



**COMMUNICATIONS OPERATIONS  
LAW ENFORCEMENT POLICY**

<b>Policy No.</b>	<b>4415</b>	<b>Date Issued:</b>	<b>June 1, 1996</b>
<b>Section:</b>	<b>4400 – Telephone Procedures</b>	<b>Date Revised:</b>	<b>September 12, 2022</b>
<b>SUBJECT: HANG-UP CALLS (EMERGENCY AND NON-EMERGENCY)</b>			
<b>APPROVED:</b>	<u>&lt;signed copy on file&gt;</u> Chairperson, Law Enforcement Users Subcommittee		
<b>APPROVED:</b>	<u>&lt;signed copy on file&gt;</u> Amethyst Uchida, General Manager		

**1.0 Purpose**

- 1.1 To establish guidelines for the handling of hang-up calls, including the calling back of numbers and closing open details.

**2.0 9-1-1 Call**

- 2.1 A dispatch incident will be created for each E9-1-1 hang-up call received. The telephone number provided by the E9-1-1 system will be documented with the dispatch incident. An E9-1-1 hang-up can be:

- E9-1-1 call received with no voice; call is disconnected or is an open line
- E9-1-1 call received with sounds of struggle in the background; call is disconnected.
- E9-1-1 call received from a child; call is disconnected or is an open line.

### **3.0 9-1-1 Call From a Residence or Business**

- 3.1 Attempt to call back the telephone number to make contact with the caller. If the caller is contacted, the dispatcher will ascertain the following:
  - 3.1.1 Verify the address and telephone number.
  - 3.1.2 Obtain the name of the person you are speaking with. Log the name of the person on the dispatch incident.
  - 3.1.3 Ascertain if anyone at the location dialed “9-1-1” for assistance.
  - 3.1.4 If so, what type of assistance is required – law, fire, or medical.
- 3.2 If it is determined the call was made in error (caller misdialed, child playing with phone, etc.), you do not need to dispatch an officer to the location.
  - 3.2.1 If the caller hangs up, you are unable to contact anyone at the location, or determine if a problem exists, dispatch an officer to the location for further investigation. If there is any doubt as to the situation, an officer should be dispatched.

### **4.0 9-1-1 Calls Received from Pay Phones**

- 4.1 When an E9-1-1 hang-up call is received from a pay phone, an incident will be created using the incident type ‘911 with modifying circumstance PAY’, which includes the location and telephone number of the phone.
  - 4.1.1 An officer will be dispatched to the location to investigate.
  - 4.1.2 For E9-1-1 calls in the City of Watsonville, the incident type ‘911 with modifying circumstance PAY’ will create a closed call that does not require follow up or an officer response.
- 4.2 For E9-1-1 hang-up calls from a pay phone at a public school during normal school hours:
  - 4.2.1 Contact an adult school official to check the telephone.
  - 4.2.2 Advise the school official to call and advise of his/her findings. Record this information, including the schools official’s name, on the dispatch incident.
  - 4.2.3 Dispatch an officer if security or a school official is unable to investigate.

## **5.0 Calls with a Previous History**

- 5.1 When an E9-1-1 hang-up call is received from any address or phone number which has been recorded with any sort of disturbance history, mental health history or from any address that has a previous incident of domestic violence, create a dispatch incident to include the location and the telephone number of the call.
- 5.2 Dispatch an officer to the location to investigate and inform the responding officer of the domestic violence flag or previous incident(s).
- 5.3 Attempt to call back the telephone number to make contact with the caller. If the caller is contacted, the dispatcher will ascertain the following:
  - 5.3.1 Verify the address and telephone number.
  - 5.3.2 Obtain the name of the person you are speaking with. Log the name of the person on the dispatch incident.
  - 5.3.3 Ascertain if anyone at the location dialed “9-1-1” for assistance.
  - 5.3.4 If so, what type of assistance is required – law, fire, or medical.
  - 5.3.5 Relay any information obtained to the responding officer(s).
- 5.4 If it is determined the call was made in error (caller misdialed, child playing with the phone, etc.), a 9-1-1 call will be documented as a closed incident.
- 5.5 If the caller hangs up, you are unable to contact anyone at the location, or determine if a problem exists, advise the responding officer(s).

## **6.0 Other Than 9-1-1 Call**

- 6.1 Calls into the center on other than 9-1-1 phone lines may be accompanied by call back information (caller ID). Use of this callback information shall only be used if the dispatcher has some indication that an emergency exists (sounds of a disturbance).
  - 6.1.1 If the dispatcher believes there is an emergency, they shall call back the phone number and attempt to obtain location information and make an incident with the most appropriate incident type. Dispatchers will utilize any available resource to determine a possible location for a potential emergency, including a 9-1-1 manual query.
  - 6.1.2 Hang-up calls with caller ID information that do not present as a possible emergency need no further action.