

CALL TAKING PROCEDURES

San Jose Police Communications

Basic Academy

Call Screening Process

- **San Jose Police Emergency**
- **San Jose Police Non-Emergency**
- **San Jose Fire**
- **TRAC**
- **Outside Agencies**



Receiving the Call

- Referral
- Route call for dispatch
- Route advised event

- Transfer:
 - Secondary
 - Fire/Medical
 - TRAC
 - Translator
 - Internal transfer
 - Other Agency



Primary Call Taking

9-1-1 (Hard line and cell)

Alarms

10 Digit Emergency



Secondary Call Taking

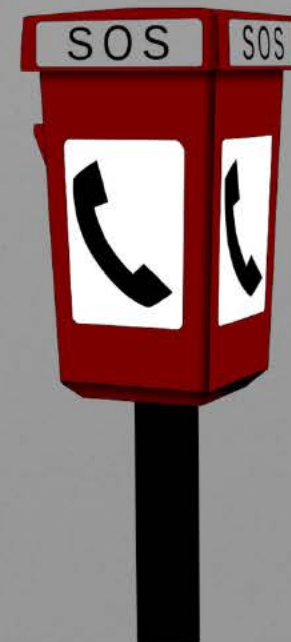
Primary Overflow

3-1-1

7-digit non-emergency

Pre-screened

Lines



Call Processing Times

- **Emergency Calls**
 - 90 seconds
- **Non-Emergency Calls**
 - 3 minutes
- **Manual Mode**
 - Emergency calls 3 minutes
 - Non-emergency calls 5 mins





Event Mask Fields

- RP's name, address & phone
- Contact
- Text
- Event Type Code
- Priority



Fire or Medical Transfers

- When a call is received and an RP immediately request an Ambulance or the Fire Department, transfer the call without asking anymore questions.
- Do not announce the call to Fire.
- STAY ON THE LINE The call taker shall monitor the call long enough to ensure that police are not needed, as details become available.

After transferring the call to Fire...

- **...if the call is determined to be a combined event, Fire Dispatch will release the call back to Police Dispatch for creation of a combined event (or only a PD event if FIRE/EMS event has already been created, once the call is created you can cross reference the events).**
- **PD will create the call with the location, phone number, Police type code and a text to support the type code.**

Combined Events

- PD & Fire text line
- Police Priority
- Send Protocol
- Advise when Scene Secure



Police Info

- Time element

- [REDACTED]

- Suspect Info

- [REDACTED]

- DOT

- [REDACTED]



Medical Events Requiring Police Response

- Supplement or create PD event.
- [REDACTED]
[REDACTED]
[REDACTED].
- Upon transfer advise of fire event
- [REDACTED].

Send Protocol

- If the Fire line is busy or scene is not secure, initiate the **SEND PROTOCOL**
- Obtain location, phone number, nature of call, *TYPE CODE* and route the call.
- If it is a medical call obtain the following:
(on next slide)

Send Protocol (cont.)

- **Chief complaint**
- **Gender and approximate age of the patient**
- **Is the patient conscious?**
- **Is the patient breathing?**
- **After obtaining the SEND PROTOCOL information try to transfer to FIRE again.**

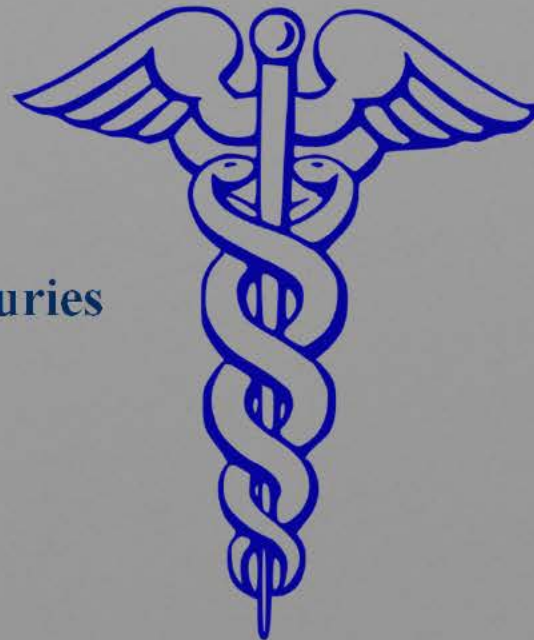
Scene Security

- [REDACTED]
[REDACTED]
- [REDACTED] - [REDACTED]
[REDACTED]
- Update the call with responses to the SEND PROTOCOL.

CAUTION CAUTION CAUTION CAUTION

Medical Events

- **Hazard Calls**
 - Alcohol/Drug related
 - Assault
 - Overdose/Self Inflicted Injuries
 - Shooting/Stabbing
 - Injuries from Violence
 - Unknown Problem



Other Types of Calls to Transfer to Fire

- **Translator calls:** Process as you normally would but announce to fire that a translator is on the line.



Cell, Voip and & 7 Digit Emergency Callers

- If the caller asks for Fire/Medical, you will obtain the location and phone number before you transfer to fire.
- If the caller is lost in transfer, provide Fire with the information you received. (Info can be retrieved from the playback recorder)

Duplicate or TDD Calls

- **Transfer all duplicate calls if the RP is on the scene or any RP who has more information to add to the original call.**
- **For TDD calls, create an event regardless of whether it is a combined event or only for Medical/Fire. Update with PD and/or SEND PROTOCOL. Try to transfer to Fire for PAI and announce call after advising the RP of attempted transfer.**

Creating events for SJFD

- FIRE
- EMS
- ALARM
- SVC



Event Modifications

- **Canceling Events**
- **Duplicate Events**
- **Updating location**
- **Additional Remarks**

Combined Events from Existing Events

- **Update to appropriate combined event type.**
- **Create new fire/EMS event & Cross-reference.**
- **Use Create Associated Event**
- **Ask fellow dispatcher to call over to fire**

Other Jurisdictions

- CHP
- SJSU Police



Other Jurisdictions (cont.)

- Santa Clara County Sheriff's Office (SCCSO)
- Santa Clara County Transit Authority
- Misroutes



Specialized Handling

- **Restraining Orders/Civil Stand By**
- **Threats to a Police Officer**
- **1051/5150 Callers**

Specialized Handling Cont.

- **Calls from Hospitals (1071?)**
- **Remaining on the phone with RP's**
- **Phone messages to officers**
- **CSB (Civil Standbys)**

ANY QUESTIONS?

