



Phoenix Police Department
Public Affairs Bureau
620 West Washington Street, Phoenix, Arizona 85003



MEDIA OPPORTUNITY

Phoenix Police Launch New Tool for Crime Victims *Automated Case Updates and Better Service*

(July 25, 2024): The Phoenix Police Department is excited to announce a new customer service tool aimed at enhancing communication with the community.

This new service, developed by SPIDR Tech, a leading public service platform for public safety, is designed to keep those who call for police services informed and provide real-time updates to victims of crimes. When someone calls 911 or the Department's non-emergency number from a cellphone, they will now receive a text message confirming their call and a report number once the call has been completed by the officer.

This new technology will also provide an opportunity for the caller to complete a survey regarding the service they received. The survey will be mobile-friendly received as a link on their phone, allowing the caller to complete the survey at their convenience.

"We want to hear from the public about how we're doing. This valuable feedback will help us identify and understand areas where we can improve," said Interim Phoenix Police Chief Michael Sullivan.

In addition to the text messaging service, the Department will have a revamped victim-centered webpage, with a portal for victims to look up the status of their case and sign up for alerts to receive updates on the investigation. Victims who prefer traditional methods of communication through phone calls and emails will still have that option available.

SPIDR Tech services are set to launch on August 6, 2024.

Please email me at Philip.Krynsky@Phoenix.gov if you would like to arrange an in-person interview regarding this topic.

[Link to SPIDR Tech Video](#)

Sergeant Phil Krynsky
Public Affairs Bureau