**C I T Y   O F   C A M B R I D G E**

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# EMERGENCY COMMUNICATIONS DEPARTMENT
# CALL TAKING PROCEDURES

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The following sections contain the Call Taking Procedures for the Department.

# SECTION I        BASIC CALL TAKING

## 01    GENERAL DUTIES

The Call Taker's main duty is to answer incoming telephone calls; both emergency and non-emergency.  The Call Taker will also monitor the Keltron Alarm Panel, handle private and street cleaning/snow removal tow logs or any other duties assigned by the on-duty Supervisor.

The job of the Call Taker is the most important part of any emergency response.  Everything from the address, to the specific details of each call, are obtained by the Call Taker. The Call Taker's listening and questioning skills are what frame the initial categorization and the entire response to the call. If a Call Taker "gets it wrong" he or she can confuse and frustrate dispatchers and responders, make callers upset and angry, generate an inappropriate response, and - worse - endanger callers and responders.

A poorly trained or poorly equipped Call Taker, reflects poorly on the dispatch center and/or all the responding departments involved.  Call Takers are encouraged to seek assistance from the on-duty Supervisor whenever in doubt.

## 02    PROMPT AND POLITE ANSWERING

The telephone is the most readily available means of summoning help and therefore the most important access a citizen has to emergency services. The telephone is the primary link between professional and non-professional communicators.

All dispatchers shall maintain a polite and friendly tone.

It is imperative that the Call Taker accurately obtain, interpret, condense and then relay the information to the appropriate personnel through the CAD system.

A prompt answer to a ringing telephone, especially a ringing 911 phone, makes the best first impression.  A caller expects and is entitled to a prompt answer. In the case of a 911 call, hundreds of millions of dollars were spent to build a special 911-telephone network that is remarkably reliable and fast in

correctly processing emergency calls. The Call Taker's prompt answer delivers on the promise and meaning of that large and continuing public investment.

No matter how many calls a Call Taker may have answered, it is always important to never forget that the caller thinks that his or her problem is the most important in the world. Obviously the caller cannot know how busy the Communications Room is and really is not concerned about that. The caller just wants the call answered the their problem addressed immediately.

From a caller's perspective, a 911 call is a very rare and important event. In Cambridge, we receive about 50,000 911 calls in a year from a population of about 100,000 residents. This means, on average, that each resident calls 911 only once in a two-year period.

The Call Taker shall always maintain a business-like attitude when taking calls, even if the situation seems humorous or funny. Do not make jokes or relate funny stories to illustrate a point the caller may not understand. Never attempt to make the caller feel foolish.

The Call Taker is like a "gatekeeper". The people who want service from the Police Department, the Fire Department or EMS agencies are outside the gate: the responders and service providers are inside the gate. The Call Taker controls the gate. The public cannot get through the gate without the full cooperation of the Call Taker.

To ensure prompt answering, the telephone should be kept within sight and earshot of the Call Taker. And, likewise, the Call Taker should remain in sight and earshot of the telephone. The telephone should never be covered with anything (newspapers, faxes, computer print outs, etc.), or rest on a cluttered surface.

A Call Taker wishing to vacate their position should first notify the on-duty Supervisor.


## 03    PRIORITY ANSWERING

A response to an emergency call for assistance must be made a soon as possible. Calls received on the 911 or other emergency lines (police/fire) shall always receive top priority over other Communications Center activity. Call Takers must answer all emergency line calls immediately and determine if and emergency exists. The Call Taker must determine the priority of each call by asking each caller, "Do you have an emergency?"

If the Call Taker is occupied with a non-emergency call and any other phone rings the Call Taker shall place the non-emergency call on hold and answer the ringing phone.

All requests for callers to "hold" shall be prefaced with a brief statement explaining the reason why they are going to be placed on hold.  The Call Taker should get back to the original caller as soon as possible.  When placing a caller on hold make sure to write down the information obtained so as not to have the caller repeat all the information originally given.  Under extremely busy conditions the Call Taker may have to repeat this process more than once.

It is important for the Call Taker to understand that emergency calls have been and will be received on the non-emergency/business lines.  It should not be assumed that all calls coming in on the business lines are not of an emergency nature.

If the Call Taker is unable to resolve a call within a short period of time, (2-3 minutes) the Call Taker shall refer the call to the on-duty Supervisor.  This is done to "free up" the Call Taker to answer other calls to the Comm Center.

The Call Taker shall note that each ring of the telephone amounts to about six seconds: two seconds ringing and four seconds of silence between rings.  A prompt answer helps our agency build a reputation for efficiency. Should the Call Takers allow telephones to ring "unattended" or unanswered, a life may be lost.  <u>It is because of this that all lines shall be answered immediately but always before the third ring.</u>


## 04   MULTIPLE CALLS

During a fire, major traffic accident, or major police incident the Call Taker may receive several calls reporting the same incident.  The Call Taker shall always question each caller.  The Call Taker shall not assume all of the incoming calls are reporting the same incident.  It is not impossible to have two "incidents" on the same street.  The Call Taker shall not pick up the phone and state "Yes we have it" and not question the caller.  Failure to quickly question callers about an apparently previously reported event may result in the following:

• Failure to dispatch services to Police/Fire/EMS incidents, or

- Failure to obtain vital "follow up" information for dispatched services----
  The fifth, sixth, or seventh caller may have the vital information needed
  to efficiently handle the dispatched call.

## 05    BE PREPARED TO TALK

Avoid any delay in talking after the handset has been picked up.  The caller
does not know that the Center is busy and is irritated by the discourtesy of a
Call Taker not paying immediate attention on initial answer. The caller is
entitled to your undivided attention.

Picking up the phone just to make it stop ringing, while you continue to talk
with someone else is a RUDE practice which is not permitted.

