



TELEPHONE PROCEDURES

**San Jose Police
Communications
Basic Academy**

911 History and Technology

- ▶ Originated in Great Britain in 1937
- ▶ California led the way with statewide 911 in 1985
- ▶ Most 911 centers have become PSAP's
- ▶ No charge for 911 calls



Terminology

PSAP: Public Safety Answering Point

- ▶ 95% of 911 calls in 15 seconds
- ▶ SJPD Communications is it's own backup
- ▶ PSAP's log everything

Terminology

ESN: Emergency Services Number



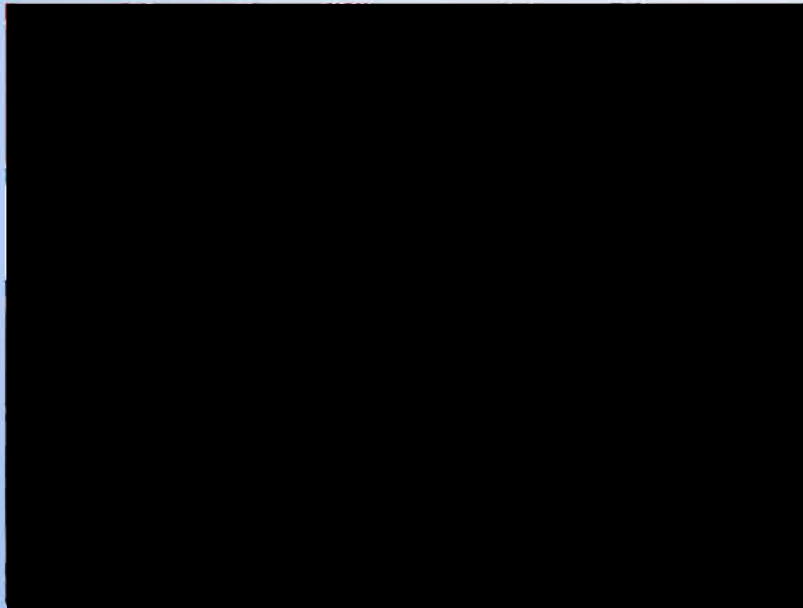
MSAG: Master Street Address Guide

- ▶ Links the phone number to a correct address

Terminology

CAD: Computer Aided Dispatch

- ▶ Interacts with IWS (phone system)
- ▶ Used to create calls for service and dispatch officers out on them

