



Chapter: Phones, Computers, and Information Technology
Subject: 17-02 – Landline Voicemail Greetings
Effective: April 19, 2022
Supersedes: Official Order 21, Section 21.1.3, dated May 16, 2018
Distribution: Department Members

PURPOSE: This Order establishes department policy related to landline voicemail greetings.

17-02-1 VOICEMAIL GREETINGS

Members shall update voicemail greetings to inform callers whether they are in or out of the office and when a return call may be expected.

A. Individual Voicemail Greeting, At-Post Personnel:

"Thank you for calling Sgt./Tpr. _____ of the Michigan State Police. I am currently unavailable to take your call. Please leave your name, telephone number, and the reason for your call and I will contact you at my earliest opportunity. If you need immediate assistance, please press 0. Thank you and have a safe day."

NOTE: When 0 is pressed during business hours, callers will be routed to the desk sergeant. After-hours, callers will be routed to the Regional Communication Center (RCC).

B. Post Voicemail:

"You have reached the Michigan State Police – _____ Post. If this is an emergency, please hang up and dial 9-1-1. All lines are currently being answered by post personnel. To leave a message to be returned by post personnel, press 1, to reach the Michigan State Police Regional Communication Center please press 2; to leave a message or crime tip for the detective bureau, tips can be anonymous, please press 3; to receive road and weather condition information, please press 4; If you are calling for a copy of a traffic crash report handled by the Michigan State Police, please press 5; to repeat these options, please press 6. Thank you and have a safe day."

- (1) When 1 is pressed, dial-by-name directory may be available; however, it is based on the capabilities of the phone system.
- (2) Number programmed should be the appropriate RCC.
- (3) This should be a general mailbox for the Post to record their own message or be attached to the Post detective-sergeant's phone.
- (4) Road Condition Script: When 3 is pressed; it will provide the Michigan Department of Transportation Roads and Travel website. The official message is:

"For road and weather information, please visit www.michigan.gov/midrive , Thank you."

- (5) Traffic Crash Script: When 1 is pressed; it will provide information on the crash report website to pull the crash reports. The official message is:

"If you would like a copy of a traffic crash report taken by the Michigan State Police, please visit www.michigan.gov/crash. Information and directions for ordering a report can be found on the website. Thank you."

- (6) When 0 is pressed during business hours, callers will be routed to the desk sergeant; after-hours, callers will be routed to the RCC. This option will not be specified in the script as to encourage people to listen to the entire message to make the best selection.

DIRECTOR

Annual Review Responsibility: Information Technology Division

Accreditation Standards: CALEA 22.1.8 C