92-007 Handling 9-1-1 Calls

Los Angeles County Sheriff's Department

FIELD OPERATIONS DIRECTIVE

Field Operations Support Services

HANDLING 9-1-1 CALLS

There have been 9-1-1 calls received that have been transferred to the station business line which more appropriately should have been handled as an emergency.

To alleviate the potential for this problem, all 9-1-1 calls in which any one of the following criteria exist shall be handled on the 9-1-1 line.

- There is the potential of a life or death emergency.
- There is a crime in progress or that has just occurred.
- Any situation that needs to be immediately dispatched so that the public safety, officer safety or apprehension of the offender is accomplished without delay.
- The caller perceives that the incident may endanger his or her life.
- The call involves Domestic Violence.