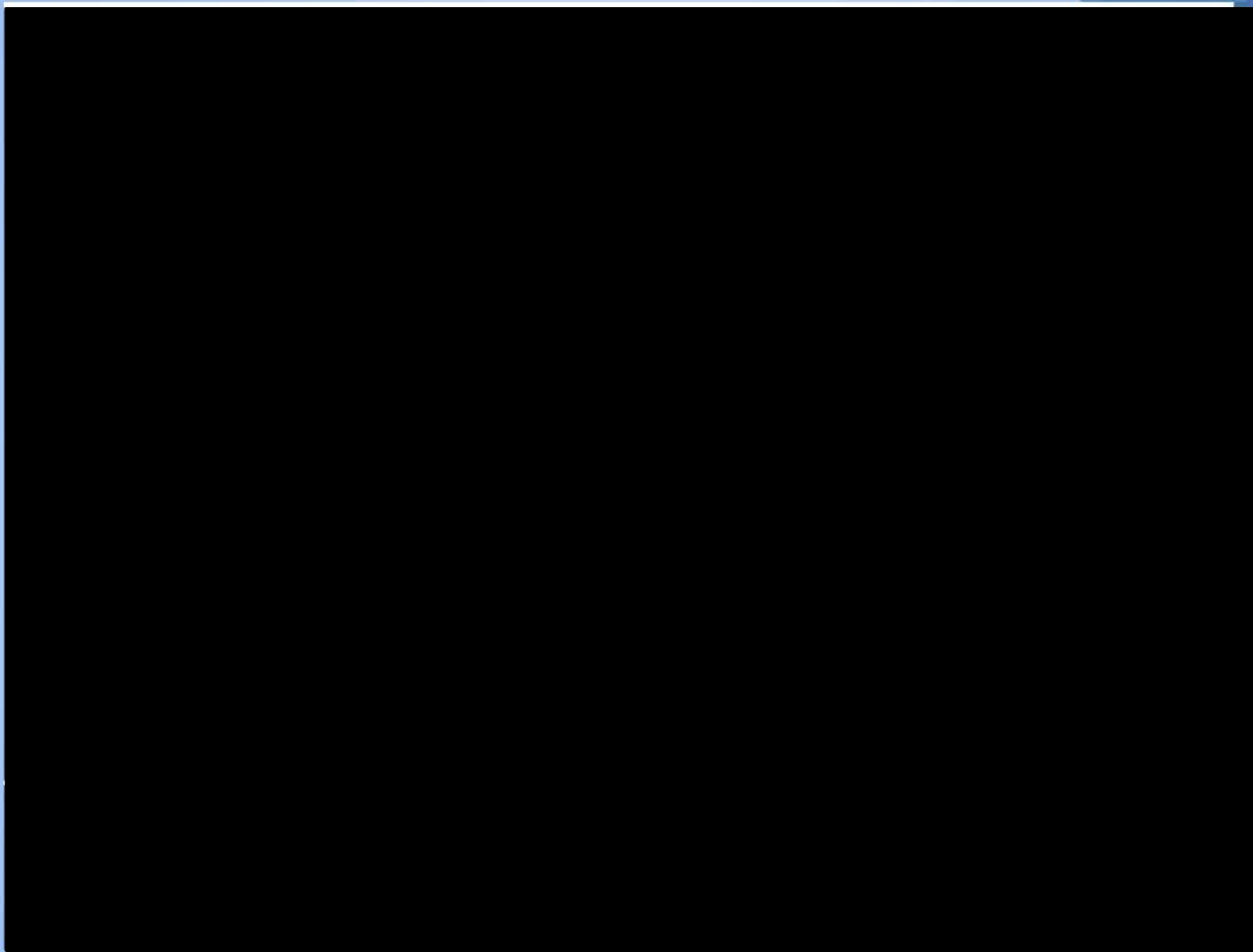


Terminology

IWS: Intelligent Work Station

ANI: Automatic Number Identifier

ALI: Automatic Location Identifier



Terminology

TDD/TTY: Telecommunication Device for the Deaf / Teletypewriter

- Provides the ability to “chat” with hearing impaired callers

VRS: Video Relay Service



Terminology

AT&T Language Line

- ▶ Over 200 languages/dialects



Terminology

Classification of phone services:

- ▶ BUSN - Business
- ▶ RESD - Residence
- ▶ CNTX – Centrex
- ▶ W911- Phase 1
- ▶ WPH2- Phase 2 (with GPS)
- ▶ COIN or PAY – Payphone
- ▶ PBX - Professional Business Exchange
- ▶ VoiP – Voice over internet Protocol (Computer phone)
- ▶ FIXED – Micro Cell (Appears in Caller Name Field)

Terminology

Primary

- ▶ Emergency lines / calls

Secondary

- ▶ Non-emergency lines / calls

TRAC

Telephone Reporting Automation
Center

Terminology

ACA: Abandoned Call Administrator

- ▶ Tracked and displayed in IWS
- ▶ Assigned to a call-taker in Secondary role



Technology

Audio Recording

- ▶ All calls from and into the control room are recorded

DBR: Database Recall

- ▶ Formerly known as Query
- ▶ Ability to determine the address from a landline

Telephone Protocol

Answering Phrases (P&P C1102-C1103)

Primary:

- ▶ “911 Emergency”
- ▶ “San Jose Emergency”

Secondary & TRAC:

- ▶ “San Jose Police”
- ▶ “Police Services”



Telephone Protocol

Promptness

- ▶ Reduce answering times
- ▶ Begin the call with a good initial impression
- ▶ Smile as you talk
- ▶ Avoid dead air

Telephone Protocol

Putting Callers on Hold

- ▶ Obtain permission
- ▶ Offer adequate explanation
- ▶ Keep hold times short and check back if it's going to be long
- ▶ Holding vs calling back with the info
- ▶ Hold vs covering the mouthpiece / mute
- ▶ Thank the caller

Telephone Protocol

Transferring Calls

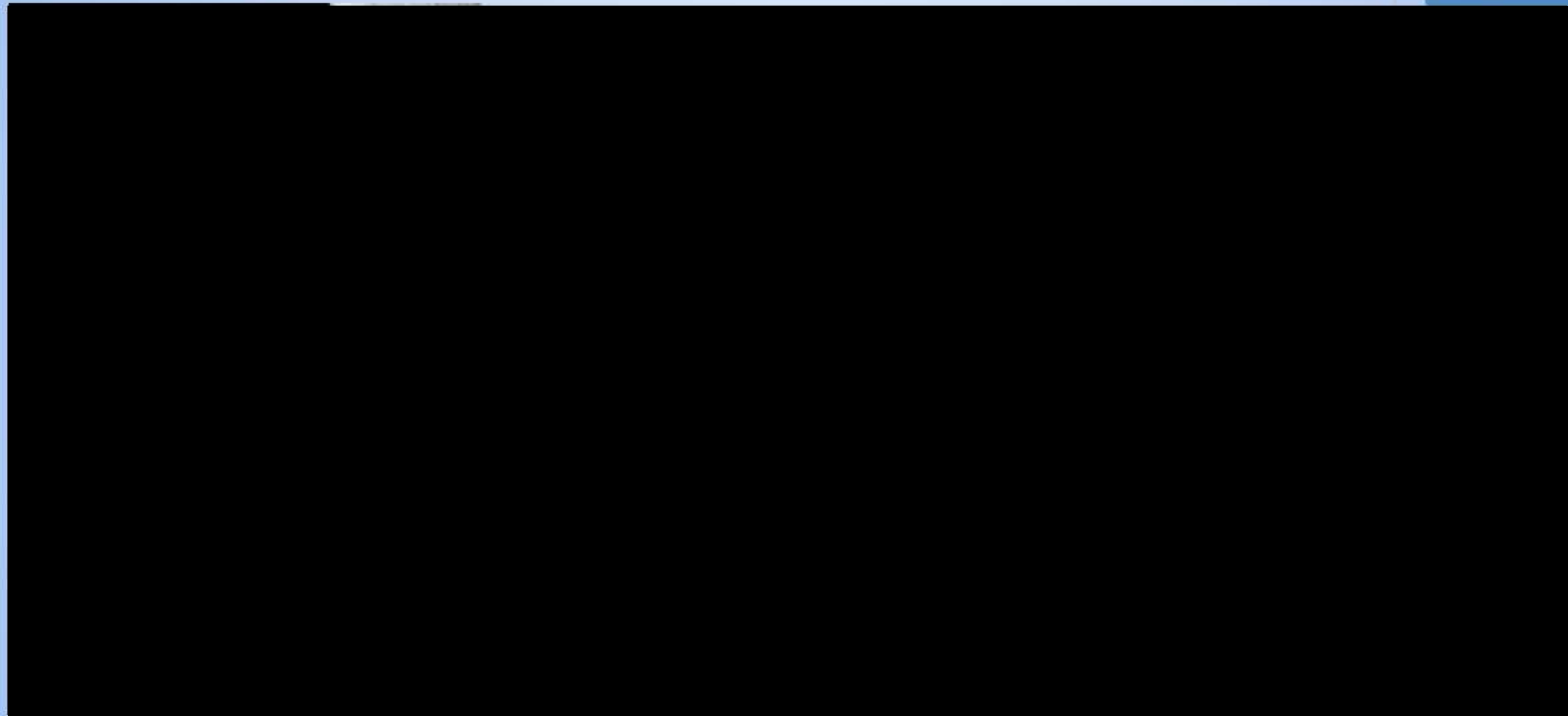
- ▶ Advise the caller where you are transferring them
- ▶ Offer the phone number

