

SAN JOSE POLICE COMMUNICATIONS
Basic Dispatch Academy
(8 hours)
LEARNING DOMAIN #104
CALL TAKING PROCEDURES
Lesson Plan Content
March 2016

- I. Incoming calls: **(II F)**
 - A. Primary Call Taking
 - 1. Types of calls received in primary
 - a. 9-1-1
 - b. 277-8911 (7-digit emergency)
 - c. CHP transfers
 - 1. 911 cell phone callers
 - 2. Phase 1 Calls (W9-1-1)
 - 3. Phase 2 Calls (WPH2)
 - d. Direct alarm line
 - e. Sonitrol Alarm
 - █ █
 - g. Overflow Secondary calls (311, 7-digit non-emergency & Bureau transfers)
 - h. V.O.I.P. (Voice Over Internet Protocol)
 - 2. Primary 911 lines should be answered as follows:
 - a. "San Jose Emergency"
 - b. "San Jose 911"
 - c. "San Jose Emergency, what are you reporting?"
 - B. Secondary Call Taking:
 - 1. Types of calls received in Secondary
 - a. Overflow 9-1-1 & 7-digit emergency, CHP, alarm & Airport Red
 - b. 3-1-1 & 7-digit non-emergency (277-8900)
 - c. █, Info Desk, Auto Desk (Internal Customers i.e. x8989)
 - d. 9-1-1 transfers
 - 2. Secondary lines shall be answered as follows:
 - a. "San Jose Police"
 - b. "San Jose Police Services"
 - C. Alternative Numbers:
 - 1. 311-Non-Emergency Police
 - 2. 411-Information
 - 3. 511-Traffic information
 - 4. 611-Telephone Repair
 - 5. 711-California Relay, includes Video Relay Service (VRS)
- II. Transfer Procedures **(II G)**
 - A. Call Screening Process:
 - 1. During initial call, call takers shall determine if the call is an emergency or non-emergency police call, a fire/medical call, a combined police and fire call, a TRAC call or an outside agency.

2. The State of California mandates that a 9-1-1 call can only be transferred once from one PSAP to another PSAP. **(II S 7)**
 - a. Take info from citizen and relay it to appropriate agency.
 - c. Transfer the caller but remain on the line for duration of the call.
- B. San Jose Police Emergency **(II L)**
 1. If the call is a police emergency (or combined response) it shall be handled by the call-taker in primary.
- C. San Jose Police Non-Emergency **(II L)**
 1. If the call is a non-emergency police call, it shall be transferred to Secondary.
 2. If determined the call can be handled as a telephone report, it shall be transferred directly to TRAC.
- D. San Jose Fire
 1. If the call is a fire or EMS call only, the call shall be transferred to fire immediately. The call taker shall monitor the call only long enough to ensure police are not needed. (through the first 3 questions... address, phone number & nature of problem).
- E. Outside Agencies
 1. If the caller is reporting an incident in another jurisdiction and it is an emergency, the call taker shall advise the RP they will be transferred and transfer the caller to the appropriate agency.
 2. Optionally the call Taker can gather the necessary information and relay the info to the appropriate agency.
 3. **At no time shall a citizen who is reporting an emergency be told to hang up and dial a different number.**
 4. If it is a non-emergency call, the RP shall be given the appropriate agency's phone number and either transfer or be advised to call the agency directly.
- III. Call Processing Times and Relaying Incident Information to be Dispatched **(II H)**
 - A. Emergency Calls
 1. The call taker shall take no longer than **90 seconds** to obtain the location, determine type code and include basic info to support assigned type code to allow for immediate dispatch.
 2. Additional information will be obtained and supplemented ASAP.
 - B. Non-Emergency Calls
 1. The call taker shall request info or create a call for service within **3 minutes** whenever possible.
 2. Some types of calls may take longer; however, the call taker shall be aware of waiting calls during non-emergency call processing.
 - C. Manual Mode
 1. Emergency calls shall take no longer than **3 minutes** to process initial info.
 2. Non-emergency calls shall be processed within **5 minutes**.
- IV. Elements of Call Processing & Event Mask **(II L)**
 - A. Receiving the Call
 1. It is the duty of the call taker to quickly determine the type of complaint, the jurisdiction and handle accordingly.
 - a. Transfer
 - b. Referral
 - c. Route call for dispatch
 - d. Route advised event

