



Communications Resource

Call Triage

Call Triage is a conversational AI program that answers calls that come in on the non emergency Crimestop phone number. It is great for obtaining referrals, general information and additional ways to contact various city departments.

Call Triage Tips

Speak clearly and be brief when answering the Call Triage questions

Limit background noise

Answer only Yes or No when asked

A caller can ask for a representative as a response to the first Call Triage question. The caller will then be transferred to an operator and will wait on hold for the next available operator.

Phoenix Police Questioning Procedure

Call 911 if you have an emergency or if you know of a threat to public safety.

Call Crime Stop at 602-262-6151 to file a police report or have an officer dispatched

The three most important questions we ask are:

Where is the emergency?

What is happening?

When did it happen?

These help us determine priority

Answering questions does not delay police response

911	CrimeStop
Crime in progress	Delayed report
Fire	Information call
Medical or life-threatening emergency	Non-life-threatening situation
Potential for violence	No potential for violence

CRISIS RESPONSE RESOURCES

Solari – 844-534-4673

Warm Line – 602-347-1100

National Suicide Prevention Hotline – "988" or 800-273-8255

Community Bridges (LARC) - 602-273-9999