

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 406

9-1-1 HANGUP CALLS/OPEN LINES

1.0 PURPOSE/REFERENCES:

To establish a uniform method for handling 9-1-1 Hang-up Calls and Open Lines.

CALEA Standards: 6.2.6

2.0 POLICY:

It shall be the policy of Valley Communications Center to process all 9-1-1 Hang-up Calls and Open Lines using the following guidelines.

3.0 PROCEDURE:

3.1 Definitions:

3.1.1 9-1-1 Hang-up Call:

A 9-1-1 Hang-up Call is defined as any in-coming 9-1-1 call which is disconnected by the calling party prior to the interview. Most are disconnected before the calling party has spoken to a Communications Officer I or II (CO I or CO II), but some callers remain on the line and speak to the CO I or CO II before hanging up. In any case, if the situation is unknown to the CO I or CO II, it is considered a 9-1-1 Hang-up Call. The 9-1-1 Network and the Telephone System normally capture the caller's telephone number and location (ANI/ALI) as soon as they enter the system, even without being answered by the CO I or CO II.

3.1.2 9-1-1 Open Lines:

A 9-1-1 Open Line is defined as a 9-1-1 call that has been answered by the CO I or CO II, but no response is being received from the caller. The difference between an Open Line and a Hang-up Call is that the telephone connection is still established between the calling party's location and Valley Communications Center. If the call is disconnected at some point after the CO I or CO II has answered and no response was received from the caller, the Open Line would then be considered a Hang-up Call.

3.2 Wire-Line (Non-Cellular) and VoIP (Voice Over Internet Protocol) Procedures:

3.2.1 Procedures for Wire-Line (Non-Cellular) 9-1-1 Hang-up Calls:

3.2.1.1 When a wire-line 9-1-1 Hang-up Call is received with a callback number, the call taker shall call back using the number provided. Calling inside on a hang-up should take priority over answering incoming 911 calls during routine and normally busy call volumes. Discretion is to be used during periods of extreme or unusually heavy work loads (spike in call volume due to winter storm, etc.), when the CO I or CO II may assist in screening incoming calls prior to calling inside on a hang-up. In this instance the CO I or CO II must assure that a callback to the hang-up location is completed without delay once the excessively high call volume has passed.

3.2.1.2 If the phone number has been registered with Smart911 and there is a Smart911 display available, the CO I or CO II shall check the display to see if the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging. If yes, the CO I or CO II shall send the phone a text message to attempt to initiate a text conversation with the caller. If the text is unsuccessful, the CO I or CO II should attempt a call back.

3.2.1.3 If no one answers the call back or text message, the CO I or CO II shall not leave a message as it may expose the caller to a potential aggressor. The CO I or CO II shall initiate a response using the typecode HANGUP indicating that no one answered the callback or text message.

3.2.1.4 If a busy signal is received on a wire-line callback, the CO I or CO II shall enter a HANGUP incident indicating that the callback was busy and that an Operator Interrupt is being requested. The CO I or CO II shall then request an Operator Interrupt in an attempt to

clear the line.

- 3.2.1.5** If the CO I or CO II is able to speak to or text to a person from the location where the call originated from, an attempt will be made to ascertain whether or not an emergency response is necessary. If the CO I or CO II is able to determine that no problem is apparent by speaking or texting to a reliable person (adult, employee, etc.), the call will be disconnected and no further action is required.
- 3.2.1.6** If the answering party advises that an emergency exists, the CO I or CO II shall initiate an appropriate response. If the answering party advises that no problem exists, but the CO I or CO II feels that a response is necessary based on the conversation or text, or on background noise, an appropriate response shall be generated in CAD (HANGUP, WELCHK, etc.) indicating that the call originated as a hang-up and the reason for the response (i.e. sounds of crying in background).
- 3.2.1.7** If a call is placed back into a location where a 911 Hang-up call originated from and someone answers on a telephone located in a different area, the answering party shall not be directed to go investigate whether a problem exists (i.e., 7-11 clerk checking the pay phone outside the store). The answering party shall only be asked to describe what they can observe from where they are standing. If they are not able to determine if a problem exists, no further direction should be provided to the answering party (do not direct them to go outside or into another room to investigate). The only exception to this rule is where security officers are able to check for unusual circumstances (i.e., malls or large retail stores.) If it is determined that a response is needed the call receiver shall generate an appropriate call in CAD (HANGUP, WELCHK, etc.) indicating that the call originated as a hang-up and the reason for the response. If there is nothing suspicious, no CAD incident is required. All callers shall be instructed to call 911 again if circumstances warrant a response.

3.2.2 Procedures for Wire-Line (Non-Cellular) and VoIP 9-1-1 Open Lines:

3.2.2.1 When no response is received after answering a 9-1-1 call and the telephone connection is still established, the CO I or CO II must confirm that the call is not a TDD/TTY user (see SOP #405 for Silent Call Queries). If the call is a TDD/TTY user, the CO I or CO II shall interview the caller and take appropriate action based on the circumstances of the call.

