



# DODGE COUNTY SHERIFF'S OFFICE

Dale J Schmidt Sheriff   Scott Smith Chief Deputy

## When and How to Call Law Enforcement

With all of the different ways to contact law enforcement, what is the best way to do so when you need assistance? This month I will detail the different methods to request assistance and when they are appropriate.

### 911

Obviously the first, most important method to contact law enforcement or other emergency services is by calling 911. This service is available for any emergency from a crash to being the victim of a crime. There are many uses for 911 but the important thing to decide is whether or not it is an emergency or if it can wait until you have time to locate the non-emergency number. If you call in to one of our 911 lines and it is not a true emergency, the communications officer may ask you to call back on the non-emergency line to keep those lines open for true emergencies.

### Text to 911

This service was made available in late 2015 for Dodge County residents. Have you ever been in a situation where making a phone call was not possible but texting might be? Or what about those who are unable to speak? What a great way for them to communicate with our communications officers in an emergency. Text to 911 is available for anyone to use in an emergency. Simply send your text to 911 and include your location, name and emergency in the field. Soon after you will receive a response via text to gather additional information that may be required.

### Non-emergency 920-386-3726

Our non-emergency line is available for a great deal of services. Those include reporting an incident, requesting sheriff's office reports or records, contacting a patrol deputy, inquiring about an issue at the jail or contacting me or my administrative staff. The sheriff's office answers many of the phone calls for police agencies in Dodge County and we are able to direct your calls to those agencies.

### Facebook

Facebook is another tool that we use regularly to communicate with the public. It is monitored by several of our employees. We encourage communication through Facebook but please remember that it is not monitored 24/7 and therefore there may be a delay in responding to your messages. Please, if there is something actively occurring, contact us via phone so that a dispatcher can immediately assign a deputy. If you leave it to Facebook, your concern may not be addressed for hours or even days.

**Website**

Another way to contact us is through our website [www.dodgecountysheriff.com](http://www.dodgecountysheriff.com). Under the "Contact Us" tab you can notify us of a crime that has occurred in your area via the "Crime Report Form". You can notify us about a deputy who did a great job assisting you or something they could improve or do better by utilizing the "Citizen Compliment or Complaint Form". Finally, you can browse through a list of employees to contact the one you are looking for directly via email or phone. Again, remember that if something is actively occurring, please contact us via phone so we can immediately address your concerns. These forms go to email addresses that may not be immediately monitored.

The sheriff's office relies on your information to be successful. While you are always welcome to stop at the sheriff's office to contact us, these are the most frequently used options in contacting us. We must all work together as a team to accomplish our goal of public safety. By understanding the most appropriate way to contact us we can better work together to make Dodge County a safe place to live, work and visit.

Sheriff Dale J. Schmidt