2. [REDACTED]
- a. Use phrase “requests contact” in the text.
3. In all cases it is imperative that at the conclusion of the call, the RP shall have a clear understanding of what type of assistance they can expect.
 - a. If no dispatch required, the caller must be informed of the decision.
 - b. **DO NOT GIVE ETA’s to Citizens and do not tell them officers are enroute to a call when the call has not been dispatched.**

B. Event Mask Fields

1. Location
 - a. It will be the location for initial police response.
 - b. Call takers will verify location from IDM
 - c. To ensure the correct “received” times on all events use the F8 key when processing calls. Any corrections can be made after this.
 - d. Verify as a valid location by geo-checking address.
 - e. Common name places will be verified with their street address to ensure that cross streets are provided.
2. Type Codes (Typ)
 - a. The type code shall be chosen from the valid type code list
 - b. If more than one type code applies, the higher priority is used.

Elements of Call Processing – CAD

The San Jose Police Department uses a Computer-Aided Dispatch (CAD) system when processing calls for service. Once the calltaker screens a call and has determined the need for a police response, information must be relayed to the channel dispatcher by the creation of a CAD event.

Proficiency and knowledge in filling out the event mask directly affects the response time of officers in the field.

(This section will be covered in Intro to CAD class)

V. Fire/Medical Calls Processing

A. Answering the emergency lines properly

1. (“San Jose Emergency, what are you reporting?”)
2. If the caller states it is a Fire or Medical emergency
 - a) Transfer the call directly to Fire communications.
 - b) Do not try to determine nature of emergency prior to transferring.
3. If a hazard exists, the call taker shall create a combined event.
 - a. These types of calls include but are not limited to the above conditions.
4. All emergency fire/medical calls shall be processed through Fire Communications unless they are unable to answer.
 - a. The call is then created and a second attempt at a transfer will be made.
(Explained later in detail.)
5. Routine requests for paramedic information such as hospital destinations can be made directly to the Ambulance Board at 998-3438 (PD only) or 299-3325 (Public line).

B. Fire/Medical Transfers

1. When a call is received and an RP immediately requests an ambulance or the Fire Department, transfer the call without asking anymore questions.
2. When a call taker transfers an RP to Fire, the appropriate identification of that service provider should be made, for example:

- a. If RP is requesting a response from the Fire Dept, RP must be advised they are being transferred to a fire dispatcher.
 - b. If the RP requests medical service, the call taker shall advise the RP they are being transferred to a medical dispatcher.
3. Do not announce the call to Fire.
4. STAY ON THE LINE (until the third question is answered; location, phone number and chief complaint).
- C. After transferring the call to Fire...
 1. If the call is determined to be a combined event, Fire Dispatch will then release the call to Police Dispatch for creation of a combined event.
 2. PD will create the call with the location, phone number, Police type code and a short, plain text description of the call. PD will supplement any needed Police information, then transfer the call back to Fire for PAI if scene secure.
 - c. **IMPORTANT: DO NOT SUPPLEMENT FIRE "PRE" EVENT.**
 - d. PD will then transfer the call back to Fire for medical instructions, providing it is safe to do so (Scene Secure).
- D. Scene Security
- E. Send protocol
 1. If the Fire line is busy, initiate the SEND PROTOCOL.
 - a. Obtain location, phone number, nature of call and type code, then route the call.
 - b. If it is a medical call obtain the following:
 1. Chief complaint
 2. Approximate age of the patient
 3. Is the patient conscious?
 4. Is the patient breathing?
 - c. After obtaining the SEND PROTOCOL information try to transfer again.
- F. Medical Events Requiring Police Response
 1. Create a combined event with location, phone number, type code and a short description of call in plain text.
 2. Supplement the following PD information and determine Scene Security.
 - a. Weapons
 - b. Suspect information
 - c. Vehicle description
 - d. Direction of travel
 - e. Time element
 3.
 - b. transfer to a Fire/Medical dispatcher for medical instructions.
 4. Upon transfer, announce to the Fire dispatcher
 - a. The RP is being transferred for PAI,
 - b. indicate the fire event number
 - c. Advise police are also responding.
 - d. Then release the line.

