

CATEGORY	DATE ADOPTED	LAST REVIEW	NEXT REVIEW
4	01/18/2016	01/20/2022	01/20/2026

BUENA PARK POLICE DEPARTMENT STANDARD OPERATING PROCEDURES

SS306 MISROUTED EMERGENCY/NON-EMERGENCY CALLS

SS306.1 PURPOSE AND SCOPE

This procedure establishes guidelines for the prompt handling and appropriate routing of misdirected emergency calls.

SS306.1.1 ACCREDITATION STANDARDS

This procedure pertains to the following CALEA Standards: 81.2.11

This procedure pertains to the following General Order(s): §802

SS306.2 PROCEDURE

Dispatch Center personnel will immediately relay information from misdirected emergency calls, both landline and cellular, to the appropriate agency. If an employee must transfer a police, fire, or medical call received on a 9-1-1 line to another Public Safety Answering Point (PSAP), s/he will do so by utilizing the appropriate transfer button on the Vesta phone terminal. The call taker shall remain on the line to ensure the transfer is completed. An announcement should be made to the transferring agency so as to not be mistaken for a misdirected call. If a transfer fails, the call taker will record all pertinent information and relay it to the appropriate PSAP while keeping the caller on the line, if possible. If the transfer fails or a busy signal is received and the call is of high priority, Dispatch personnel may broadcast the information to the appropriate agency on "DSP-DSP" or "LANDLINE" on the radio console.

If an employee must transfer a police, fire, or medical call received on the ten-digit telephone line, s/he will notify the caller they are being transferred and ask them to stay on the line. Dispatch personnel may relay the pertinent information directly to the receiving agency, if necessary. If the transfer fails or a busy signal is received and the call is of high priority, communications personnel may broadcast the information to the appropriate agency on "DSP-DSP" or "LANDLINE" on the radio console, or may call the appropriate agency via telephone.

If a call taker receives a misdirected call of non-emergency nature on the ten-digit telephone line, the call taker should provide the caller with the phone number of the appropriate agency. Certain situations (calling from a pay phone, reporting a potential traffic hazard, etc.) might suggest the call taker take the information and forward it to the appropriate agency.

If a transfer from 9-1-1 is necessary because of an error in the data, it is the dispatcher's responsibility to notify the 9-1-1 coordinator via fax or email by filling out and sending a misroute correction form located in the "S" drive (sample below).

CATEGORY	DATE ADOPTED	LAST REVIEW	NEXT REVIEW
4	01/18/2016	01/20/2022	01/20/2026

BUENA PARK POLICE DEPARTMENT STANDARD OPERATING PROCEDURES

ADVISEMENT OF 9-1-1 CHANGE / MISROUTE COUNTY OF ORANGE

Reporting Agency: BUENA PARK PD ESN: 253 Phone: 714-562-3905

Hardwire <input type="checkbox"/> AT&T <input type="checkbox"/> Frontier <input type="checkbox"/> Other _____ <input type="checkbox"/> <i>QDT/EDT</i>
Wireless <input type="checkbox"/> AT&T Mobility <input type="checkbox"/> Verizon/Comtech <input type="checkbox"/> T-Mobile <input type="checkbox"/> Sprint <input type="checkbox"/> Metro PCS
Lat/Lon: _____ Cell Sector Direction: _____
VoIP (NENA ID) <input type="checkbox"/> TCS <input type="checkbox"/> BAND _____ <input type="checkbox"/> INTRADO <input type="checkbox"/> OTHER _____
Please indicate telephone provider name or NENA ID on ALI Screen

ANI-Telephone Number Received: _____

ALI-Address Received: _____

City: _____

Date / Time Received: _____

Correct Telephone Number (If Different): _____

Correct Address (If Different): _____

City: _____

Routing Was Incorrect—Re-Route To Agency: _____

Comments:

Date: _____ Call Taker/ Dispatcher: _____

CATEGORY	DATE ADOPTED	LAST REVIEW	NEXT REVIEW
4	01/18/2016	01/20/2022	01/20/2026

BUENA PARK POLICE DEPARTMENT STANDARD OPERATING PROCEDURES

Anaheim	251	Los Alamitos	264	San Clemente	268
Brea	252	Newport Beach	265	San Juan Capistrano	278
Buena Park	253	Orange	266	Villa Park	279
Costa Mesa	254	Placentia	267	Mission Viejo	286
Cypress	255	Santa Ana	270	Laguna Niguel	289
Fountain Valley	256	Seal Beach	271	Laguna Hills	290
Fullerton	257	Tustin	273	Lake Forest	291
Garden Grove	258	Westminster	275	Dana Point	287
Huntington Beach	259	Yorba Linda	276	Aliso Viejo	277
Irvine	260	UCI Police	288	Laguna Woods	277
La Habra	261	Cal State Fullerton	285	Rancho Santa Marg	277
La Palma	262	Sheriff Unincorp	277		
Laguna Beach	263	Stanton	272		

SEND FORM TO:

911 Coordinator Orange County
Orange County Sheriff's Department
2644 Santiago Canyon Road
Silverado, CA 92686
ATTN: Leslie Gallant
Phone: 714-628-3029 Fax: 714-628-7699
email: OCS911MSAG@ocsheriff.gov

Revised 4-15-19