



BROOME COUNTY SHERIFF'S OFFICE

Sheriff Frederick J. Akshar II

Undersheriff Sammy L. Davis

155 Lt. Van Winkle Drive, Binghamton, NY 13905

For Immediate Release:

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BROOME COUNTY SHERIFF'S OFFICE PRESS RELEASE

Broome Sheriff's Office Launches New Technology to Provide Real-time SMS Text Updates to Crime Victims and Community Members Calling for Service

(TOWN OF DICKINSON, NY) The Broome County Sheriff's Office is expanding and enhancing communication abilities with crime victims and community members via new technology that provides text updates to community members calling 911.

On July 16, 2026, the Broome County Sheriff's Office will launch a new software program through Versaterm CommunityConnect, a comprehensive communication platform designed to provide prompt communication, convenience, and transparency with crime victims and those calling for police services with the Broome County Sheriff's Office.

Following a call to 911 or the Sheriff's Office non-emergency line, callers using a mobile phone will promptly receive an automated notification & incident number via SMS text message. The system will provide updates related to the response, including information about the deputy being dispatched, notifications of delays, and access to helpful resources.

The platform helps keep victims informed throughout various stages of the investigative and judicial process, ensuring they remain connected and up-to-date on response delays or case closures (via arrest or otherwise).

Calling the Broome County Dispatch center from a cell phone will trigger the messaging. In addition to receiving text updates, callers will also be able to check the status of their cases via an online portal: https://sheriffconnect.broomecountyny.gov/case_status.

After verifying their information and case number, victims will be able to access the status of their cases along with the name of the deputy or detective currently handling their case. Private information or sensitive details of the investigation will not be accessible via the service.

Based on the seriousness and/or sensitivity of the call for service, some cases, including sex offense investigations, domestic incidents or in-progress crimes, may be excluded from the SMS messaging service to protect the safety, identity or other information related to the victims.

General Information:
(607) 778-1911

Fiscal:
(607) 778-2928

Garnishees:
(607) 778-2926

Civil:
(607) 778-2145

Identification:
(607) 778-2924

Records:
(607) 778-2166

To further enhance agency transparency, community members will have the opportunity to conduct a mobile phone compatible survey to help improve future interactions. The survey will include questions regarding interactions with the dispatcher and deputy, overall satisfaction and general feedback. Optional survey questions regarding caller demographics will also be available.

The automated messaging platform will be available to residents, businesses and visitors to Broome County. This communication platform is exclusive to the Broome County Sheriff's Office and does not apply to other police agencies, and only for incidents for which the BCSO is the primary agency handling the incident.

The automated messaging program goes live on July 16, 2026.

The Versaterm CommunityConnect service is fully funded by the New York State Sheriff's Association, at no additional cost to Broome County taxpayers.

"From the very beginning, our team has worked to bring unprecedented transparency and community engagement to the Broome County Sheriff's Office, utilizing the latest technology to help make Broome County safer for our residents and families," said Sheriff Fred Akshar. "This is just another important tool to help provide the people of Broome County with very best in law enforcement service and protection, because they expect and deserve the best."

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QR Link to Crime Victim/Caller Portal:



Examples:

SMS MESSAGING:

You contacted Broome County Sheriff's Office on July 6, 2026 at 12:47 PM. Your Call Reference Number is 260706-1247-6067.

We will handle your call as soon as possible. Please call our non-emergency line at (607) 778-1911 to follow up, if necessary. Please call 911 for all emergencies.

For more information and/or additional language(s):
https://sheriffconnect.broomecountyny.gov/view_message/32ee3d04-aacb-4d8e-8cb2-5c5b909930ac?c=s

Text 'STOP' to unsubscribe from all future messages.

The Broome County Sheriff's Office requests your feedback in a short, mobile-friendly survey, which can be taken in multiple languages. We value your opinion! Please click the link to provide your feedback:

<https://sheriffconnect.broomecountyny.gov/survey/329c9e97-c438-4b3a-90aa-650b397216c7>

To view in a browser or in Spanish, please click here:

https://sheriffconnect.broomecountyny.gov/view_message/329c9e97-c438-4b3a-90aa-650b397216c7?c=s

Text 'STOP' to unsubscribe from all future messages.

This is the Broome County Sheriff's Office. We apologize for the delay. Due to heavy call volume, our deputies are currently handling other calls for service. We will respond to your call as soon as possible.

If you wish to provide us an update or cancel your call for service, please call (607) 778-1911. Thank you.

For more information and/or additional language(s):
https://sheriffconnect.broomecountyny.gov/view_message/dc2c65fb-280c-4d4a-908b-70bd97eab717?c=s

Text 'STOP' to unsubscribe from all future messages.

The Broome County Sheriff's Office has an update regarding a crime report in which you were listed as a victim. Please use the following link to learn more:

https://sheriffconnect.broomecountyny.gov/view_message/6b196246-d90b-4027-9d32-c640573c9dd4?c=s

For additional language(s):
https://sheriffconnect.broomecountyny.gov/view_message/6b196246-d90b-4027-9d32-c640573c9dd4?c=s

Text 'STOP' to unsubscribe from all future messages.

SURVEY:



The Broome County Sheriff's Office is committed to excellent customer service and continuous improvement. Please take a moment to complete this short survey about your recent contact with our agency.

La Oficina del Sheriff del Condado de Broome se compromete a brindar un excelente servicio al cliente y a mejorar continuamente. Por favor, tómese un momento para completar esta breve encuesta sobre su reciente contacto con nuestra agencia.

Select a language: [English](#) | [Español](#)

Did you recently call the Broome County Sheriff's Office?

- ☐ Yes
- ☐ No

Submit

What was the nature of your contact?

- ☐ Non-Emergency
- ☐ Emergency

How satisfied are you with the professionalism of the dispatcher with whom you interacted?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Did you interact with a Broome County Deputy?

- ☐ Yes
- ☐ No

Was your situation resolved to your satisfaction, even if you did not agree with the outcome?

- ☐ Yes
- ☐ No (comment section available)
- ☐ Not applicable

Overall, how satisfied were you with the Broome County Sheriff's Office?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied