



TYLER POLICE DEPARTMENT

GENERAL ORDER: 23.900

	PROCEDURES FOR HANDLING & ROUTING MISDIRECTED EMERGENCY CALLS AND OTHER 911 DISCONNECTS	
	EFFECTIVE DATE: 01-11-1999	
	REVISED DATE: 11-07-2019	
CALEA STANDARDS: 81.2.6; 82.2.11		

23.901 PURPOSE

- A. To establish operating procedures for the handling and appropriate routing of emergency calls and other 911 disconnects.

23.902 METHOD – [CALEA Standards: 81.2.6; 82.2.11]

- A. Misdirected calls will be transferred to the proper response immediately. The telecommunicator will remain on the line to ensure the transfer is complete. In the event a transfer is not possible, the telecommunicator will obtain as much information as possible prior to forwarding it to the appropriate agency.
 - 1. Calls for Medical Service
 - a. All requests for ambulance services will be transferred immediately. Once the request has been transferred the Telecommunicator will monitor the EMS Active Incidents website to determine if fire services are required. The Telecommunicator will refer to the Tyler Fire Department First Responder Criteria document to assist in determining what types of calls require a fire response.
 - b. Medical Calls procedures:
 - 1) All calls related to an overdose or poisoning will be transferred to EMS.
 - 2) All call where acts of violence are in progress or present a substantial likelihood of occurring.
 - a) EMS personnel will be notified and provided with an estimated time of arrival (ETA) of Police personnel when possible; and

- b) The police telecommunicator shall remain on the line in an attempt to gain all relevant and essential information necessary to determine if a police response is necessary.
 - 3) If EMS lines are busy, the caller will be told "*Ambulance lines are busy, please stay on the phone.*" If the transfer cannot be made the telecommunicator shall obtain as much information as possible so that it can be relayed when a line or other methods become available.
- 2. Calls for other Agencies:
 - a. Calls for other agencies will be transferred immediately after a determination is made as to what agency the call should be routed too.
 - b. The same procedure noted in subsection 23.902(A)(1)(b)(3)) directly shall be used if the call cannot be transferred.
- 3. Disconnect, Open, and/or Misdirected Land Line and Cellular Calls / Text Messages:
 - a. All 911 emergency calls received through the Public Safety Answering Point (PSAP) that are disconnected before being answered or are answered without a response from the caller will be immediately called back. **All disconnected 911 calls will be called back.**
 - b. Open Land Line Calls
 - 1) A telecommunicator who answers an open land line call shall:
 - a) Remain on the line until someone answers or the line disconnects.
 - b) In the case of a disconnected line, the telecommunicator shall make a single call back attempt, unless circumstance dictate otherwise or the telecommunicator is instructed to make an additional attempt.
 - i. Should a telecommunicator reach an answering machine or voicemail on call back, the telecommunicator shall disconnect the line without leaving a message and a call for service entered.
 - ii. If a telecommunicator receives a busy signal while returning a 911 disconnect / hang-up from a land line a call for service will also be entered.
 - 2) A telecommunicator shall remain on the line until the line is disconnected or the Telecommunicator is instructed to do so by the responding officer.
 - c. Open Cellular Calls
 - 1) A telecommunicator who answers an open cellular call shall:
 - a) Remain on the line until someone answers or the Telecommunicator determines there is no emergency (e.g. the

presence of normal conversation or shuffling that indicates the cellular device accidentally call 911). During this time the telecommunicator should listen for any clues that might assist in determining if an emergency exists and in locating the caller.


- b) In the case of a disconnected cellular line, telecommunicators, if able, are to make a single call back attempt.
 - c) If on call back a busy signal or the caller's voicemail is reached a call for service will **NOT** be entered unless extenuating circumstances exist that lead the telecommunicator to believe there is an emergency. Examples may include, but are not limited to:
 - i. Crying,
 - ii. Screaming,
 - iii. Numerous calls in a short period of time.
- 2) Telecommunicators may disconnect a cellular line, only after the determination is made that no disturbance / emergency is ongoing and that the involved party / parties are unaware that they have an open cellular line.
- a) If the Telecommunicator determines there is an ongoing emergency and they are able to obtain the caller's location, a call for service will be entered. The Telecommunicator will remain on the line and update the call as more information becomes available.
 - i. If the line should disconnect, the Telecommunicator will attempt a call back using the applicable ANI (Automatic Number Information) information if available.
 - b) Should the Telecommunicator be unable to obtain the location of the caller from the caller or available ANI information the telecommunicator will attempt to contact the caller's / subscriber's cellular device company.
 - i. The Telecommunicator may attempt to procure the caller's / subscriber's address and any additional cellular lines, including their home telephone number and voice-over-internet number (if available), associated with the caller's / subscriber's cellular account.
 - ii. The Telecommunicator shall request that the caller's / subscriber's cellular device be "*pinged*" to determine the caller's location. Should the "*ping*" show to be within a reasonable geographic range or provided a precise location the Telecommunicator can forgo acquiring the information listed in the subsection directly above unless circumstances dictate otherwise.
 - iii. Once the caller's location and/or address is obtained a call for service will be entered in an attempt to locate the caller and determine the nature of the situation.

- d. Misdirect Text Messages
 - 1) Any text message sent to 911 and misdirected to this agency should be routed to the appropriate agency if they are capable of receiving text message sessions. This is to be accomplished using the three-way text message transfer.
 - a) This procedure allows the receiving agency to view the conversation between this agency and the person sending the text message(s) and ensures that the text message(s) is received by the appropriate agency.
- e. Active Text Message Session
 - 1) Should a telecommunicator receive / engage in an active 911 text message session they shall, if possible, utilize the cellular device's rebid feature in an attempt to obtain the message sender's current location.
 - a) If the telecommunicator, based on the content of the text message and the location of the message sender, shall follow procedures established in the Department's [PSR Guidelines](#) for entering / dispatching personnel to emergency calls for service.
 - b) If the telecommunicator deems it necessary, they may request that they call the message sender's cellular device or available land line telephone.
 - i. If the message sender believes a call has the potential to place them in danger, the telecommunicator shall continue communication with message sender via text message and **NO** call will be permitted.
 - 2) If the message sender leaves the Department's jurisdiction, the Telecommunicator, if capable, will transfer the text message session to the agency with jurisdiction over the area being entered.
 - a) If the agency with jurisdiction does not have the capability of receiving a text message session, the transferring telecommunicator will remain in the session in order to relay necessary information to the receiving agency by voice.
 - 3) If a text message session is progress during shift change, it shall be passed on to the relieving telecommunicator and the shift supervisor notified of the ongoing session.
- f. No Response from Text Message Sender
 - 1) A response to text messages where the telecommunicator loses communication with the message sender shall depend upon the initial text message.
 - 2) If language within the text message indicates or suggests a legitimate 911 text, the telecommunicator is to text message back "*If you have an emergency, text or call 911*".

- a) If there is still no response, the telecommunicator shall follow the procedure established in subsection [23.902\(A\)\(3\)\(c\)\(2\)\(b\)](#) noted above for “pinging” a cellular device.
- 3) If the language within the text message is garbled suggesting a misdialed or accidental text, the telecommunicator is to text message back “*If you have an emergency, text or call 911*”.
 - a) If there is still no response, no further action is necessary on behalf of the telecommunicator.
- 4. Non-Emergency Text Message
 - a. Should a telecommunicator receive a 911 text message consisting of a non-emergency message, the telecommunicator shall confirm whether the message sender is able to place a telephone call. If so, the telecommunicator shall provide and request the message sender call the non-emergency telephone number.
 - 1) Special consideration will be given to message senders who are unable to communicate via telephone.
- 5. Telecommunications Device for the Deaf (TDD)
 - a. If a call is received in which a series of clicks, tones, or silence is all that is audible, the Telecommunicator will activate the TDD. The TDD is triggered by pressing the TDD function button twice to check if the Telecommunicator is receiving a call from a deaf / hard of hearing individual.
 - 1. If the Telecommunicator is receiving a call from a deaf / hard of hearing individual they shall follow the Department’s [PSR Guidelines](#) for obtaining call information and determining the priority of response.
- 6. 911 Calls from aboard Airplanes
 - a. The following information must be obtained to ensure the caller receives the assistance needed.
 - 1. The name of the Airline Carrier;
 - 2. The Flight number (if known);
 - 3. Departure location;
 - 4. Destination;
 - 5. Scheduled arrival time;
 - 6. Current location of the aircraft (if known);
 - 7. Caller’s Name;
 - 8. Caller’s seat number;
 - 9. Is the caller using a cellular device or the onboard telephone;

10. If a cellular device is being used, what is the devices number; and
 11. What is the emergency?
- b. After all the above information has been received an on-duty supervisor is to be immediately notified and the Federal Aviation Administration (FAA) called at **202-493-5101**.

Approved: 11-07-2019



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Chief of Police