3-07/090.15 - The 9-1-1 Emergency Telephone Number System

Without exception, only emergency calls shall be taken on the 9-1-1 line. Do not transfer a non-emergent 9-1-1 call to a business line. This procedure does not remove the caller from the incoming 9-1-1 telephone trunkline, though appearances would tell you otherwise. Should a non-emergent call be received on this line, transfer the caller to the 9-1-1 nuisance line recording and the caller will be informed that 9-1-1 is to report emergencies only.

Station complaint desk personnel answering 9-1-1 lines shall:

- Do so without delay - the line should not ring more than twice before being answered;
- Answer: "9-1-1. What is the emergency?";
- If "Foreign Exchange" appears on the Automatic Location Identification (ALI) display unit above the caller's address, the deputy shall look at the address carefully. "Foreign Exchange" should alert the deputy that the call is originating outside the station area. If an emergency, the deputy shall determine which police or Sheriff's station has jurisdiction and immediately transfer the call;
- Immediately transfer calls reporting incidents of smoke/fire to fire dispatch. Do not interrogate the caller. All calls reporting the same smoke/fire incident shall be transferred, not terminated;
- Immediately transfer calls reporting injury traffic accidents to fire dispatch, regardless of jurisdiction. Calls reporting injury traffic accidents within station jurisdiction, including contract cities, may be placed in conference with fire dispatch to obtain all necessary information;
- Remain on the line until the transfer is complete; and
- Transfer or terminate all calls expeditiously to free the 9-1-1 lines.

A 9-1-1 call that has been transferred to the station complaint desk shall not be transferred a second time. All necessary information shall be obtained and relayed to the concerned unit or agency immediately.

When a 9-1-1 line is answered and the call is disconnected prior to determining its nature or completing a transfer, deputies shall utilize available resources to determine an appropriate response.