

## E-911 Wireless Policy

### 433.1 PURPOSE AND SCOPE

To provide Department personnel with guidelines for processing and responding to E-911 Wireless calls.

### 433.2 POLICY

#### Communications

- (a) It is the policy of the South San Francisco Police Department to attempt to verify the existence of an emergency, the location of the emergency, and dispatch or otherwise coordinate an appropriate response based on the circumstances of every E-911 wireless call received by Communications.
- (b) All communications personnel are required to accept E-911 wireless calls and process them to completion as outlined in this policy
- (c) E-911 wireless calls can be received with either "Phase I" or "Phase II" subscriber and coordinate information, which will determine the type of processing and response needed. The nature of the call, emergency, non-emergency or abandoned, will also have a bearing on procedures.
- (d) Phase I calls provide cell site location only and offer the call-taker a limited number of options depending on the nature of the call and whether contact is made. Phase II calls provide longitude and latitude coordinates and give the dispatcher the ability to narrow down a caller's probable location should a response be necessary.

#### Patrol

- (a) Patrol personnel will be advised of the type and nature of E-911 wireless calls by Communications in the event they are dispatched and can expect the processing of such calls to follow basic call-taking and dispatching guidelines and standards.
- (b) The capability of Communications to locate E-911 callers using geographic coordinate information will be used strictly for emergencies only and should not be requested for incidents of a routine nature or for reasons outside the scope of regular job responsibilities. The Communications Supervisors shall have the discretion to determine whether the nature of a non-emergency E-911 wireless call merits the use of coordinate information to locate a caller. When a Communications Supervisor is not available, the on-duty Watch Commander is authorized to make this determination.

### 433.3 COMMUNICATIONS BASIC CALL PROCESSING

#### Phase I Calls: Cell Site Location ONLY

- (a) Abandoned/Hang-Up Call (Unknown Circumstances)
  - 1. In the event Communications is able to make contact, normal call taking procedures shall be followed.
  - 2. At the time of the initial call, the call-taker should attempt a "re-bid" by pushing the "Repeat" button located on the right side of the call screen. This will re-transmit

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the cellular caller's information with any possible Phase II information. This will only work with an open line. If the caller disconnects, a re-bid will not transmit. Call-takers should refrain from entering the call into CAD until AFTER the re-bid is complete so that the updated information populates the CAD screen.

3. In the event the subscriber's telephone number rings busy, Communications shall attempt another redial of the telephone number. If the telephone number continues to ring busy, the call-taker shall create a CAD incident using the type code "E911" and include the subscriber's callback number and the cell site address and document the information in the incident history. The incident will not be dispatched and shall be closed by the call-taker with a CAD disposition of "ND" or not dispatched. As with abandoned calls from traditional landline telephones, this information need not be broadcast to field units.
4. In the event Communications reaches a voicemail, the call-taker shall leave an identifying message as "South San Francisco 9-1-1", state that a 9-1-1 call has been received from that subscriber's number, and instruct the caller to redial 9-1-1 if emergency assistance is required. In the event Communications is unable to make contact, the call-taker shall create a CAD incident using the type code "E911" and include the subscriber's callback number and the cell site address and document the information in the incident history. The incident will not be dispatched and shall be closed by the call-taker with a CAD disposition of "ND," or not dispatched.

(b) Disconnected Call/Open Line Call With Indications of an Emergency

1. For disconnected calls, Communications shall continue to redial the subscriber's call back number while completing the following steps. For open line calls, Communications shall continue to monitor and follow the same step as for disconnected calls:
2. In the event Communications is able to make contact, normal call taking procedures shall be followed.
3. If Communications is unable to make contact, the call-taker shall contact the Wireless Service Provider's (WSP) 24x7 telephone number and request that the WSP do an account search for the subscriber's address. In the event the subscriber's address is within the [agencyCityName], the call-taker shall enter a E911 call for service into CAD for the dispatch of [police\_sheriffs] and (if appropriate) fire personnel to the address.
4. The latitude and longitude will automatically populate in RIMS-Mapping to determine the location of the cell site from which the 9-1-1 call originated. The dispatcher shall advise responding field units of the cell site location relative to the subscriber's address.
5. In the event the subscriber's address is outside of [agencyCityName], the call-taker shall notify the appropriate agency of the circumstances of the 9-1-1 call. The call-taker shall create a CAD incident using the E911 type code and broadcast an advisory to [police\_sheriffs] personnel of the call and cell site information.

