



MIDDLETON POLICE DEPARTMENT

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POLICY
9.1.03

SUBJECT: **Emergency Calls for Service by Telephone**

REVIEWED
December 23, 2019

MRR

Refer to:

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[WILEAG \(5th Ed.\) Standards](#): 9.1.3, 9.1.11, 9.1.13

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PURPOSE

This policy establishes that the Middleton Police Department Communication Center is a primary Public Safety Answering Point (PSAP) and, as such, receives both landline and wireless calls and text messages to 9-1-1 directly.

POLICY

It is the policy of the Middleton Police Department that each request for help via 9-1-1 will be handled as a request for emergency assistance and that this service is provided on a 24 hour basis.

The three-digit telephone number "9-1-1" has been designated as the "Universal Emergency Number" for citizens throughout the United States to request emergency assistance. It is intended as a nationwide telephone number and gives the public fast and easy access to a Public Safety Answering Point (PSAP).

The Middleton Police Department Communication Center is a primary Public Safety Answering Point (PSAP) and, as such, receives both landline and wireless calls and text messages to 9-1-1 directly. In addition, the department receives 9-1-1 transfers and/or 9-1-1 call information, when 9-1-1 calls for incidents in the City of Middleton are received by other PSAP's, primarily the Dane County Public Safety Communication Center (DCPSCC). Conversely, the Middleton Police Department occasionally receives 9-1-1 calls for incidents with locations not in the City of Middleton and in those instances will transfer the 9-1-1 call or call information to the appropriate PSAP, typically DCPSCC. Given the variability in call routing, dispatchers shall greet the callers with, **"911, what is the address of the emergency?"** Dispatchers shall avoid using "Middleton" in the greeting so callers from outside of Middleton don't hang-up thinking they have called the wrong number.

PROCEDURE

Normal Call Handling Procedure

All 9-1-1 calls, except prearranged 9-1-1 tests, are considered a request for emergency assistance and communications personnel will to the extent possible:

- A. Initiate a CAD call;
- B. Determine the location of the emergency;
- C. The number the caller is calling from;
- D. The nature of the emergency;
- E. Initiate the necessary public safety responses and/or transfer;
- F. Provide post-dispatch instructions as appropriate;
- G. Support the public safety response;
- H. Document the call, response, and disposition in the CAD call.

Officers shall respond to the location, address, map point, or area indicated and attempt to determine the presence of an emergency or unlawful activity. A reasonable attempt should be made by officers to determine the reason for and nature of the 9-1-1 call.

A text message or call originating from a wireless phone may require a search of the location or area provided for any possible situation requiring an emergency service response and contact with the subscriber or person in possession of the phone to determine the presence of an emergency or unlawful activity. In some instances, the location information will be ill-defined.

In cases that are not immediately resolved, the OIC will consider the information available or potentially obtainable, and the totality of circumstances to determine the scope, duration, and method of response and investigation, if any.

Transferring Calls

There is a strong presumption that EMS, Fire, and non-Middleton calls will be transferred to DCPSCC.

Call transfers in general, and to other PSAP's specifically, should be introduced. It is understood that at times it is difficult to get a word in, but callers can be prepped. For example, "Please stay on the line while I transfer you to medical (or fire) dispatch – I will give the dispatcher some information and they will then ask you some questions." The information and sequence that works best for DCPSCC and their CAD is address, callback number and then call nature. For example, "This is Middleton transferring a call at 1915 Branch Street, 831-0000, for a fire alarm, go ahead caller." For City of Middleton calls, it is also appropriate to inform the caller that you are dispatching an officer. Knowing that someone is coming may make the caller a little more patient with the subsequent interrogation. For example, "I am dispatching an officer, please stay on the line while I transfer you to medical dispatch (fire dispatch)."

Where the call nature is chiefly under the purview of law enforcement, the incident location is in the City of Middleton, and there are significant officer safety, response, tactical or investigative consideration, the dispatcher must weigh whether the public interest is best served by transferring the call, sharing the call, or transferring call information. If a determination is made to delay transfer of the call, call information should be delivered as soon as practical.

