



# NEWARK POLICE DEPARTMENT GENERAL ORDER



**SUBJECT:**  
**911 E CALL SYSTEM**

**GENERAL ORDER NO.**  
**04-15**

**SUPERCEDES:**  
  
**NEW**

**DATED:**  
**December 8, 2004**

**SECTION CODE:**  
**D 13**

This Order Consists of the Following Numbered Sections:

- I      POLICY**
- II     PURPOSE**
- III    TRAINING**
- IV    DEFINITIONS**
- V     COMMUNICATION CLERKS/POLICE OFFICERS**
- VI    FLOOR SUPERVISOR/COMMAND OPERATIONS CENTER CAPTAIN**
- VII   9-1-1 COORINATOR/ 9-1-1 TRAINER**
- VIII  RESPONSIBILITY FOR COMPLIANCE**
- IX    EFFECT OF THIS ORDER**



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### I. POLICY

It is the policy of the Newark Police Department to answer all 9-1-1-E calls for service in a timely, efficient and courteous manner. Personnel assigned to answer 9-1-1 E calls for service must remember that the emergency 9-1-1 lines are a vital resource without which the call for help may not be received. Effective and efficient call handling techniques are essential to ensure this recourse is kept available for incoming emergency calls. Personnel must complete a mandatory 40-hour national certification course approved by the State of New Jersey before being allowed to answer 9-1-1 calls. Personnel will also receive an 8-hour refresher course annually.

### II. PURPOSE

It is the purpose of this policy to provide all members of the Newark Police Department with a general knowledge of the Enhanced 9-1-1-E system as well as responsibilities of Communications personnel in answering 9-1-1, non-emergency calls and monitoring the 9-1-1 abandoned call back position.

### III. TRAINING

All personnel must complete a mandatory 40-hour national certification course approved by the State of New Jersey before being allowed to answer 9-1-1 calls. Personnel must also receive an 8-hour refresher course annually.

### IV. DEFINITIONS

- A. Abandoned call- a call placed to 9-1-1 in which the caller disconnects before the call can be answered by the PSAP.
- B. Automatic Call Distributor- Equipment that distributes incoming calls to the available PSAP or personnel in the order the calls are received or holds the call until a call taker becomes available.
- C. ALI- Automatic Location Identification. The automatic display at the PSAP of the caller's telephone number, address for the telephone and supplementary information.
- D. ANI- Automatic Number Identification. The automatic display at the PSAP or PSDP of the caller's telephone number.



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- E. Blind Transfer- A procedure in which the call taker fails to advise the caller of the transfer and/or fails to remain on the line to ensure an appropriate transfer has been completed. This procedure is statutorily prohibited on 9-1-1 calls in New Jersey.
  - F. Call Transfer- a call handling procedure in which a caller is transferred from a PSAP to another PSAP, or other location, and in which the call taker has no need for additional information and therefore disconnects once the transfer has been completed.
  - G. Emergency Call- a call routed to a PSAP reporting an incident, which is either in progress or had just occurred, and which requires an immediate response from one or more Public Safety entities.
  - H. Enhanced 9-1-1- an emergency telephone number system using the digits 9-1-1 for access to a PSAP. Among the enhancements included are provisions to ANI, ALI and selective routing of calls to the appropriate PSAP.
  - I. Logging Recorder- a device that electronically records all voice communications and transactions on the 9-1-1- lines at PSAPS. A logging recorder operates on a continuous or controlled basis; documents time and date information for the transactions recorded and is primarily for archive purposes.
  - J. PSAP-Public Safety Answering Point. A facility equipped and staffed to receive 9-1-1 calls.
  - K. PSDP-Public Safety Dispatch Point. A facility equipped and staffed to receive and dispatch 9-1-1 calls.
  - L. Redundant Call- A call from a person reporting an incident which has already been received and who has no additional information to provide.
  - M. TTY- Teletypewriter. A telecommunications device for the hearing and/or speech impaired.
- V. **COMMUNICATION CLERKS/POLICE OFFICERS**
- A. When answering 9-1-1 calls for service the following shall be adhered to;
    - 1. Answer all calls as promptly as possible.
    - 2. Always answer 9-1-1 calls "9-1-1 where is your emergency".
    - 3. Determine the nature of the emergency.