## 06    TELEPHONE GREETING/ANNOUNCE IDENTITY

Proper identification at the start of a telephone call should be businesslike.  A
proper identification may help to weed out non-emergency calls and reduce
confusion when callers have reached 911 in error.  It is important to begin
the emergency call with the Call Taker politely yet firmly in CONTROL.

Different telephone lines are to be answered somewhat differently:

- All Police Business Lines:  *"Cambridge Police Communications"*
  *followed by the Call Takers name.*

- All Police non-911 Emergency Lines:  *"Cambridge Police*
  *Emergency" followed by the Call Takers name.*

- All Fire Business Lines:  *"Cambridge Fire Communications"*
  *followed by the Call Takers name.*

- All Fire non-911 Emergency Lines:  *"Cambridge Fire Emergency"*
  *followed by the Call Takers name.*

- All E911 Lines including Two Way Lines:  *"911 This line is*
  *recorded, what is the exact location of your Emergency?"*

- One Way Line on 911 Board:  *"Cambridge Emergency*
  *Communications" followed by the Call Takers name.*

## 07    TELEPHONE ETIQUETTE

When dealing with all callers, the Call Taker is required to maintain a polite and friendly tone.  The Call Taker may experience profanity or other verbal abuse from callers, but are reminded that a caller may be upset with the situation and *NOT* the Call Taker.

If the caller has a legitimate Fire/Police/EMS request, the Call Taker shall handle the request and not become involved in an argument.  If the caller clearly does not have a Police/Fire/EMS problem but persists on talking, they are to be referred to the proper agency or the on-duty Supervisor.

The Call Taker shall never make remarks that are critical of any race, class, ethnicity, sexual orientation or group of people.  The Cambridge Police/Fire Departments provide service to anyone who has a proper need, without regard to other factors.

The Call Taker is required to give their surname and/or operator number to any citizen who requests.  Many abusive callers attempt to put the Call Taker on the defensive by asking for the Call Takers name.  If the Call Taker refuses the request, the caller then takes advantage of the defensive position to make further complaints.  The easiest way to handle these types of calls is to immediately supply the caller with the requested information and to offer to connect the caller to a Supervisor to resolve any complaint.


## 08    SPEAK DISTINCTLY

The Call Taker must speak distinctly at all times.  The Call Taker shall refrain from mumbling or speaking in a low tone.  The Call Taker shall also refrain from using slang or jargon that may confuse the caller.

The Call Taker shall display courtesy at all times, even if the caller is less then courteous.  The Call Taker shall always speak in a calm and clear tone of voice.


## 09    TONE OF VOICE

The tone of the Call Taker is critical to the success of the communication between the caller and the Call Taker. As stated in a well-known book on "Customer Service" a large part of the message the caller gets over the phone is from the Call Taker's tone of voice.

By using inflection, pacing and volume properly a Call Taker can achieve a great telephone voice and tone. Call Takers are urged to pay attention to their tone of voice and to use feedback from callers, other dispatchers, and tapes or instant playback recordings of their own calls.

The Call Taker shall avoid using voice inflections that indicate boredom or indifference. If the Call Taker is upset about any matters (personal or otherwise) they need to be especially careful not to let their feelings influence their tone and phone manner.

## 10    DEVELOPING INFORMATION

When taking calls it is essential that the Call Taker listens and hears everything that the caller is saying.  The Call Taker shall not make assumptions from the caller's statements.  The statement should initially speak for itself and then the Call Taker should question the caller so as to clarify the statements not understood.

While developing (gathering) information, the Call Taker shall take notes, placing the obtained information in the appropriate fields of the CAD system. It is important for the Call Taker to verify the information given by the caller before terminating the call.

If the Call Taker is unfamiliar with street names given by the callers the Call Taker should ask for a cross street or the spelling of the street in question. With the addition of the Enhanced 911 much of this information will be displayed on the Call Takers ANI Screen, but this information shall also be verified.

## 11    CONTROL OF THE CONVERSATION

The Call Taker must remain in control of telephone conversations at all times.  Failure to remain in control of the conversation may result in not being able to obtain all the necessary information in a timely fashion.  The Call Taker should note that talkative or insistent callers are difficult to question and these calls may take a longer period of time to handle.

The caller usually knows what has occurred, but can have difficulty in reporting it.  The Call Taker needs to direct or lead the call into a meaningful context.  Examples of leading or directing the call would be stating to the caller; "Slow down for a moment.", "Let me ask you some questions.", or "Take a deep breath, relax, and let me ask you some questions."  Any

statement that will momentarily divert the caller, yet let them know that you are going to help them, will assist in maintaining control of the conversation.

The most effective tactic for directing or leading the call into a meaningful context would be to ask short, specific questions, such as the caller's name, address, telephone number, and where they are calling from. These questions should obtain relevant information and should maintain a "free flow" of information devoid of interruptions. If the Call Taker pauses too long or becomes sidetracked with other duties, control of the conversation will end and the Call Taker will have to re-establish control.


## 12   FOREIGN LANGUAGE CALLERS

If a caller on a 911 line does not speak English sufficiently to be understood, the Call Taker must have the conversation translated. The Comm Center has an account with AT&T language line. This service is able to provide translation for over ninety different languages/dialects. This service is available twenty-four hours a day/seven days a week. When an interpreter is needed, the Call Taker must attempt to let the caller know he/she is being placed on hold. The Call Taker shall then press the CONFERENCE KEY and then press the "AT&T Language line" key--- Single button transfer key #11. (1-800-523-1786)

When the AT&T Language Line Operator answers the line they will ask what language interpretation is needed. If unsure what the language is, let the Operator know. The Operator will assist you in obtaining the language translator required.

The AT&T Language Line Operator will need the following information:

- The Comm Center's I.D./Account number:  (#926056)
- Organizational Name:  Cambridge Police Department
- Personal Code:  CAM followed by the Call Takers name and or number.

