



Suffolk County Police Department

School Active Violence Emergency (SAVE) Hotline Program Frequently Asked Questions

1. What is the purpose of this program?

The SAVE hotline is a dedicated phone line that provides immediate-direct communication between Schools and the SCPD 911 communication center in the event of an active shooter situation.

2. Why is this important?

The SAVE hotline improves Police response time to active shooter incidents by instantly providing 911 supervisors with the exact location of an active shooter incident and allows real-time person to person communications. Information from the SAVE hotline registration form will be immediately accessible to the 911 supervisor. Suffolk County Police 911 operators will dispatch all necessary resources to the active shooter location.

3. How will this program work?

At least one designated phone for each School building will be programmed to automatically dial the Suffolk County Police 911 communication supervisor. The 911 Supervisor will receive an instant display of the incident location and provide immediate verbal communication between the School employee and 911 Supervisor. Police resources will be immediately dispatched to the incident location.

4. Is special equipment needed?

The SCPD recommends at least one separate phone be utilized for the SAVE hotline. A “button box” can also be used. A button box is a telephone auto-dialer device which provides push button activation, and amplified two-way communication. A dedicated phone line is mandatory for either a SAVE phone hotline or button box. Additional phones and designated phone lines may be added at the Schools discretion. Cell phones are not recommended due to the inability of determining the exact location of caller. Schools must also submit floor plans via PDF format with room numbers clearly indicated on each classroom door.

5. Who provides the funding for the purchase and/or installation the SAVE hotline phone, button box, and designated phone line and who is responsible to maintain the hotlines?

Schools participating in the SAVE hotline program are responsible for funding the purchase and installation of equipment. *****It is recommended that schools test their SAVE Hotlines at a minimum, 2-3 times per year. Schools can contact the Communications Section at 631-852-6410 to test the SAVE Hotlines.*****

6. How does our School register for the SAVE hotline program.

Download the SAVE hotline form from the SCPD website: Suffolkpd.org

Call: SCPD Community Relations Bureau @ 631- 852-6109

Mail: Suffolk County Police Dept. Community Relations Bureau 30 Yaphank Ave, Yaphank NY 11980

A Department representative will contact you upon receipt of the SAVE hotline registration form. This representative will oversee your school district’s SAVE hotline registration process. It is essential to fulfill all steps of the registration process to ensure proper functioning of your installed equipment.

Important *Districts will not be fully registered until all equipment is operational with active phone numbers and test calls have been conducted from all designated SAVE hotlines *