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| Subject: | 9-1-1 Hang-up Calls | |
| Effective: | 11/28/2016 | Procedure |
| Update: | | |
| Reference: | | |

PURPOSE

To describe the procedure for handling 9-1-1 hang-up calls in a consistent manner. Since 9-1-1 calls can be generated from different telephonic devices/classes of service, not every 9-1-1 hang-up call will be handled the same way.

PROCEDURE

1. Landline Calls

- a. All 9-1-1 hang-ups from landlines shall be called back by a call taker. The call taker will attempt to contact the caller once, if necessary, and determine the nature of the incident and an accurate location for the appropriate public safety response.
- b. If the call taker makes contact with the caller, the call taker will follow call handling procedures to determine whether a public safety response is necessary.
 - i. If help is needed, create a call with the appropriate call type.
 - ii. If the call taker can confirm help is not needed, an event entry should be generated with the address of the caller from the ALI display with the call type "911FU" and the description of "DNAP" in the white box. The call taker should notate why the call came into 9-1-1 (i.e. accidental, child playing on phone, etc.) and the call should be closed without sending a deputy to the location.
 - iii. If the call taker cannot confirm help is not needed at the location, a deputy will be sent to the address displayed on the ALI screen for a 9-1-1 follow up.
- c. If the call taker has been unable to contact the caller, s/he should pursue additional efforts to contact the caller. These additional efforts *should* include:
 - i. Creating a call for service using the caller's location, as displayed on the ALI screen, and dispatching a deputy to the location.
 - ii. If an answering machine is reached, leave a message indicating 9-1-1 has been called and help is being sent to their location.
 - iii. If the call originates from a pay phone, send a response only if a problem is reported.
- d. If a call is received from a PBX line, check to confirm if there is a location listed in the location field on the ALI screen.
 - i. If help is needed, create a call with the appropriate call type and ensure that the "location" is added into the call entry.

- ii. If the call taker can confirm help is not needed, an event entry should be generated with the address of the caller from the ALI display with the call type "911FU" and the description of "DNAP" in the white box. The call taker should notate why the call came into 9-1-1 (i.e. accidental, child playing on phone, etc.) and the call should be closed without sending a deputy to the location.
- iii. If the call taker cannot confirm help is not needed at the location, a deputy will be sent to the address displayed on the ALI screen for a 9-1-1 follow up.
- iv. If there is no specific location on the ALI in the location field, the responding units should contact the switchboard at the main location.

2. Wireless Calls

a. Wireless Phase 1 (W9-1-1)

- i. The call taker will complete an ALI re-transmit (update) immediately for Phase 1 calls and intermittently thereafter if there is an open line with signs of distress.
- ii. If the telephone number is displayed and there is no indication that there is an emergency, i.e. caller statements, background noise, etc., the call taker will call the wireless telephone number back once in an attempt to contact the caller and ascertain if assistance is needed.
- iii. If the wireless phone is busy or there is no answer, and there was no indication of distress during the initial hang-up call, the call taker is not required to make additional attempts to contact the caller.
- iv. If the call back goes to voice mail, the call taker does not need to leave a message.
- v. If the call taker makes contact with the wireless 9-1-1 caller, the call taker will follow call handling procedures to determine whether a public safety response is necessary.
 - 1. An event entry should be generated with the address of the cell tower (or actual address if provided by the caller) with the call type "911FU" with the description of "DNAP" typed in the white box. The call can be closed after the call back is completed, notating the result of the call back in the comments.
- vi. If a Wireless Phase 1 9-1-1 hang-up call is received with the telephone number displayed and an indication of an emergency, i.e. possible sounds of duress, repeated hang-up calls from the same caller or other indicator, the call taker will attempt to contact the caller twice, if necessary, and determine the nature of the incident and an accurate location for the appropriate public safety response.

1. If the call taker makes contact with the wireless 9-1-1 caller, the call taker will follow call handling procedures to determine whether a public safety response is necessary and if so, create a call for service.
 2. If assistance is not needed, an event entry should be generated with the address of the cell tower (or actual address if provided by the caller) with the call type "911FU" and the description of "DNAP" typed in the white box. The call can be closed out after the call back is completed, notating the result of the call back in the comments.
- vii. If the call taker has been unable to contact the caller, s/he should use the following steps to pursue additional efforts to contact the caller.
1. Contact the wireless carrier via the 24/7 telephone number provided on the ANI/ALI screen. If required by the wireless carrier, the call taker may need the dispatch supervisor to submit the appropriate form.
 2. The appropriate form shall be completed, faxed to the wireless carrier, and placed in the Communications Managers inbox with the CAD incident attached.
 3. Ask the wireless carrier to provide the location of the cell tower that the wireless caller last used.
 - a. Create a call for service and dispatch at least one unit to the area of the cell tower location, if there is enough information available for the unit to respond and know what to look for, i.e. the type of problem, a description, etc.
 - b. Request the subscriber's name, home address, and wireline telephone number from the wireless carrier and call the subscriber's number.
 - c. In extraordinary circumstances, and with the dispatch supervisor's concurrence, *dispatch a unit to the subscriber's home address.*
 - d. Consult with the dispatch supervisor to determine if repeated calls to the wireless telephone number are necessary.
 - e. Access databases using the subscriber's name or address to locate additional information.
 - f. Wireless 9-1-1 hang ups without a call back number (area code of 9-1-1) cannot be called back.
 - g. An event entry should be generated with the address of the cell tower with the call type "911FU" with the description of "DNAP" typed in the white box. The call can be closed immediately after notating the phone number cannot be called back in the comments.