After supplying this information the Operator will place the call on hold to locate the appropriate interpreter and conference them on the line.

When the interpreter joins the conversation, the Call Taker will provide any special instructions or what information is needed. The interpreter will ask the question the Call Taker needs answered. As with any "normal" conversation, confirmation and clarification of details is needed. The Call Taker should make sure that he/she is not left with any unanswered questions before ending the call.

When the conversation is over the Call Taker shall use the words; "End of Call".  The interpreter will then understand that the call is complete.

If needed, the appropriate entry will be made in CAD.

The Call Taker should understand that non-English-speaking callers could call on the "business" lines or on other emergency lines (5800,1212) as well as to the E911 APU.  If a call requiring language interpretation is received on a non-911 line then the Call Taker should do the following:

- Attempt to let the caller know you are putting them on hold.
- Press the FLASH (FLA) button.
- Dial the AT&T Language Line Number (1-800-523-1786)
- When the Operator answers press the FLASH button once more and now you, the caller, and the Operator will be on the same line.
- Supply the Operator with the needed information (see above)
- Once the interpreter is on the line follow the same steps as above

## 13    ASSURING THE CALLER THAT HELP IS BEING DISPATCHED WHILE GETTING NEEDED INFORMATION

Sometimes, the Call Taker must quickly interrogate the caller and hang up.  This is true, for example, in many calls for fire department assistance.  Other times the Call Taker must make every effort to keep the caller on the phone to obtain further information.

Keeping the caller on the line and asking questions can lead to "Caller Frustration".  The caller becomes frustrated because he/she feels you are asking a lot of "stupid" questions and, even more important, he or she feels these questions are delaying the sending of help. The caller wants you to stop asking questions and send help.  To avoid caller frustration, the Call Taker must assure the caller that "Help is being Dispatched".  Once the caller is aware that help is being sent they, more often than not, become both appreciative and more cooperative. They can relax and focus on providing the information needed to properly respond.

For incidents that are in progress (presently happening), the Call Taker shall have the radio dispatcher start units and continue to interrogate the caller.  This shall be done by using the UPDATE & CONTINUE menu selection on

CAD screen.  For further information concerning UPDATE & CONTINUE see Section IV – Computer Aided Dispatch (CAD).

**IMPORTANT**: It cannot be stressed enough how the use of the CAD E911 Interface (which automatically types in the caller's location), coupled with your detailed memory of each call type code, plus the UPDATE & CONTINUE function allows you to send an incident to the ECC Dispatchers within 15-20 seconds of call answering for many emergency calls. You truly can make sure that "Help is being dispatched" by learning to use the CAD technology. In addition, if you learn to use the technology quickly and early in the handling of an emergency call, you can give yourself and the caller the space needed to get all of the detailed information required for proper response.

## 14    KEEPING THE CALLER ON THE LINE

Examples of questions the Call Taker should use to continue the interrogation once the initial dispatch has been made could be:

- What can you see?
- How many people are involved?
- Name and date of birth of parties involved?
- Is there a vehicle involved?
- Can you give a description of the vehicle (color, make, plate)?
- Are there any weapons involved?
- Can you describe the weapons involved?
- Can you give a description of the subjects involved?
- Are there any injuries involved (need for medical attention)?
- Direction of flight for subjects/vehicle.

The Call Taker should make sure the caller is calling from a safe place, and is not in danger by staying on the line.

If the caller is reporting someone breaking into his or her home, it is important to keep the caller on the line.  Such calls develop and change rapidly, so having the caller and their location in the building on the line, will keep the dispatcher, and therefore the responding officers, abreast of any new developments.  Keeping the caller on the line also serves the purpose of potentially calming the caller by reassuring them they are not "alone".

Calls for medical assistance can be very time consuming.  The *Medical Priority* flip cards **shall be used for all calls of a medical nature.**  All Call

Takers trained in their use will use this card system.  The Medical Priority flip cards shall be kept <u>on the console and not above the console</u>.

## 15   INCOMPLETE TELEPHONE CALLS (NON-911 INCLUDING EXT. 1212 & 5800)

On occasion a caller will hang up, be disconnected or simply drop the telephone before supplying the Call Taker with all the needed information.  This may be due to a medical problem, panic or an accident.  The Call Taker should never assume incomplete calls are pranks or people reaching the wrong number.  From the information obtained, the Call Taker must decide whether an emergency exists.  If an emergency exists and the caller was able to supply a location, then enter the call in CAD for service.  If a location was not obtained but a phone number was, then attempt to call back the caller.  If the Call Taker is unable to reach the caller then Verizon (Telephone Tracing) shall be called.

Verizon should be able to supply a location to a phone number.  Once the location is obtained the call shall be entered into CAD for service.

Oftentimes calls received on the non-911 emergency lines come through a telephone operator who may or may not monitor the call.  If the call is lost (incomplete) the Call Taker should not hang up.  The operator may still be on the line and be able to supply a phone number and possibly a location for the caller.

## 16   POLICE JURISDICTIONAL ISSUES

*Per C.P.D. Memorandum, dated 02/12/92:*  The police officers of the City of Cambridge are empowered to enforce the laws of the Commonwealth of Massachusetts, the ordinances of the City of Cambridge, and their rules and regulations that related to the maintenance of public order, ***<u>anywhere "within" the boundaries of the City of Cambridge.</u>***  Any calls for service, on State, MBTA, of Federal property (other than routine calls) shall receive a Cambridge response.  This includes motor vehicle accidents on State roads.  The particular agency affected will be notified of the situation, and advised that Cambridge has unit(s) responding.

## 17   CITIZEN QUESTIONS

Questions from citizens should be answered by the person most knowledgeable.  If the question is general and the Call Taker knows the

answer, the Call Taker may supply the answer to the caller.  If the question involves specialized knowledge, the Call Taker should direct the caller to the proper department or person most suited to answer their question.

