

Police Department Manual (PDP)

PDP 101–02: Emergency Call Boxes

Effective: 8/20/1983

Revised: 11/1/2024

Purpose

To provide instructions on how to locate and operate an emergency call box.

Source

ASU Police Department

Policy

Emergency call boxes are identified with a bright blue light above the phone. Call boxes are located in parking structures (multiple locations on each level) and high traffic areas throughout each campus. Emergency call boxes provide a direct and immediate connection with emergency services. Call boxes on the Polytechnic, Tempe, and West Valley campuses connect directly to the ASU PD Communications Center. Other call boxes connect with relevant local police departments as specified in PDP 101-01.

Nonemergency requests can also be made to the ASU Police Department by dialing (480)965–3456. If a call to this number is made from a location other than the Polytechnic, Tempe, or West Valley campuses the caller will be connected to the appropriate department by the ASU Police Communication Center.

Procedure

Responsibility	Action
Person reporting an emergency situation	1. In case of emergency, locate a call box in a parking lot, structure, or high traffic area by looking for a bright blue light.
	2. Follow the instructions on the box.
ASU Police Department (ASUPD) Communications Center	3. Acknowledge the activated call box alarm and provide the caller with instructions on how to speak into the box.
Person reporting an emergency situation	4. Push the speaker button and speak into the speaker/microphone. Explain the nature of the emergency, the location, injuries if known, and other information as requested.
ASU PD Communications	5. Dispatch the necessary emergency assistance.

Cross-Reference

For more information, see [PDP 101–01](#), “Reporting an Emergency.”