

One more thing on house numbers... City residents would probably do well to place house numbers at the back entrance to their residence as well as the front entrance. This would assist police and rescue units with incidents that require a coordinated response-front and rear (e.g., assaults in progress, burglaries in progress, etc.).

What about house checks?

The State Police policy on house checks is as follows:

1. A property check will be prepared and the information disseminated to Patrol Unit Troopers to alert them regarding the property location in the event a response is necessary.
2. Troopers will not specifically be assigned to check the property; however, a check may be conducted if operational needs permit.
3. It is recommended that a trusted friend or relative be designated as a key holder who will check the property and contact the police if a problem is detected.
4. The police must be notified immediately upon return of the occupants.
5. Information regarding crime prevention techniques is available at any Pennsylvania State Police station.



Maximize your home security by providing a neighbor, friend, or relative with the phone number for the police department that serves your area. The greatest security measure that you can take is having a trusted person check on your home while you are away. It is important for the person checking on your property to be able to furnish the following information to the police (if a police response is required):

1. Name, address, and telephone number of caller and the property owner.
2. Nature of the problem and/or the reason for the call.
3. If a suspicious person(s) is still present at the scene (description of person(s) and/or vehicle(s), etc.)
4. Location and description of the property.
5. Directions to the property.

In conclusion, we hope you'll respond favorably to the information contained in this brochure. We genuinely believe that it takes the police and the public working together to achieve effective levels of public safety. We hope you feel the same.

BUREAU OF INTEGRITY AND PROFESSIONAL STANDARDS

To register a complaint (or compliment) regarding the Pennsylvania State Police or its personnel, please contact :

**Pennsylvania State Police, Bureau of
Integrity and Professional Standards
Internal Affairs Division
7820 Allentown Boulevard
Harrisburg, PA 17112
1-(866) 426-9164
(or the nearest State Police station)**

ACCESSING YOUR PENNSYLVANIA STATE POLICE



PENNSYLVANIA STATE POLICE
BUREAU OF TRAINING & EDUCATION
COMMUNITY SERVICES UNIT

The ability we have as humans to speak and thereby communicate with each other is a very unique and wonderful thing. Even under ideal circumstances, however, it is sometimes very challenging to convey just the right thought in just the right way. Add to that the stress that the public and police are under when they engage in an emergency type phone conversation... you have even more of a challenging experience.

We admit that the police don't have all of the answers, but we are constantly trying to provide the best possible police service. At the same time, we honestly feel that you, the general public, should make a sincere attempt at being more aware and more prepared when you call upon us to respond as a police department.

Probably the number one complaint many people have with the police occurs when they first contact us via telephone regarding some type of emergency.



The caller is usually under a lot of stress at that critical point, and is often times very excited, which is certainly understandable considering the circumstances.

Because of the pressure situation, many callers blurt out a few pertinent details about the emergency and expect the police to say "Okay, we'll be right there." Then they expect to somehow see us instantly appear on the scene.

When the caller finds that we usually lengthen the conversation by asking additional

questions, the stage is often set for frustration and friction between both parties involved in the conversation.

What many people don't realize is that regardless of the seriousness of the emergency, that there are at least four (4) basic questions that need to be answered:

1. What is the caller's name?

(From a police perspective, it's usually very important to know exactly who we're talking with.)

2. What is the phone number where you are calling from?

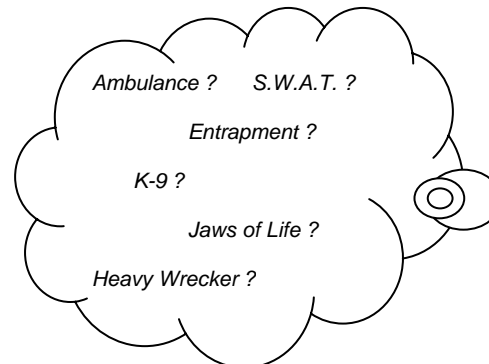
(Under pressure, people don't think that's important. But, what if the call is somehow disconnected for some unknown reason?)

3. Where is the emergency and how do we get there?

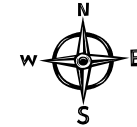
(The Pennsylvania State Police have a large patrol area to cover. Many times we need specific directions.)

4. What exactly is the nature of the emergency?

(Maybe a fire truck or ambulance needs to be dispatched in addition to dispatching one or more police units. The more we know about the situation, the better the chances that our initial response will be a sufficient response.)



Again, we realize that many of our callers are under different levels of stress when they're on the phone with us. Hopefully, our dispatch personnel won't prolong the call any longer than necessary. However, we hope that after you examine the need for the police to be as informed as possible, you'll arrive at a deeper appreciation for the unique position that we're in.



Do you know exactly where you live and how to direct someone there?

Unfortunately, we encounter a lot of people who cannot provide adequate directions to their home. If your home is in a rural setting, we encourage you to make a special effort to learn the proper name and route number of your road. It's also good to know the distance from an intersecting road (e.g., 1.3 miles south of Twp. Road 473, White Oak Road, etc.). Don't forget to have your children learn this information also. And finally, if and when you move, make learning exactly where you live one of your first priorities.

Is your mailbox and/or house number readable?

The police encounter far too many mailboxes that are either unmarked or simply no longer readable. Many house numbers are also in poor repair or even nonexistent. In many cases, police response time could be greatly improved if the public would do a better job in helping us find them.