Call Takers are not permitted to give legal advice or give a caller an opinion on the best course of action involving a legal matter.  The Call Taker shall refer the caller to contact an attorney for specific interpretations of the law.  If the caller insists on speaking with someone the call may be transferred to the Police Front Desk for further processing.

## 18    RELEASE OF DEPARTMENT TELEPHONE NUMBERS

All police personnel telephone numbers are **private.**  The on-duty supervisor must approve all requests for a police officer's telephone number.  All requests for a telephone number for Fire or Emergency Communications personnel, can be released providing "Don't give out" or "Private" is not noted beside the number.

## 19    MESSAGES FOR POLICE/FIRE PERSONNEL

Under normal conditions, any non-emergency call for a police officer should be transferred to the Police Front Desk (3301).  If a call is of an emergency nature, the Call Taker will take the message and have the dispatcher notify the officer to phone Communications for a message.

Any phone calls for firefighters should be transferred to the station to which they are assigned.

## 20    "DISTURBED" CALLERS

Call Takers will have to exercise various techniques to overcome the emotional state of a caller at times.  Some examples of emotional/disturbed caller conditions are as follows:

* Belligerent
* Intoxicated
* Excited
* Apprehensive
* Afraid
* Hysterical

To counteract these potential stumbling blocks the Call Taker should speak in a calm, competent and decisive voice tone. This is usually sufficient to calm the caller. **The Call Taker speaking in a low, soft voice thus requiring the caller to stop shouting to hear the Call Taker may calm highly emotional or hysterical callers**. In extreme cases the Call Taker may have to shout to "gain the attention" of a hysterical caller. In such instances the Call Taker should immediately return to a normal, authoritative, voice tone when the caller calms down. Use of profanity or obscenities are not permissible.

## 21 ELDERLY & CHILD CALLERS

The Call Taker should be particularly sensitive to calls from the elderly and children. Elderly callers or child callers may initially seem confused as to why they are calling and may not express themselves completely. Never assume that the callers are pranksters or senile. The Call Talker must ask specific questions to find out why the caller is calling.

For child callers, always obtain the child's name, address and telephone number first. The Call Taker should use the child's name, as often as possible, when talking with them. The Call Taker may ask the child caller; "Is your mother or father there?" but the Call Taker should be aware that the child may not want to give the mother or father the phone because the call may involve the parents in a negative way (possible abuse/domestic violence).

For elderly callers, the Call Taker may have to question the caller for several minutes to obtain sufficient information. Be patient, but keep control of the conversation. The location the caller is calling from (a nursing home, hospital, hotel, or relative's home) may be different from where they live, so be very specific when questioning elderly callers as to the location of need. If they seem confused and live alone, the Call Taker should attempt to obtain names and phone numbers of friends, neighbors, or family members that may be called to assist in dispatch/call handling.

## 22 CHRONIC CALLERS

Each call to the Comm Center should be carefully screened, even those from persons who call very frequently with non-dispatch incidents. *Chronic Callers* can and do have legitimate requests of the department. The Call Taker must question the caller each time to determine the situation before terminating the call.

The Call Taker shall ask specific questions of the Chronic Caller to ascertain what the problem is and if it is a call type the department services.  If the caller describes a call that the department does not handle (e.g., motor vehicle lockouts) then the Call Taker shall explain to the caller that the Police/Fire Department does not perform that particular service.  It should be noted that even if that is the case, the Call Taker should always attempt to direct the caller to an alternative agency.

If  the Call Taker is unable to resolve the call in a reasonable time (3-4 minutes) or the caller is unwilling to accept what the Call Taker is explaining, then the call shall be placed on hold and transferred to the on-duty Supervisor.

## 23   ANONYMOUS CALLERS

Some callers may wish to remain anonymous.  This request for anonymity shall be taken seriously.  The Call Taker shall make sure to type REFUSED in the RP name field of the CAD.  This process will serve as notice for the dispatcher that the caller wished to remain anonymous.  It is not acceptable to leave the name field blank.

For information concerning anonymous E911 callers please refer to; *Section II -General E911 Call Taking Guidelines.*

## 24   CANCELLATIONS

Many times, citizens may call back to report they no longer need Police/Fire/EMS to respond.  When this occurs, it is important to determine the nature of the original call and that the person calling is the same as the person who originally called.

During domestic disturbances, it is common for one person to want the police and for another person not to want the police.  Therefore, the Call Taker may not accept a cancellation of a domestic disturbance call from a person other than the one who originally called.  Even then, the Call Taker should be alert to the caller's demeanor, in case he / she is in distress.

Cancellations or responses to police alarms may come only from the alarm company who transmitted the alarm, and this cancellation will only be made **prior to police dispatch**.  Once the call has been dispatched the responding officer shall be updated by control and continue to the location to verify the supplied information.  The Call Taker may not accept cancellations from

employees or others at the location/source of the alarm.  This prevents subjects from breaking in and simply telephoning the Comm Center to cancel the alarm.

It is important for all Call Takers to understand that calls for a Fire response cannot be canceled by anyone, including police officers.  However, calls for Medical responses maybe canceled by police officers on the scene.

For all cancellations, a note must be entered on the CAD Incident.  The name of the person requesting the cancellation, as well as the reason for the cancellation, shall be included in the note.

## 25    TERMINATING A CALL

All the good will built up during a call can be destroyed if the call is not terminated properly.

The Call Taker may not always be able to satisfy the initial desires of the caller.  The caller may be requesting that the police department take action in a situation where no legal law enforcement acts may be initiated.

The Call Taker should always attempt to provide the caller with acceptable alternatives in situations in which no departmental action may be initiated.  Failure on the part of the Call Taker to provided acceptable alternatives generates frustration and belligerence on the part of the caller.

Always let the caller hang up first.

