



# **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



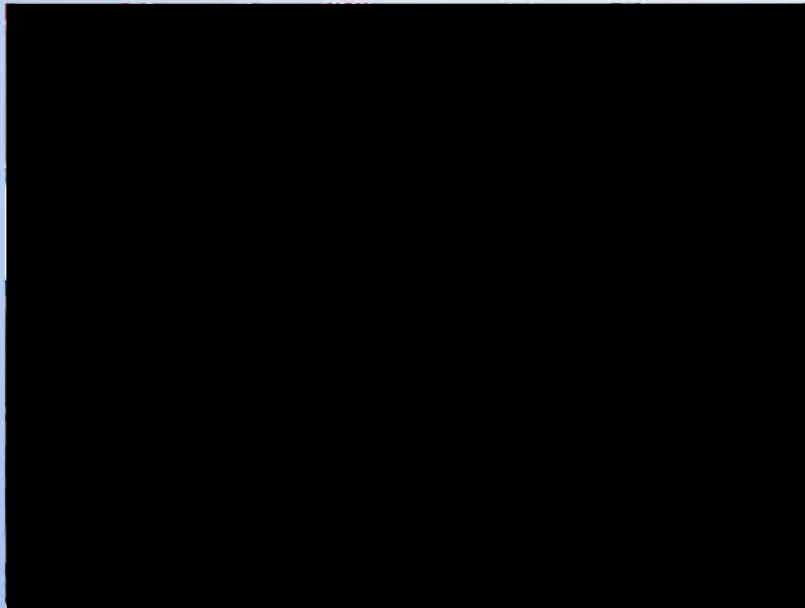
**MSAG:** Master Street Address Guide

- ▶ 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

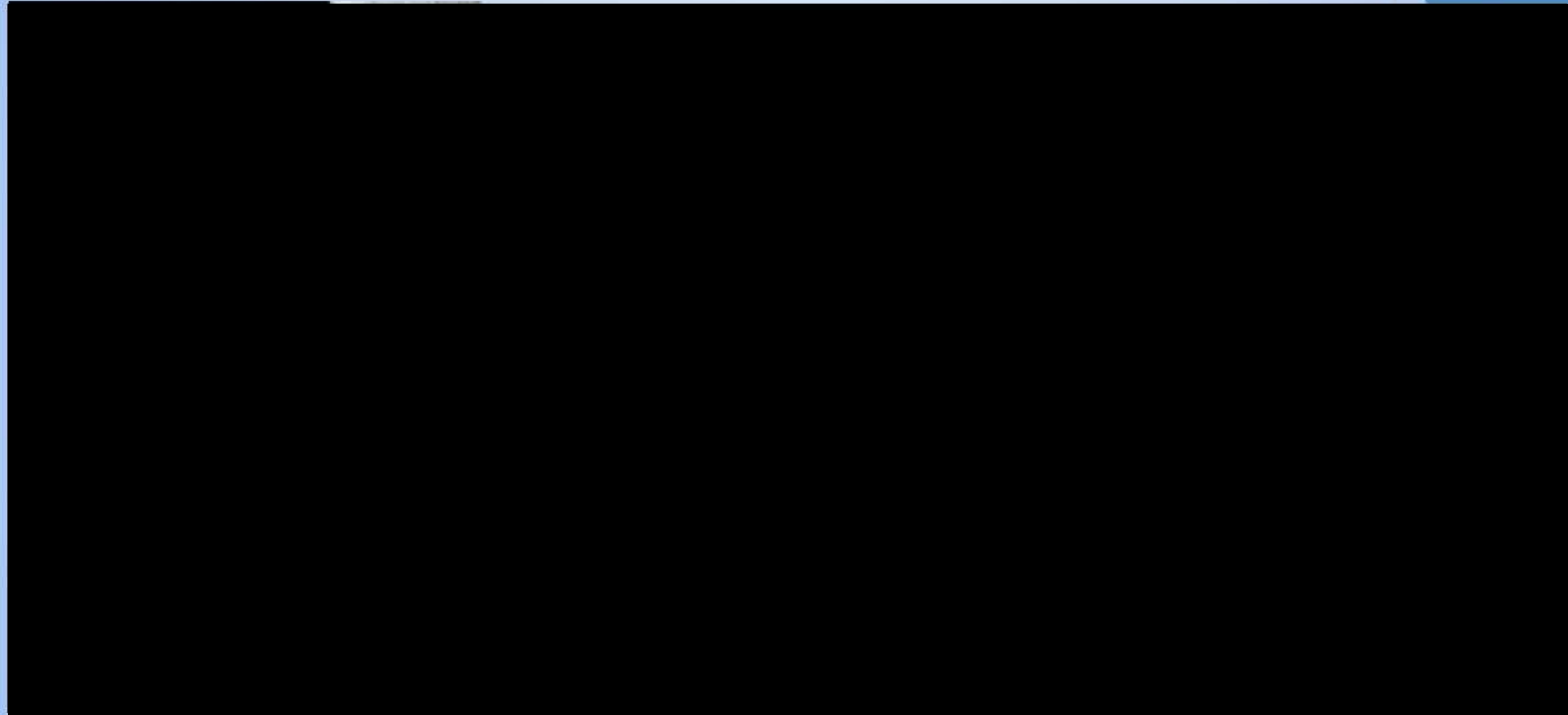
- ▶ Advise the caller where you are transferring them
- ▶ Offer the phone number

