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

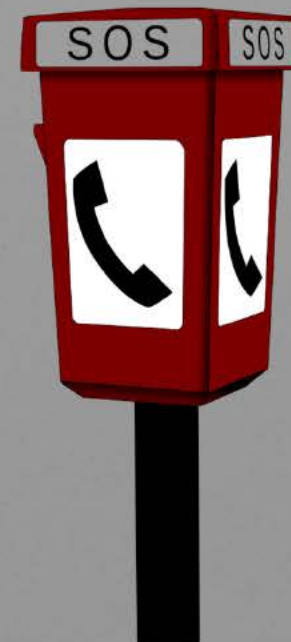## Primary Overflow
3-1-1
7-digit non-emergency
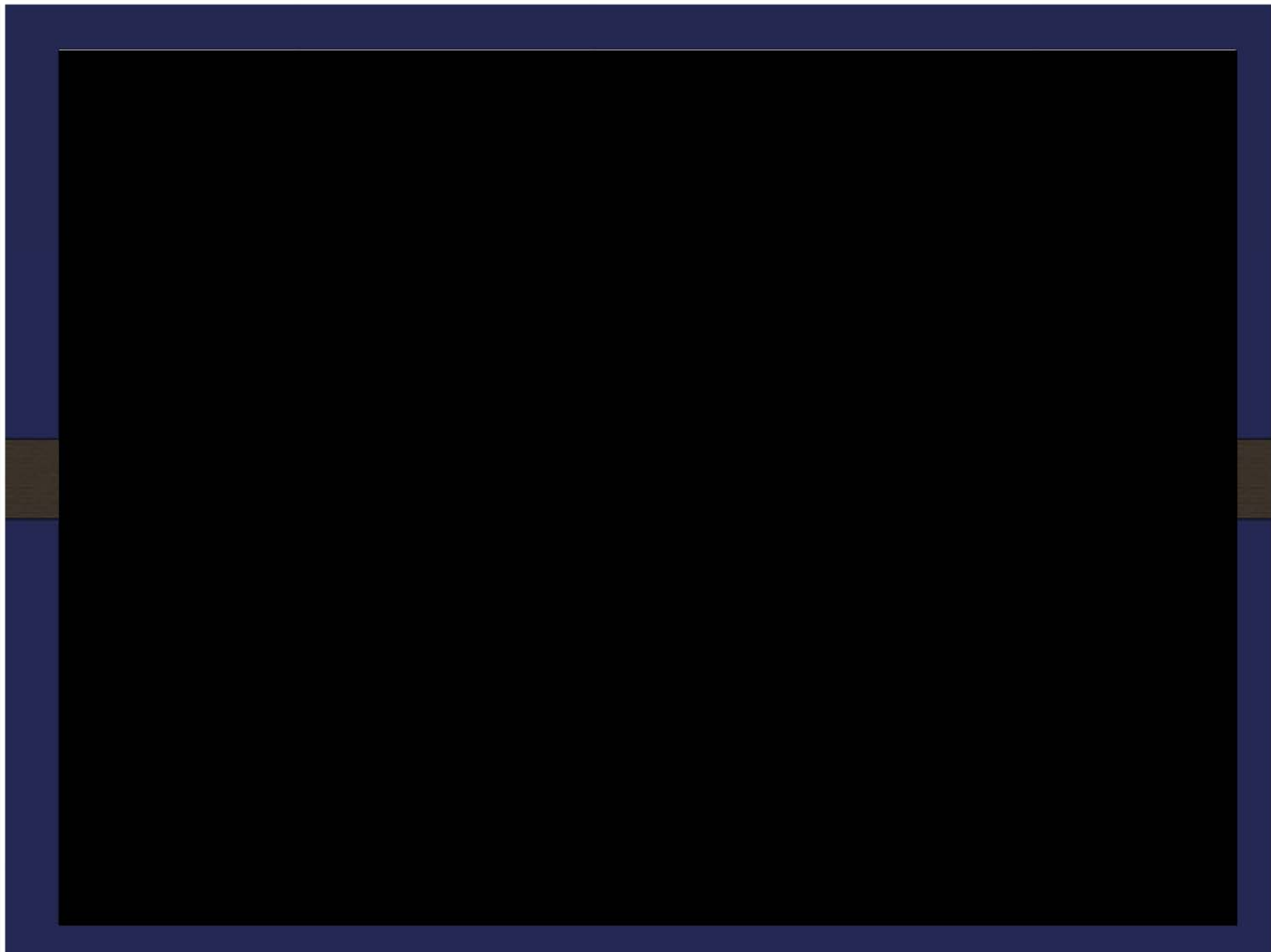## Pre-screened
▮▮▮▮ Lines

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.

- <u>STAY ON THE LINE</u> 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**
- ████████
- **Suspect Info**
- ████████████
- **DOT**
- ████████████

Medical Events Requiring Police Response

- Supplement or create PD event.

- ████████████████████████████████
  ████████████████████████████
  ████████████████████.

- Upon transfer advise of fire event

- ██████████████████████████████.

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

- ███████████████████████████████████████
  ██████████████████

- █ ████████████ ██ ████████████████
  ████████████████████████

- Update the call with responses to the SEND
  PROTOCOL.

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)