



## Orange County Emergency Services

### Standard Operating Guidelines

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SOG Name: Wireless 9-1-1 Disconnect and Silent Calls

SOG Number: COM-002

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#### I. OBJECTIVE

1. To facilitate the handling of wireless 9-1-1 calls by establishing consistency, improving service to wireless callers and providing access for services as with wireline subscribers.

#### II. SCOPE

1. This guideline applies to all law enforcement agencies and OCES Communications.

#### III. POLICY REQUIREMENTS

1. Location Data on Wireless Calls
  - a. In the event Phase II data is not received within 30 seconds of receiving the initial call data, communications personnel shall initiate a "Request ALI" action in an attempt to generate location data. The location that appears on the ALI screen and graphically represented on the mapping software is intended for use only when the caller is not able to provide a location or to help verify the location reported by the caller.
  - b. Communications personnel shall always, when possible, ask the caller for their location AND for the location of the emergency, as they may be two different locations.
  - c. Communications personnel will not read the location listed on the ALI screen or describe the location represented on the mapping software to the caller unless the caller is unable to provide their location.
  - d. Communications personnel will attempt the ALT# indicated on the ANI/ALI screen if the P# is inoperable.
2. Wireless 9-1-1 Accidental, Disconnected, Abandoned or Silent Calls
  - a. When a wireless 9-1-1 call is received and the caller indicates the call is an accidental misdial, in the absence of a stated or indicated need for assistance, the call will be ended with no further action.

When a wireless 9-1-1 call is routed to the PSAP but is abandoned/disconnected before it can be determined if assistance is needed, communications personnel shall attempt to call back the wireless telephone number(s) displayed on the ALI screen. Only one attempt will be made to call back. If the phone is busy or there is no answer, no additional attempts will be made and no voicemail messages will be left.

- b. If contact is made with the caller, communications personnel will attempt to determine if there is a need for assistance. If assistance is needed, proceed with standard call taking and dispatch procedures.
  - c. If contact is made with the caller, there is no stated need for assistance by the caller and there is no other indication by tone of voice, choice of words or background noise that assistance is needed, the call will be ended with no additional response.
  - d. Any evidence of an emergency situation requires that communications personnel initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for appropriate public safety response.
  - e. Immediately dispatch the required resources to the location indicated by the 9-1-1 system as plotted on the mapping software
  - f. For ALL "unknown" type assistance, law enforcement will automatically be dispatched to the location indicated by the 9-1-1 system as plotted on the mapping software
  - g. Communications personnel will immediately initiate contact to the Wireless 9-1-1 Provider
  - h. The use of extraordinary means beyond what is outlined in this guideline will be at the discretion of the responders based on the information available.
3. Open Line/Silent 9-1-1 Wireless Calls: When an open line wireless 9-1-1 call is received and it appears to be an unintentional call, communications personnel will listen sufficiently to hear conversation, radio, or other background noise to determine if there is evidence of an emergency.
4. In compliance with Public Law 101-336, Title II, Section 35.162, also known as the *Americans with Disabilities Act*, all silent calls will be interrogated with TDD/TTY.
5. Immediately initiate TDD/TTY
- a. Interrogate the silent call utilizing TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals.
  - b. Communications will assure that all items have been sufficiently covered before disconnecting and attempting callback to the number.
6. Creating a CFS (Call for Service Report)
- a. A CFS Report will be generated on all calls regardless of what action was taken with reason for action noted in the comments
  - b. Always document the WPH in the comments as well as the ALT# if the ALT# was used.
  - c. If the call requires no response from another agency, communications personnel will attach "COMM" to the CFS and document reason in the comments section.

NOTE: Communications personnel will always err on the side of the caller; dispatch the call to the appropriate agency if there is ANY doubt about the circumstances.