3.2.2.2 The CO I or CO II shall check the Smart911 display to see if the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging. If the phone number has been registered there is no need to attempt a TDD/TTY connection. If there are no background noises indicating a problem, the CO I or CO II shall disconnect and send the phone a text message to initiate a text conversation with the caller. If the text is unsuccessful, the CO I or CO II should attempt a call back. If there are background noises indicating a possible problem, the phone line should be left open to allow monitoring of background sounds, and a text message sent to the phone to initiate a text conversation with the caller.

3.2.2.3 If the Open Line is coming from a wire-line phone with location information available (from ANI/ALI or Smart911 profile) an incident shall be generated in CAD using the typecode HANGUP, or if there is background noise indicating an emergency the appropriate typecode shall be assigned (domestic, child abuse, etc). The CAD incident will indicate that the Open Line is being monitored and any background noises will be described. The CO I or CO II will then attempt to transfer the open line to the appropriate dispatcher to monitor the remainder of the call until units arrive.

3.2.2.4 If at any time there is background noise that indicates an escalation of an emergency is occurring, the information will be relayed to responding units and indicated in the CAD incident.

3.3 Wireless (Cellular) Procedures:

PSAPs are required to make a reasonable attempt to respond to wireless 9-1-1 Hang-ups and Open Lines. Most carriers provide a callback number for wireless calls. If a callback number is unavailable, contact is not possible. Many wireless carriers are capable of providing locations of the call. The following procedures represent a reasonable response:

3.3.1 Phase 1 Wireless Hang-up Calls:

3.3.1.1 The CO I or CO II shall attempt to re-contact the cellular phone. If a busy signal is received or no one answers on the callback, and no suspicious noises indicating an emergency exist, no further action is required unless Smart911 location information is available. The CO I or CO II shall not leave a message as it may expose the caller to a potential aggressor.

3.3.1.2 The CO I or CO II shall check the Smart911 display to see if the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging. If the phone number has been registered the CO I or CO II shall send the phone a text message to initiate a text conversation with the caller. If the text is unsuccessful, the CO I or CO II should attempt a call back. If no one responds to the text message or call back, the CO I or CO II shall initiate a response using the typecode HANGUP indicating that no one responded to the text message, using the Smart911 display location associated with the phone number as the location.

3.3.1.3 If the CO I or CO II is able to speak or text to someone, an attempt will be made to ascertain whether or not an emergency response is necessary. If the CO I or CO II is able to determine that no problem is apparent by speaking or texting to a reliable person (adult, etc.) then no further actions are necessary. If the answering party advises that no problem exists, but the CO I or CO II feels that a response is necessary based on the conversation or

background noise, an attempt will be made to obtain necessary information for a response. If the answering party is unwilling to provide the location for a police response, the CO I or CO II will take appropriate action to identify a location, such as contacting the cell phone provider for a subscriber address.

3.3.1.4 If the answering party advises that an emergency exists, the CO I or CO II shall obtain the necessary information and initiate a response.

3.3.2 Phase 2 Wireless Hang-up Calls:

3.3.2.1 The CO I or CO II shall attempt to re-contact the cellular phone. If a busy signal is received or no one answers, the CO I or CO II will use the latitude/longitude location as displayed on the map to enter a HANGUP call only if the Uncertainty Factor (UF) is ten (10) or less. If the UF is greater than ten (10) no CAD incident is required unless there is a Smart911 profile with a location indicated for the phone.

3.3.2.2 The CO I or CO II shall check the Smart911 display to see if the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging. If the phone number has been registered the CO I or CO II shall send the phone a text message to initiate a text conversation with the caller. If the text is unsuccessful, the CO I or CO II should attempt a call back. If no one responds to the text message or call back the CO I or CO II shall enter a CAD incident using the latitude/longitude location as displayed on the map, or the Smart911 display location associated with the phone number when in proximity to the map location.

3.3.2.3 If the CO I or CO II is able to speak or text to someone, an attempt will be made to ascertain whether or not an emergency response is necessary. If the CO I or CO II is able to determine that no problem is apparent by speaking or texting to a reliable person

(adult, etc.) no CAD incident is required.

3.3.2.4 If the answering party advises that no problem exists, but the CO I or CO II feels that a response is necessary based on the conversation or background noise, an appropriate response shall be generated in CAD (DOMV, WELCHK, etc.) using the caller's provided location. If no location is provided the CO I or CO II will use the latitude/longitude location as displayed on the map, or the Smart911 display location associated with the phone number when in proximity to the map location. If the Uncertainty Factor (UF) is more than ten (10) and there is no Smart911 location information, the CO I or CO II will take appropriate action such as contacting the cell phone provider for a subscriber address. The CO I or CO II shall indicate in CAD that it is a cellular call that originated as a hang-up and the reason for the response (i.e. sounds of crying in background). If the call originated from a location outside the Center's service area, the information should be forwarded to the appropriate PSAP.