# Telephone Protocol

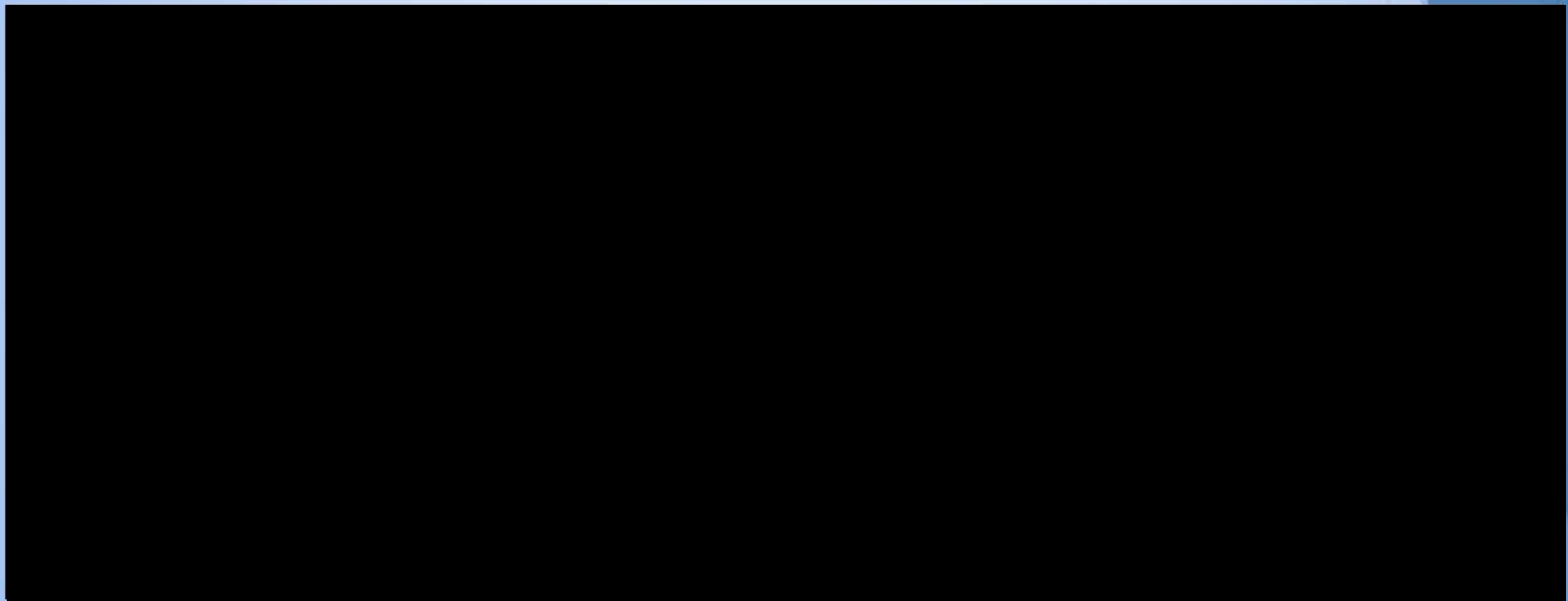
## Explaining Policies

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

# Public Perception

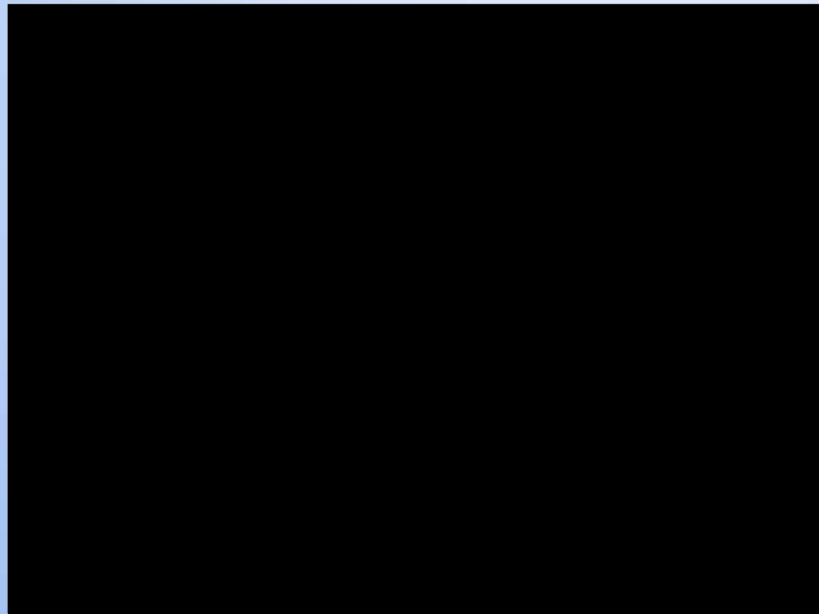


# Public Perception



# Public Perception

