

COMMUNITY BULLETIN

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ASHLAND POLICE DEPARTMENT

WWW.ASHLANDPOLICE.US
THOMAS A. CLARK, CHIEF

The Ashland Police Department would like to notify the community that we have installed a new automated telephone system throughout the department. The phone system will help to improve the response times to calls for service and enable citizens to connect directly to and leave messages in the officer's and support staff's voice mailboxes. The Department conducted research on incoming non-emergency calls, and identified that there was as much as a fifteen-minute time delay in officer response time. As non-emergency calls are received into the Ashland Police Department the support service staff must transfer that call to the Hanover Emergency Communication Center, who then dispatches the call for service to the officers. The Hanover Emergency Communication Center, or Hanover ECC, dispatches 911 emergency and non-emergency calls, for both the Ashland Police Department and the Hanover County Sheriff's Office. In an effort to streamline this process, the department has established an automated system, which gives you several options when you call...

**Pressing # 1 directs you to the Hanover ECC for *911 police/fire/medical emergencies*.

**Pressing # 2 directs the callers to Hanover ECC for *non-emergencies police response*.

**Pressing # 3 connects you with the department directory. This enables you to leave messages for members of the department.

**Pressing # 0 directs all other calls for assistance.

We would like the community to understand that all calls for assistance to the Ashland Police Department for emergency or non-emergency response must be dispatched through the Hanover ECC. The fact that a call must be dispatched in this manner should not discourage the community from calling for an officer to respond to non-emergency situations.

If you have any questions in reference to the new telephone system please contact the Ashland Police Department at (804) 798-1227 or at www.ashlandpolice.us