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### Phase II Calls: Location in Longitude and Latitude (long/lat)

#### (a) Abandoned/Hang-Up Call (Unknown Circumstances)

1. In the event Communications is able to make contact, normal call-taking procedures shall be followed.
2. At the time of the initial call, the call-taker should attempt a "re-bid" by pushing the "Repeat" button located on the right side of the call screen. This will re-transmit the cellular caller's information with any possible Phase II information. This will only work with an open line. If the caller disconnects, a re-bid will not transmit. Call-takers should refrain from entering the call into CAD until AFTER the re-bid is complete so that the updated information populates the CAD screen. In the event the subscriber's telephone number rings busy, Communications shall attempt another redial of the telephone number. If the telephone number continues to ring busy, the call-taker shall create a CAD incident using the type code "E911" and include the subscriber's callback number and the cell site address and document the information in the incident history. The incident will not be dispatched and shall be closed by the call-taker with a CAD disposition of "ND," or not dispatched. As with abandoned calls from traditional landline telephones, this information need not be broadcast to field units.
3. In the event Communications reaches a voicemail, the call-taker shall leave an identifying message as "South San Francisco 9-1-1", state that a 9-1-1 call has been received from that subscriber's number, and instruct the caller to redial 9-1-1 if emergency assistance is required. In the event Communications is unable to make contact, the call-taker shall create a CAD incident using the type code "E911" and include the subscriber's callback number and the cell site address and document the information in the incident history. The incident will not be dispatched and shall be closed by the call-taker with a CAD disposition of "ND," or not dispatched.

#### (b) B. Disconnected Call/Open Line Call With Indications of an Emergency

1. If Communications is unable to make contact or voicemail is reached, the call-taker will determine an approximate location from which the 9-1-1 call originated from the longitude and latitude coordinates that have populated in RIMS Mapping. The call-taker shall create a E911 call for service in CAD for the dispatch of [police\_sheriffs] and (if appropriate) fire personnel to the location within [agencyCityName] city limits as determined by RIMS Mapping.
2. Communications shall contact the Wireless Service Provider's (WSP) 24x7 telephone number and request that the WSP do an account search for the subscriber's address. The dispatcher shall advise responding field units of the subscriber's address relative to the Phase II lat/long location.
3. In the event the Phase II lat/long location is outside of [agencyCityName], the call-taker shall notify the appropriate agency of the circumstances of the 9-1-1 call. The call-taker shall create a CAD incident using the type code W911. Communications shall broadcast to [police\_sheriffs] personnel an advisory of the call if the lat/long location is adjacent to our jurisdiction.

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### Special Considerations:

- (a) Hang ,“up calls/no ALI (address) information found
  - 1. Wireless hang-up calls that produce a phone number, but no other address information should be handled according to the circumstances of the call and as we would hang-ups with no ALI information from a landline phone. For disconnected or open-line calls, attempt to call back and leave a message if available or monitor the open-line for signs of distress. If there are no signs of distress and no contact is made, create an E911 call, document and close with a "ND" code.
  - 2. If signs of distress are present during the initial call or on callback, contact the service provider for a phone trace.
- (b) Wireless Hang-up Calls that begin with "511" or "911"
  - 1. Wireless hang-up calls from cellular phone that begin with the pre-fix "511" or "911" cannot be called back as they are being dialed from disconnect or inactive cellular phones. There will be no attempts made to call these numbers back or verify locations. Simply enter an E911 incident, document the information and close with a "ND."

### **433.4 RESPONSE FOR FIELD PERSONNEL**

#### Phase I Calls: Cell Site Location Only

- (a) Abandoned/Hang-Up Call: No Indication of Duress
  - 1. Incident documented by Communications
  - 2. No response required from field personnel
- (b) Abandoned/Hang-Up Call: Indications of Duress
  - 1. Dispatch broadcasts initial information regarding incident to field units in the vicinity of cell sector
  - 2. Dispatch provides home or other address of caller
  - 3. Field units respond to location if address is within several miles of the cell sector. If this area falls outside of the boundaries of [agencyCityName], Communications will make notification to the appropriate agencies.
  - 4. Field units take any other reasonable measure to locate the caller and document in incident history

#### Phase II Calls: Location in Longitude and Latitude (long/lat)

- (a) No Indication of Duress/Location within 100 meter (328 feet) of the coordinates presented by 911 ANI/ALI information
  - 1. Communications uses RIMS-Mapping to determine location of coordinates and dispatches field units in vicinity of that location
  - 2. Beat [officer\_deputy](s) conducts a visual check in the vicinity of the coordinates

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- (b) Indications of Duress/Unable to Re-Contact Caller
  - 1. Communications uses RIMS-Mapping to determine location of coordinates and dispatches field units in vicinity of that location
  - 2. Beat [officer\_deputy](s) conduct a visual check in the vicinity of the coordinates
  - 3. If there are indications of a fire or EMS incident, add those units to the area check