Telephone Protocol

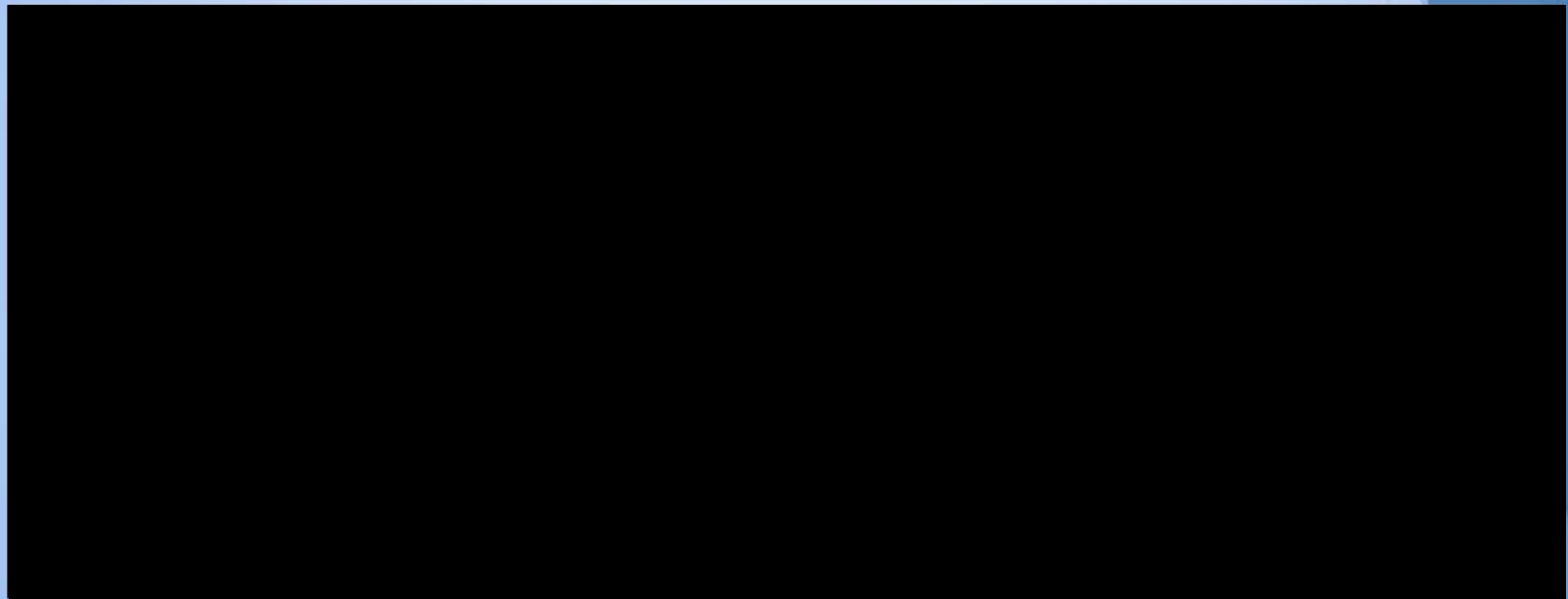
Explaining Policies

- ▶ Opportunity to *educate the public* about the department's policies and procedures and possibly some legal matters

