



Santa Cruz Consolidated  
Emergency Communications Center


495 Upper Park Road  
Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

**9-1-1** FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

**COMMUNICATIONS OPERATIONS  
MISCELLANEOUS POLICY/PROCEDURE**

<b>Policy No.</b> 7490	<b>Date Issued:</b> June 24, 2005
<b>Section:</b> 7400 – Telephone Procedures	<b>Date Revised:</b> June 14, 2006
<b>Accreditation Standards:</b> None	
<b>SUBJECT: WIRELESS 9-1-1 CALLS</b>	
<b>APPROVED:</b> 	
Michael J. McDougall, General Manager	

**1.0 Purpose**

- 1.1 It is the Authority's policy to make every effort to handle wireless 9-1-1 calls appropriately and expediently by providing dispatchers with a general understanding of the dynamics of wireless 9-1-1 calls.
- 1.2 It is the capability of the caller's wireless phone that will determine whether a call is received as a Phase 1 or Phase 2 call.

**2.0 Phase 1 Calls (W911)**

- 2.1 Calls on the wireless 9-1-1 network typically come into the system as a Phase 1 call.
- 2.2 Phase 1 calls display the following information:
  - ◆ Callers telephone number
  - ◆ Cell site address
  - ◆ Emergency Service Number (ESN) – determines which PSAP gets the initial call
  - ◆ Class of service – displays **W911** (Wireless 9-1-1)

- ◆ Wireless Service Provider name and contact number
- ◆ “Pseudo-ANI” (PANI) – the routing key used by SBC to route the call to the correct PSAP
- ◆ Thomas Brothers map page and coordinates
- ◆ Depending on the site, the directional face of the antenna
- ◆ General descriptor reminding the dispatcher to “**Query caller for location**”
- ◆ In some cases, the map coordinates of the cell site

### 3.0 Phase 2 Calls (WPH2)

3.1 Phase 2 calls provide the approximate location of the caller. Wireless 9-1-1 calls may immediately come in as a Phase 2 call. If the call initially comes in as a Phase 1 call, Phase 2 location information is typically obtained by “rebidding” the system.

3.2 Phase 2 calls provide all Phase 1 information (section 2.2) and also:

- ◆ Class of service – display changes from **W911** to **WPH2**
- ◆ Where WPH2 data is available, map coordinates of the caller will be displayed in decimal value.
- ◆ The two values provided indicate the “confidence” and “certainty” that the location is within *X* meters of the displayed coordinates *Y* percent of the time.

### 4.0 “Uninitialized” Wireless 9-1-1 Calls

4.1 Federal law requires Wireless Service Providers deliver any 9-1-1 call originating on their system to a Public Safety Answering Point. This includes “uninitialized” wireless 9-1-1 calls.

4.2 A wireless phone is considered uninitialized when wireless phone service has been disconnected, a phone is purchased but service has not started, an old wireless phone is replaced with a new one but the old wireless phone is kept, the old wireless phone is donated to charity, or the customer buys a “9-1-1 only” wireless phone.

4.3 Uninitialized wireless telephones are capable of dialing and connecting to the 9-1-1 system.

4.4 Dispatchers should use the CAD incident type “911WU” for 9-1-1 hang-up calls from uninitialized cell phones. The “911WU” incident type will create a closed incident.