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





# Public Perception

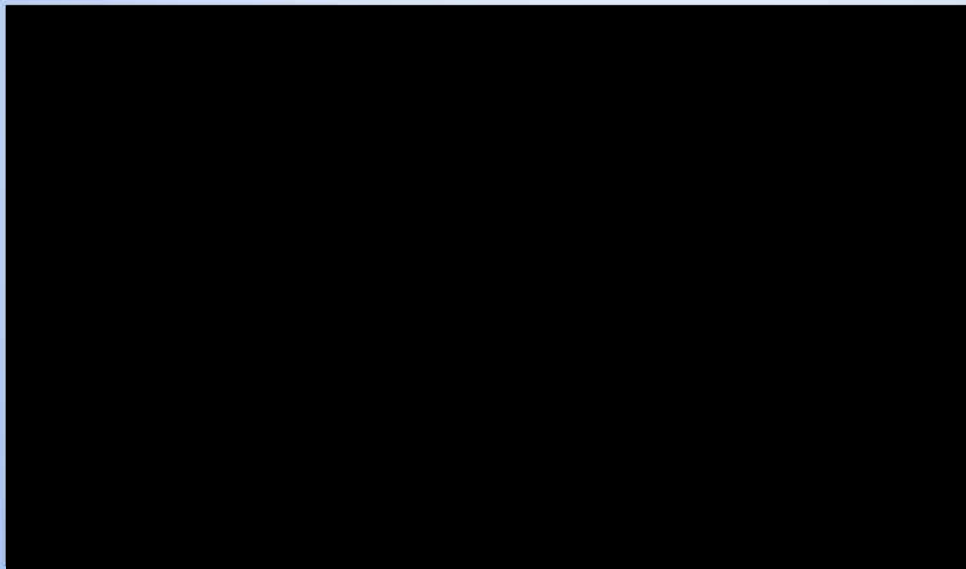
## Tone

- ▶ 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



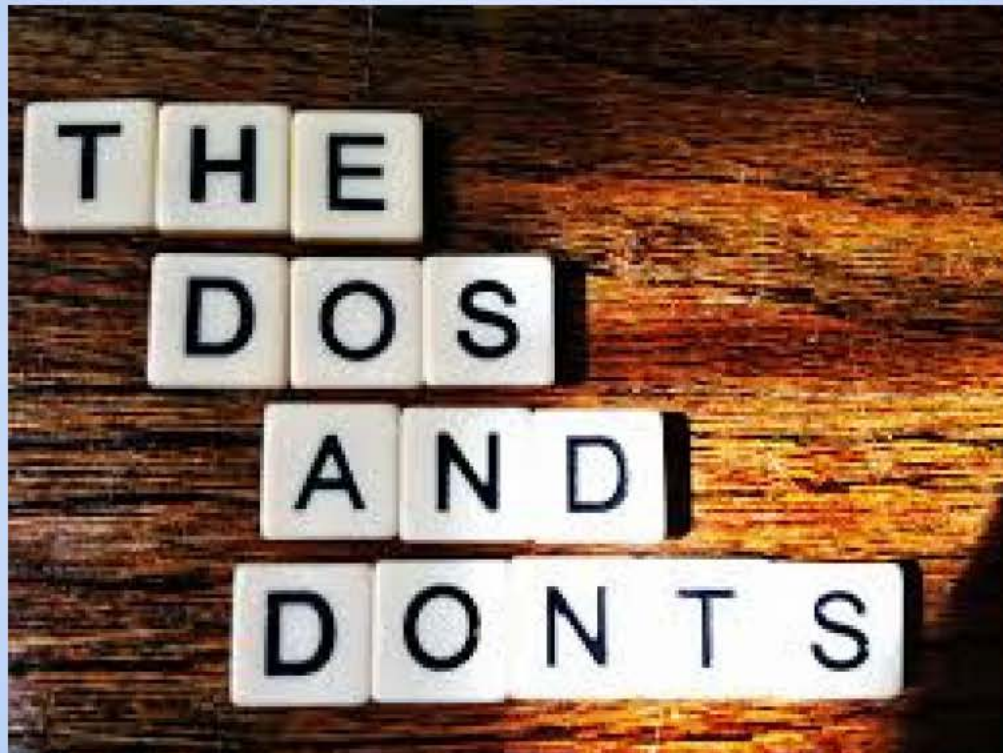
# Active Listening

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





