

**CITY OF FERGUSON
OFFICE OF THE CHIEF OF POLICE**

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911 ANSWERING PROCEDURES

611.00 PURPOSE

The purpose of this general order is to establish set guidelines to be used by personnel assigned to the Communications Center of the City of Ferguson Police Department.

These guidelines will also apply to all Ferguson Police Officers, as well to the other Police Agencies that are provided communication services by the Communications Center.

611.01 POLICY

The purpose of this policy is to provide personnel with the background and the procedures for proper use of the 911 system. Also to establish a procedure for the timely response to 911 Emergency calls by communications personnel.

611.02 SYSTEM OVERVIEW

The E911 (enhanced 911) system provides citizens with a single telephone number to dial in the event of a police, fire or medical emergency. The 911 call provides the public safety answering point with the phone number, address and subscriber's name.

All 911 calls will display the phone number on the phone console. The phone number, address, subscriber name, municipality and the proper police, fire and ambulance dispatch agency will be displayed on the "ALI" screen at each console. **(cell phone numbers are rarely displayed)**

611.03 ANSWERING PROCEDURES

Citizens using the 911 number are often excited, confused and occasionally hysterical. Remember to use voice control. The phrase **"911 Emergency"** will be used.

GENERAL ORDER 611.00

July 22, 2011

- A. Immediately ask the caller, "Where is your emergency?" Once the location of the emergency is known, determine if police, fire, or medical assistance is needed.
- B. If the call is for emergency police service, handle the call in the normal manner. The location, caller's name and phone number (**except cell number**) will automatically appear on the 911 "ALI" screen. Verify with the caller that the information on the screen is correct.
- C. If it is determined that a citizen needs fire or medical service, the caller will be told "stay on the line, I'm transferring you to the fire department or the ambulance." The call is to be transferred immediately. Stay on the line while transferring a call to ensure a proper transfer but, DO NOT intervene in the conversation between the caller and fire/ambulance dispatcher unless urgent. If the dispatcher has any questions regarding the call, they should wait until the fire dispatcher inquires if we are "clear" and then ask those questions necessary to properly complete the call. The dispatcher should remain on the line to monitor the information needed for police response.
- D. All calls received on 911 lines that are requests for police service requiring a unit to be dispatched will be handled over that phone line. We will not classify the call as non-emergency and transfer to the non-emergency line.
- E. To cancel a call or release a busy tone, or to release from a three-way call without disconnecting the 911 caller, depress the release key.
- F. If a 911 call is found to be misdirected, or the caller is reporting an emergency occurring in another jurisdiction, the call will be transferred to the appropriate agency. If a busy signal is received upon transfer, the dispatcher will keep the caller on the phone and obtain critical information to the incident. If the situation is an emergency, the information will be relayed to that agency by point-to-point radio. If it is of a non-emergency nature, the information may be relayed by either point-to-point radio or telephone.
- G. Any non-police type call or calls for information not related to a call for police service that is received on 911 lines will be handled by the person answering such a call. The dispatcher will inform the caller to use 522-3100 in the future for non-emergency periods where the 911 is experiencing numerous emergency calls being received due to an incident such as a tornado, or other disaster and it is imperative that the five (5) 911 lines be kept available for emergency type calls coming in.
- H. All requests for medical or fire suppression services that are received on the 522-3100 lines will be relayed to the fire/medical dispatch service. The communication operator will obtain the name of the person requesting the medical service, the location where it is needed, the call back telephone number and the nature of the emergency. This information will then be relayed by telephone to "North Central

Dispatch” who will dispatch the proper ambulance or fire services. On a 911 call line the call will be transferred immediately.

- I. The 911 printer will automatically print the 911 ALI information after the dispatcher has disconnected the 911 call.
- J. When the dispatcher becomes aware of any power failure, or any phone failure in communications, the dispatcher will ensure if the 911 system is operational by dialing 911 from a department phone, to see if the system is operational. If the dispatcher is unable to dial outside from a department phone, the dispatcher should immediately dispatch an officer to an outside phone to check the status of our 911 phone system. If it is determined that the 911 system is not functional, refer to 611.04 for further.

611.04 911 HANGUPS

The following procedure will be followed in all cases where an individual dials 911 and hang-ups, or can't be understood or satisfactorily interviewed.

- A. The telephone number will be displayed on the ALI screen. Should the number be lost or disappear from the ALI screen, immediately proceed immediately to the 911 printer to obtain the number.
- B. Return the call immediately and talk to the resident. If the call taker can determine that it was an accidental call no officer will be dispatched.
- C. If there is no answer on the call back, the call should be classified as a 911 hang-up and a police unit will be dispatched.
- D. If a 911 hang-up is received from a cell phone and a subscriber cell phone number appears on the screen, return the call and attempt to verify that an emergency does not exist.
- E. Be sure to check an open line for possible TDD (telecommunications device for the deaf) caller. See procedure Operation of TDD device.

611.05 E911 EQUIPMENT FAILURES

In the event of any type of 911 equipment failure, we will notify St. Louis County Communications, at 889-2345, that our 911 system is malfunctioning, and our 911 calls need to be transferred. St Louis County will make proper notifications.

For additional information see *G.O.604.00 General Telephone Handling*.

GENERAL ORDER 611.00

July 22, 2011

By order of:

A handwritten signature in cursive script that reads "Colonel Thomas Jackson". The signature is written in black ink and is positioned above the printed name and title.

COLONEL THOMAS JACKSON
Chief of Police

Distribution

All Department Personnel

MPCCF Reference 36.1, 36.7