

Police Department Manual (PDP)

PDP 101–01: Reporting an Emergency

Effective: 9/1/1985

Revised: 11/1/2024

Purpose

To define appropriate action in the event of an emergency

Source

Arizona State University Emergency Operations Manual

Policy

Anyone discovering or having information related to an emergency situation, regardless of type or size, should immediately notify the ASU Police Department (ASU PD) by dialing 911, by activating one of the emergency call boxes located on campus, or by using Text-to 911, or sending a message to the ASU PD through the ASU LiveSafe mobile application.

Text-to-911 permits wireless subscribers on the AT&T, Sprint, T-Mobile, and Verizon networks to send text messages to Public Safety Answering Points using the standard emergency access number of 911. This mode provides access to emergency services for the deaf and hard-of hearing community, as well as providing an alternative method of reporting emergencies when 911 is not possible.

The ASU LiveSafe mobile application permits crime-reporting and requests for safety assistance through a free smartphone application. Additional information is available at <https://cfo.asu.edu/livesafe-mobile-app>.

Call boxes located on the Downtown and Skysong campuses will call the 911 centers of the Phoenix Police Department and Scottsdale Police respectively.

Note: Dialing 911 from an on-campus phone or activating an emergency call box will connect the caller directly to the applicable Public Safety Answering Point. For the Polytechnic, Tempe, and West Valley campuses, the call will route to the ASU PD Communications Center. All other calls will be routed to the 911 center dispatching the local police department, as follows: Downtown and Health Futures to the Phoenix Police Department, Mesa City Center (MIX) to the Mesa Police Department, ASU California Center (both Broadway and Grand) to the Los Angeles Police Department, ASU at Lake Havasu to the Lake Havasu Police Department, Barbara Barrett and Sandra Day O'Connor Washington Centers to the Metropolitan Police Department of the District of Columbia. There is no need to dial the campus prefixes 3,5 or 7 before dialing 911, including on campus pay telephones.

Emergency calls made using cellular devices may, or may not, go immediately to the ASU Police Communication Center; therefore, tell the call taker your location and where the emergency has occurred so your call can be directed to the appropriate authorities.

The ASU PD Communications Center is responsible for notifying other departments and appropriate university personnel, and for providing assistance as needed. ASU PD will respond to the incident, secure the area to prevent injury, block unauthorized access, and preserve evidence.

Cross-Reference

For more information on how to report emergencies, see [PDP 101-02](#), “Emergency Call Boxes.”