EMS Calls

When dispatchers receive calls requesting an ambulance, medical transport or reporting an injury/illness, the caller should be transferred to a medical dispatcher at DCPSCC. For calls in the City of Middleton, a Middleton officer shall be dispatched. As in any transfer situation, the phone number and address should be obtained before the transfer. Where the caller is debating requesting an ambulance or asking questions about arranging transport to a medical facility, transfer the call to a medical dispatcher. The medical dispatcher will determine what response is appropriate. When a caller asks for assistance getting themselves or someone else back into a chair or bed, and indicates that there is not an illness or injury involved, the caller should still be transferred to DCPSCC for call processing by a medical dispatcher.

Fire Calls

When dispatchers receive calls requesting a fire department response or reporting a fire, smoke/odor, smoke in the area, fire alarm, carbon monoxide alarm, elevator alarm, or person trapped in an elevator, the caller shall be transferred to a fire dispatcher at DCPSCC. As in any transfer situation, the phone number and address should be obtained before the transfer. If the caller is on a portable or mobile phone, they should be instructed to move to place of safety. If the caller is on a tethered phone in a place of danger and is capable of evacuation, the caller should be instructed to evacuate and the call information transferred to DCPSCC, rather than the call. For calls in the City of Middleton, Middleton officers shall be dispatched using the Fire Call Dispatch Procedure.

MIPD Fire Alert Tone Procedure

- A. Press the pager button labeled **MIPD Pre-Page** on the Harris Symphony Console – the tone will activate.
- B. Immediately after the tone ends broadcast on the regular MIPD radio frequency. If this broadcast is made promptly, it will go out over the MiFD pagers immediately after the page.
- C. The broadcast could be to the effect of, “Middleton Units, Report of a grass fire, 1400 Gammon at Tiedeman’s Pond. 5520.”
- D. On rare occasion, the Dispatcher is so busy with multiple calls that following the full MIPD Fire Alert Tone Procedure is not possible or problematic. MiFD indicates that if you don’t have time to make a voice broadcast, just hitting the fire alert tone is helpful and acceptable. However, we should consider it an exception to the normal procedure for special circumstances.
- E. If an officer requests a fire response in the middle of a police incident. For example, 5505 at the scene of an accident requests one truck to flush the street. Hit the fire alert tone and then broadcast something similar to “5505, I copied a request for one fire truck to flush the accident scene at University and Parmenter”. Then notify the DCPSCC and request that Middleton Fire Department be paged.

Silent Calls

A silent 9-1-1 call occurs when the line is open but no voice communication is heard on the initiating caller’s end. All silent calls will be interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals. If contact is established, dispatchers should follow normal call handling procedures. In all silent calls, officers will be dispatched to investigate, verify, and close the call.

Duplicate/Subsequent Calls

Apparent Duplicate/Subsequent calls may be disposed of as duplicates if the call nature and location match a current active call (duplicate is a disposition and does not delete the CAD call from the system). Supplemental call information, if any, gleaned from the duplicate call should be entered into the active call and communicated to officers. Where the duplicate call information only probably matches (which is not uncommon for traffic accident locations), dispatchers and officers should treat the matter as an independent incident until and unless it is verified as a duplicate.

Non-Emergency Information, Request, or Question

Calls received on the 9-1-1 system where the caller legitimately intends to impart non-emergency information, make a service request or pose a question, should be transferred to non-emergency trunks or the caller instructed to call the non-emergency number. The CAD call number automatically generated may be used to document the caller’s issue, after the caller is transferred or calls back. If there is no need to dispatch a unit or for normal call documentation, the call may be disposed of as cancelled (cancelled is a disposition and does not delete the CAD Call from the system).

If the manner or tone of the caller, context, background sounds, or other factors in any way indicate the caller may be concealing an emergency, or if the caller fails to call back as instructed, officers will be dispatched to investigate, verify, and close the call.