Public Perception

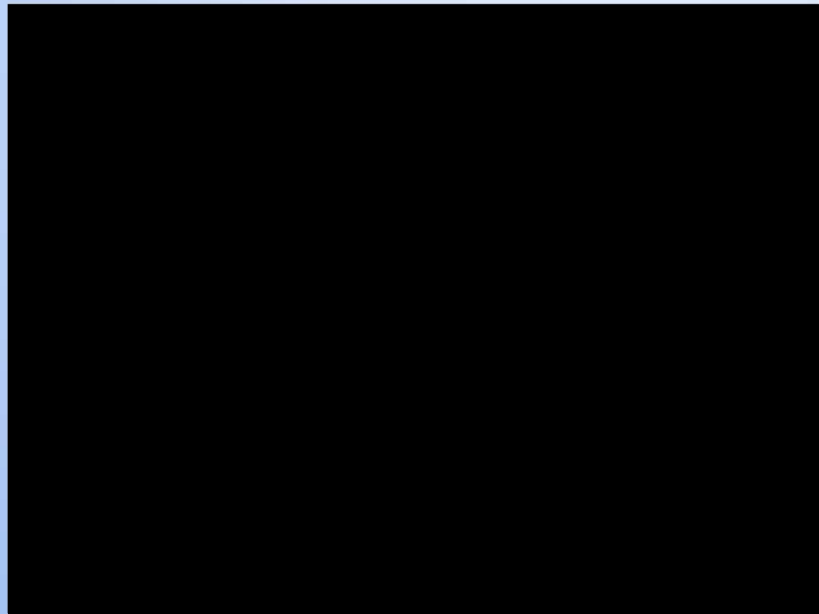


Public Perception



Public Perception

- ▶ First time caller
- ▶ We represent the Police Department
- ▶ Take each call seriously (within reason)



Public Perception

Speech

- ▶ Speak clearly
- ▶ Use clear projections
- ▶ Sound confident
- ▶ Use proper English



Public Perception

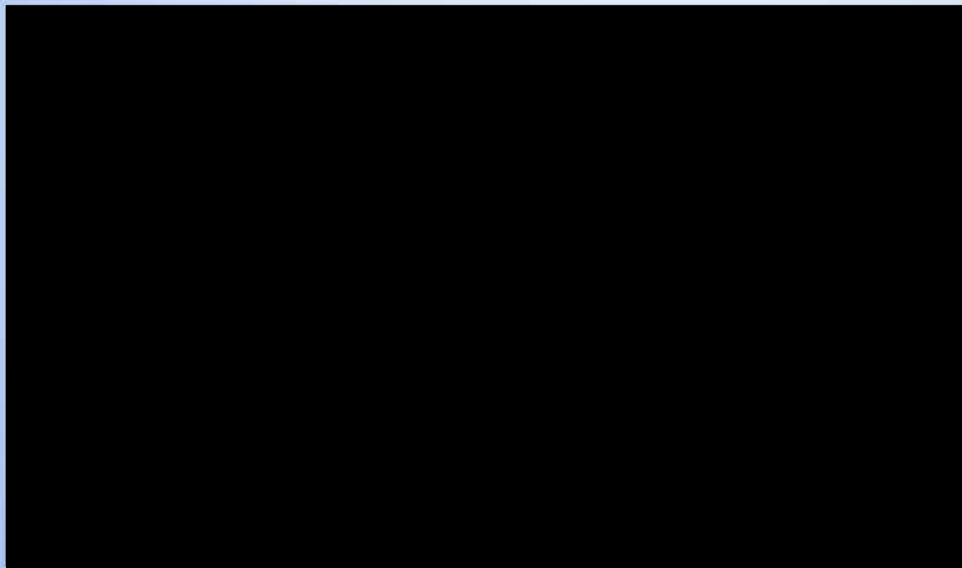
Tone

- ▶ Put a (sincere) smile in your voice
- ▶ It's not what you say, it's how you say it
- ▶ Convey a desire to be of service

