

# Who to Call When

Everyone has the right to clean and safe spaces. Your business can help by knowing who to call when. Certain behaviors violate the law or city code and require action. Others don't merit a police response but may impact your place of business or enjoyment of a public space. Below are several options for help; on the back, you will find a list of common concerns and a recommended way to handle each.

## **CARE & HOPE Line**

Call 480-350-8004 to tell the city about a person in a non-emergency crisis or experiencing homelessness.

## **Tempe Police non-emergency phone line**

Call 480-350-8311 to report crime no longer in progress. Police officers, city-contracted private security or community responder personnel may respond.

## **9-1-1 only for emergencies and crime in progress**

Calls are prioritized among all other calls to place the most acute first for police and fire medical rescue response.

## **Tempe 311**

Call for non-emergency city services to address most anything a business owner, resident or visitor could need. Staffed Monday – Friday, 7 a.m. to 5 p.m. Call 480-350-4311, visit [tempe.gov/Tempe311](http://tempe.gov/Tempe311) or use the 311 app.

















## **For downtown businesses**

Downtown Tempe Authority provides additional security options for their members. See back of card for details. Businesses in strip malls or other privately-owned locations might also have additional security. Please check with your landlord.



[tempe.gov/HomelessResponse](http://tempe.gov/HomelessResponse)



Behavior	Violation of state law/ city code?	What to do
Person in crisis/ experiencing homelessness near my business	No	
Trespassing	Yes	
Unwanted guests	Yes	 
Damage is occurring to a business	Yes	 
Sleeping, passed out or sitting and blocking a sidewalk	Yes	
Sleeping at a bus shelter	No	
People fighting in public, verbal/physical	Yes	 
Disorderly conduct	Yes	
Yelling alone	No	
Harming oneself	No	
Improperly disposed syringe	Yes	
Drug use	Yes	 

 CARE & HOPE Line

 Tempe Police  
non-emergency

 911

 Tempe 311

## Encampments

Report an encampment  
directly to the city



## For downtown businesses

Windom Security: 480-865-4272 for trespass,  
loitering, unwanted guests

SAFE-T-PATROL: 480-236-2527 or 480-236-4140  
for person making staff uncomfortable but not  
committing a crime, person blocking a public right of  
way, after calling Tempe police for a crime in progress.