G. Police Response Required After Transfer

1. Once the RP is transferred to Fire Comm. & it is determined a police response is necessary, fire dispatch shall ask the RP to stay on the line & and notify them that they will be talking to police. Fire will then ask if police call taker is still monitoring the line.
2. If the call taker is still monitoring:
 - a. The police call taker will resume control of the call, create a combined event (or the police event if the EMS event was created) & continue gathering info for the police.
 - b. The fire/medical dispatcher will remain on the line. To avoid confusion, it may be necessary for the call taker to advise the RP Fire is still on the line.
 - c. Once the scene is secure, police shall advise the RP Fire will resume control of the call for PAI. If the scene is *NOT* secure, do not transfer the caller. Update call with SEND PROTOCOL
 - d. The Police call taker may release the line.
 - e. If the call taker is no longer monitoring Fire will create a combined event, determine scene security and gather suspect info prior to proceeding with PAI.

H. Other types of calls for transfer to fire

1. Translator calls:
 - a. Transfer the call, as you normally would but
 - b. Announce to fire that they will need a translator, or that a translator is on the line.
2. If the call is not a 911 call and the caller asks for Fire/Medical, the *only* difference is that you will ask for the address and phone number before you transfer to fire.
3. If the caller is lost in transfer, provide Fire with all the information you received (can be retrieved from the playback recorder).
4. Transfer all duplicate calls if the RP is on the scene or any RP who has more information to add to the original call.
5. For **TDD** calls, create an event regardless of whether it is a combined event or only for Medical/Fire. Update with necessary PD information and/or SEND PROTOCOL. Try to transfer to Fire for PAI after advising the RP of attempted transfer.

VI. Combined events –

- A. Used when more than one department is required to a single incident.
- B. Automatic combined event type codes:
 1. 1032, drowning
 2. 1053, person down
 3. 1054EMS, possible dead body
 4. 1055, coroner's case
 5. 1056, suicide
 6. 1056A, attempted suicide
 7. 1071, person shot
 8. 1072 person stabbed
 9. 1179/1180, injury accidents
 10. 20001, felony hit & run with injuries
 11. C1000, plane crash

The following type codes will automatically generate FIRE/EMS events:

12. 1045EMS, injured person
13. 1046EMS, sick person
14. 1091AEMS, vicious animal w/injuries
15. 211EMS, robbery
16. 211AEMS, armed robbery

17. 211PSEMS, purse snatch robbery
18. 211SAEMS, strong arm robbery
19. 215EMS, carjacking
20. 242EMS, battery
21. 245EMS, assault w/a deadly weapon
22. 261EMS, rape
23. 273.5EMS, domestic violence
24. 415EMS, disturbance
25. 415AEMS, disturbance – fight
26. 415FEMS, disturbance – family
27. 415UNKEMS, disturbance – unknown
28. 415WEMS, disturbance – weapons
29. 451FIRE, arson w/active fire
30. 904FIRE, fire
31. BDS, Biohazard Detection System
32. EMS, medical call
33. SUSCIREMS, suspicious circumstance
34. WELCKEMS, welfare check