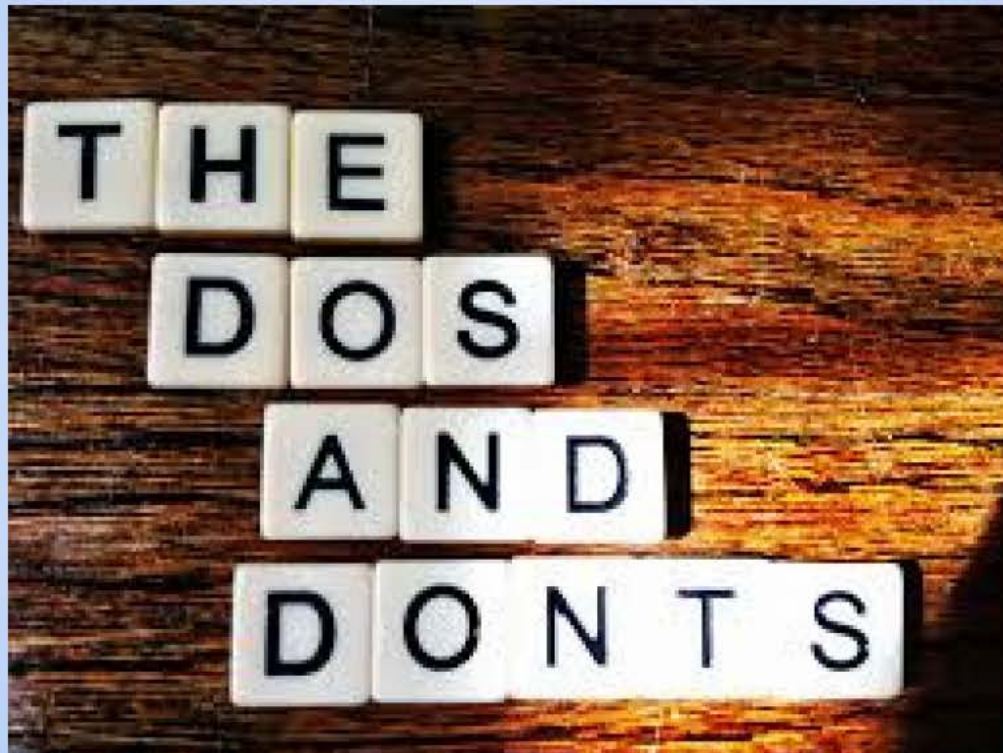


Active Listening

- ▶ Learned skill
- ▶ Rate of speaking vs rate of thinking



Active Listening



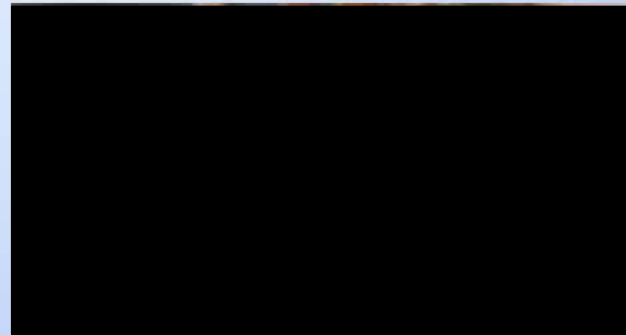
Active Listening

- ▶ **Phonetic Alphabet**
- ▶ **Distractions**
 - ▶ **Yours**
 - ▶ **The callers**



Types of Callers

- ▶ Hysterical
- ▶ Angry
- ▶ Confused
- ▶ Frightened
- ▶ Language barrier
- ▶ 5150 or 1051
- ▶ Young child



Taking Control

- ▶ Remember YOU are the professional
- ▶ Get to the root of the problem
- ▶ Interrupt when necessary
- ▶ Calming techniques
 - ▶ CT's tone, reassurance, advise them of what you are doing



Directing the Conversation

- ▶ Open ended vs specific questions
- ▶ Be flexible
- ▶ Sort information
- ▶ Clarify with the RP
- ▶ Prioritize the call

Directing the Conversation

Keeping the caller on the line

- ▶ Emergency calls on non-emergency lines
- ▶ In progress calls
- ▶ Pre-arrival instructions
- ▶ Use discretion

Call Prioritization



Supervisory Notification

- ▶ Know guidelines for supervisory notification
- ▶ Don't take updates/changes personally



Emergency Calls Line of Questions Exercise



Emergency Calls

Assault

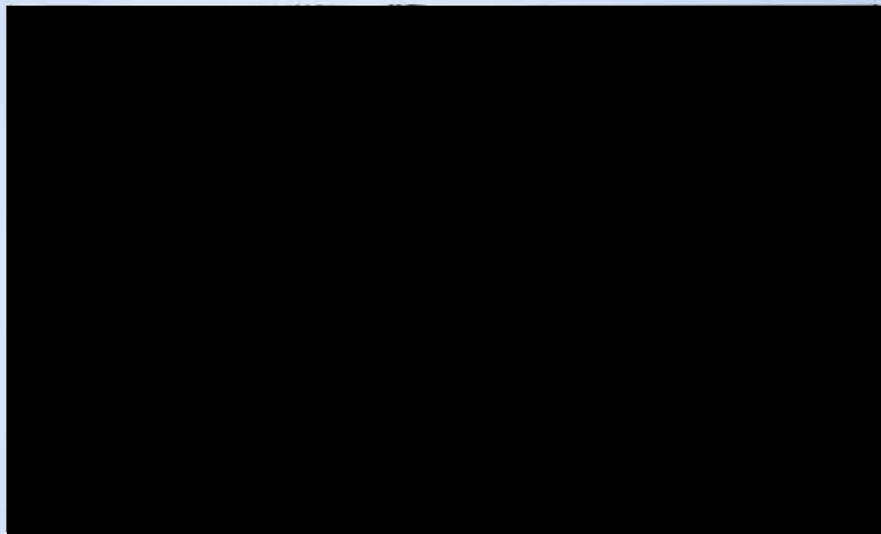
- ▶ Battery
- ▶ Sexual Assault
- ▶ Domestic Violence



