SACRAMENTO POLICE DEPARTMENT
COMMUNICATIONS DIVISION DIRECTIVE

WIRELESS 911 CALL HANDLING
532.18
1-31-23

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. <u>TYPES OF WIRELESS CALLS</u>
1. Phase I-Wireless 911 (W911): The Automatic Number Identification/Automatic Location Identification (ANI/ALI) information displays the cell tower's address and the directional information from the cell tower, not the caller's location.
2. Phase II-Wireless Phase 2 call (WPH2): ANI/ALI information provides an approximate location of the caller using latitude and longitude coordinates, the percentage of accuracy for that location, and directional information from the cell tower.
3. Uninitialized: Cell phone is not subscribed to a wireless service and is only capable of dialing 911. ANI/ALI display may be either Phase I or Phase II; however, the ANI/ALI display will show either (911) XXX-XXXX or (916) 911-XXX in place of the cellular phone number.

PROCEDURE

B. <u>GENERAL</u>
1. Upon receiving any wireless 911 call, call takers shall input every wireless number into any available next generation technology. Using the technology may provide more accurate location information than using the information provided on the ANI/ALI alone. Not every search will provide results.
2. If specific location or address information is obtained on wireless 911 calls, the same guidelines for incomplete calls for service shall apply as outlined in Communications Division Directive 410.02 (Telephone Answering).
3. When necessary, call takers shall use the contact information for the Wireless Service Provider (WSP) indicated on the ALI screen to obtain any pertinent information to attempt to locate a caller.
4. Call takers shall transfer ANI/ALI information from the phone system into the Computer Aided Dispatch (CAD) incident mask and make every effort to obtain the actual location of the incident from the caller. If the location being used, is one obtained from next generation technology, the call taker shall indicate that in the text field of the incident mask.
5. Call takers shall enter "C" in the phone type field for all incidents received from wireless phones to ensure accurate tracking of wireless call data.
6. Call takers shall periodically retransmit the caller's location as appropriate for the duration of a wireless call to obtain current latitude and longitude coordinates and shall update the incident as needed. Note that rebidding or retransmitting a W911 call may return WPH2 information, or the call may go back and forth between W911 and WPH2.
7. Callbacks to uninitialized wireless phones are unnecessary as those phones cannot receive calls.
8. If leaving a voicemail message, call takers shall identify themselves as a member of the Sacramento Police Department, provide the reason for calling, the CAD incident number, date, time, and call back number. The call taker shall then take all necessary follow up action as identified in Section C of this Directive to appropriately document or process the wireless 911 call. (Note: See the attachment on page 4 for a brief summary of Wireless 911 Call Handling procedures.)
9. If contact is made during a call back, the call taker shall ascertain if an emergency exists.
   a. If the call taker determines an emergency condition might exist, they shall follow procedures

---

       outlined in Communications Division Directive 410.0 (Telephone Answering).

    b. If there is no need for police assistance, the call taker shall supplement the CAD incident advising radio dispatch to cancel the incident.

    c. If police assistance is needed, the call taker shall verify the location and update the CAD incident as needed.

10. Officers will not be dispatched to attempt to locate callers when calls originate from a congested area, such as a mall or high-rise building, unless an emergency is known to be in-progress or more specific information is obtained.

C. PROCESSING INCOMING WIRELESS CALLS

1. When unable to obtain the location of an incident due to an open line, and background noises do not indicate an obvious need for emergency assistance (e.g., a silent, open line, pocket-dial, hang-up, or abandoned call) the call taker shall:

    a. Use next generation technology to search the wireless number.

    b. Attempt to make verbal contact with the caller.

    c. Disconnect the call and attempt a callback if possible (W911 or WPH2.)

    d. Be alert to the fact that some smartphones possess a software application that allows users to configure their wireless phone to act as a TDD. (Telecommunications Device for the Deaf)

    e. Leave a voice mail as necessary if there is no answer.

    f. Enter the closest physical address or intersection provided by the GPS data, based off the ALI screen, and any information received from next generation technology for uninitialized 911 or WPH2 calls. The location shall be entered as both the location and caller's address in the CAD incident. Note the type of wireless call and directional information in the incident text and indicate "N – No Contact" in the contact field.

      (1) If the closest physical address is greater than 301 meters, enter an "advised" (ADV) incident and indicate "N – No Contact" in the contact field.

      (2) If the closest physical address is between 26 meters to 300 meters, enter an "all units" AU incident and indicate "N – No Contact" in the contact field.

      (3) If the closest physical address is 25 meters or less, enter a 952 incident and indicate "Y – Contact Needed" in the contact field.

    g. Browse the wireless number in Versadex or CAD for previous history and add any recent information to the text of the incident.