# SECTION II.  GENERAL E911 CALL TAKING GUIDELINES

### 01    LOGGING ON TO EQUIPMENT

Each Call Taker is responsible for "Logging On" to the 911 Answering
Position Unit (APU) before answering any calls.  The Call Taker shall "Log
on" to the APU using their own State-issued 4 digit ID.  The Call Taker must
also "Log on" to the CAD (see section - E911 CAD Interface).

The Call Taker shall never work with another Call Taker's/Dispatcher's ID.

The Call Taker shall never work with the "0000" displaying in the ID on the
APU.

The Call Taker should always possess the State issued "Telecommunications
Job Aid" and have it available with them at their APU position.

### 02    E911 CAD INTERFACE

When "Logging On" to CAD the Call Taker must also "start up" the E911
Interface.  Entering the E911 phone APU number of the position at which the
Call Taker is sitting into the "E911 Position ID" field on the CAD Position
Sign-on screen starts up the interface.  APU 1 is entered as "01", APU 2 as
"02" and so on.  Always enter "0" before the APU Number.

In the example below, Dispatcher Cahill has signed on at position CT1 and
typed in 05 for his APU number:

<div align="center">CAD Position Sign-on</div>

| | |
|---|---|
| Your Login ID: | CAHILL |
| CAD Position ID: | CT1 |
| E911 Position ID: | 05 |

E911 Mapping Workstation ID:
    Acting As Other Positions:

When entering a call the cursor will be automatically positioned in the field
labeled "911 Flag".  This field allows the Call Taker four choices:

1. *When the location of the incident is the SAME as the location of the*
   *caller's phone*: Type **L** and press **ENTER** to transfer the ALI information

to the CAD call entry screen.  The address of the phone will be entered
into the Location Field and the subscriber's name, address, and phone
number will be inserted into the appropriate fields of the CAD call entry
Screen.  Press ENTER again to geoprocess the location.

2.  *When the location of the incident is NOT THE SAME as the location of
    the caller's phone:*  Type **R** and press **ENTER** to transfer only the
    subscriber's information to the CAD call entry screen.  The cursor will
    move to the Location Field so the location of the incident can then be
    entered.

3.  *When E911 information has been transferred in error:*  Type **C** and press
    ENTER.  Only the ALI information will be cleared; any other information,
    such as, incident type or incident notes, will be retained.

4.  *When the incident is UNRELATED to the previous 911 call answered at
    your position:*  Press **ENTER** (without typing anything in E911 Flag
    Field).  This would, for example, be needed on calls received on the 5800,
    1212, 3300 and 4900 lines that require a CAD incident.

If the CAD Interface fails to operate, report it immediately to the on-duty
Supervisor, who will call or page the Department's Computer Systems
Manager.  The CAD Interface must remain operational 24 hours a day, 7
days a week.

If there are any other problems with the E911 interface report them to the
on-duty Supervisor and he/she will forward them to the Computer Systems
Manager for action.

## 03    DEFINITIONS OF E911 ACRONYMS

SETB - Statewide Emergency Telecommunications Board
APU   - Answering Position Unit
ANI    - Automatic Number Identification
TTY    - Teletypewriter
PSAP -  Public Safety Answering Point
SRC   - Service Response Center  (1-800-E911-HELP)
ALI    - Automatic Location Identification
DI     - Disability Indicator

## 04   PROMPT ANSWERING

911 Calls shall always receive top priority over other non-emergency calls or other Comm Center activities.  If the Call Taker is on the business line and the call is not of an emergency nature, the call shall be placed on hold so as the 911 call can be answered.

All 911 Calls should be answered on or before the second ring.

To ensure prompt answering, the Call Taker should utilize the following guidelines:

* 911 lines must always be answered first.
* Be prepared to handle an emergency on any line.  Not all emergency calls will come in on the 911 lines.
* If the Comm Center is extremely busy, and other calls are being received, place the call "on hold" in order to answer the incoming 911 calls.
* Multiple 911 calls received at the same time may be reporting the same incident.

The proper technique to place a call "on hold" is to:

* Always preface putting someone "on hold" with a brief statement
* In a few words explain you are putting them on hold.
* Get back to the original call as soon as possible.
* Under extremely busy conditions you may need to repeat this process more than once.
* Failure to advise a caller that you are going to place them "on hold" will usually result in another incoming call.  Only this time the person will usually be irate as they now explain that you hung up on them a minute ago.

Prompt answering of 911 calls is an effective safeguard against citizen complaints.


## 05   911 CALLS THAT ARE NOT OF AN EMERGENCY NATURE

Occasionally the Call Taker may receive calls on a 911 line that are not of an emergency nature. We don't want to encourage people to call 911 for non-emergencies but, someone who calls looking for their car, reporting noise or loud parties etc. can be educated and serviced at the same time. The call-taker can service the call and let the caller know, in the future to call a business line for such calls. The Call Taker should politely and courteously

explain to the caller that 911 is reserved for emergencies only, and supply the caller with the appropriate non-emergency phone number to call.

The use of the #9 button on the APU—a.k.a. "recording button" is not allowed.

Note; receiving a non-emergency call on a 911 line IS NOT AN EXCUSE TO TREAT THE CALLER RUDELY!  The Call Taker must remain polite and courteous at all times.

Examples of 911 Emergency calls:

- Crimes in progress
- Life threatening situations
- Fires
- Motor vehicle accidents or hazardous street obstructions
- Injuries requiring emergency medical attention
- Hazardous chemical spills
- Fire/Smoke detectors or carbon monoxide alarms sounding
- Police/Security alarms sounding

Examples of frequent non-emergency 911 calls, and non-emergency phone numbers:

- Towed Vehicles (call 349-3300)
- Directions (have caller phone their destination, if not possible then call 349-3300)
- School openings/closings (School Dept. 349-6513)
- Snow emergencies or parking bans (349-4700 [days] 349-4800 349-3300 after hours)
- Noise complaints (349-3300)


## 06    ANI STORAGE / RECALL KEY

All 911 calls received will be stored by pressing the ANI STO/RCL KEY on the APU.  The APU has the capability of storing the five most recently received 911 calls.