Emergency Calls

Robbery

- ▶ Purse snatch
- ▶ Armed
- ▶ Strong armed



Emergency Calls

Vehicle Accident



Emergency Calls

Weapons Disturbance



Emergency Calls

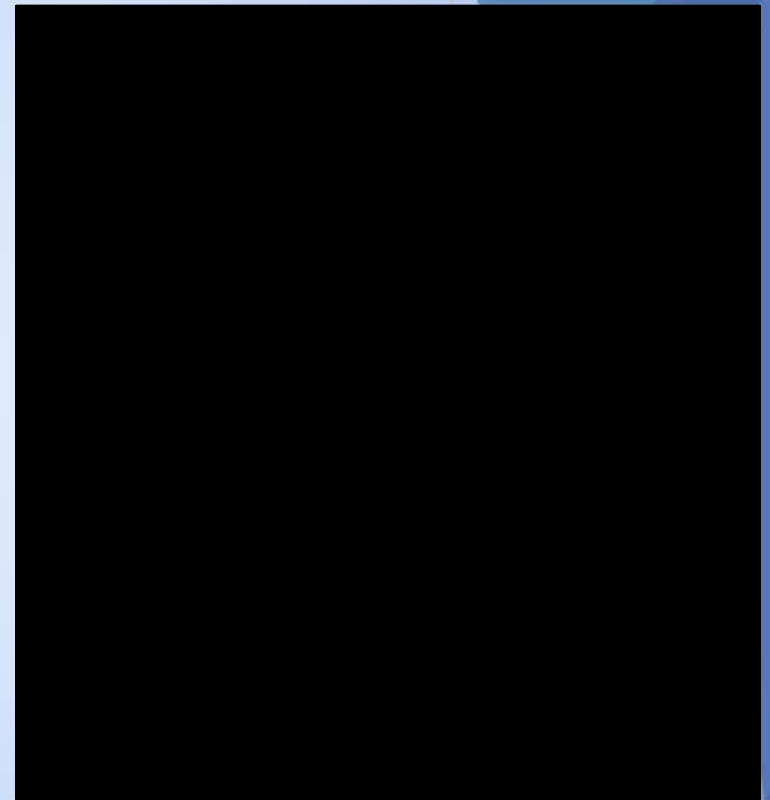
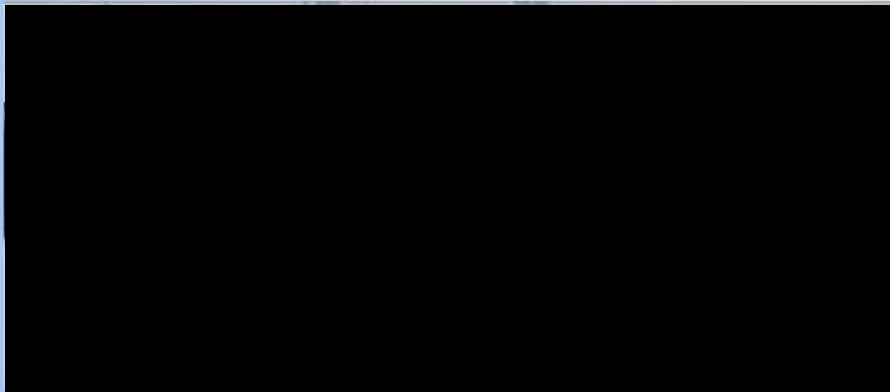
Fire



Medical

Emergency Calls

Bomb Threats



Emergency Calls

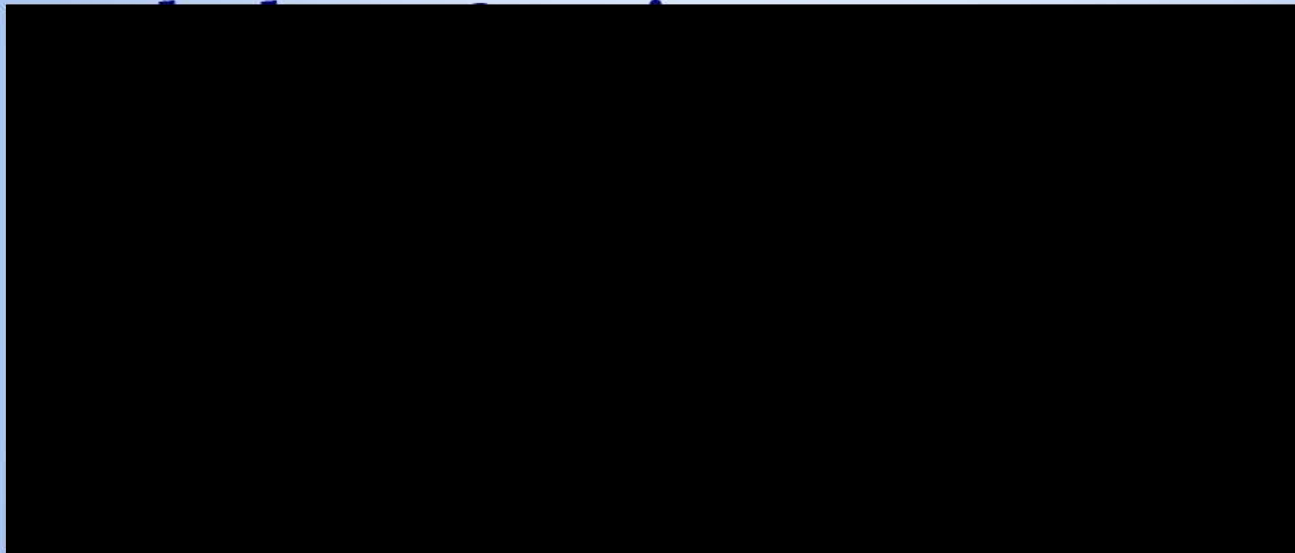
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Emergency Calls



