911 vs. Non-Emergency

911

- Crimes or emergency in progress.
  - Crime that is happening right now and you need immediate help.
- Urgent matters requiring police/fire department response.
  - Serious injuries, other serious medical emergencies, or house fires.

Non-Emergency (Phoenix Police 602-262-6151)

- Used when the situation is not urgent, but you need police assistance.
- Used after a crime occurred:
  - No immediate threat from a person
  - No suspect information
  - Criminal damage
  - Theft
  - Civil matters
  - Non-urgent traffic issues or abandoned vehicles
  - Lost property or loud noise disturbances

When calling 911

- You need to say:
  - "HELP!"
  - "I don't speak English"
  - "I need an interpreter" (Specify your language)
  - Your location

Be prepared to answer question

- **What** type of crime are you reporting?
- **What** happened?
- **When** did it happen? (Exact time frame)
- **Where** did it happen? (Exact location)
- **Who** did it? (Who is the suspect)
- **Was** anyone hurt?
- **Weapons** involved?
- **What** is the description of the suspect?
- **What** manner did the suspect leave? (On foot or in a vehicle)
- **Who** is calling? (Name, location, and phone number)

*Any inquiries or questions about this material, please contact Detective Philip Canchola #7788