## 07    ANI VERIFICATION

The data provided by the Automatic Location Identification feature assists the Call Taker in answering questions about the call.  The Call Taker should use the ALI to support any information provided by the caller and should confirm the location of the incident.

The Call Taker should remember that in many cases an incident may be occurring at a location different from what is displayed on the ALI screen.

The Call Taker should always verify the location of the incident.  If the caller is calling from the incident location and that information is different from what appears on the ALI screen, the Call Taker must follow procedures for reporting ALI DISCREPANCIES.

## 08    ALI DISCREPANCY FORM

Anytime a Call Taker encounters a discrepancy in the ALI information displayed the Call Taker must complete an ALI Discrepancy Form and submit it to the on-duty Supervisor.  The Discrepancy Forms are kept at the Supervisors desk.  If the Call Taker experiences any trouble completing the form they should contact the on-duty Supervisor immediately.

The following fields are mandatory when completing the Discrepancy Form:

- The Call Taker's Name
- The phone number
- The date the call was taken
- The time the call was taken
- The incorrect and correct information

## 09    911 CALLERS WISHING TO REMAIN ANONYMOUS

If a person calls 911 and requests anonymity his or her subscriber name and other identifying information (address and calling phone number) is not to be given out over the air.  A police supervisor may, however, be given this information by telephone.  Enter the letter "**R**" into the RP name and press Enter— the word "REFUSED" will appear so that all ECC Dispatchers can clearly see that the name/address/number are confidential and are not to be inadvertently given out from the CAD screen display over the air.

If calls are received from police investigators/Supervisors about the names, addresses, and phone numbers of 911 callers, refer these investigators to a Supervisor who will provide this information from the call detail records.

The Call Taker should note that 911 Hang Up/Silent Calls are the only exception to this rule. It is allowed, and in most cases necessary, to release this information via the Radio to the Officers responding to the call.

## 10    AUDIO ADJUSTMENTS

Each APU has the capability of controlling both the Transmit Volume (the Call Taker) and the Receive Volume (the Caller) for all 911 calls. This capability is useful when a caller states he/she is having difficulty hearing the Call Taker or when the Call Taker is having difficulty hearing the caller. It can also be used to decrease the Transmit/Receive Volume if needed.

If the Call Taker experiences any difficulties with the Transmit Volume he/she should take the following steps:

- Press the **AUDIO KEY**
- To INCREASE Transmit Volume (Call Taker's Voice will become *louder)* **press 3** on the keypad.
- To DECREASE Transmit Volume (Call Taker's Voice will become softer) **press 1** on the keypad.

If the Call Taker experiences any difficulties with the Receive Volume he/she should take the following steps:

- Press the **AUDIO KEY**.
- To INCREASE Receive Volume (Caller's Voice will become *louder*) **press 6** on the keypad.
- To DECREASE Receive Volume (Caller's Voice will become *softer*) **press 4** on the keypad.

The Transmit Volume and Receive Volume are the only audio adjustments the Call Taker shall make. The Call taker shall not make adjustments to either the Ringing Volume or the Ringing Pitch. If adjustments need to be made in these areas the Call Taker should make a request to the On-duty Supervisor.

## 11    DISABILITY INDICATORS

When a call to 911 is received, the name, address, and other important information about the caller are shown on the ALI Display.  A Disability Indicator is one of the other pieces of information that may appear on the ALI Display.

The Disability Indicator advises the Call Taker that the caller may be unable to communicate and/or respond to messages, instructions and/or requests. The Call Taker must be aware of, and take all necessary steps to accommodate, callers whose ALI Display shows a Disability Indicator.

This indicator tells you that someone at the address is disabled, NOT necessarily the caller.  Remember that this is a totally voluntary indicator.

The following is a list of Disability Indicators and their meaning:

**LSS**   Life Support System- someone at the address is linked to equipment to sustain their life.

**MI**   Mobility Impaired- someone at the address is bed-ridden, uses a wheelchair or has another mobility impairment.

**B**   Blind- someone at the address is legally blind.

**DHH**   Deaf & Hard of Hearing- someone at that address is deaf or hard of hearing.

**SI**   Speech Impaired- someone at that address is speech impaired.

**DD**   Developmentally Disabled- someone at that address has a cognitive disability.

**TTY**   Teletypewriter Device- communication via the telephone with someone at this address may require using a TTY device.

The Disability Indicator will appear on a separate line between CAMBRIDE and the ESN- Emergency Service Number on the ALI Display.  The following is an example of how a Disability Indicator (Deaf & Hard of Hearing) would appear on the ALI Display:

CAMBRIDGE
DHH
ESN=152

## 12   E911 HANG UP CALLS

Occasionally the Call Taker will answer a 911 line only to find that the caller has hung-up (the Center averages 9 hang-ups per day).  This "hang-up" call can be caused by many different reasons- - a misdial, a child playing with the phone, phone repairs, severe weather, static on the line, cordless phones, to mention a few of the most common causes. (For more info see **Bogus Calls**.)

Once the Call Taker has determined that the call was a "hang-up" he/she will **store the call** (ANI STO/RCL KEY) **before** releasing the line.  The Call Taker will then phone back the number of the hang-up.

The easiest way of accomplishing this is to open a two-way line on the APU and press the ANI STO/RCL KEY.  The "hang-up" caller's information will appear on the ALI screen.  Once this information is confirmed the Call Taker will press the RDL (re-dial) button.  The phone number will be automatically dialed.