C. Processing Combined Events

1. If the caller asks for police initially and it is a combined event requiring fire/paramedic response; or they request fire or paramedics initially and it is a combined event, Calltakers should include the following information for the combined event:
 - a. Location of incident
 - b. Phone number
 - c. Police type code
 - d. Plain text, short description of the call
2. Info from the text field of the police event will automatically be entered into the fire and ambulance event.
 - a. I.e. injury accident the police event may state “2 vehicles involved” but will not say that it is an injury accident.
 - b. To ensure the correct priorities are assigned to Fire/EMS events, enter the appropriate priority of the detail in the police priority field.
3. There may be incidents where an event will require a combined event type code but will not require both departments to respond. To create this event, complete event as usual, but do not accept the event. When the Fire and Ambulance events appear in the Agency Control Box, use the Edit Row to delete Fire and Ambulance response. (For example, if a hospital calls to report a stabbing victim, we wouldn’t need to send Fire/EMS.)

D. Creating Combined Events

There are various methods for generating a Fire/EMS event when a police event already exists.

1. When a single event already exists
 - a. **Create a new Fire/EMS event:** Create a new Fire/EMS event then cross reference it with the PD event. Supplement the PD event.
 - b. **Ask another dispatcher to call Fire.** It is this dispatcher’s responsibility to cross-reference and update the existing event.

- c. **Update Current Event.** The police event can be updated and a fire event created simultaneously.
- Select the existing police event. Place the event into “Update” mode and change the type code; i.e., 1179. Location should be the same as the existing event.
 - Insure that the correct Fire type code is listed on the Agency Control Box and the route the call.
 - Hit the Accept key or F9 Button and all three events (PD, Fire, and Amb) will appear in the Agency Control Box.
2. For Existing Events:
If an event has already been routed and the calltaker determines that Fire and Paramedics should also respond, the calltaker may create a combined event using one of the two options as follows:
- Option #1:
- Select the event.
 - Place the event in “Update” mode.
 - Change the Type Code to “EMS” or a type code that will automatically create PD/Fire/Amb combined events.
 - Enter text sufficient to justify the combined event.
- Hit the Accept key or F9 Button and all three events (PD, Fire, Amb) will appear in the Agency Control Box.
- Option #2:
- Select the event.
 - Push the F4 key to create an associated event
 - Change the Type Code to “EMS”.
 - Enter text sufficient to justify the combined event.
 - Hit the Accept key or F9 Button and two events (Fire, Amb) will appear in the Agency Control Box.
 - The PD event is automatically cross-referenced.

VII. Event Modifications

A. Canceling Events

1. [REDACTED]
2. An event may be cancelled at the direction of a communications or field supervisor.
3. The reason and authority for canceling the call MUST always be documented.
4. When a pending event is cancelled before any units have been attached, the event will cancel completely. A message must be routed, with the event, to the appropriate channel. If a unit is attached, the dispatcher will be notified of the request.

B. Change Command

1. To add or change info on an existing (or closed) event, use the change command to recall the event (or an R in the action code).
2. This will bring up the event mask with an M in the action field, the event number and the top half of the event mask filled out.
3. Proceed by changing the appropriate info and adding any new info. This command will change info on the original event.
4. If original location is changed, the LOC INFO field needs to be updated, if needed.

5. In cases where changing info on the event also changes the District where it is to be handled, make sure to send messages to both channel dispatchers letting them know the circumstances.

C. Duplicate Events

1. To avoid duplicating an event, choose to accept and supplement an existing event (only after the existing event details have been read to ensure the calls are the same).
2. Once a call is created, only the assigned channel dispatcher will cancel calls believed to be duplicates.

D. Miscellaneous Commands (MI or ME)

1. The “MI” command adds information into an existing or closed event. The “ME” command performs the same function as the “MI” command except the “ME” will remain on the command line allowing for continuous entry whereas the “MI” command will disappear once the command is sent.
2. “MI” Will alert the channel dispatcher there is additional information if the event is still open.
3. Info that does not need to be brought to the radio dispatcher’s attention may be MI’d into the event.

