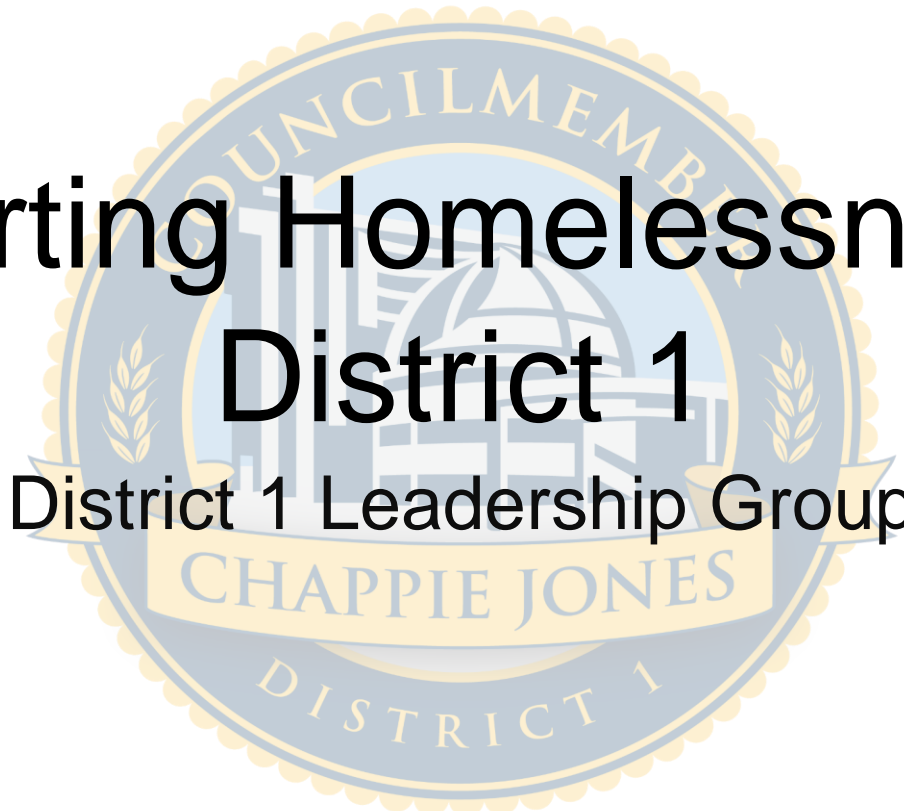


# Reporting Homelessness in District 1

District 1 Leadership Group



# Resident Encounters

- Identify
- Report
- Share
- Monitor



# Steps 1 and 2

## Identify Location and Report Encampments

- Is the encampment or homeless person on city or state property?
  - If it is on city property - call 408-975-1440 or email [homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov)
  - If it is on state property (Caltrans) - go online to submit a Customer Service Request (CSR) OR contact Senator Jim Beall.
  - Caltrans CSR Website: <https://csr.dot.ca.gov/>
    - Please remember to take a screenshot of your report OR record the report #
    - When in doubt, please contact our office at 408-535-4901 or email us at [district1@sanjoseca.gov](mailto:district1@sanjoseca.gov)

# Steps 1 and 2 (continued)

## Continuously Report Encampments

- Our office strongly recommends following up with requests, complaints, and concerns.
- Usually, there is about a 1-2 week processing period after submission (Caltrans may take longer).
  - In this period, a 72-hour notice to vacate should be issued to illegal encampments.
- If after 2 weeks, you do not see a change in your reported area, please resubmit a CSR (for Caltrans property), contact Senator Jim Beall (state property), OR call 408-975-1440 or email [homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov) (for city property).
  - **Remember to always CC our office!**

# Steps 3 and 4

## Share with our D1 Office and Monitor

- Please remember to record all information pertaining to your report including: copy of emails, report numbers, operator names and badge numbers, priority numbers, etc...
- Report all corresponding information to our office so we can follow up.
- Constantly monitor the encampment or area in question.
- When all else fails, **please contact our office – [district1@sanjoseca.gov](mailto:district1@sanjoseca.gov)**

# Important Reminder

If there is ever a moment where you feel an immediate threat to life or property, immediately call 911

- Explain your reason for the call, and ask what priority your call has been given
  - The number (1, 2, 3) they give you will determine how quickly police will respond (1 being the fastest).
- Please remember to document the operator or badge number of the person you are speaking with.
- Send this information to our office, so that we can follow up with the police chief during our monthly meeting.

# Contact Information

- For city property: call 408-975-1440 or email [homelessconcerns@sanjoseca.gov](mailto:homelessconcerns@sanjoseca.gov)
- For state property:
  - Submit CSR on Caltrans Website: <https://csr.dot.ca.gov/>
  - Contact Senator Jim Beall at <https://sd15.senate.ca.gov/send-e-mail> or call or visit either of his offices below:
    - **Campbell District Office**  
2105 S. Bascom Avenue Suite 154  
Campbell, CA 95008  
Phone: (408) 558-1295
    - **San Jose District Office (by appointment)**  
100 Paseo de San Antonio, Suite 209  
San Jose, CA 95113  
Phone: (408) 286-8318
- **Police Emergency Number for Cell Phones: 408-277-8911**



# Thank you

Questions or comments?

## Contact the District 1 Office:

San José City Hall

200 E. Santa Clara Street, 18th Floor

San Jose, California 95113

Phone: 408-535-4901

Email: [district1@sanjoseca.gov](mailto:district1@sanjoseca.gov)