If the Call Taker **is able to make voice contact** with a person at the location, the Call Taker should state:

*"This is the 911 Operator. we received a "hang-up" call from your location. Do you have an emergency?"*

If the caller states NO and you are satisfied that the response is truthful and not made under duress the call can be terminated and Police Officers do not have to be dispatched.  But however if the Call Taker has any doubt as to the safety of the caller then the call should be entered into CAD for service.  All "resolved" 911 Calls (calls that require no dispatch) should be entered in CAD and CLOSED NO DISPATCH by the Call Taker. The Call Taker shall state in the Comments the reason given by the caller for the accidental call to 911.

If the Call Taker is able to make voice contact with a person at the location but that person is a **young child**, the Call Taker shall ask to speak to an adult.  If an adult is not available then the call should be entered into the CAD for service.

It is very important to explicitly ask the caller "Do you have an emergency?".  A crime victim calling within earshot of the perpetrator may be disguising the reason for their call, but would respond affirmatively if explicitly asked "Do you have an emergency?".

If the Call Taker is unable to make voice contact with a person at the location because of **no answer** or getting an **answering machine** then the call needs to be entered into CAD for service.

If the Call Taker is unable to make voice contact with a person at the location because of a **busy signal** then the Call Taker shall phone the Verizon Operator (outside line; Dial "0") and request that the line be "broken into" (**workload permitting**). If the Operator is able to do so, the Call Taker will then interview the caller to ascertain whether an emergency exists or not. If an emergency does exist or the Operator is unable to "break into" the busy signal then the call must be entered into CAD for service. Once the call is entered into CAD for service the Call Taker should periodically check the phone number to attempt voice contact.

If the Call Taker is unable to make voice contact with a person at the location because of receiving a **FAX Machine/Modem** on the call back, the Call Taker should attempt to acquire another number for the location. Most times the 911 Hang-up calls from Fax Machines/Modems come from businesses that have separate business phone numbers. The business numbers can be acquired in the Department's Business Listings (F7 Key - B for Businesses), in the Verizon phone book, or by calling 411.

Once an alternate number is located the Call Taker should phone the location and inquire if there is an emergency. If there is an emergency, or you are unable to contact a person by way of an alternate number, or cannot locate an alternate number, the call shall be entered into the CAD for service.


## 13   E911 ABANDONED CALLS

E911 Abandoned Calls will be different than E911 Hang-up calls in the respect that the Call Taker will hear a beeping on the line. It is not necessary to test this type of call for TTY seeing that the connection is broken (the caller hung up BEFORE the Call Taker answered the Phone). This type of call will be handled exactly like the Hang-up call (see above).


## 14   E911 SILENT CALLS

Silent calls to E911 can consist of a variety of call types; a TTY call, a caller who is unable to speak due to illness, a caller who may not be able to speak aloud (home invasion/domestic violence situation etc.).

In order to identify the proper call type and thus to be able to process the call in the most efficient and effective fashion, the following procedure has been developed.

Upon receipt of a 911 call, the Call Taker will verbally answer the call, making the usual announcement. If the caller does not respond verbally, the Call Taker will then begin to process the call as a Silent Call. This is done as follows:

1.  Test for TTY. The first preprogrammed TTY message will be sent, "911 nd police fire amblnce q ga". The Call Taker will then be in the TTY mode, ready to handle the TTY call. In the event that there is no response to the initial TTY message, the Call Taker should send that message one more time via the preprogrammed message by pressing: "MEM * 0." If this is a TTY call and the TTY caller responds, the call can then be processed. If not, proceed to Step 2

Note: be aware that during the TTY test of the call, if a caller should hit any key ("1", "2", or "3") it will be displayed in the lower left hand field of the ANI Screen; this is an indication that the caller needs the appropriate emergency response. The TTY call processing can then be stopped by pressing the TTY function key twice to come out of the TTY mode and reestablish voice path.

2.  The requirements for Step 1 have been satisfied, and you have determined that the call cannot be processed as a TTY call. Press the TTY function key twice to come out of the TTY mode and reestablish voice path capabilities. The Call Taker will now run through the following process, for those callers who may have called 911 with the ability to hear and without the ability to speak:

    a.  Verbal command the caller "If you need the Police, Press "1" on your touch-tone pad; Fire Press "2"; an Ambulance, Press "3". If you receive a response to this request, you will see the indication of the key pressed in the lower left hand field of you ANI screen. It may look like this, DIAL: "1".

    b.  If no response, repeat the request once more. If you still receive no response, process call as an actual Silent Call by entering the call into CAD for service with the SILENT CALL incident type code (901)

    c.  Confirm the indicated response by asking the caller, "You have indicated that you need a Police response if this is correct,

please Press "1"".  (Use "2" if initial request was for Fire, use "3" if initial request was for Ambulance).

If you receive a response to this request, you will see and indication of the next key pressed in the lower left hand field of your ANI screen.  It may look like this, DIAL: "11"  (This indicates, as in example above, a request for Police response:  "1" followed by a positive confirmation of this request: "1").

Note that the lower left hand field of the ANI screen will sequentially note the display of each number  pressed during the conversation, by either the caller or the Call Taker.  The display screen will show the numbers for a limited amount of time.  **To recall the display the Call Taker should press the * or the # key.**  The display of number keys pressed remains available while the Call Taker remains on the line.

Upon confirmation of assistance needed at the location, the Call Taker shall enter the call into CAD for service.

Additional questions may also be asked in a "yes or no" format, which will allow the caller to respond by utilizing a "4" for YES and a "5" for NO.


## 15   TTY OPERATION

There will come a time when the Call Taker will have to converse with a caller by means of the TTY.  It is important to note that the caller probably will not have registered as a TTY user with this department so the Disability Indicator will be blank.  It is because of this that all Silent Calls are tested for TTY.