# Active Listening



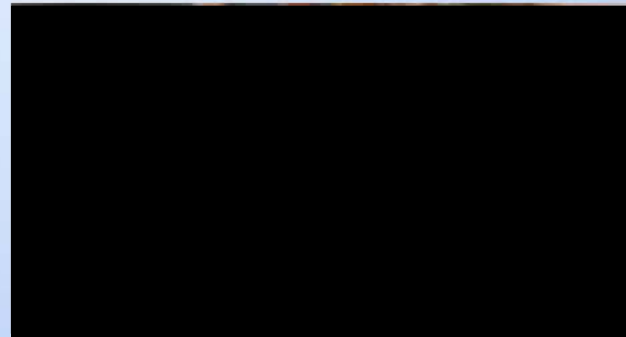
# Active Listening

- ▶ **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

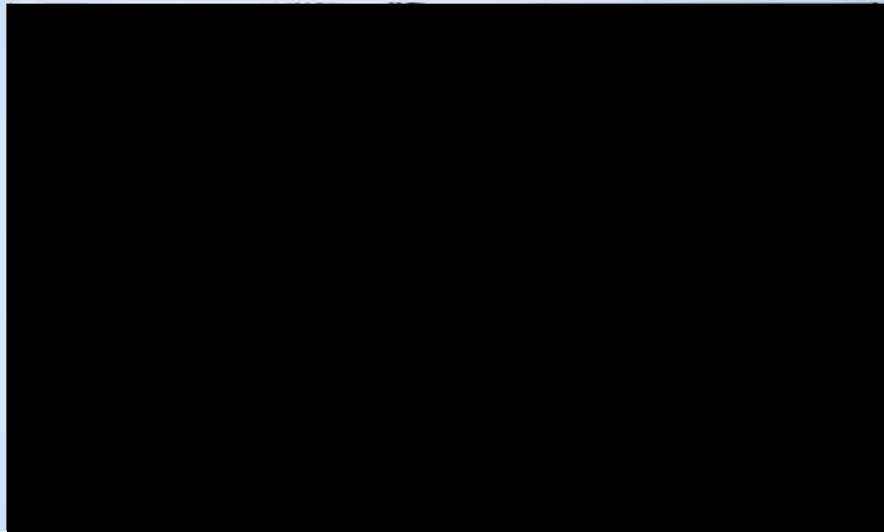
- ▶ Battery
- ▶ Sexual Assault
- ▶ Domestic Violence



