




<p>Billerica Police Department</p>   	<p>POLICY NUMBER COM-04</p>	<p>PAGES 9</p>	<p>EFFECTIVE 4/15/22</p>
	<p>Accreditation Standards: None</p> <p>General Orders:</p>		
<p>911 & Telephone Call Handling</p>			

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I. Introduction:

The Billerica Police Communications Center serves as the primary public safety answering point for 911 calls placed within the Town of Billerica. In conjunction with general call taking and information gathering procedures utilized by the Billerica Public Safety Communications Center, the following procedures shall be followed when handling E911 calls.

II. Purpose:

To ensure proper case entry procedure and to affect an increase in protocol compliance. This will lead to more accurate coding of calls, provision of the correct pre-arrival and post-dispatch instructions and unit response configuration and mode assignments.

III. Definitions:

- A. E911 (Enhanced 911): Enhanced 911 provides the caller's voice and the enhanced features of number identification and location identification.
- B. ANI (Automatic Number Identification): The system displays the telephone

number from which the call was placed.

- C. ALI (Automatic Location Identification): System display of the location record associated with the given ANI.
- D. Selective Routing: The routing of 911 calls by the telephone company to a specific PSAP based on the location/jurisdiction of the caller.
- E. PSAP (Public Safety Answering Point): A public safety communications center that receives 911 calls directly (primary) or by transfer (secondary).
- F. Record Not Found: Condition that occurs when the database cannot locate an ALI record for a specific ANI.
- G. Alternate PSAP: Back up communications center where 911 calls will be routed during an emergency at the primary communications center (Wilmington, MA).
- H. MSAG (Master Street Address Guide): Listing of all addresses within a jurisdiction and which responders service each address.
- I. E911 Coordinator: Communications Specialist assigned the ancillary duty to coordinate and maintain the E911 equipment and data for the Town of Billerica.
- J. Wire line Call: Call initiated from a telephone that is processed by the telephone company via a telephone cable connection.
- K. Wireless Call: Call initiated from a cellular or personal communications system (PCS) telephone that is processed by the telephone company via a radio frequency.
- L. WPH1: Wireless Phase 1. The FCC's rule requires that a phone number display with each wireless 911 call, allowing the PSAP operator to call back if there is a disconnection.
- M. WPH2: Wireless Phase 2. The final phase requires carriers to place GPS receivers in phones in order to deliver more specific latitude and longitude location information. Location information must be accurate within 164 to 984 feet (50-300 meters).

IV. Receiving and Processing Calls:

- A. Answering 911 Calls
 - 1. Answering 911 calls shall take precedence over the answering of all other phone lines in the Billerica Public Safety Communications Center.
 - 2. 911 calls shall be answered within three (3) audible rings

3. The standard greeting for a 911 call is, "**911, this line is recorded, where is your emergency?**"
4. Under no circumstance should a Telecommunicator advise a caller that 911 is for emergencies only and refer them to a non-emergency telephone number.
 - a. Assist the person on the line with their call and then politely remind them of the non-emergency number to be called.
 - b. Complete the call as quickly as possible to free up the lines of 911 for emergency calls that may come in.

V. Determine the Dispatchable Location: The telecommunicator will verify address/location information provided by the caller and compare to the incident tile and ALI display, to confirm the dispatchable location. This includes the jurisdiction. Phase 1 wireless calls will not be accurate and the caller may be calling from a different town/city.

1. If you are unable to verify the location, retransmit the location information according to step "a" below, then continue with Step 2 or 3. The address displayed represents the location of the telephone and not necessarily the location of the emergency.
2. If the dispatchable location is within your PSAP jurisdiction, determine and confirm the nature of the incident with the caller.
3. If the dispatchable location is determined to be outside of your PSAP jurisdiction, proceed to section VI.
 - a. **Retransmit All Calls:** The telecommunicator shall perform a retransmit to obtain the most accurate ALI data possible. This activity can occur concurrently with normal call processing. Upon receipt of a wireless 911 call for service of any class (WPH1 or WPH2), a telecommunicator shall continue to retransmit all calls for updated ALI information, at least once every twenty (20) seconds, until one of the following occurs:
 - WPH2 data is present AND the indicated location is consistent with the information provided by the caller, or
 - WPH2 data is present AND the size of the Probable Location Circle decreases with subsequent Retransmits, or
 - The telecommunicator is no longer in control of the call (i.e. the call has been transferred to another PSAP), or
 - The call is terminated (either by the caller or the PSAP).
 - Instances where only wireless information is received after multiple rebids, the issue should be called into the 911 Help Desk at 855-626-4911. This can be done after the incident has been handled

