COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE

Policy No.	**7400**	Date Issued:	March 1, 1997
Section:	7400 – Miscellaneous	Date Revised:	February 25,2016

SUBJECT: STANDARD FOR ANSWERING TELEPHONES AND TEXT

APPROVED:
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1.0   Purpose

　　　1.1   To provide guidelines on telephone and text procedures.

2.0   Incoming telephone calls or texts.

　　　2.1   All telephone calls and textsmust be answered promptly.

　　　　　2.1.1   All incoming 911 calls must be answered after no more than two (2) rings.
　　　　　2.1.2   Incoming texts must be answered within in 30 seconds.
　　　　　2.1.3

　　　2.2   Every phone call or text ispotentially a dispatchable call.

　　　2.3   A dispatchable call is an emergency or urgent circumstance which requires the dispatch of public safety responders.

3.0   Position Responsibility

3.1 Every position in the Communications Center will answer telephones. Two predefined positions that are staffed 24 hours a day will be responsible for handling text to 9-1-1.

3.2 Individual positions have defined responsibilities for answering telephones as described in Policy No. 7053 (Position Responsibilities and Deployment).

3.3 All non-emergency telephone calls shall be placed on "hold" to answer and triage other incoming telephone calls.

4.0 9-1-1 Telephone and Text Ring Tones

4.1 Telephone and text ring tones correspond to the classification of the incoming calls.

4.2 Do not decrease the volume of your telephone or CAD speakers..

4.3 Every dispatcher should look at the 9-1-1 status screen when a 9-1-1 call rings once.

4.4 If a 9-1-1 call rings a second time, every dispatcher with primary phone answering responsibilities should make a concerted effort to answer the 9-1-1 call in accordance with Policy No. 7053 (Position Responsibilities and Deployment).

4.5 Text is deployed at only two positions. The person most available to answer the text will do so promptly.

5.0 Non 9-1-1 calls

5.1 All other (non-911) incoming calls must be answered after no more than three (3) rings.

5.2 Every Dispatcher Assistant and dispatcher with phone answering responsibilities should look at the phone when a non-9-1-1 call rings twice.

5.3 Dispatcher Assistants and dispatchers assigned to positions with primary call taking responsibilities should answer the ringing non-9-1-1 call before the third ring.

5.4 If a non-911 call rings a third time, every dispatcher should make a concerted effort to answer the non-911 call.

6.0 Greetings

6.1 All telephone calls and texts will be answered with an appropriate greeting.

6.2 An appropriate greeting for 9-1-1 calls is: "Emergency Center, (employee's first name). What are you reporting?"

6.3 The appropriate greeting for non-9-1-1 calls is one of the following, whichever is most appropriate to the phone line you are answering:

"Sheriff's Dispatch, (employee's first name). How can I help you?"

"Police Dispatch, (employee's first name). How can I help you?"

6.3.1 If desired, dispatchers may elect to use the recorded greeting associated with the phone system. If utilized, they should abide by the above guidelines but may substitute, "Communications" for the particular agency name for the non-9-1-1 calls.

6.4 The appropriate greeting for Op Assist calls is: "Emergency Center, (employee's first name). What are you reporting?"

6.5 The appropriate greeting for all other lines is: "This is (employee's first name). How can I help you?"

6.6 The appropriate greeting for text is "9-1-1, what are you reporting?"

7.0 Triaging

7.1 Telephone calls
7.1.1 To triage a 9-1-1 call during periods of high phone volume, ask the caller the following two questions.

7.1.2 "What are you reporting?"

7.1.3 "Is it happening now?"

7.1.4 A caller may only be placed on hold after triaging the call and determining that its priority is appropriate to hold.

7.2 Text

7.2.1 Determine if the caller is able to receive a voice call by asking "are you able to accept a voice call?"
7.2.1.1 If the caller is able to accept a voice call, advise them you will be calling them at the number they are texting from. Once voice contact is made with the caller, release the text session.
7.2.1.2 If the caller is not able to accept a voice call, continue with the text session.

8.0 Non-9-1-1 calls

8.1 To triage a non-9-1-1 call during periods of high phone volume, ask the caller the following two questions.

8.1.1   "Do you have an emergency?"

8.1.2   "Is it happening now?"

A caller may only be placed on hold after triaging the call and determining that its priority is appropriate to hold.