# Emergency Calls

## Robbery

- ▶ Purse snatch
- ▶ Armed
- ▶ Strong armed



# Emergency Calls

## Vehicle Accident



# Emergency Calls

## Weapons Disturbance



# Emergency Calls

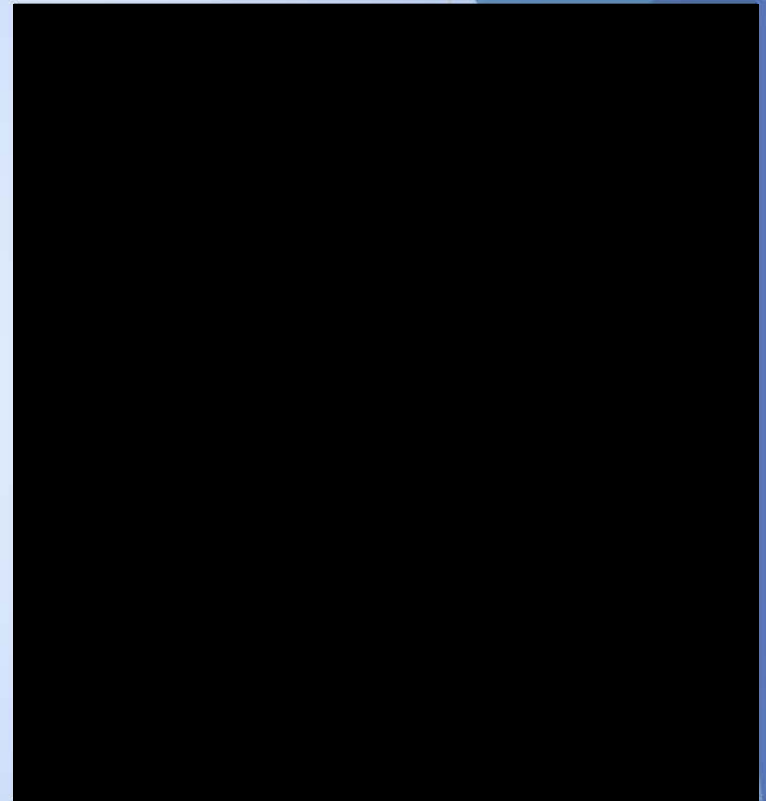
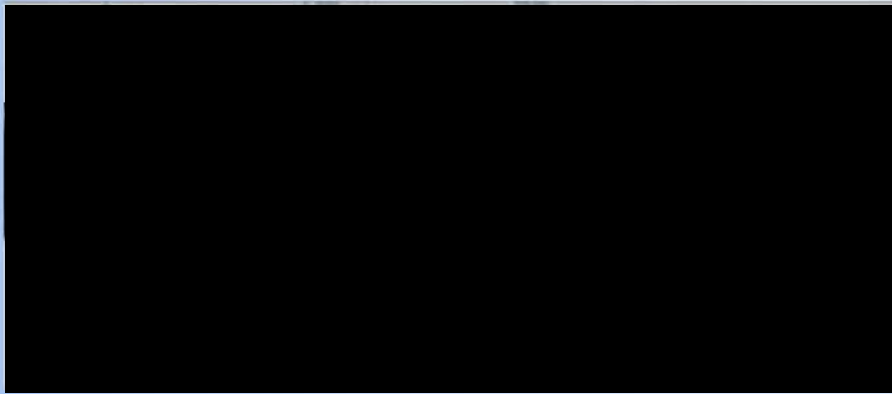
Fire



