emergency
Communication**

Block Watch Module 4

Emergency Communication

Module 4 of your Block Watch Guide focuses on emergency communication. This module contains valuable contact lists for police and other general information.

Table of contents:

Meeting 4	1
How to report a crime	2
Tips for reporting problems	3
Police Online Citizen Reporting (COP Logic)	4
Often requested numbers	5
What number do I call?	6-7
Longview Police beat map	8

Emergency Communication

Meeting 4

1. Who to Call - Emergency phone numbers
 - a. List of "who to Call"
2. 9-1-1 - Emergency Communications
 - a. Reduces time it takes to process an emergency call for service.
 - b. Allows for coin-free dialing to police, fire, paramedics, from all pay phones and cell phones.
 - c. Provides automatic number identification and automatic location identification to assure a response when you are not able, due to illness or injury, tell us where you are.
 - d. Determines jurisdictional boundaries. You do not need to know what area you are in to know which agency to notify.
 - e. Available for TDD users (for hearing impaired).
3. Reporting an emergency
 - a. Whenever you need to report an emergency call 9-1-1. This center is staffed 24 hours a day, seven days a week by highly trained and skilled personnel.
 - b. Complete and accurate information is essential. By being part of a Block Watch group, you will learn what information is important to the dispatcher, why they may seem short with you, and how the system works. The dispatcher will clarify and/or request any additional information they may need. Refer to "*How to Report a Crime*" handout in Appendix.
4. What the police need to know when you report an emergency

There is a lot of information to remember in a stressful situation, and you will learn about this as part of your Block Watch training. The police dispatcher knows what information is needed, so please try to answer as many of the questions as possible. Remember, your cooperation and assistance will greatly increase our efficiency and effectiveness in providing you emergency assistance.

 - a. What is happening?
 - i. Is it a burglary, a traffic accident or a loud party?
 - b. When did it happen?
 - i. Was the crime just discovered or did it just occur?
 - c. Where is the problem?
 - i. Exact location
 - ii. Is it at your home?
 - iii. Across the street?
 - iv. Do you live in an apartment? What apartment number?
 - d. Now an officer can be sent while you are furnishing additional information to the dispatcher.
 - i. Who did it?
 - ii. How many suspects were there?
 - iii. What did they look like? - Use descriptions and terms.
 - iv. Where did they go?
 - v. Did you see or hear a vehicle?

How to report a crime

Don't wait!

Report it as soon as possible.

If you are the victim of a crime that occurred in the Longview city limits, please report it as soon as possible - not hours, days or weeks later.

Please do not call a friend in the police department to report the crime.

If it's a crime in progress and the suspect is still on scene or nearby, immediately call 911.

Non-emergency assistance

If it's a non-emergency and the crime is not in progress, call 577-3098. This number will get you directly into the dispatch center, which is much quicker and more efficient than calling the Longview Police Department's business number.

You can call the non-emergency number 24-7, not just during regular business hours.

Descriptions are important

If you have suspect information, please write down a description of the person starting with the basics: male or female, race or skin tone, approximate height, weight and age. It really helps if you can provide a clothing description of a suspect.

If the suspect was in a vehicle, do your best to get a license plate number. It helps if you can provide a color, make and model, such as "late 90s Ford Mustang." If

you're not familiar with vehicle makes and models, at least say if it's a 2-door or 4-door sedan, a station wagon, a SUV, a truck or a van.

Let the dispatcher know in which direction the vehicle left. If you're not good with north, south, west and east, use landmarks to indicate where the vehicle went. For example, the car left City Hall and went toward the 15th Avenue Safeway.

Sample information for identifying a suspect or vehicle

Helping identify a suspect

Emergency 9-1-1 Non-Emergency 442-5800

Sex: Male Female
 Age _____
 Height _____
 Weight _____
 Race _____
 Hair color _____
 Hair style _____
 Eye color _____
 Glasses? Yes No
 Complexion (ruddy, tan, etc.) _____
 Acne? Yes No
 Scars? Yes No
 Tattoos? Yes No
 Hat? Yes No
 Hat color _____
 Words/logo on hat _____
 Jewelry _____
 Tie or scarf _____
 Coat/Jacket _____
 Shirt _____
 Pants _____
 Shoes/boots _____
 Other _____



Helping identify a vehicle

Emergency 9-1-1 Non-Emergency 442-5800

License plate number _____
 Make _____
 Model _____
 Color _____
 Damage _____
 Driver Description _____
 Direction of travel _____



Tips for reporting problems

Help is a phone call away.