Mistakes, Misdials, Playing, Unintentional Calls, Non-Prearranged Tests

In the event the caller reports a mistake, misdial, unintentional, children playing, or non-prearranged test, officers will be dispatched to investigate, verify, and close the call. If the incident location is not within the City of Middleton, the call will be transferred to the appropriate PSAP. If it is not possible to transfer the call, the call information will be transferred.

Disconnect/Hang-up Calls

When the caller has hung up prior to the 9-1-1 dispatcher answering the call, or disconnects prior to answering key questions, officers will be dispatched to investigate, verify, and close the call. If the incident location is not within the City of Middleton, the call information will be transferred to the appropriate PSAP. Furthermore, the dispatcher shall attempt call back as soon as practical (except where call information is transferred). Multiple calls may be necessary. If the call goes to voice mail, a message may be left (“This is the Middleton Police Department calling on (day/date) at (time). We received a 9-1-1 call from (telephone number) and are notifying an officer.”). The responding officers shall be notified of the status and outcomes of call backs.

Moving Calls

The normal call handling procedure is used for moving calls, except that moving calls are generally not transferred, and frequent rebid may be necessary. Although the moving callers are generally not transferred due to the increased probability of disconnect, the call information shall be relayed to the appropriate PSAP.

Indefinite Location Calls

If a caller is unable or unwilling to provide information indicating the location of the emergency, or disconnects before a location is articulated, dispatchers should:

- A. Check the ALI and call map for location information.
 1. If a wireless Phase 1 call:
 - a. Rebid to Phase 2
 - b. If, rebid fails, note tower address & face direction, and **dispatch the call as ‘beat info’** with as much information as is available, rebid again.
 2. If a wireless Phase 2 call, map it, **dispatch units to the approximate map point** and advise officers to check their call map and compare their relative AVL location. Rebid as necessary. (Note that MIPD AVL units may have to leave the Middleton limits if this is the most expeditious method to identify the caller’s last known location/address in an emergency.)
- B. Input the wireless phone number into the RapidSOS website search field found at <https://rapidsosportal.com>. If the wireless device is GPS enabled, the location and

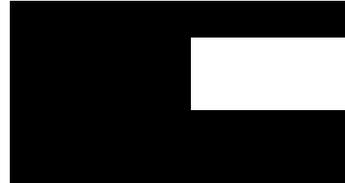
confidence level of that location will be returned. Dispatch units to the location provided, noting in the call notes that the location was identified via RapidSOS.

C. The OIC will determine what, if any, extraordinary investigative or response efforts should be taken and provide support for that effort.

1. If the caller's location is not known but the phone number was displayed, the local databases (i.e. CAD, RMS, Accurint, etc.) shall be checked for the number. Furthermore, the wireless service provider can be called and asked to do an account search for the number to obtain a residential address. Keep in mind that this may not be the location the caller was calling from if a wireless phone was used.

- a. Call the service provider and request information. If required by the service provider, an Emergency Request for Wireless Subscriber Information form (Forms on P Drive) can be used or a form faxed by the service provider.
- b. The 24x7 contact information for those companies providing wireless service to our jurisdiction is:

ATT/Cingular/Cricket
Sprint/Nextex
US Cellular
T-Mobile
Verizon



Determining Service Provider for Ported Cell Phone Numbers

The following websites may be of help to officers contemplating subpoenaing phone records and dispatchers looking to determine the wireless provider of a cell phone number:



Re-Bidding

To move a phase 1 call to phase 2, or to update a location, the call may be rebid by activating the “**ALI Refresh**” button on the phone system. The ANI/ALI screen will display the results of the request. It may take several seconds. Find the field COS and see if it indicates WPH2. If it does, the latitude and longitude displayed at the end of the data shown in this window will give the approximate location of the caller. (The longitude/latitude fields in the CAD will populate and the call location on the CAD map will update.) Should you need to update the caller's location, repeat the process. Caller location will not be available if there is no phase 2 connection.