E. Reopening Events

1. Call taker shall not reopen events unless done with supervisor approval or if the event was cancelled in error.
2. Prior to the call taker reopening the event, a message shall be sent to the channel dispatcher.

F. Additional Remarks

1. If it is necessary to add information to an event, use of the remarks field is the most common method used to complete this task.
2. Calltakers shall insure that only essential information is added into calls.

VIII. Nearby jurisdictions

A. Santa Clara County Sheriff

1. Sheriff’s Office contracts with Saratoga, Cupertino and Los Altos Hills for police protection, traffic control and accident investigations.
2. Additionally they handle all crimes occurring in any unincorporated areas of Santa Clara County

B. Santa Clara County Transit Authority

1. All crimes that occur on the property of Transit facilities shall be transferred to County Communications.
2. Transit facilities are transit parking lots, light rail platforms, light rail trains and transit buses and bus stops within the city limits of San Jose.
3. Park & Ride lots are patrolled by the Sheriff’s office when the lots are at light rail stations.
4. If the jurisdiction cannot be determined, the call will require joint notification and response.

C. Misrouted calls (II S 6)

1. 911 calls from light rail stations are usually received at County Comm. If one is received here, confirm jurisdiction, fill out a MSAG error form and submit to the Supervisor of the Support Services Unit.
2. If a high priority call is received such as a 211, we shall remain on the line while County Comm. obtains descriptions, DOT, etc. (This info is to be relayed to SJPd units ASAP for BOL purposes only).

■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]

■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]

1. Determine if the call is a legitimate police, fire or medical situation.
2. If unable to determine the validity of the call or the caller's present ability to adequately care for her/himself, obtain their location and create welfare check (WELCK) event for dispatch.
3. When a caller is calling from a board & care or psychiatric facility, attempt to contact a staff member to help determine the caller's needs.

1. Obtain location of incident to determine jurisdiction. If in another jurisdiction, refer the RP to the appropriate agency.
2. If hospital is requesting a report for an assault victim and the victim does not want to make one, transfer the RP to TRAC.
3. If the incident occurred in San Jose and there is a need for an officer to respond for a report (i.e. 245 or within 4 hours):
 - a. Determine the type of incident that occurred.
 - b. If there is a suspect, determine where suspect is and if they are aware that the police are responding.
 - c. If possible, talk to the victim directly.

- H. Remaining on the phone with RPs
 - 1. Attempt to remain on the telephone with the RP during a call when the RP agrees to do so; when there is no present danger to the RP and when any of the following conditions exist:
 - a. The RP can provide updates for in-progress events involving weapons, violent situations or threats to personal safety.
 - b. The RP is a young child, hysterical or requests to remain on the phone.
 - c. The RP can provide additional info or direction of travel for in-progress crimes (e.g. Sonitrol with voice activation).
 - 2. The calltaker shall only hang up after the following: the officer makes contact with the RP; the officer or channel dispatcher advised the calltaker that it is no longer necessary to remain on the line; or the RP can no longer provide updates or does not want to stay on the line any longer.
- I. Phone messages to officers
 - 1. When a phone message is received for an officer that is logged on and has an MDT, the message shall be sent to the officer's MDT via the "TO" command.
 - 2. If no MDT, create a 1021 event and route it to the channel where unit is assigned.
 - 3. If the officer isn't logged on and the person wishes to leave a message, advise them to call BFO at ext. 4631.
- J. Civil Standby

 - 2. The RP must wait in the same district as the address they are requesting to go to.
 - 3. Be sure to get a good description of the suspect (inc. DOB), weapons, priors, etc. for the officers.

Updated: March 2016

POST Required Hours	_____8_____
Agency Specific	_____
TOTAL Hours	_____8_____