

Call Priority Guidelines

Priority 1 – In Progress, just occurred, life threatening emergency

Examples of Priority 1 Calls

- Physical fight
- Armed robbery
- Stolen vehicle

Priority 2 – Occurred within the last 5-10 minutes, serious crime, potential for violence or escalation exists

Examples of Priority 2 Calls

- Verbal argument
- Shoplifter in custody
- Suspicious people

Priority 3 – Occurred more than 10 minutes ago, no suspect activity

Examples of Priority 3 Calls

- Loud party
- Residential or Commercial burglary
- Abandoned vehicles

Online Crime Reporting – Certain types of after the fact reports can be reported online at <http://www.phoenix.gov/police/policereport>. Online reports cannot be made for the following: crimes in progress, vehicle accidents, graffiti, bias or hate crimes, crimes in which the suspect is known or can be positively identified, crimes involving stolen guns, vehicles, license plates or threats of harm, and residential or commercial burglaries.

Examples of Online Reports

- Identity theft
- Lost property
- Fraudulent use of a credit/debit card