



Santa Cruz Consolidated Emergency Communications Center

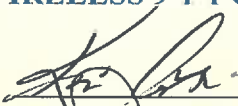
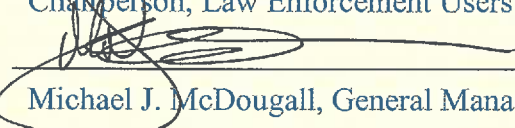
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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No.	4417	Date Issued:	February 1, 2006
Section:	4400 – Telephone Procedures	Date Revised:	
Accreditation Standards:	None		
SUBJECT: WIRELESS 9-1-1 CALLS REPORTING IN-FLIGHT EMERGENCIES			
APPROVED:			
	Chairperson, Law Enforcement Users Subcommittee		
APPROVED:			
	Michael J. McDougall, General Manager		

1.0 Purpose

- 1.1 To make every reasonable effort to assist wireless 9-1-1 callers reporting in-flight emergencies on aircraft.
- 1.2 To provide guidance in processing these calls and making necessary notifications that allow federal and state authorities to take immediate action to mitigate or eliminate threats posed by in-flight emergencies.

2.0 Procedure

- 2.1 When wireless 9-1-1 calls are received reporting in-flight emergencies, dispatchers will immediately:
 - 2.1.1 Identify the flight and type of aircraft, and
 - 2.1.2 Determine the nature of the emergency.
- 2.2 Dispatchers receiving such calls will immediately advise the on-duty lead dispatcher and/or supervisor.

- 2.3 Dispatchers will remain on the phone as long as possible with callers while using appropriate interrogation and calming techniques.
- 2.4 Dispatchers will secure as much information as possible, including:
 - 2.4.1 Callers name, seat number, wireless phone number, and home telephone number.
 - 2.4.2 Name of the airline, flight number, departure city and destination city.
 - 2.4.3 Number of suspects, descriptions, weapons, etc.
 - 2.4.4 Intent of the person(s) causing the emergency and whether the suspect(s) have control of the cockpit.
 - 2.4.4.1 If the aircraft is being used as a bomb/missile, does the caller know the possible target?
 - 2.4.5 Updates on what is happening, direction heading, description of weapons (hand held or bombs), number of passengers, and whether or not there has been any violence.
 - 2.4.6 When appropriate, inform the caller that Federal authorities have been notified.
 - 2.4.6.1 If NORAD (North American Aerospace Defense Command) requests to conference with the call, dispatchers will inform callers that NORAD is joining the call.
- 2.5 If the call is disconnected, dispatchers will make every effort to re-establish contact with callers.

3.0 Notifications

- 3.1 At the earliest possible time, a dispatcher other than the one handling the wireless call will assist by making notifications.
- 3.2 All known information and updates will be conveyed to NORAD, FAA, CALWAS (OES phone) and NAWAS (NAWAS phone).
- 3.3 The Transportation Security Administration (TSA) will be notified of all in-flight emergencies.