3.3.2.5 If the answering party advises that an emergency exists, the CO I or CO II shall obtain the necessary information and initiate a response. If the incident is occurring outside the Center's service area, the answering party shall be transferred to the appropriate PSAP.

3.3.3 Phase 1 Wireless Open Line:

3.3.3.1 When no response is received after answering a 9-1-1 call and the telephone connection is still established, the CO I or CO II must confirm that the call is not a TDD/TTY user (see SOP #405 for Silent Call Queries). If the call is a TDD/TTY user, the CO I or CO II shall interview the caller and take appropriate action based on the circumstances of the call.

3.3.3.2 If the call is not a TDD/TTY user and there are no suspicious noises in the background, the CO I or CO II shall hang up and

attempt to call the phone back. If no contact is made, no further action is required.

3.3.3.3 The CO I or CO II shall check the Smart911 display to see if the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging. If the phone number has been registered there is no need to attempt a TDD/TTY connection. If there are no background noises indicating a problem, the CO I or CO II shall disconnect and send the phone a text message to initiate a text conversation with the caller. If the text is unsuccessful, the CO I or CO II should attempt a call back. If there is no response to the text message or call back, no further action is required.

3.3.3.4 If there is a Smart911 display indicating the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging and there are background noises indicating a possible problem, leave the phone line open to allow monitoring of background sounds. Send a text message to initiate a text conversation with the caller. The CO I or CO II shall initiate a response using the Smart911 display location associated with the phone number. The appropriate typecode (domestic, child abuse, etc) shall be applied. The CAD incident will indicate that the Open Line is being monitored and any background noises will be described. The CO I or CO II will then attempt to transfer the open line to the appropriate dispatcher to monitor the remainder of the call until units arrive.

3.3.3.5 If the call is not a TDD/TTY user and there is no Smart911 profile, and there are suspicious noises in the background that indicate a possible emergency the CO I or CO II should take appropriate action such as contacting the cell phone provider for a subscriber address. If an address is obtained, a response will be generated in CAD, indicating that it is a cellular open line and the sounds described which signify a possible emergency.

3.3.4 Phase 2 Wireless Open Lines:

3.3.4.1 When no response is received after answering a 9-1-1 call and the telephone connection is still established, the CO I or CO II must confirm that the call is not a TDD/TTY user (see SOP #405 for Silent Call Queries). If the call is a TDD/TTY user, the CO I or CO II shall interview the caller and take appropriate action based on the circumstances of the call.

3.3.4.2 If the call is not a TDD/TTY user and the open line is silent, or there is background noise that indicates no problem exists (such as laughter or normal conversation) the CO I or CO II will then disconnect and attempt to call the phone back. If there is no answer upon call back no CAD incident is required.

3.3.4.3 The CO I or CO II shall check the Smart911 display to see if the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging. If the phone number has been registered there is no need to attempt a TDD/TTY connection. If there are no background noises indicating a problem, the CO I or CO II shall disconnect and send a text message to initiate a text conversation with the caller. If the text is unsuccessful, the CO I or CO II should attempt a call back. If there is no response to the text message or call back, no further action is required.

3.3.4.4 If there is a Smart911 display indicating the person associated with the phone has registered as deaf, hard of hearing, or speech disabled **and** has requested SMS text messaging and there are background noises indicating a possible problem, leave the phone line open to allow monitoring of background sounds. Send a text message to initiate a text conversation with the caller. The CO I or CO II shall initiate a response using the latitude/longitude location as displayed on the map, or the Smart911 display location associated with the phone number when in proximity to the map location, using the appropriate typecode (domestic, child abuse,

etc). The CAD incident will indicate that the Open Line is being monitored and any background noises will be described. The CO I or CO II will then attempt to transfer the open line to the appropriate dispatcher to monitor the remainder of the call until units arrive.

3.3.4.5 If the call is not a TDD/TTY user, or there is no Smart911 profile, and suspicious noises are heard that indicate a possible emergency exists, the CO I or CO II will initiate a call in CAD with an appropriate response (domestic violence, child abuse). The CO I or CO II should take appropriate action such as contacting the cell phone provider for a subscriber address and supplement the CAD incident with additional information that is obtained.

3.3.5 Disconnected Wireless Hang-ups/Open Lines (911 only capable phones)

3.3.5.1 When receiving a call from a 911 only cell phone the CO I or CO II will determine if a problem exists. If there is nothing that is deemed suspicious then no action is required. If there is an indication that the caller needs assistance and did not provide an address the CO I or CO II will use the latitude/longitude location as displayed on the map.

3.3.5.2 If the UF is greater than ten (10) and no suspicious noises are heard no CAD incident is required. If the CO I or CO II feels that a response is necessary based on conversation or background noise an incident will be entered with the appropriate type code using the latitude/longitude location as displayed on the map.