Emergency Calls



**THE BEST WAY TO GET
THE RIGHT ANSWER...**

**IS TO ASK THE
RIGHT QUESTION**

Line of Questioning

5 W's

- ▶ WHERE
- ▶ WHAT
- ▶ WHEN
- ▶ WEAPONS/1051/113
- ▶ WHO
- ▶ WHY*



Checklist

Line of Questioning

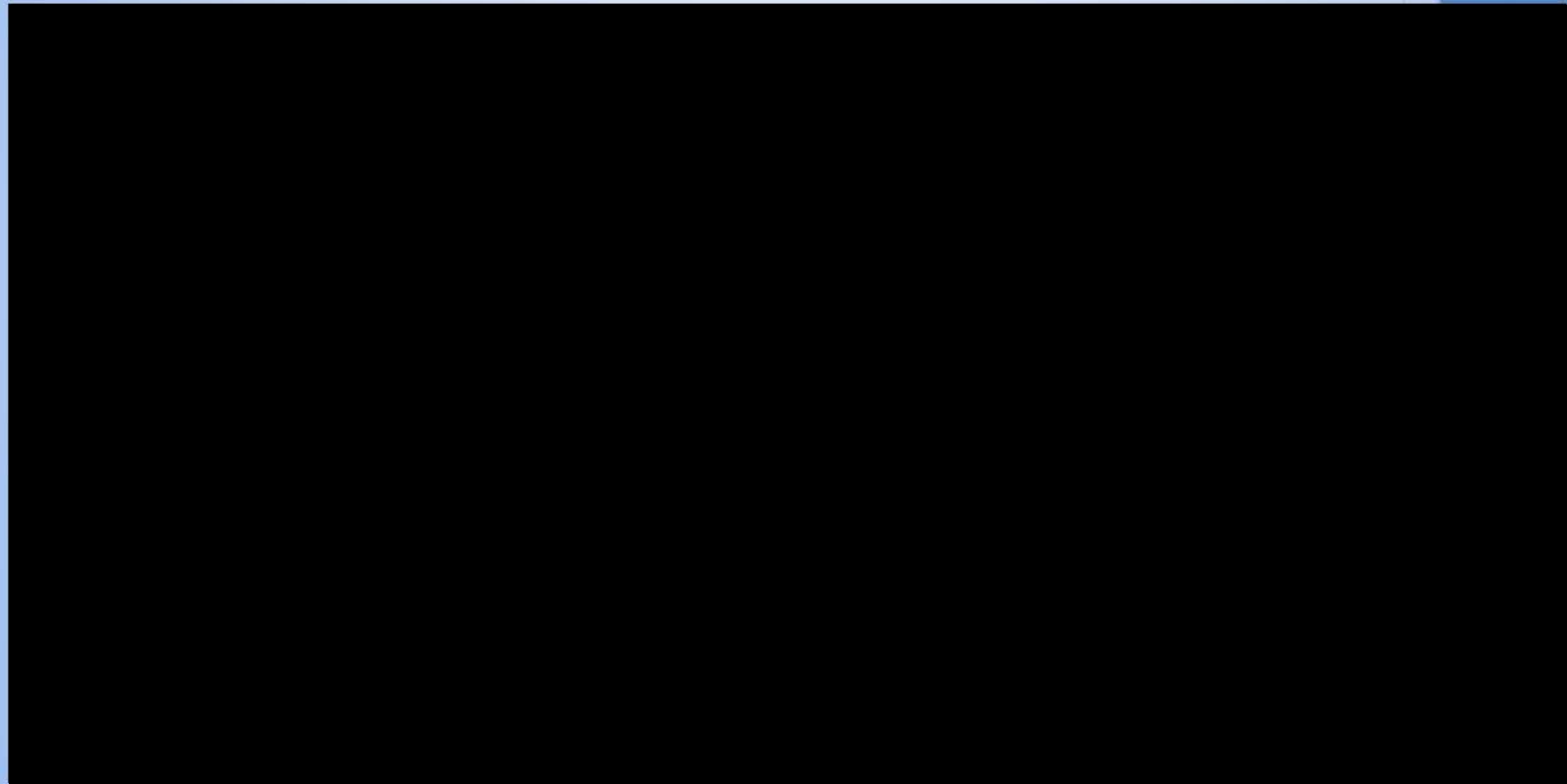
Person Description

- ▶ *If subject is known:*
 - ▶ *Full name and DOB*
- ▶ Race/Sex/Adult or Juv, Age, Height/Weight, Hair/Eye color, Last seen wearing (top-down, outside-in)