VI. Contact Local Jurisdiction (PSAP Transfers):

- a.** If after following Step 1 thru 3, the telecommunicator determines the dispatchable location for the reported emergency is outside of their PSAPs jurisdiction, the telecommunicators will transfer the call to the appropriate local Primary or Regional PSAP, RECC, or out-of-state agency of jurisdiction.
 - a.** The certified telecommunicator will use preferred actions of the 911 application to connect with the local PSAP of jurisdiction.
 - To ensure the transfer of ANI/ALI information, the telecommunicator should utilize the PSAP Directory whenever possible.
 - b.** Upon connection to the appropriate local PSAP of jurisdiction, the telecommunicator will identify themselves, relay the incident location and relay the nature of the incident reported by the caller.
 - c.** An EMD call may be transferred to the local PSAP. If the local PSAP is unable to handle EMD calls, offer your assistance to the local PSAP before ending the call.
 - d.** If the PSAP of jurisdiction is outside of Massachusetts, the telecommunicator shall, in addition to the steps above, and to the extent practical, remain on the line and assist the out-of-state PSAP with retransmits for updated location, and provide such location information to the out-of-state PSAP.
- 2.** If the Silent Call Procedure has been utilized, the telecommunicator should call the PSAP of jurisdiction, identify themselves, verbally relay the incident location and verbally relay the nature of the incident reported by the caller. It is not recommended that TTY or silent calls are transferred.

VII. ANI/ALI error reporting:

- 1.** All errors detected in the ANI or ALI information shall be reported to the E911 Coordinator / Communications Manager by use of the "ANI/ALI Request Form".
- 2.** The Communications Manager or his/her designee shall be responsible for investigating all errors, and will coordinate corrections with Verizon.
- 3.** The Communications Manager or his/her designee shall maintain the original copies of the ANI/ALI Request Forms for a minimum of two years.

VIII. Alternate PSAP operations:

1. The Town of Wilmington Police Communications Center is designated as the alternate PSAP for 911 calls routing in the event 911 calls cannot be answered at the Billerica Police Communications Center.
2. When calls are being re-routed to the alternate PSAP, the Communications Center shall monitor the radio frequencies and CJIS Messenger to receive dispatch information from the Wilmington Police Communications Center.
3. The OIC shall assess the situation and determine the need to send a Billerica Telecommunicator to the Wilmington Public Safety Communications Center to assist with call taking during the re-route.

IX. Equipment maintenance:

A. Service Contracts and Repairs

1. The Communications Center shall maintain a service contract with the PSAP equipment provider Verizon. The State E911 department is responsible to ensure this contract remains current.
2. For equipment repair refer to COM-11. Any time a repair call is placed, the Communications Manager is to be notified immediately.

B. ANI/ALI Printer

1. A PSAP printer shall be maintained in the server room of the Police Department.
2. The printouts are NOT to be removed from the printer unless directed by a Communications Manager or the Chief.

X. Statistical reporting:

- A. The E911 Coordinator or Communications Manager is responsible for the statistical reporting of 911-call activity.

XI. Receiving 911 calls from children, intoxicated or harassing citizens:

- A. Children: Rapid questioning may frighten or confuse a small child. Slow down the pace and question the child on his/her level. Assure the child he/she is doing very well and offer support and praise for their efforts. If possible, and the situation permits, keep the child on the telephone until emergency personnel arrive.
- B. Intoxicated callers: An intoxicated caller may often have a genuine emergency. Do not assume the intoxicated person is not a legitimate 911 call. If the Telecommunicator has determined to the best of their ability that the intoxicated

person does not have a request for service, they can then advise the caller that the call will have to be terminated.

- C. Harassing Calls: If a harassing or obscene call is received on a 911 line, and it is evident there is no emergency to report, the Telecommunicator may terminate the call. All such calls shall be logged into CAD and relayed to the OIC for proper action.
- D. Mentally Disturbed Callers: Calls received from mentally disturbed people require careful attention due to the possibility of suicide or intent to harm another person. If it is felt this is not the case, and response is not requested, it will be the decision of the Telecommunicator in terms of priority whether to continue on the call, attempt to make a referral or terminate the conversation.

XII. Special Call Handling

A. Silent Calls:

1. A silent call is a 911 call received at the PSAP and no audible voice or tone can be heard. An open line should be maintained while the call is investigated.
2. When no verbal response is received, the call taker should enter the TTY mode and send the first pre-programmed message.
3. Using the ALI screen (address display), the call taker should immediately dispatch a police cruiser to investigate the call.
4. **Notify the OIC.**

B. Abandoned Calls:

1. An abandoned call is a call placed to 911 in which the caller disconnects the call before it can be answered by the PSAP operator.
2. Using the ANI screen (telephone number display), the call taker will immediately call back the number from where the call was made. The call taker will attempt to notify who made the call and the reason for the call.
3. **Notify the OIC of all abandoned calls.**
4. A police cruiser shall be dispatched to investigate the abandoned call if:
 - a. The call back is unanswered; or,
 - b. After conversing with someone at the scene of the abandoned call, there is any reason to believe an emergency or unusual situation exists.

