

CALLING THE BERN TOWNSHIP POLICE DEPARTMENT

Bern Township Police Department

July 2019



OR



TO CONTINUE

- ▶ If you dial the Bern Township Police Department at 610-926-2535, and no one is present in the office to answer, you will hear:

**YOU HAVE REACHED THE BERN TOWNSHIP POLICE DEPARTMENT.
IF YOU HAVE AN EMERGENCY, PLEASE HANG UP AND DIAL 9-1-1.
FOR OTHER POLICE SERVICES, PRESS 1.**

Please note that the elapsed time of the message at this point is 0:08 (eight seconds).

- ▶ You will not have to take any action to hear this message.
- ▶ At the end of this message, you may:
 - ▶ Hang up and call 9-1-1 if you have an emergency; or
 - ▶ Press 1 for other police services. Selecting this option will forward your call to the dispatch center on a non-emergency line and a dispatcher will answer; or
 - ▶ Stay on the line. The next set of options will be for voice mail to leave a message for a particular officer.
- ▶ **WHEN YOU NEED POLICE SERVICES, DO NOT LEAVE A MESSAGE FOR THE CHIEF OR ANY PARTICULAR OFFICER. INSTEAD, PRESS 1 FOR ALL NON-EMERGENCY POLICE REQUESTS. BY PRESSING 1, YOUR CALL WILL BE ROUTED IMMEDIATELY TO THE DISPATCH CENTER.**

IN AN EMERGENCY DIAL 9-1-1

“I WANT TO TALK TO A REAL PERSON”

- ▶ Press 1 for other police services.
 - ▶ The call will be transferred to the dispatch center on a non-emergency line and a dispatcher will answer.
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.

“I JUST WANTED TO ASK A POLICE OFFICER A QUESTION”

- ▶ Press 1 to be transferred to a dispatcher on a non-emergency line.
 - ▶ The dispatcher will assign a Bern Township police officer a “telephone request” to have him or her call you.
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.

LEAVING VOICE MAIL MESSAGES

- ▶ If you leave a message for an officer, the officer will receive the request the next time that he or she is in the office.
 - ▶ Great for providing information to an investigator on a specific incident on a follow-up basis, i.e., “I looked up the serial number of my stolen stereo and here it is...” or “I found that some additional items are missing...”
 - ▶ **Not** an effective way to request police services. If you leave a message on Friday, the officer may not receive it until Monday.
- ▶ **So**, if you need to report an incident, accident, disturbance, suspicious activity, or if you need police assistance for any reason, **do not** leave a message. **Press 1 instead.**

“WHY DON’T YOU JUST HAVE SOMEONE THERE TO ANSWER THE PHONES?”

- ▶ 24 hours per day x 7 days per week = 168 hours per week answering phones.
- ▶ 4.2 persons working 40 hours per week are required to cover 168 hours per week.
- ▶ The mission is public safety. Unless they are handling a police business matter at the station, police officers are serving you best by being out on patrol.
- ▶ If the department had any additional police officers, they would be much better used on patrol than answering the phones.



EMERGENCY DIAL 9-1-1

NON-EMERGENCY 610-926-2535
COUNTYWIDE NON-EMERGENCY 610-655-4911