



# SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIVISION DIRECTIVE



## 532.17 IINCOMPLETE CALLS FOR SERVICE 01-14-2011

### PURPOSE

This Communications Directive establishes procedures for handling wireless 911 calls.

### POLICY

The Communication Division shall attempt to verify the existence and location of emergencies and coordinate an appropriate response based on the circumstances of each incident.

### DEFINITION

#### A. GENERAL

1. Incomplete calls for police service from citizens are entered immediately using the 952 incident type code. Examples include:
  - a. Calls received on a 9-1-1 line from a residence or business, caller immediately hangs up without advising of the problem.
    - (1) Initial call for service is entered before attempting a call back to determine if police or medical services are needed.
      - (a) The text of the call must reflect what the caller said.
      - (b) Background sounds or lack of background sounds.
      - (c) Indicate in text that call back will be initiated.
      - (d) The dispatcher may enter the call while calling back.
      - (e) The dispatcher will supplement the call with the results of the call back.
  - b. Calls received on a 9-1-1 line from a residence or business, and there is an open connection but the caller is unable or refusing to speak.
    - (1) Indicate the phone line is open.
    - (2) Document all background noises, or lack of noise.
2. Calls received on any incoming line from a residence or business and the caller has limited information.
  - a. Caller hears someone screaming for help or the police, caller has no further information.
  - b. Caller has been approached by someone who has asked them to call the police, but the caller has no further information.
3. When an abandoned 9-1-1 call or 9-1-1 call hang up is received from a pay phone or elevator phone dispatchers shall use the follow protocol.
  - a. Enter a call for service using the 952PP type code.
    - (1) Indicate a call for service is required by changing the contact field to "Y" indicating this is a call for dispatch and not a call to be broadcast and cancelled by the channel dispatcher.
    - (2) Change the contact field to "N" when an all units broadcast is appropriate. The radio dispatcher shall do an ALL UNITS broadcast and cancel the call.
      - (a) Indicate in the text that a call back is being attempted.
  - b. Document the call back results on the call, using the supplement (*SUPL*) command.
    - (1) Update the incident type code and contact fields, when appropriate, to reflect the accurate nature of the call.
4. Periodically incomplete calls are received on the 9-1-1 lines from PBX type telephone systems in large organizations such as banks, schools, hotels, and hospitals. In these circumstances the dispatchers will follow the protocol below.
  - a. Immediately enter an incident using incident type code 952.
    - (1) Indicate in the TEXT that the call is from a PBX line, and that a call back has been initiated.
  - b. Re-contact the organization where the call originated from to determine if police assistance is needed. Some organizations have security officers or staff who may be aware that a problem is occurring and may be able to provide details and an exact location.
  - c. If the source of the call cannot be determined and the responding officers would be unable to locate the caller or problem, a cancel request is sent using the supplement command on the original 952



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call. The supplement must indicate that the organization was unable to determine where the call was placed, and do not believe that they are in need of police assistance at this time.

5. Voice Over Internet Protocol (VOIP) with this type of phone service, calls are routed over the Internet rather than via traditional telephone lines.
  - a. The ALI/ANI screen will indicate this incoming 911 call is a VOIP call. It is important to confirm the address of these types of callers, as the address is unique to the telephone, not to the location at which the phone is installed. What this means is that a phone that is normally assigned to 5770 Freeport Boulevard could be plugged in at 7397 San Joaquin St, and when 9-1-1 is dialed the ANI/ALI would still display 5770 Freeport Boulevard.