The best way you can get the help you need is to report a problem to the correct agency or department in a timely manner. A list of helpful numbers is on pages 5-7.

If you have a problem with a neighbor, try talking to that person first to see if you can resolve the issue before filing a complaint. If the issue can't be resolved, call the appropriate agency or department directly to get the best and quickest response.

If you want to complain about problems with a specific home, please have the address handy before you call. If you want to complain about a vehicle, please provide a good description including color, make, model and license plate if possible.

Emergencies

Call 9-1-1– for in progress assault, domestic violence, vehicle accident, fire or other emergency situations requiring an immediate response.

Non-emergencies

Call Longview Police Department **NON-EMERGENCY DISPATCH** at 442-5800 for parking problems on the street or in an alley, run-aways, a burglary, or other non-emergency, not in progress crimes. You may call this number 24-7.

Call Longview Police Department's **Highland Satellite Office** at 442-5850 for questions about bike registration, Block Watch, crime prevention, or volunteering for Longview Police Department.

Using the **Longview Police Department Police Online Citizen Reporting** System you can report the following incidents (please choose one):

- ◆ Hit and Run - No Injuries (Learn more)
- ◆ Identity Theft (Learn more)
- ◆ Lost Property
- ◆ Theft
- ◆ Theft from Vehicle
- ◆ Vandalism
- ◆ Vandalism of a Vehicle

Call City of Longview's **Code Compliance Division** (formerly called Nuisance Abatement) at 442-5082 for private property issues including junk or inoperable vehicles in yards, overgrown weeds or grass, broken windows, illegal business activity, hazardous fences, accumulation of debris, someone living in an RV, garbage in alley, etc.

Call the **Humane Society** AT 577-0151 for animal problems, loose dogs, vicious animals, or continuous barking at night.

Call **Records Department** at Hall of Justice at 577-3167 (option 3) to get a copy of all police reports.

Call City of Longview **Street Division** at 442-5640 to report street lights out (metal poles).

Call **Cowlitz PUD** at 423-2210 to report street lights out (wooden poles).



Police Online Citizen Reporting System

Citizen Self-Reporting

- On-line police reports can be filed by a citizen on www.mylongview.com. **If this is an Emergency please call 911.** Using this online citizen police report system allows you to submit a report immediately and print a copy of the police report for free. The following are requirements to submit an Online police report:
- The incident you wish to report is not an emergency
- This incident occurred within the Longview City limits
- There are no known suspects or evidence
- The incident did not occur on a State Freeway
- You must have a valid email address
- If you meet the requirements above, you are ready to file your report online. Please make sure to turn off your pop-up blocking software before filing the report. If you answered no to any of the questions please review the following Online Citizen Police Report Frequently Asked Questions section.

Online Police Reporting Frequently Asked Questions

What do I do if online incident reporting is not right for me?

If your incident is an emergency, call 911. If non-emergency call 360-442-5800.

What if this happened in another city can I file a report using this online police citizen reporting system?

No, If a crime took place outside of the City of Longview Police Department please call the police department for that city.

What if this happened on a state Freeway?

If this took place on a state Freeway please call the Highway Patrol Office nearest you.

What is a known suspect?

A known suspect is when you or someone else knows the person or where to find the person who committed the crime or the license plate number of the vehicle the suspect(s) were in.

Upon completion of this report process you will:

See the words: "Your online police report has been submitted" showing that your police report is complete.

Be given a police report case number.

Be able to print a copy of the police report to keep for your records.

Please Note:

All cases filed using the Citizens Online Police Reporting System will be reviewed.

- Upon review, if further investigation of your case is needed, you may be contacted.
- Once your report is approved, a Longview case number and copy of the report will be emailed to you.
- Filing a false police report is a crime.