b. Wireless Phase II (WPH2)

- i. If a WPH2 hang-up call is received with the telephone number displayed and no indication that there is an emergency, i.e. caller statements, background noise, etc., the call taker will call the wireless telephone number once in an attempt to contact the caller and ascertain if assistance is needed.
- ii. If the wireless phone is busy or there is no answer, and there was no indication of duress during the initial hang-up call, the call taker is not required to make additional attempts to contact the caller. If the call back goes to voice mail, the call taker does not need to leave a message.
- iii. If the call taker makes contact with the wireless 9-1-1 caller, the call taker will follow call handling procedures to determine whether a public safety response is necessary and if so, will create a call for service.
 - 1. An event entry should be generated with the address of the cell tower (or actual address if provided by the caller) with the call type "911FU" with the description of "DNAP" typed in the white box. The call can be closed after the call back is completed, notating the result of the call back in the comments.
- iv. If a Wireless 9-1-1 hang-up call is received with the telephone number displayed and an indication of an emergency, i.e. possible sounds or indication of duress, repeated hang-up calls from the same caller or other indicator, the call taker will attempt to contact the caller twice, if necessary, and determine the nature of the incident and an accurate location for the appropriate public safety response.
- v. If the call taker makes contact with the wireless 9-1-1 caller, the call taker will follow call handling procedures to determine whether a public safety response is necessary.
- vi. If the call taker has been unable to contact the caller, he/she should pursue additional efforts to contact the caller. These additional efforts *should* include:
 - 1. Creating a call for service using the WPH2 location as translated by CAD, or using the latitude and longitude as displayed on the ALI screen to identify the caller's possible location, and have deputies respond to the location, if there is enough information available for the units to respond and know what to look for, i.e. the type of problem, description, etc.
 - 2. Contacting the wireless carrier via the 24/7 telephone number provided on the ANI/ALI screen. If required by the wireless carrier, the call taker may need the dispatch supervisor to submit the appropriate form.
 - 3. Asking the wireless carrier to provide the location of the cell tower that the wireless caller last used.

4. Creating a call for service and dispatching at least one unit to the area of the cell tower location, if there is enough information available for the unit to respond safely and know what to look for, i.e. the type of problem, a description, etc.
 5. Requesting the subscriber's name, home address, and wireline telephone number from the wireless carrier and calling the subscriber's number.
 6. In extraordinary circumstances, and with the dispatch supervisor's concurrence, *dispatching a unit to the subscriber's home address*.
 7. Consulting with the dispatch supervisor to determine if repeated calls to the wireless telephone number are necessary.
 8. Accessing databases using the subscriber's name or address to locate additional information.
 9. An event entry should be generated with the address of the cell tower (or actual address if provided by the caller) with the call type "911FU" with the description of "DNAP" typed in the white box. The call can be closed out after the call back is completed, notating the result of the call back in the comments.
- c. VOIP (V9-1-1 or VOIP)
- i. If a VOIP 9-1-1 hang-up call with the telephone number displayed is received, the call taker will attempt to contact the caller once if necessary, and determine the nature of the incident and an accurate location for the appropriate public safety response.
 - ii. If the call taker makes contact with the VOIP caller, the call taker will follow call handling procedures to determine whether a public safety response is necessary.
 - iii. If the call taker has been unable to contact the caller, he/she should pursue additional efforts to contact the caller. These additional efforts *should* include:
 1. Creating a call for service using the VOIP caller's location, as displayed on the ALI screen, and dispatching a deputy to the location.
 2. If no address is displayed on the ALI screen, contacting the VOIP service provider via the 24/7 telephone number displayed on the ALI screen. If required by the VOIP service provider, the call taker may need the dispatch supervisor to submit the appropriate form.
 3. Asking the VOIP service provider for the subscriber's registered address.
 4. Creating a call for service and dispatching at least one unit to the subscriber's registered address.

5. An event entry should be generated with the address of the cell tower (or actual address if provided by the caller) with the call type "911FU" with the description of "DNAP" typed in the white box. The call can be closed out after the call back is completed, notating the result of the call back in the comments.