



# Santa Cruz Consolidated Emergency Communications Center

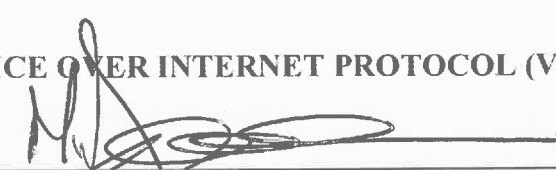
495 Upper Park Road  
Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

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



Michael J. McDougall  
General Manager

## COMMUNICATIONS OPERATIONS MISCELLANEOUS POLICY/PROCEDURE

<b>Policy No.</b> 7495	Date Issued:	February 1, 2007
Section: 7400 – Telephone Procedures	Date Revised:	
Accreditation Standards: None		
<b>SUBJECT: VOICE OVER INTERNET PROTOCOL (VOIP) CALLS</b>		
APPROVED: 		
Michael J. McDougall, General Manager		

### 1.0 Policy

- 1.1 It is the Authority's policy to make every effort to handle voice over internet protocol (VOIP) 9-1-1 calls appropriately and expediently by providing dispatchers with a general understanding of the dynamics of VOIP 9-1-1 calls.
- 1.2 Some VOIP calls may indicate the VOIP service provider but no callback or address for the caller. Occasionally, the 9-1-1 display may read "VOIP 9-1-1 CALL" or "VOIP CALLER" with no other information. The class of service displayed by the phone system will read "VOIP" as will the Computer Aided Dispatch system (CAD) incident initiate form "service" field.
- 1.3 There are two types of VOIP calls: fixed and mobile.
  - 1.3.1 It is the caller's VOIP service provider that will determine if the VOIP call is fixed or mobile.
- 1.4 As with all incoming 9-1-1 calls, dispatchers must ask VOIP callers the location of their emergencies. Normally, VOIP technology should be used to verify caller provided locations. However, when callers are unable to provide their locations, VOIP technology can be a valuable tool for dispatching emergency services.

- 1.5 If dispatchers receive a silent VOIP call, they will query for a telecommunications device for the deaf (TDD) in accordance with Policy No. 7410 (TDD calls).
- 1.6 Misdirected VOIP calls will be handled in accordance with Policy No. 7405 (Misdirected Telephone Calls).
  - 1.6.1 Misdirected VOIP calls where dispatchers are unable to determine an appropriate jurisdiction will be documented as a CAD incident. The CAD incident will include all efforts made by dispatchers to determine the appropriate jurisdiction.
    - 1.6.1.1 As VOIP is an emerging technology, the resources available to dispatchers for locating VOIP callers may change frequently. Dispatchers must keep current on VOIP resources by reading all e-mails and training materials promptly.

## **2.0 Fixed VOIP Calls**

- 2.1 Fixed VOIP calls will be received through the 9-1-1 network.
- 2.2 Fixed VOIP calls should display full ANI/ALI information and will be processed in accordance with the call handling policies and procedures that apply to all 9-1-1 calls.
- 2.3 Abandoned fixed VOIP calls will be handled in accordance with Policy No. 4415 (E9-1-1 Hang Up Calls).

## **3.0 Mobile VOIP Calls**

- 3.1 Mobile VOIP calls can originate from anywhere in the world with internet access. ALI information may be correct, inaccurate, or missing.
- 3.2 Mobile VOIP calls may be received on: 471-1170, either directly or by transfer; relayed by a private call center; or through the 9-1-1 network.
- 3.3 Because of the susceptibility of ALI information on mobile VOIP calls it is critically important that dispatchers obtain and verify emergency locations with callers.
- 3.4 Because mobile VOIP calls are not validated by the 9-1-1 system MSAG (master street address guide), calls may be misrouted.
- 3.5 When answering mobile VOIP calls, dispatchers will obtain and verify the location of the reported emergency, always including the city and state.

3.5.1 Dispatchers should be prepared to obtain and verify the country, as well, as mobile VOIP callers may be anywhere in the world.

3.6 Abandoned mobile VOIP calls will be handled in accordance with Policy No. 4416 (Processing Wireless 9-1-1 Calls), Section 6.0 (Wireless 9-1-1 Calls – Open Line or Abandoned Lines).