Using the Longview Police Department Police Online Citizen Reporting System you can report the following incidents (please choose one):

Hit and Run - No Injuries ([Learn more](#))

Identity Theft ([Learn more](#))

- Lost Property
- Theft
- Theft from Vehicle
- Vandalism
- Vandalism of a Vehicle

Often Requested Numbers

POLICE

Emergency Dispatcher9-1-1

Non-emergency Dispatcher 577-3098

Longview Police Department Main Station . .442-5800

LPD Highland Satellite Office 442-5850

Sgt. Doug Kazensky442-5804

Community Services

Cpl. Danielle Jenkins442-5883

Evidence442-5819

Police Administration 442-5800

Chief

Patrol Captain

Investigations Captain

Investigations Sergeant

Investigations Secretary

DRUG TIP LINE 442-5896

CRIME TIP LINE 442-5929

Castle Rock Police Department274-4711

Cowlitz County Sheriff's Office 577-3092

Kalama Police Department673-2165

Kelso Police Department 423-1270

Washington State Patrol 800-283-7805

Woodland Police Department225-6965

COURTS

District577-3073

Superior 577-3016

Family577-3076

MISCELLANEOUS

Child Protective Services 501-2600

City Attorney 442-5870

Cowlitz County Records

(Reports) 577-3167

Crime Stoppers 577-1206

Dept. of Corrections 577-4050

Jail 577-3094

Juvenile Detention 577-3100

Prosecuting Attorney 577-3080

Probation Office 577-3077

Work Release 414-5516

SOCIAL SERVICES

CAP 425-3430

Community House on

Broadway 425-8679

Emergency Support Shelter 425-1176

Ethnic Support Council636-2791

FISH636-1100

Humane Society577-0151

Mental Health 24-hour

Crisis line425-6064

Nuisance Abatement (now

Code Compliance)442-5082

Salvation Army 423-3990

St. Vincent De Paul Society577-0662

What number do I call?

Commonly requested numbers for the City of Longview

Animal Services/Humane Society ...577.0151	Emergency Preparedness	Legal
Birth Certificates414.5599	County Emergency Management...577.3130	City Attorney for Civil Matters.. 442.5007
Building and Construction (see also Permits)	Longview Fire Department	Claim for Damages 442.5041
City of Kelso 423.9922	(non-emergency) 442.5503	Prosecuting Attorney for
City of Longview 442.5086	Longview Police Department	Criminal Matters 577.3080
Cowlitz County 577.3052	(non-emergency) 442.5800	See also Courts and Nuisance Abate-
Bus Service	Red Cross 423.7880	ment
River Cities Transit 442.5663	Employment	Library
Greyhound Bus Line..... 423.7380	City of Longview Job Line 442.5026	Youth Programs 442.5323
Paratransit.....442.5667	Information 442.5021	General Information 442.5300
Call Before You Dig1.800.424.5555	Employment Security/Work Source 577.2250	Literacy/Project READ 442.5321
Chamber of Commerce423.8400	Volunteering (see Volunteer Opportunities)	TTY 442.5330
City Government of Longview	Engineering442.5200	Licensing
Agendas and Meetings442.5004	Banner/Special Event Permits	Auditor's Office 577.3002
Boards and Commissions 442.5004	Damaged Public Sidewalks	Auto Licensing 577.3007
City Council442.5004	Local Improvement Districts (LID) Formation	Bicycle Licensing 442.5850
City Hall Hours 442.5000	Off-Truck-Route Permits	Business Licenses
City Facilities 442.5230	Right-of-Way Work/Permits	(City of Longview)442.5000
Claim for Damages 442.5041	Sidewalk Problems	Business Licenses
Code Enforcement/	Storm Drainage Questions	(Home Occupation).....442.5000
Nuisance Abatement 442.5082	Vacating Alleys and Streets	Driver License 577.2235
Directions/Locations City Facilities 442.5004	Fire442.5503	Marriage Licenses 577.3003
Elections (Cowlitz County) 577.3005	Fire Inspections, General Business,	Maps
Information for Legislators	Hazardous Materials, Home Hazards	City Map by
(Legislative Hotline) 1.800.562.6000	Life/Safety Permits 442.5088	Chamber of Commerce423.8400
Mayor442.5004	Garbage/Recycling	Council of Governments577.3041
Website Information 442.5063	Broken/Missing	Cowlitz County GIS577.3025
Community Action Agency	Garbage Containers425.4302	FEMA Flood Maps 442.5086
(CAP/LCCAC)425.3430	Christmas Tree Recycling 442.5222	
Community Development	Holiday Schedule 442.5222	
Block Grants..442.5081	Household Hazardous Waste 425.4302	
Community Events	Missed Pick-ups 425.4302	
Chamber of Commerce 423.8400	New Service 442.5035	
Christmas Parade425.7707	Recycling - www.2good2toss.com... 442.5222	
Concerts at the Lake 442.5400	Recycling Hotline Information 442.5222	
Cowlitz County Fair577-3121	Waste Control Transfer Station . ..425.4302	
Earth Day 442.5400 or 442.5209	Health Department 414.5599	
Farmers Market..... 425.1297	Housing Information	
Go4th/Parade . 578.2553 or 577.2557	HOME Program 442.5081	
Golf Tournaments 442.5442	Kelso Housing Authority 423.3490	
Highlander Festival 423.1371	Landlord/Tenant	
International Festival..... . 751.4427	Rights and Responsibilities 442.5081	
Kelso Bridge Market 423.1371	Longview Housing Authority 423.0140	
Parks & Recreation 442.5400	Human Services	
Council of Governments 577.3041	Domestic Violence 442.5800	
Courts	Emergency Support Shelter 425.1176	
County Clerk 577.3016	Red Cross 423.7880	
District Court 577.3073	Incident Reporting/Emergency Response	
Family Court 577.3076	EMERGENCIES 9-1-1	
Jury Duty 577.3034	Non-emergencies 578-0900	
Municipal Court 577.3073	Crime Stoppers 577.1206	
Prosecuting Attorney 577.3080	Graffiti 442.5800	
Superior Court (Clerk's Office)... 577.3016	Fire 442.5503	
Traffic Tickets 577.3073	Police 442.5800	
Diking District423.2493	See also Quick Reference Numbers	
Demographic Information577.3041	Jail 577.3094	



