

INTERNAL OPERATING PROCEDURE 624

Wireless E9-1-1 Call Handling

It is the policy of YCCESA to make all reasonable efforts to verify the existence of an emergency, the location of the emergency, and dispatch or otherwise coordinate an appropriate response based on the circumstances of each 9-1-1 call received via a Wireless Service Provider (WSP).

A. GENERAL INFORMATION

1. Wireless E9-1-1 (WE9-1-1) calls are different from wireline 911 calls in the fact that a physical address for the caller does not display in the ANI/ALI window.
 - a. Phase I calls are distinguished by the code "W911" and the location provided is that of the cell site/sector transmitting the signal.
 - b. Phase II calls are distinguished by the code "WPH2" and the approximate location of the caller will be provided in the form of latitude and longitude coordinates at the bottom of the ANI/ALI display.
2. All CAD event records created as the result of a WE9-1-1 call will include the notation that caller was using a wireless phone.
3. In general, call handling techniques will be the same for wireless calls as are used for processing wireline 911 calls.

B. WIRELESS HANG-UP/ABANDONED CALLS

1. A callback to the hang-up number will immediately be made to determine the nature of the 9-1-1 call and the circumstances of the call. If the call taker is not satisfied with the response then an attempt will be made to determine the calling party's identity and location so that a police officer can be dispatched to check their welfare. If the callback is unsuccessful, and/or the call taker is unable to obtain the calling party/subscriber information from the Wireless Service Provider (WSP), the call taker will create a CAD event record to document the call and no further action will be taken.
2. Abandoned wireless calls have two CAD event types consistent with similar Wireline 9-1-1 calls.

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- a. **W911A:** No indications of duress or trouble; background noise of normal conversation or children playing; nothing heard or perceived by the 9-1-1 call taker to indicate a problem may exist.
- b. **W980:** Hearing sounds of a dispute or person in distress; unable to establish communication with the caller due to an open line or unable to re-contact the caller via call back at the wireless phone number.

B. WIRELESS SILENT CALLS OR CALLS WITH NOISE HEARD, NO VOICE CONTACT

1. A Silent Call is defined as when an incoming wireless 9-1-1 call has no noise on the call or there may be music or other background noise heard, but you are not able to get the caller to speak.
2. This may be an inadvertent dialing, where the caller accidentally dialed 9-1-1 with the phone on their hip, in their purse, etc, or it may be a hearing or speech impaired person who is unable to communicate, or the caller may be in distress and cannot communicate verbally.
 - a. Handle it like any other silent call; verbally challenge the caller by saying, "9-1-1, what is your emergency?"
 - b. If there is no answer, use the TDD component of the Vesta Pallas telephone system to see if they will react by typing on their telephone keypad. There are "smart phones" in the marketplace that are capable of TDD/TTY text communications. Listen intently for any indications of a caller in distress.
 - c. If no contact is made using the TDD, disconnect and dial back the wireless telephone number. If the call taker is unable to establish contact, a request will be made to the WSP to obtain the subscriber information for the wireless telephone number. Once the information has been obtained, create a CAD event record and if an officer is available, dispatch to the subscriber's address to check their welfare. If there are no officers available to dispatch, it will be noted in the CAD record and no further action will be taken.

C. RETRANSMIT/REBID TO OBTAIN HANDSET COORDINATES AND LOCATION

1. Procedure.
 - a. Select the "Retransmit" button on the Vesta 9-1-1 telephone monitor.
 - 1) Once the ANI/ALI screen repaints, it should read "WPH2" near the top of the screen and the latitude and the longitude will be displayed, Ex:

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LAT 38.xxxxxx LON -121.xxxxxx (where "x" can be any number). If it is a WPH2 call and the caller is moving, the call taker should retransmit/rebid frequently during the call in order to stay current with the caller's location.

- 2) If Phase II is *not* available the screen will still read "W911" and no latitude or longitude will be displayed.
 - b. Document the "LAT/LON" in the remarks field of the call.
 - c. Go to the GeoComm GeoLynx Map and click the "Find" menu item on the bottom of the screen; then select the "Latitude/Longitude" option. A new window will appear.
 - d. Along the top of the new window, select "Decimal Degrees" from the three choices.
 - e. Enter the first six numbers in the latitude box beginning with "38". Enter the second six numbers in the longitude box beginning with "-121".
 - f. Click "Locate" and the Map will take you to the coordinates listed which should be the location of the caller when the call was made. Log the information in the CAD event record.