**ACCURATE SPELLING OF NAME AND
DOB IS CRUCIAL!**

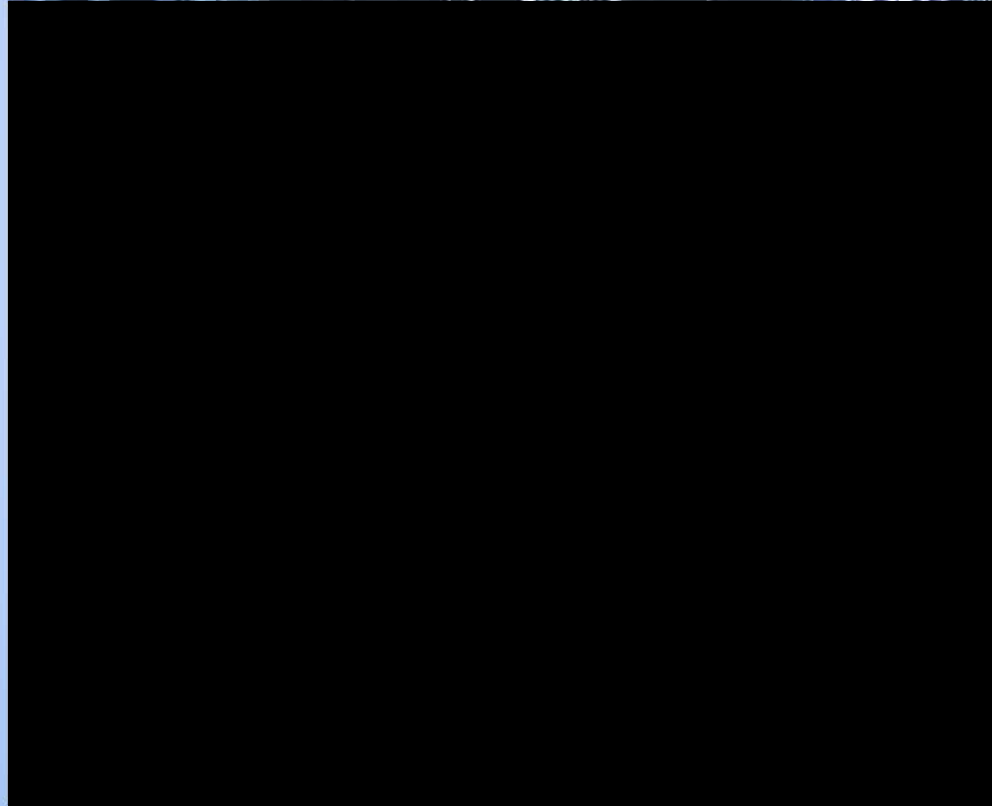
Line of Questioning

Person Description Example:



Line of Questioning

Person Description Example:



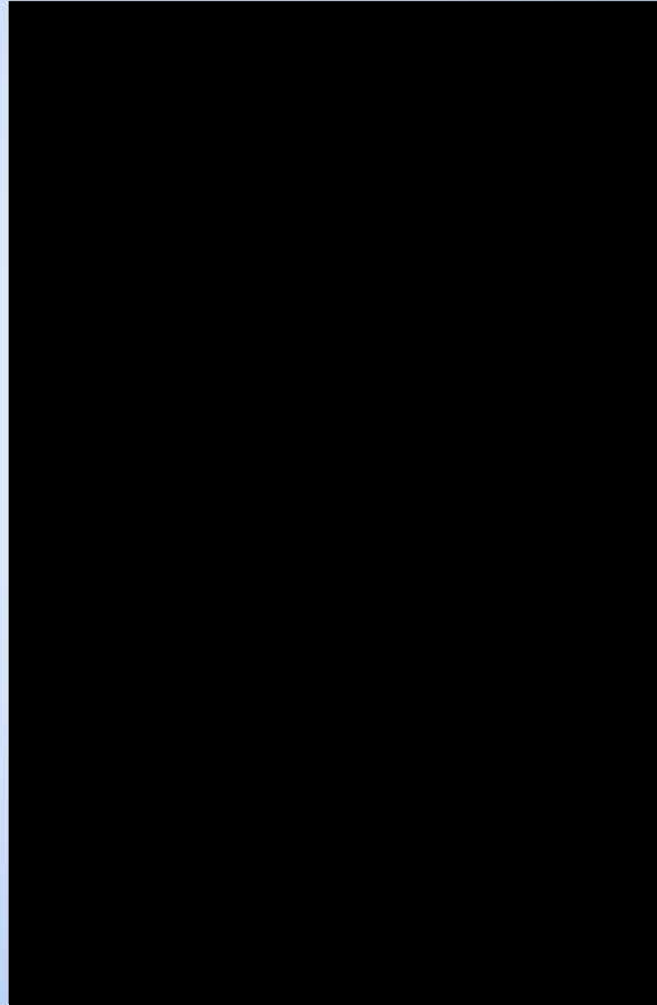
Line of Questioning

Person

Description

Example:

**You have 5
seconds...**



Line of Questioning

Vehicle Description (C.Y.M.B.A.L.S.)

- ▶ C – Color
- ▶ Y – Year
- ▶ M – Make/model
- ▶ B – Body
- ▶ A – Accessories
- ▶ L – License plate
- ▶ S - State



Line of Questioning

- ▶ **C** RED
- ▶ **Y** NEWER
- ▶ **M** BMW
- ▶ **B** SEDAN
- ▶ **A** NONE
- ▶ **L** NONE
- ▶ **S** N/A



Line of Questioning



Line of Questioning



Any Questions ??