Neighborhoods	
Block Watch	442.5850
Citizen's Police Academy	442.5800
Highlands Police Satellite Office	442.5850
Nuisance Abatement	442.5082
Fences/Structures, Fire Hazard, Garbage/ Junk, Improper Occupancy, Tall Grass/ Noxious Weeds, Temporary Special Event Signs, Zoning Violations	
Vehicles - Junk or Abandoned (On Private Property)	442.5082
Vehicles - Junk or Abandoned (In Right-of-Way)	442.5800
Landlord/Tenant Issues	442.5082
Parking	442.5800
Complaints, Complaints (downtown only), Parking Permits (Downtown), Ticket	
Parks & Recreation	442.5400
Adult Sports, Classes/Registration, Reserving Park Facilities, Teen Programs, Volunteer Opportunities, Youth Programs	
Mint Valley Golf Course	442.5442
Mint Valley Racquet & Fitness Club ..	636.4770
Park Facilities, Buildings and Rentals	442.5400
Reporting Park Conditions	442.5421
Senior Center	636.0210
Willow Grove Boat Launch	577.3065
Passports	577.3016
Permits	
Burn Permits	442.5503
Banners	442.5200
Hydrant Use	442.5700
Fire/Life Safety Permits	442.5088
Permits (Inside Longview City Limits) ...	442.5086
Building, Electrical, Gas and Mechanical, Plumbing, Sign	
Inspections	442.5086
Building, Electrical, Gas and Mechanical, Plumbing	
Right-of-Way	442.5200
Special Event	442.5200
Utility Permits	442.5220
Planning/Zoning	442.5086
Police	
Abandoned Vehicles (Right-of-Way) ...	442.5800
Bicycle Registration	442.5850
Block Watch	442.5850
Citizen's Police Academy	442.5800
Crime Stoppers	577.1206
General Business Number	442.5800
Gun Permits (Longview)	442.5800
Gun Permits (Sheriff's Office)	577.3092
Highlands Police Satellite Office	442.5850
Parking	442.5800
Police Records	577.3167
School Officer	442.5800
Speed Monitoring	442.5800
Station Tours	442.5800
Recycling - www.2good2toss.com.....	442.5222
Sewer	
Regional Sewer Treatment Plant	577.2040

