



COMMUNICATIONS			603.00	
<div><div></div><div>911 CALL PROCEDURE</div><div></div></div>				
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CONTENTS: This procedure consists of the following numbered sections:

- | | |
|-------------------------------|----------------------------|
| I. ANSWERING CALLS | IV. INQUIRY PROCEDURES |
| II. ABANDONED CALLS | V. RAPID LITE |
| III. PRANK OR FALSE 911 CALLS | VI. WHAT3WORDS APPLICATION |
| | VII. PREPARED LIVE |

PURPOSE

The purpose of this standard operating procedure is to establish guidelines for receiving and responding to 911 emergency calls for service.

SCOPE

This procedure shall apply to all Punta Gorda Police Department personnel.

DISCUSSION

A variety of calls and circumstances arise from 911 calls for emergency service. In order to ensure the procedural guidelines and legal requirements are met, a uniform method of response is required. This procedure will outline the authority and process to be used in meeting this need.

DEFINITIONS

- Abandoned Calls:** Abandoned calls are any calls placed to the 911 emergency number that are terminated either accidentally or purposely by the caller.
- Automatic Location Identification (ALI):** The ALI indicates the subscriber's name, address, and community.
- Automatic Number Identification (ANI):** The ANI corresponds to the subscriber's telephone number.

4. **Call Taker:** The call taker is the individual responsible for answering calls placed to the 911 emergency number.
5. **Emergency Service Number (ESN):** The ESN is the number assigned to the subscriber's telephone number that represents a combination of law enforcement, fire, and ambulance agencies and is used to determine which agencies should respond to a 911 call.
6. **False Call:** A false call is a call placed to 911 by an individual with the intent of providing false information to the 911 call taker.
7. **RapidLite:** RapidLite is a web browser based tool used to retrieve location information of 911 callers from the RapidSOS NG911 Clearinghouse.
8. **Prank Call:** A prank call is a call placed to 911 by an individual with the intent of playing a prank or joke, but without the intent of providing false information to the 911 call taker.
9. **Public Safety Answering Point (PSAP):** The PSAP is an agency in the United States, typically controlled by a county or municipality, which is responsible for answering 911 calls for emergency assistance from police, fire, and ambulance services.

PROCEDURE

I. ANSWERING CALLS

- A. All public safety dispatchers will answer 911 calls in a uniform manner, thus relieving the caller of any apprehension that they may have reached the wrong agency.
 1. Emergency calls must be handled promptly.
 2. Forward information immediately and give updates regularly.
 3. Never put an emergency call on hold. The public safety dispatcher shall remain on the line with any in progress emergency call providing radio and CAD updates as appropriate.
 4. Generate calming conversation with callers while waiting for the officers to arrive.
 5. Public safety dispatchers must always be mindful that they are the communication link between the responding officer and the complainant, and must maintain an open line of communication until the arrival of the officer.
 6. Misrouted or roll over calls to the Punta Gorda Police Department PSAP shall be immediately transferred to the appropriate service agency through the one button 911 transfer line in the Vesta system. Upon answer the dispatcher shall provide any assistance or information deemed appropriate prior to disconnecting the call.

- a. Calls which roll back to the Punta Gorda Police Department PSAP after transfer to the appropriate agency shall be transferred a second time through the one button administrative transfer line in the Vesta system. Upon answer the dispatcher shall identify the call as a 911 call providing the address and nature of problem prior to disconnecting the call.
 - b. Calls which roll back to the Punta Gorda Police Department PSAP a second time shall not be transferred again. All necessary information shall be obtained from the caller and this information shall be routed to the appropriate agency via phone or radio for appropriate dispatch. Emergency Medical Dispatch (EMD) protocols shall be implemented if appropriate.
7. The Senior Chaplain will be auto paged or directly notified by Communications personnel in the event of any suicide, attempted suicide, and crash resulting in serious injury or death, or other violent incident. This notification will be made as soon as practical after officers are dispatched to the scene.
- B. The public safety dispatcher shall answer the call "911, where is your emergency?" Calls for Emergency Medical Services received on a 911 line or on a nonemergency line shall be transferred to the Charlotte County Sheriff's Office via the Vesta Phone System.
- 1. After a response is received, and if it is determined that it is a medical emergency, the public safety dispatcher shall verify the address and then advise the caller to "stay on the line while I connect the medical dispatcher with us". The public safety dispatcher shall immediately transfer the emergency call to the Charlotte County Sheriff's Office. The public safety dispatcher shall advise the Charlotte County Sheriff's Office, "City is responding to a medical, go ahead caller."
- C. Once transferred to the Charlotte County Sheriff's Office, the call shall be monitored for all necessary information. The Charlotte County Sheriff's Office dispatcher shall be the primary information gatherer.
- D. Once sufficient information is gathered, the public safety dispatcher shall dispatch Punta Gorda Fire Rescue. If the medical emergency is life-threatening, a patrol officer shall be dispatched.
- E. If a caller reporting a traffic accident reports there are injuries or if injuries are unknown, the public safety dispatcher shall immediately transfer the emergency call via the Vesta Phone System to the Charlotte County Sheriff's Office.
- F. Once an ambulance has been dispatched, a public safety dispatcher shall not cancel the medical or EMS response unless directed by the fire department.
- G. Fire Department calls shall be dispatched preceded by the applicable station tones. See [SOP 808.00](#) for detailed fire call procedures.
- H. For all in-progress police emergency calls, the caller will be kept on the line until the arrival of an officer.
- I. Calls received via 911 which are of a non-emergency nature where the caller requests basic information such as the phone number to the electric company because the power is out does not require the dispatching of a police officer.