Medical

# Emergency Calls

## Bomb Threats



# Emergency Calls

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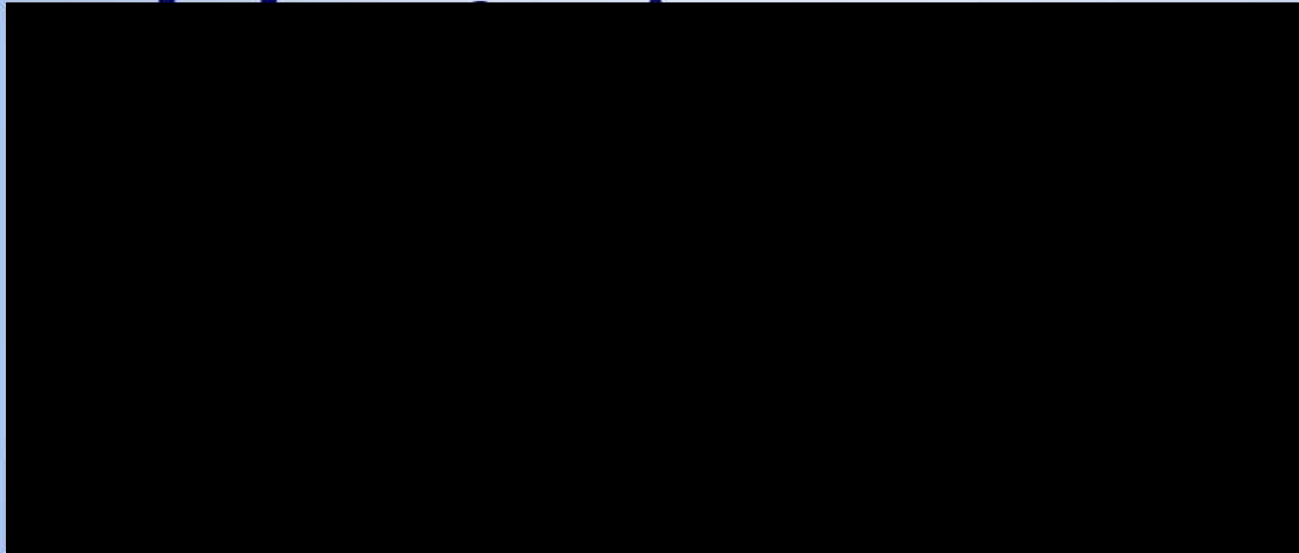
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# Emergency Calls



# Emergency Calls



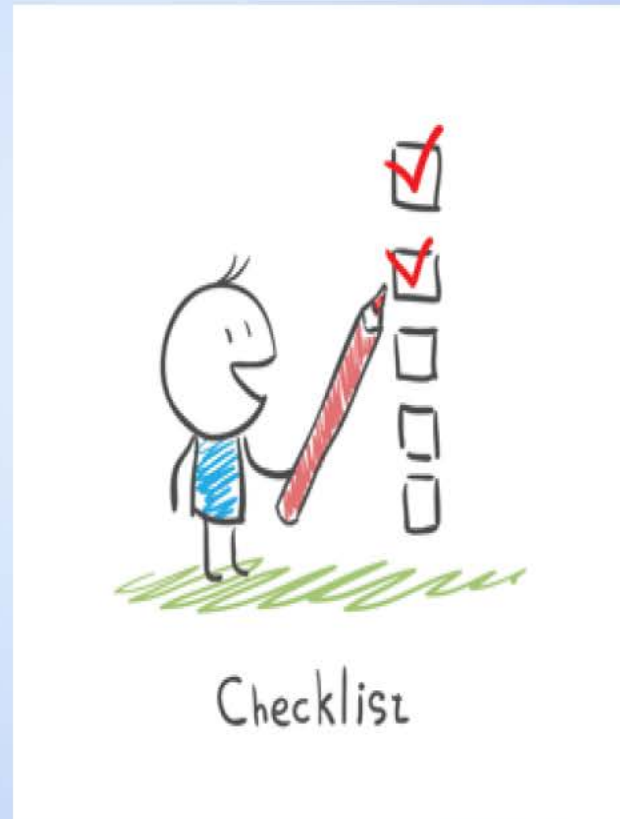
**THE BEST WAY TO GET  
THE RIGHT ANSWER...**