Sewer (continued)	
Customer Service/New Service	442.5035
General Information	442.5700
Rodent Control	442.5700
Sewer Problems	442.5700
Emergency after 4:30 p.m.	578.0900
Sewer Pump Stations	442.5700
Utility Billing	442.5031
Sidewalk Repair	442.5200
Smelt	
Department of Fish & Wildlife	360.696.6211
Sons of Norway	425.7013
Storm Water	
Clogged Storm Drains	442.5620
Emergency after 4:30 p.m.	578.0900
Construction and Development	442.5200
Customer Service/New Service	442.5035
General Information	442.5209
HOTLINE	578.0900
Utility Billing Information	442.5031
Streets, Signs and Signals	
Lights Out, Metal Light Poles (City)	442.5640
Lights Out, Wood Light Poles (PUD)	423.2210
Right-of-Way Permits.....	442.5200
Sign Maintenance	442.5641
Special Event Permits	442.5200
Banner Permits	442.5200
Street Maintenance	442.5620
Alley Maintenance	
Clogged Storm Drains	
Corner Handicap Access	
Leaf Removal	
Manholes Missing	
Potholes/Broken Curbing	
Snow Removal/Sanding	
Street Sweeping	
Emergency after 4:30 p.m.	578.0900
Traffic Signal Maintenance	442.5642
Emergency after 4:30 p.m.	578.0900
Tours	
City Hall	442.5004
Fire Station	442.5503
Library	442.5300
Police Station	442.5850
Traffic	
Traffic Counts	442.5640
Traffic Requests	442.5640
Speed Humps	442.5200
Transportation	
River Cities Transit.....	442.5663
Paratransit	442.5667
Trees	
City Street and Park Trees	442.5421
Dangerous Trees (On Public Right-of-Way).....	442.5421
Emergency after 4:30 p.m.	578.0900
Dangerous Trees (On Private Property) ..	442.5082
Utility Services	
Comcast Cable	888.683.1000
Cascade Natural Gas	423.7470
Cowlitz PUD	423.2210

Utility Services (continued)	
Water/Sewer/Garbage/Storm Water..	442.5033
Customer Service/New Service	442.5035
Utility Locates (statewide)	1.800.424.5555
Visitor Informatio	
Kelso/Longview Chamber of Commerce	423.8400
Cowlitz County Tourism	557.3137
Volunteer Opportunities	
Board, Commissions, Committees .	442.5004
Library (Project READ)	442.5321
Police	442.5805
Parks & Recreation	442.5400
Voter Registration	577.3005
Water	
Customer Service/New Service	442.5035
General Information	442.5700
Hydrants	442.5700
Regional Water Treatment Plant	442.5680
Storm Water	442.5209
Utility Billing	442.5031
Water Line Breaks or Leaks	442.5700
Emergency after 4:30 p.m.	578.0900
Water Quality	442.5680
Zoning (Longview)	
Annexations	442.5086
Flood Zones	442.5086
Subdivision and Plats	442.5086
Zoning Information (Inside City limits)	442.5086
Zoning Information (County)	577.3052

Quick Reference Numbers

Clogged Storm Drains	442.5620
Downed Trees	442.5421
Downed Power Lines	423.2210
Power Outages	423.2210
Sewage Problems	442.5700
Snow/Ice Removal/Sanding	442.5620
Stormwater issues	442-5210
Traffic Signals Out	442.5642
Water Line Breaks or Leaks (City) ...	442.5700

Reporting problems after 4:30 p.m.578.0900

City Departments

City Manager	442.5004
Assistant City Manager	442.5004
City Attorney	442.5004
City Engineer	442.5200
Community Development	442.5086
Finance	442.5000
Fire	442.5503
Human Resources	442.5004
Information Technology	442.5063
Library	442.5300
Mayor	442.5005
Parks & Recreation	442.5400
Police	442.5800
Public Works	442.5200

Longview Police Beat Map