- J. Language Line – Interpreters greet limited English speaking callers in their preferred languages, quickly learn why they are calling, and then connect the account representatives into a 3 way interpreter conversation.
 - 1. Use the direct connect button on Vesta to conference the caller with Language Line.
 - 2. Provide the representative with:
 - a. The six digit Client ID: 903041
 - b. Company Name: Charlotte County Sheriff's Office
 - c. Personal Code: Your three digit employee ID #
 - 3. Advise which language is needed at which time an interpreter will be connected to the call.
 - 4. Quickly brief the interpreter and summarize what you wish to accomplish and give any special instructions in order to process the call for service.
- K. Wireless 911 Calls – Wireless 911 calls which are received will come from phones that are designated as Phase I complaint (WPH1) or Phase II compliant (WPH2).
 - 1. Phase I calls require the use of the update button to obtain an approximate location of the caller as this is not automatically displayed. By refreshing the Request ALI button the dispatcher can monitor location changes after they occur.
 - 2. Phase II calls automatically provide an approximately location of the caller. By refreshing the Request ALI button the dispatcher can monitor location changes after they occur.
- L. Death Investigations – Calls received on 911 or administrative lines at the Punta Gorda Police Department PSAP of a deceased person shall prompt an immediate police, fire, and ambulance response except as noted below.
 - 1. Do Not Resuscitate Notifications – Calls reporting a death involving a Do Not Resuscitate Order shall prompt an immediate police, fire, and ambulance response. However, calls with these circumstances at a medical facility will not prompt a fire department response.

II. ABANDONED CALLS

- A. When handling abandoned 911 calls, the public safety dispatcher shall send an officer to the location of the abandoned call when location information is available except when the public safety dispatcher can, without a reasonable doubt, determine that an emergency does not exist.
- B. Upon receipt of a 911 hang up or abandoned call the Vesta phone system will automatically initiate a call back to calls received with a valid automatic number identification (ANI).

- C. Upon answering the returned call, voice prompts will allow the original caller to cancel the call or proceed with 911. Proceeding with the 911 call will place the call in a queue to be answered by a public safety dispatcher.
- D. All returned abandoned 911 calls shall be handled as a routine 911 call in accordance with section I of this policy.
- B. If the automatic call back goes unanswered by the original caller, the call will show in the Vesta phone system as an abandoned 911 call. The public safety dispatcher will then initiate a callback to the number provided by the ANI/ALI or caller ID display in an attempt to determine if a need for police, fire or EMS exists. If the callback attempt goes to voicemail, no message will be left.
- C. If the line is busy, attempts to contact the caller shall be continued until the officer makes contact. Public safety dispatchers may find it necessary to contact the phone company to initiate an emergency break on the phone line.
- D. If the call was abandoned before it could be answered, refer to the Vesta Phone System for the abandoned call's phone number and address.
- E. If the abandoned call was from a cellular phone and signs of distress were audible, utilize GPS mapping from CAD to identify the caller's approximate location and dispatch an officer to the area.
- G. If the call is abandoned and a phone number (ANI) displayed but the address (ALI) did not display call the number back and verify the address. If there is no answer conduct a reverse number search through the CAD system to locate an address so an officer can be dispatched. If the system is unable to return an address the public safety dispatcher shall utilize other sources such as the agency Records Management System or the internet to determine an address.
- H. If the public safety dispatcher does not have enough information available to locate the call, no further action is possible.