**IS TO ASK THE  
RIGHT QUESTION**

# Line of Questioning

## 5 W's

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



# Line of Questioning

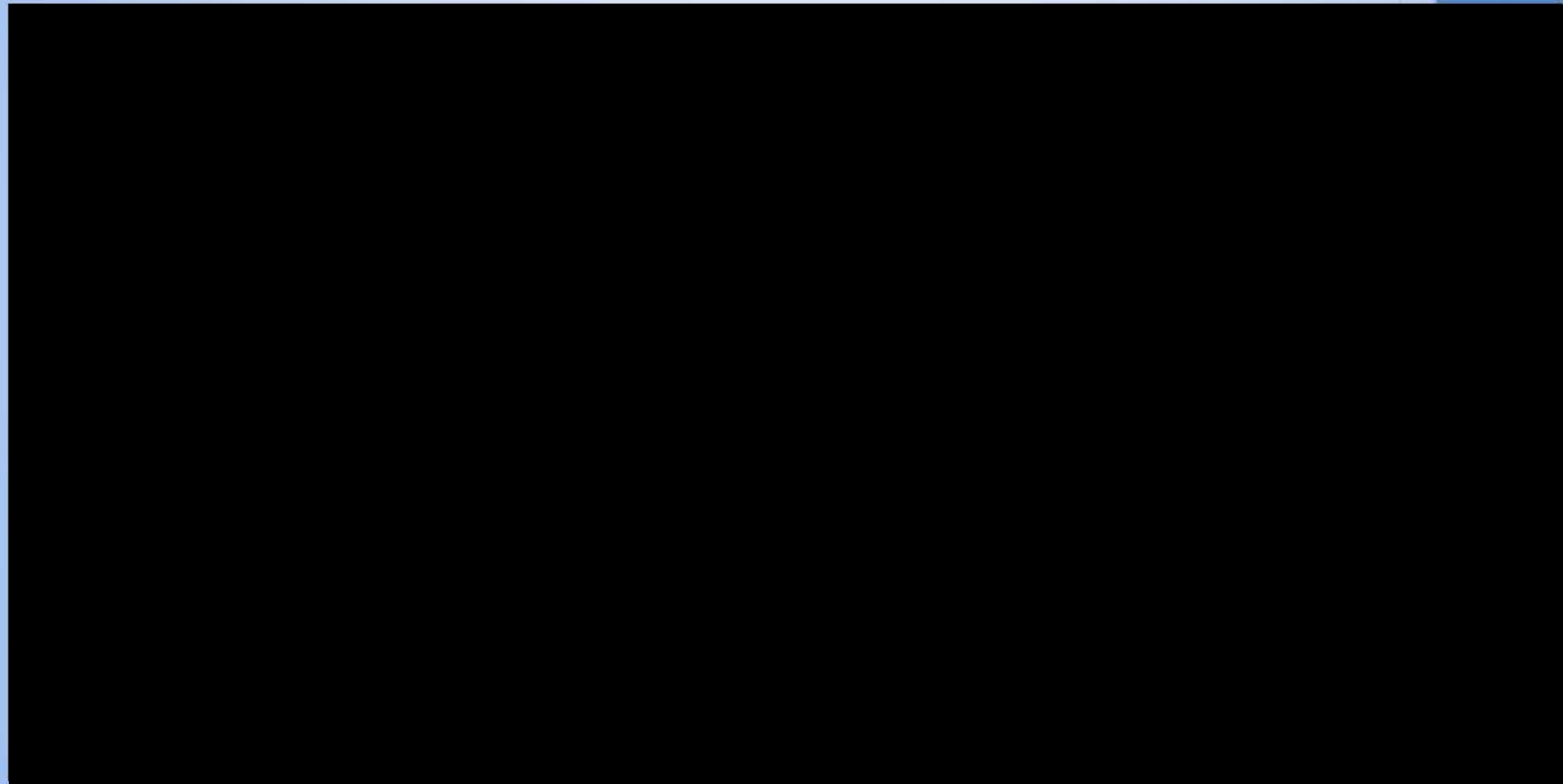
## Person Description

- ▶ *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!**