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4. Always speak distinctly.
5. Speak in a calm, competent, decisive voice.
6. Take charge of the conversation,
7. Be courteous, but firm.
8. Take all information and enter information into the CAD terminal. Never leave any details to memory.
9. If the call is a non-emergency advise the caller to call back on non-emergency line 733-6000.
10. When transferring callers you must advise the caller you are transferring the call, remain on the line until the call is picked up, and ensure there is no need for police response. No blind transfers.
11. Code the assignment based on information received.
12. Avoid using police terms, jargon, and slang.
13. Obtain the caller's name, address, and phone number whenever possible and enter the information into the proper CAD fields.
14. Verify ANI (Automatic Number Information) / ALI (Automatic Location Information) information. Do not assume information is correct.
15. Be aware of red flags, which is anything the call taker senses that requires additional attention or action.
16. Do not argue with a caller.
17. Get necessary facts and process calls promptly.
18. If the call taker has a problem with the caller, the problem should be referred to the floor supervisor.

B. When answering 9-1-1 calls from a deaf or hard of hearing person the following shall be adhered to:

1. Process call as mandated by State and Federal Law under the Americans with Disabilities Act.
2. Upon answering the phone, the call taker will hear a baldout tone in their headset signaling a call from a deaf or hard of hearing person.
3. The call taker may also hear no dial tone or see line 1 on the Ani/AlI screen. These also may mean a call from a deaf or hard of hearing person.
4. The call taker will then click on a button that indicates TDD (Telecommunications Device for the Deaf).
5. Use the pre-populated tabs on the software to answer the proper questions from the caller.
6. Keep the caller on the teletypewriter as long as possible or until help arrives on the scene.
7. If the call is for Fire or EMS follow regular procedures and transfer the call to the proper agency.



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8. Enter the assignment into the CAD system as a 530 TTD call and immediately notify the floor supervisor of the call.
  9. Submit an administrative report detailing how the call was handled, the location of the call, callers name, address, telephone number, event number if applicable and disposition code if available.
  10. Print out TDD call and attach printout to administrative report. Forward report to Lt. Megna.
- C. When answering calls on 6000 the following shall be adhered to:
1. Answer the call as promptly as possible.
  2. Answer the call "Newark Police operator #".
  3. Process call as expeditiously as possible.
  4. Check license plates for callers to determine if vehicles have been recovered.
  5. Retrieve readily available names, phone numbers and services available to the public from the CAD system upon request.
- D. When answering repeat or redundant calls the following shall be adhered to:
1. The assignment shall be entered into the CAD system.
  2. Enter any additional pertinent information.
  3. Evaluate if a response code designation must be upgraded or downgraded according to the additional information received.
  4. Notify the floor supervisor of any repeat call with a priority code of five (5) or higher.
- E. When assigned to the Telephone Reporting Unit (T.R.U.) the following shall be adhered to:
1. Receive and process priority 3 calls for service.
  2. Reports taken by the T.R.U. shall include:
    - a. 308 Criminal Mischief Report
    - b. 315 Simple Assault Report
    - c. 317 Theft Report under \$200.00 value
    - d. 322 Lost Property Report
    - e. 323 Stolen Vehicle Report
    - f. 328 Fraud Report
    - g. 337 Obscene phone calls
    - h. 338 Harassment
    - i. 341 Verbal Threats
    - j. 344 Threatening Life Report



