

# BENTON COUNTY SHERIFF'S OFFICE

581 Highway 23 NE • P.O. Box 159 • Foley, MN 56329

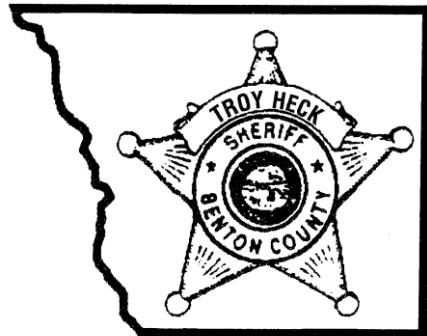
Administrative: (320) 968-7201 • FAX: (320) 968-6885

Jail: (320) 968-8180 • FAX: (320) 968-6347

Records: (320) 968-8150

Facebook: [www.facebook.com/BentonMNSheriff/](http://www.facebook.com/BentonMNSheriff/)

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**Troy Heck, Sheriff**  
**Neal Jacobson, Chief Deputy**

## PRESS RELEASE

**DATE: 07/11/2024**

### **AUTHORITY OF SHERIFF TROY HECK**

The Benton County Sheriff's Office is experiencing technical difficulties with our administrative telephone lines.

The Benton County Sheriff's Office is in the process of upgrading the telephone handling equipment in our public safety answering point (PSAP). The upgrade is currently causing technical issues within our PSAP. Callers attempting to contact the Benton County Sheriff's Office administrative line (320-968-7201) or Sauk Rapids Police Department administrative line (320-251-9451) are experiencing what sounds like a disconnect when the call is answered. Callers dialing these numbers will hear the ring tones and a click or series of clicks that sound like a disconnecting call. This is followed by 1 to 5 seconds of silence before our PSAP staff are able to talk to the caller. Callers are asked to hold on the line after the disconnect sounds and through the silence to complete their call and reach our PSAP staff.

This technical difficulty is not affecting 911 calls. Technicians are actively working to resolve this issue.

Troy Heck  
Benton County Sheriff