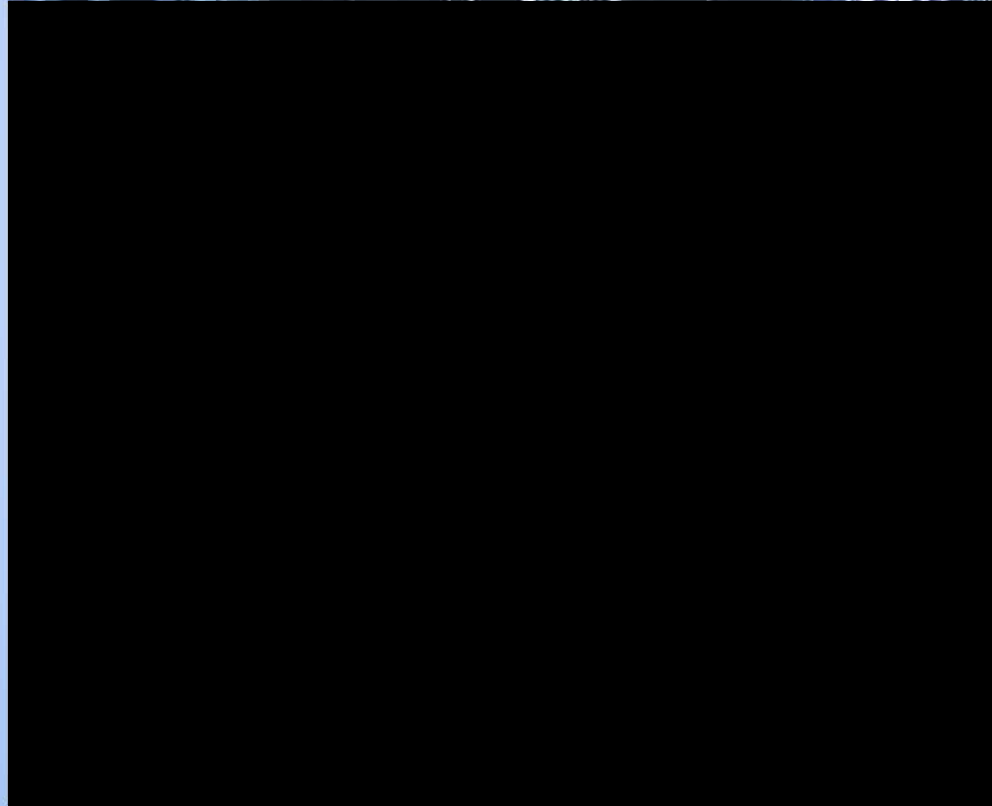
# Line of Questioning

**Person Description Example:**



# Line of Questioning

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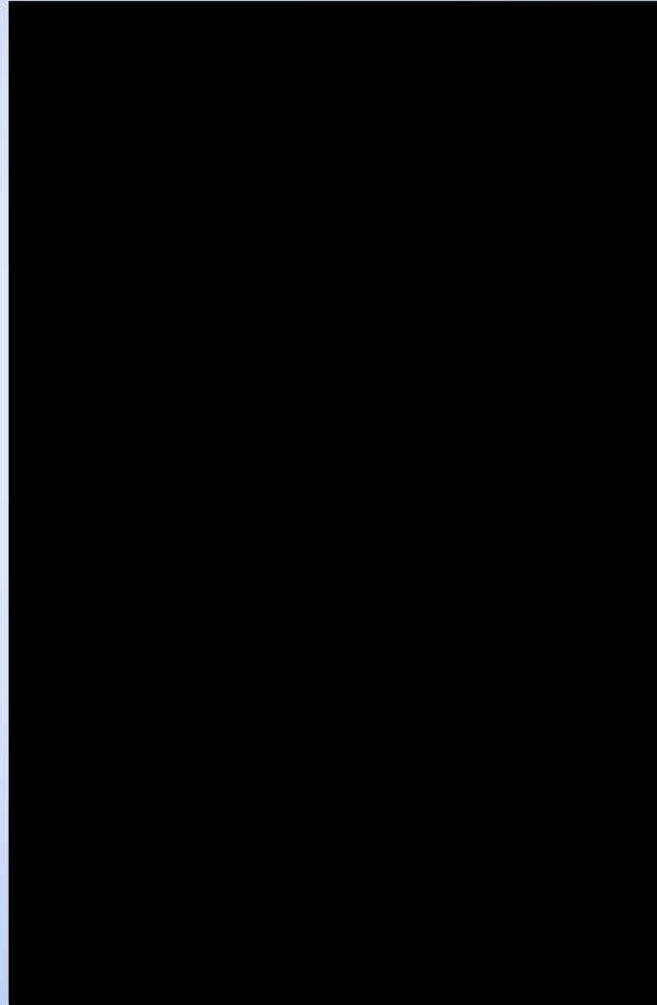
# Line of Questioning

**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 ??**