

### 802.3.5 EMERGENCY LINES

The incident type "911" shall be used for all landline 911 hang ups and "911c" shall be used for all 911 cellphone hang-ups until a different code type is warranted. All "911" and "911c" coded calls shall be treated as a potential in-progress event and dispatched within a reasonable period of time. Patrol Supervisors shall be advised by dispatch of all "911" and "911c" coded calls pending more than five minutes.

All "911" calls shall be entered as a call for service. An officer will be dispatched to the address on the ALI screen. Should the Automated Numeric Identifier/Automated Location Identifier (ANI/ALI) screen not display an address, the dispatcher shall use other resources to attempt to obtain this information.

All "911c" calls shall be entered as a call for service. If an address is not known from the ANI/ALI screen, dispatch shall use other resources to obtain this information. If an address is located from other resources, dispatch will update the address in the call for service. If latitude and longitude are all that are available and it's within 50 meters of an address, dispatch will update the location in the call for service and dispatch an officer.

If a phase 1 911c call is received with an open line, the dispatcher will attempt to rebid/retransmit the call and update the call with the new latitude and longitude. If a location is found within 50 meters of an address, dispatch will update the location and dispatch officers. (A phase 1 is any call where ANI/ALI shows only the cell tower address with a generic latitude/longitude).

Dispatch shall attempt to call back the cell number and check for prior contacts for all 911c calls. If the dispatcher is unable to make contact with the caller, and no associated address is found and the range is greater than 50 meters from a location, the dispatcher may close out the call with a disposition of "unable to locate". If the dispatcher calls back and makes contact with someone who states the call was a misdial or pocket dial, dispatch may close the call with the proper documentation and a disposition of "unfounded".

All 911c calls where the number begins with a prefix of 911 shall be entered into CAD and then closed with "unable to locate", unless a local address can be obtained within 50 meters of an address. (a prefix of 911 means no provider information available).

Security at the Solano Town Center and NBMC may check 911 hang ups. The call can be closed out once security has confirmed the location has been checked. Security should not be requested to respond to calls where there is an obvious indication of trouble.