III. PRANK OR FALSE 911 CALLS

- A. If a 911 call has been determined to be a prank call, an officer shall be dispatched to the location. If a series of prank calls are received from the same location the original event may be reactivated or a new event shall be generated as appropriate.
- B. As outlined in [Florida State Statute 365.172\(13\) – Emergency communications number](#), an individual accessing the 911 system for the purpose of making a false call or complaint is guilty of a misdemeanor of the first degree.

IV. INQUIRY PROCEDURES

- A. Discrepancy forms must be filled out on and submitted via the Vesta phone system when any of the following occur.
 - 1. No ANI;
 - 2. ANI Failure;

3. Wrong ANI;
 4. No Display;
 5. Record Not Found;
 6. Wrong Display of Telephone Number;
 7. Wrong Display of Descriptive Information;
 8. Wrong Display of Address;
 9. Wrong Display of Community;
 10. Wrong Display of ESN; or
 11. Misroute.
- B. The following conditions require a repair request:
1. No ANI;
 2. ANI Failure;
 3. Wrong ANI;
 4. No Display; and
 5. Wrong Display of Telephone Number.

V. RAPID LITE

- A. Rapid Lite is a web browser based tool used to retrieve location information of 9-1-1 callers from the RapidSOS NG911 Clearinghouse.
- B. Location information provided through the Rapid Lite interface is considered supplemental data and does not replace other location sources such as ALI and faxing exigent circumstances requests to wireless carriers. The supplemental data retrieved through the interface comes directly from the caller's smartphone device and may be more accurate than location information provided through the cellular network. (Phase 1/Phase 2).
- C. The Communications Section has access to the Rapid Lite web interface. Only one user name and password is assigned to the Communications Section. The Administrator account is managed by the E911 Coordinator.
- D. Access to 9-1-1 caller location information through the Rapid Lite interface will only be used for official business in an attempt to locate a caller that is unable to provide a location at the time of the call. The call taker needs to verify caller provided information if phase II cellular location is either inaccurate or not available and under exigent circumstances. Rapid Lite is not to be used for routine investigative purposes.
- E. Accessing Rapid Lite and obtaining location information:

1. Access the login page of Rapid Lite using the following URL: [\(See Appendix Section VI \(C\)\(1\)\).](#)
 2. There is one username and password for all Communications Section personnel. More than one person can be logged into the web browser at the same time. The web browser will remain active for up to 18 hours. For any issues pertaining to login or access to the program, contact the E911 Coordinator or Communications Supervisor.
 3. When a cell caller contacts 9-1-1, and there is a need for location information, the call taker will enter the telephone number of the caller in the search field and hit enter.
 4. If the information is available for the device it will appear in the map provided on the Rapid Lite interface. Additional information provided is an estimated address of the caller, longitude and latitude of the device, and the uncertainty and confidence factors of the information provided. Longitude and latitude coordinates may be copied and pasted into the CAD map if necessary.
 5. If a caller is moving, the site will automatically update showing the newest location of the caller.
 6. If a caller hangs up, it may still be possible to obtain the caller's device location for up to 10 to 30 minutes.
- F. When location information is obtained from the Rapid Lite interface, it will be documented in the CAD call for service.
- G. If unable to determine the location by caller verification and there is a discrepancy between wireless Phase II location provided by the carrier and Rapid Lite information an officer will be dispatched to both locations.
- H. Historical location information is only stored with RapidSOS for 12 hours and is used for trouble shooting purposes.

VI. WHAT3WORDS APPLICATION

- A. The What3Words application is a fast and simple program that is interfaced into the Rapid Lite platform.
- B. Enhanced caller location is provided by dividing the area up into 3 meter square sections and assigning each 3 meter square a unique combination of three words. This more precise location information along with the unique combination of three words is displayed on the Rapid Lite Screen.
1. The application is not as useful for inside buildings as it is for outdoor use.
- C. Location information provided through the What3Words interface is considered supplemental data and does not replace other location sources such as ALI and faxing exigent circumstances requests to wireless carriers. The supplemental data retrieved

through the interface comes directly from the caller's smartphone device and may be more accurate than location information provided through the cellular network. (Phase 1/Phase 2).

- D. If the information is available for the device it will appear in the map provided on the What3Words interface. Additional information provided is an estimated address of the caller within 3 square meters. The What3Words may be copied and pasted into the event if necessary.
 - 1. In unusual circumstances when an officer is unable to find the callers location they may find it beneficial to enter the What3Words from the call into the mobile application on their city issued smart phone. This information may provide a better visual representation for the officer on where the caller is located.

