
911 CALL ANSWERING PROCEDURE

8004.1 PURPOSE

This procedure establishes guidelines for dispatchers and call takers when answering calls received on the 9-1-1 telephone lines.

8004.2 DEFINITIONS

9-1-1 Lines Incoming telephone lines designated for emergency use only

ALI - Automatic Location Identification

ANI - Automatic Number Identification

VoIP - Voice over Internet Protocol; these are calls received via DSL (digital subscriber line) rather than traditional phone lines

Telematics - A company that receives emergency calls from vehicles.

CAD - Computer Aided Dispatch

PBX - Private Branch Exchange

TTY - Teletypewriter

8004.3 PROCEDURE

8004.3.1 ANSWERING 911 CALLS

1. All 9-1-1 calls should be answered within fifteen (15) seconds or less.
2. Call takers shall announce "Santa Ana 911 Emergency", "911 Santa Ana Emergency" or "Emergency 911 Santa Ana Police."
3. A call taker should determine if the call is in fact an emergency for police, fire, or paramedics by asking, "What is your emergency?"
4. Persons calling 911 who need police assistance, but do not have an emergency, may be directed to call a non-emergency number.
5. When a call taker determines an emergency exists, a call for service shall be generated in CAD, and officers shall be dispatched. If the call taker is unable to determine the nature of the emergency, an unknown trouble (927) call shall be entered into CAD with as much information as possible for responding officers. A call taker should use good judgment when unsure; however, if suspicious circumstances are present, a call for service shall be entered.
6. Call takers shall attempt to verbally verify all locations and not depend solely on the ALI screen when determining the location of a caller. The ALI screen for PBX, cellular phones, Telematics, OnStar and VOIP calls do not necessarily reflect the location of

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the caller; it will only indicate the address of the provider, call center, or cellular tower. Address verification is essential for a prompt and accurate response.

8004.3.2 TRANSFERRING 911 CALLS TO OTHER AGENCIES

1. If it is determined a 911 call needs to be transferred to CHP or any another police agency, the caller will be advised to hold, and their call will be immediately transferred to the appropriate agency. The call taker shall reassure the caller they are being transferred.
2. When transferring calls to the fire department, the call taker shall introduce, stay on the line, and monitor the conversation to determine if a police response is also necessary.

8004.3.3 CELLULAR 911 CALLS

1. Calls received on 911 from cellular phones are routed through cell phone towers directly to the agency that serves the boundaries of where the call originates. On occasion, calls may be misrouted and intended for CHP or neighboring agencies. These calls shall be transferred to the appropriate jurisdiction immediately.
2. Calls from cellular phones that indicate the area code as 911 are being made from phones that have been disconnected by the primary service provider. These cellular phones provide outgoing 911 capabilities; however, they will not accept incoming calls.

8004.3.4 INCOMPLETE/HANG-UPS ON 911

1. Call takers shall call back incomplete 911 calls received from a residential or business landline using the number displayed on the ALI screen. If there is no answer, a call for service shall be generated using the call type "911". If the call back results in a busy signal, the call taker shall attempt continued callbacks. All callbacks shall be documented in the call for service. If it is determined the incomplete incoming 911 call was accidental, then the call for service shall be canceled.
2. Due to the inability to determine the nature of the incident, messages should not be left on answering machines or voice mail. This may protect the victim of a crime in progress who cannot talk.
3. When a 9-1-1 call is received from a residential or business landline and there is an open line, the call taker shall challenge the open 9-1-1 line with TTY. This is a federal mandate. The call taker shall open the TTY dialog box and may select from the pre-filled questions to inquire if there is an emergency.
4. Hang-ups or incomplete calls received from cellular phones shall be called back to determine if police response is necessary. If the call taker determines the call was accidental, or that an emergency does not exist, a call for service does not need to be generated.
 - (a) When a 911 call from a cell phone is received, and it can be determined there are voices engaging in conversation, music, people laughing, and no suspicious circumstances are detected leading one to believe no police response is needed, then no call back is required.

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- (b) When the call taker can determine the call is suspicious, and a possible emergency exists, and the caller cannot be reached, the call taker shall enter a call for service into CAD using the call type unknown trouble (927) with all the relevant details. The location of the call will be obtained using the X-Coordinates/Y-Coordinates from the ALI screen. This feature requires the call taker to retrieve the X-Coordinates/Y-Coordinates from the ALI screen, and enter them into the CAD on the address line to determine the location from which the cellular phone call was made. Officers will then be dispatched to that location to check for anyone in need of assistance.
- (c) If the call taker determines a life-threatening emergency exists, and the location cannot be retrieved using the X-Y coordinates, the call taker shall contact the cellular provider and attempt to have the phone traced. The mobile provider may be able to ping the phone, provide a subscriber name, address or alternate phone number that may allow for additional follow-up.
- (d) Each cellular provider has requirements and policies regarding when they will “ping” a cellular phone using their GPS. GPS enables the phone to send signals, allowing for detection of its location; however, only if the phone is in the “On” mode. Contact numbers for individual cellular providers are located in the CAD CardFile under “traces”. One can type ‘INFO TRACES’ on the command line for quick access. A Communications Supervisor can also be contacted for assistance. In some cases, the approval of the Watch Commander may be required to seek confidential information from a cellular company.