

~Frequently Asked Questions~

Q: How do I know whether to call 911 or Crime Stop to report a crime?

A:

- **911 should be utilized in the following circumstances:**
 - **Crime or emergency situation in progress:**
Shooting, Burglary, Physical Fight, Graffiti, etc.
 - **Urgent matters requiring Police response:**
Vehicle Accident, Suspicious Activity, Heated Verbal Argument, etc.
 - **Fire Department emergencies:**
House or Business Fire, Chemical Spill, etc.
 - **Medical or life saving emergency:**
Heart Attack, Drowning, Injury, etc.

- **When Crime Stop (602-262-6151) should be used:**
 - **Non-urgent, after the fact, or no suspect information crimes:**
Criminal Damage, Theft with no suspect present, Civil Matters, etc.
 - **Non-urgent traffic problems:**
Abandoned Vehicles, Illegally Parked Vehicles, etc.
 - **Non-urgent situations:**
Lost Property, Loud Noise Disturbances, etc.



Be prepared to answer these questions.

Where is the problem?

What happened?

When did this happen?

Was anyone hurt?

Weapons involved?

What manner did the suspect leave? On foot or in a vehicle?

Who did it?

Where did the suspect go?

What did the suspect obtain?

What did the suspect look like?

Race? Age? Hair Color?

Male? Female?

Clothing Description?

Height/Weight?

Tattoos?

Vehicle Description?

Color (Red, Black, Light, Dark)

License Plate (State & Number)

Make (Ford, Chevy, Pontiac) Model (Bronco, Cavalier, Sunfire)

Year (Older, Newer)

Style (2-4 Door, Sedan,

Things To Remember:

- * The moment you call 911, the evidence collection process has begun. Dispatchers are getting as much information they can, so our officers can get there as quickly and safely as possible.
- * Staying on the phone with the dispatcher and answering their questions will **NOT** slow the officers' response. They are updating the officers simultaneously as they gather information from reporting parties.
- * Be a good witness while keeping yourself safe. Do not follow or confront suspects; just give the best descriptions that you can.