2. When unable to obtain the location of an incident due to an open-line with background noises where sounds of distress are heard, the call taker shall:

    a. Use next generation technology to search the wireless number.

    b. Attempt to make verbal contact with the caller.

    c. Be alert to the fact that some smartphones possess a software application that allows users to configure their wireless phone to act as a TDD.

      (1) For Uninitialized W911, retransmit to see if WPH2 ALI information is received. If so, it shall be treated as a WHP2. If it remains as W911 and there is a history of calls with an address near where the phone is mapping, or where next generation technology is showing the caller to be, enter a 952 incident and indicate "Y – Contact Needed" in the contact field.

        a) If there is no history with the phone number, and the phone is not mapping near the history address, enter an AU incident and "N – No Contact" in the contact field.

      (2) For Uninitialized WPH2, enter a 952 incident using ALI mapping, or where next generation technology is showing the caller to be, indicated "Y – Contact Needed" in the contact field.

      (3) For a W911, if there is a history of calls with an address near where the phone is mapping, or where next generation technology is showing the caller to be, enter a 952 incident.

        (a) If there is no affiliated address, and no results in next generation technology, contact the WSP for subscriber address. If the subscriber address is near where it is mapping, enter a 952 incident and indicate "Y - Contact Needed" in the contact field.

        (b) If there is no history with the phone number, there are no results in next generation technology, and the phone is not mapping near the WSP subscriber address, enter an AU and "N – No Contact" in the contact field of the incident.

    (4) For a WPH2 enter a call for service as information dictates.

       (a) If unable to obtain an address from the caller, enter the incident using the closest physical address or intersection provided by the GPS data based off the ALI screen and any information received from next generation technology.

       (b) Maintain an open-line, request assistance from a co-worker or supervisor to contact the WSP to obtain prior subscriber information, if necessary.

       (c) Use ALI "update" button periodically and change location as circumstances evolve. If using next generation technology, it may auto update the location for you.

       (d) Disconnect the call and attempt a callback if possible.

       (e) Browse the wireless number in Versadex or CAD for previous history and add any recent information to the text of the incident.

3. When processing wireless 911 calls with a caller on the line, call takers shall:

    a. Ascertain the location of the incident.

    b. Use next generation technology to search the wireless number.

    c. Map the location of the caller to help determine correct location if necessary.

    d. Browse the phone number for history in CAD.

    e. Handle the call according to current call processing procedures.

SEE ATTACHED TABLE ON PAGE 4 FOR REFERENCE

Type of Call	No Distress Heard (Hang-up, Abandoned, Open-line with no suspicious noise heard, Silent open-line with no noise heard at all)	Distress Heard
Uninitialized (911 only) PH1 or PH2 phones that are not currently subscribed to a wireless provider. Phone number will look similar to: (911) XXX-XXXX or (916) 911-XXXX	**Search number in next generation technology** **W911** OR **WPH2**: if >301m (greater than 301m), enter **ADV** if 26m-300m, enter **AU** if <25m (less than 25m), enter **952** using ALI location and directional information • Browse number for any history and add to text	**Search number in next generation technology** **W911**: Attempt to retransmit to get WPH2 data. Browse number for any history, enter **952** if one is located near where phone is mapping. • **WPH2**: enter **952** using ALI mapping and/or **next generation technology** data, if available • Browse number for any history and add to text
Phase 1 (W911) ALI Information provides cell tower address and direction the call is coming from the tower. (meters (m) and percentage values are irrelevant) (Utilizing "Update" button may retransmit better data for location and phone type)	• **Search number in next generation technology** • **Attempt callback** If no answer, leave message as necessary if >301m (greater than 301m), enter **ADV** if 26m-300m, enter **AU** if <25m, (less than 25m), enter **952** • Browse number for any history and add to text	• **Search number in next generation technology** -Browse number for any history and add to text If there are prior calls with address near where phone is mapping, enter **952**. -If no affiliated address, contact WSP for subscriber address. If that address is near where phone is mapping, enter **952**. -If there is no history with the number, and phone is not mapping near the subscriber address per WSP, enter **AU**.
Phase 2 (WPH2) ALI information is latitude/longitude of call. Display will show a radius and accuracy percentage of the coordinates. 1000m = .62 miles	• **Search number in next generation technology** • **Attempt callback** If no answer, leave message as necessary If no answer and if >301m (greater than 301m), enter **ADV** if 26m-300m, enter **AU** if <25m, (less than 25m), enter **952** • Browse number for any history and add to text **if open line is obvious the call was placed in error, enter an **ADV**	• **Search number in next generation technology** Enter call for service as information dictates. Use address from ALI, maintain open line, use ALI "Update" button periodically, and change call as circumstances evolve. • Browse number for any history and add to text

- Remember to attempt TDD if appropriate with open-line 911 call
- WSP information is located on the ANI/ALI screen