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3. The listed reports shall be taken by telephone only if the following conditions are present:
    - a. Suspect(s) not at scene
    - b. There is no apparent need for investigation at the scene
    - c. There is no evidence to be secured
  4. Telephone reports shall only be taken from complainants or witnesses.
- F. When working the 9-1-1 callback position the following procedures shall be adhered to:
1. Answer 9-1-1 cell phone calls which are transferred directly from the State Police.
  2. Immediately attempt to call back any abandoned calls that print out on the 9-1-1 printer.
  3. Strobe light and buzzer have been installed to identify abandoned calls.
  4. If contact is made determine if there is need for police, fire or EMS.
  5. If caller has call intercept go through necessary prompts and give your name and title over the phone and await any response.
  6. If no one comes on the line put the assignment in the CAD with the assignment code of 730-abandoned call.
  7. If there is a busy signal during the call back attempt enter the assignment in the CAD with the assignment code of 730 abandoned call.
  8. Abandoned calls from a pay phone shall be coded 530-with the sub-type abandoned 9-1-1-call "pay phone".
  9. A 9-1-1-callback log sheet shall be completed. All abandoned calls must be logged whether dispatched or not.
  10. The manual 9-1-1 callback log shall be kept on file at the Communications Division for a period of 6 months.
- G. When manning the numbers position the following shall be adhered to:
1. Assign central complaint numbers to assignments upon request from officers.
  2. Ensure all necessary information is tagged to assignment prior to giving central complaint number.
  3. Be available to answer 9-1-1 calls for service when not issuing central complaint numbers.
  4. Be available to answer 733-6000 calls when not issuing central complaint numbers or processing a 9-1-1 call.
  5. Monitor the 9-1-1 callback position whenever the assigned person has to leave the dispatch floor.



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- H. Call takers shall only be on auxiliary mode when inputting information on an assignment. When leaving the floor for any reason the call taker shall log off and log back on upon returning to the floor.
- VI. **FLOOR SUPERVISOR/COMMAND OPERATIONS CENTER CAPTAIN**
- A. The highest-ranking supervisor working the floor at Communications shall be responsible for supervising the call takers section. Their duties shall include the following:
1. Monitor call takers to ensure that personnel are at their assigned positions and available for calls.
  2. Conduct quality control checks by listening to the logging recorder of prior calls.
  3. Shall monitor on a daily basis printout provided by the Call Management System paying particular attention to auxiliary time as well as number of calls answered.
  4. Schedule breaks to ensure that only one person is off the floor at any given time.
  5. Be available to assist call takers with any questions.
  6. Ensure that the 9-1-1 callback position is covered when the assigned person is on break or has to leave the floor.
  7. Shall compare the 9-1-1 callback log sheet to the actual 9-1-1 printouts and verify the information on the printout to the log sheet every thirty minutes.
  8. Make an entry into the 9-1-1 Callback Verification Log Blotter, which identifies calls received on a thirty (30) minute basis, as well as total, calls for the tour of duty.
  9. Entry shall include the following information:
    - a. Tour of duty
    - b. Time checked
    - c. Date
    - d. Number of abandoned calls
    - e. Officers name
    - f. Tour supervisors signature (written in red)
    - g. Total number of abandoned calls (written in red)
  10. Attach the 9-1-1 callback reports to the 9-1-1 callback printouts and submit them together on all shifts.
  11. Ensure that abandoned calls are called back in a timely fashion.
  12. Ensure that abandoned 9-1-1 calls coming from a residence or business are entered as a 730 code.
  13. Ensure that abandoned calls are coded as a 530 code with the subtype abandoned 9-1-1 calls from payphones.



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## **VII. 9-1-1 COORDINATOR/ TRAINER**

The 9-1-1 coordinator or in his absence the 9-1-1 trainer shall on a daily basis printout the call taker daily productivity report retrieved from the Basic Call Management System and forward a copy of the report to each supervisor for their review. A copy of the report shall also be forwarded to the investigating supervisor for review.

## **VIII. RESPONSIBILITY FOR COMPLIANCE**

Supervisory and command officers are responsible for understanding and compliance with this Order. Inadequacy on operating personnel reflects on Supervisory and Command Officers.

## **IX. EFFECT OF THIS ORDER**

All previous Orders, Memorandums and Department's Rules and Regulations, which are inconsistent with this Order, are hereby rescinded.

**By Order Of:**

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Anthony F. Ambrose III  
Police Director

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