VII. PREPARED LIVE

- A. A web-based service that provides the capability for public safety dispatchers to text via Short Message Service (SMS) and Real Time Text (RTT) as well as retrieve livestream video and receive photos via a web-link provided to a caller. Prepared Live web platform is considered a transitional step in Next Generation 911 (NG911) technology.
- B. Prepared Live is considered a tool for public safety dispatchers to be used only when the circumstances of a situation necessitate its use. Access to a caller's live stream video will be utilized at the discretion of the public safety dispatcher, taking into consideration a variety of factors including, but not limited to, call type, caller rapport and the ability of the public safety dispatcher to activate and navigate the system during busy or active periods. There is no requirement to use Prepared Live, however, there are instances where seeing the scene can positively improve the response and the outcome to an emergency.
- C. Public safety dispatchers will review this standard operating procedure and receive training prior to utilizing the Prepared Live platform. Training requires a hands-on user experience.
- D. Prepared Live service is accessible via the existing Rapid SOS (mapping and additional data) platform used in the public safety communications center with no additional log in required. Prepared Live can however be accessed independently of the Rapid SOS Program, if needed. Upon account creation, a new user will be able to set up a unique password and a link to the program. Passwords are to remain confidential and will not be shared among personnel.
- E. Data Retention
 - 1. Data will remain accessible to the user (call taker/dispatcher) for up to 12 hours after the call takes place.

2. Data (video, images, or text) obtained through Prepared Live service will be stored by Prepared Live in accordance with Florida's record retention rules pertaining to 911 of 30 days. (GS1-SL #434)
3. To retrieve a copy of the call data, the communications supervisor or designee will make a request through Prepared Live. Once obtained, the data will be uploaded to Evidence.com.

F. Confidentiality

1. Data retrieved in relation to a 911 call will be subject to the same confidentiality as a voice 911 call. (FSS 365.171 (12) a) Text, video, and images retrieved through the Prepared program are to be used for official purposes only.
2. Evidence.com will be used to store and redact video and images as needed for public records requests.
3. Any public records requests will be distributed to the requestor by the records unit.

G. System Activation and Closure

1. The Prepared Live service may be used on both 911 and non-emergency calls for service.
2. Live Stream Video: If a public safety dispatcher deems Prepared Live to be a viable tool during a call, the following activation process will be followed:
 - a. The public safety dispatcher will ask the caller "Are you willing to take a video from your cell phone so I can help?" If the answer is "yes"
 - b. The public safety dispatcher will confirm that the caller is not in danger or driving before providing directions for live stream activation.
 - c. The public safety dispatcher will advise the caller "I am going to send you a text message with a link to allow me access to view the scene through your phone's camera. Please follow the instructions on the text message."
 - d. The public safety dispatcher will then direct the caller as needed to move the phone around to get a better situational awareness for the responders.
 - e. The public safety dispatcher will note and advise of any pertinent information to include potential hazards, obstructions, etc., obtained through Prepared Live to responders and in the CAD notes.

3. Direct Caller Videos or Photos - If a caller has already taken a photo or video that they would like to share with responders, the following process will be followed:
 - a. The public safety dispatcher will advise the caller: "I am going to send you a link that will request that (video/picture), follow the instructions in the text message."
 - b. After sending the link, the public safety dispatcher will then select "Request Upload" at the bottom of the screen.
4. Resolution/Close of Video: Each incident must be closed at the conclusion of the call.
 - a. The public safety dispatcher will select the "Resolve Incident" button at the top right of the screen.
 - b. The appropriate nature code will be selected before closing.
 - c. If any video, pictures, or text communication has been obtained via Prepared, the public safety dispatcher will notate that within the narrative section of the CAD call for service. The notation will include what was obtained.
- H. Pre-programmed nature codes and canned responses exist in the Prepared Live program for the public safety dispatcher to choose from when initiating a Prepared Live connection. If a pre-programmed nature code does not exist for the type of incident needed, the user should choose custom and use free type.
 1. Requests for additions/changes in nature codes or canned responses will be submitted for approval through the communications supervisor. Once approved, a program administrator will make the change as requested.
- I. Public Safety Dispatchers have the option to use the blur feature at any time they do not wish to view the video being provided. The original recording of the video will remain clear. Supervisors may view the video in real time as needed and may choose not to use the blur feature, keeping in mind that viewing the live stream footage is at the discretion of the user.

APPROVED



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