C. Hang-up Calls:

1. A hang-up call is a call placed to 911 in which the caller is disconnected before the call taker is satisfied with the information obtained or the resolution of the call.
2. Using the ANI screen, the call taker will immediately call back the telephone number from where the hang-up call was made. The call taker will attempt to:
 - a. determine why the call was made;
 - b. obtain information as to who made the call;
3. A cruiser (or if unavailable a fire company) shall be dispatched to investigate the hang-up call if:
 - a. the call back is unanswered; or,
 - b. After conversing with someone at the scene of the abandoned call, there is any reason to believe an emergency or unusual situation exists.
4. Call takers may immediately dispatch police, fire or emergency medical services before attempting a call back if the circumstances of the hang-up call warrant such action.
5. **Notify the OIC.**

XIII. Telephone Protocol

A. Answering the Phone (non-911):

1. Call takers should speak slowly, clearly and calmly. Speaking directly into the mouthpiece with a voice, which is loud enough to be heard by the caller, will avoid misunderstandings.
2. A professional and courteous phone manner is required of all call takers. Verbal provocation by a caller is not a justifiable excuse for the failure to respond to valid requests for service.
3. All telephone calls must be considered legitimate requests for service. In addition, call takers must act in response to any call that might reasonably be a call for emergency assistance. **Non-response is prohibited without the knowledge and approval of the OIC.**

B. Phone Courtesy:

1. When answering a business phone, the call taker should give the following information:
 - a. The name of the agency; **Billerica Police;**
 - b. **Your name;**

c. **Offer of assistance;** such as “How may I help you?”

- **Example:** “Billerica Police, Dispatcher Jameson, how may I help you? “

2. When the telephone system auto attendant is in use there is no need to inform callers that they are on a recorded line. However, if the auto attendant becomes disabled for any reason, dispatchers shall inform callers that their call is recorded.

XIV. Call Holding

A. Business phone lines shall be answered within (3) three rings whenever possible.

B. If two lines ring simultaneously, the call taker should:

1. Answer one line and determine if the call involves an emergency. If not, the first caller should be placed on hold while the second call is answered.
2. Answer the second call and determine if the call involves an emergency. If not, the second caller should be transferred to another call taker, or placed on hold while the first call is handled.
3. A call back number should always be obtained in case the call is disconnected.

C. Call takers should inform callers whenever she or he will be placed on hold. If possible, the caller should be told how long she or he should expect to remain on hold. Callers who do not wish to be placed on hold should be given an opportunity to leave a telephone message or otherwise call back at a later time.

XV. Call Screening and Transferring

A. Call screening is a process whereby a caller is identified before an attempt is made to transfer the call. All calls, except those for the Criminal Division, will be screened prior to transfer. Unless specific instructions are given, call takers need not inquire as to the nature of the call.

B. Call screening will not be done before transferring a phone call to the Criminal Division.

1. If a call cannot be transferred (i.e.: a detective is not available), the caller should be given the opportunity to:
 - a. Call back at a later time;
 - b. Leave a message on the detective’s voice mail

XVI. Citizen Complaints

- A.** In the event a citizen calls the Communications Center to complain about an employee the Telecommunicator will not discuss the complaint with the citizen. The Telecommunicator will do the following:
 - 3.** Transfer the call to the Officer in Charge; or if the OIC is not available;
 - 4.** Take the callers information, including a phone number, and advise them that the OIC is unavailable but he/she will call them back as soon as possible
- B.** In the event that the complaint involves an urgent issue that requires a police response, the Telecommunicator will handle the call appropriately and notify the OIC immediately.

XVII. Phone System Failure (Internal, Non-911)

- A.** In the event that the internal ShoreTel phone system fails, Telecommunicators on duty shall do the following:
 - 1.** Remove the four AT&T analog handsets from the overhead cabinet in the communications center.
 - 2.** Plug in the two cables attached to each phone into the two jacks located behind the workstation monitors (small white plastic box with two jacks) at each of the four communications positions. (It is important to utilize all four telephones as each position handles different incoming phone numbers) and plug in the power cord into an electrical outlet.
 - 3.** Call the support contacts listed in policy **Equipment & Support**.
- B.** This procedure bypasses the Department's internal phone system only. If problems persist, Verizon must be called and advised of the problem immediately.