After determining that the caller is operating a TTY device the entire "conversation" will have to take place via TTY.  Each APU is equipped with a TTY keyboard, but in most cases the "conversation" can take place by using the Preprogrammed messages which can be displayed on the ALI Display by pressing the MEM Key and the Star "*" Button.  Once this is done the Preprogrammed Messages will appear with a corresponding number (0-9).  Select the appropriate Preprogrammed Message and press the corresponding number on the keypad.  The Preprogrammed Message will then be automatically sent to the caller.

If the "conversation" becomes more involved or more detailed it may become necessary to use the TTY Keyboard.

It is very rare to receive a TTY call on a 911 line. However, Call Takers should practice using the TTY feature (at an off-peak time).

For further information concerning TTY Operation refer to the Telecommunicator Job Aid and the SETB Student Manual 6-1 through 6-14.


## 16   BOGUS E911 CALLS

It is possible to receive a 911 call without a caller actually dialing 911. Persistent or unusual situations should be reported to the SRC for further investigation.

These calls are called Bogus Calls and they can result from the following:

- Misdialing- the caller was dialing another number.  The digits "911" were possibly part of the attempted number.
   Example; 491-1234.

- Phone repairs- repair service on the lines can accidentally generate false calls.

- Severe weather- high winds, severe thunderstorms, etc., can trigger false or bogus calls.

- Static- extreme static associated with phone lines can cause a false dialing of 911.

- Cordless phones- older model cordless phones may cause a continuous "out-pulsing" of digits which can result in a 911 call.

The above should be kept in mind when calling back 911 Hang-up calls. When the caller states "I didn't call 911!"  they may in fact be telling the truth due to the causes listed above.  Never become argumentative with the caller. Ask if the caller has an emergency.  If they do; handle it according to department policy.  If they do not, then politely end the call.

Note, if it appears there is a pattern of hang-ups from a specific number, please alert the Supervisor.

## 17    E911 CALLS FROM PAYPHONES

The Call Taker will be able to determine if the 911 call is originating from a payphone by looking at the upper left corner of the ALI Display Screen.  This information will be displayed in abbreviated form as follows:

- $1WY     A payphone that allows outgoing calls only.  It will not be possible to call this phone number back.  For Hang-up or Abandoned calls the Call Taker **will not** be able to call back the phone number.

- $2WY     A payphone that accepts incoming phone calls.  It is possible to call this phone number back.

- COIN     Coin phone (either 1 way or 2 way).  If a Hang-up or Abandoned call is received a call back should be attempted.  It may be possible to call the phone number back.

- PAY$     Coin phone (either 1 way or 2 way).  If a Hang-up or Abandoned call is received a call back should be attempted.  It may be possible to call the phone number back.

E911 Hang-up/Abandoned/Silent  calls from payphones are to be handled the same way as any other Hang-up/Abandoned/Silent 911 calls.

It is important to note that some payphones in the city are equipped with TTY Devices.  So it is possible to receive a TTY call from a payphone.


## 18    E911 CALLS FROM PBXBS/CNTXS

PBX stands for Private Branch Exchange.  A PBXb is a business location with their own telephone system and telephone "switch" (computer that switches telephone calls among extension lines and Verizon Central Office). A Private Branch Exchange business may or may not have a switchboard/operator.

When receiving 911 calls from PBXbs it is _vital_ to verify the ALI information.  The state's E911 ALI database does not contain the location of PBX extension phones and PBX's currently do not have the ability to pass the location of the calling extension phone through to our Center's E911 ALI screens. Instead, PBX calls provide the location of the PBX phone system itself, the main location of the business, or some other central address for the business.

Obtaining the exact location of the caller and/or location of need is absolutely necessary. ALI information for calls from PBXbs will only provide the main switchboard number and address of the business that the call is originating from. Depending upon the size of the business, it may be difficult, if not impossible to make a proper dispatch to the correct location of need based solely on the ALI display..

Examples of such PBXbs would be:

- Lesley College, 29 Everett Street, Phone; 868-9600.
- M.I.T., 400 Main Street, Phone; 253-1025
- Best Western Homestead Hotel, 220 Alewife Brook Pky, Phone; 491-8000
- Lotus Development Corp., 1 Rogers Street, Phone; 252-0008
- Arthur D. Little, 25 Acorn Pk, Phone; 354-7823
- Mount Auburn Hospital, 330 Mount Auburn Street, Phone; 576-3366
- The Inn At Harvard Square, 1201 Mass Avenue, Phone; 491-6725

A Centrex (CNTX) phone system is a package of PBX-like features provided by the telephone company itself (e.g., Bell Atlantic). Unlike PBX systems, 911 calls received from a CNTX system should indicate the exact location and phone number of the caller. However the Call Taker should not take this for granted. The ALI information, as with all 911 calls, must be verified.

Examples of such CNTXs would be:

- The City of Cambridge
- Harvard University


## 19   E911 HANG UP CALLS FROM PBXBS/CNTXS

E911 Hang Up Calls originating from a PBX phone system have to be handled in a very precise manner. The fact that Hang Up Calls do not allow the opportunity to verify the ALI information is a given, but Hang Up Calls originating from a PBX will not, in most cases, allow verification (exact location of the call) even once the phone number displayed on the ALI Screen is called back. The information displayed on the ALI Screen will only provide the name, number, and location of the PBX.

In some cases the Switchboard Operator at the PBX in question may be able to ascertain the exact origin of the 911 call, but in most cases this vital information will not be available.

The following is the procedure for handling E911 Hang Up Calls originating from PBXs:

- Call Taker receives 911 Hang Up Call.
- The Call Taker shall call back the PBXb number displayed on the ALI Screen.
- The Call Taker shall ask the Switchboard Operator if the point of origin for the 911 call is available.
- If the Switchboard Operator is able to supply the point of origin of the 911 call the Call Taker will make note of the information and ask the Switchboard Operator to transfer them to the point of origin.
- The "caller" at the point of origin will be asked if an emergency situation exists.
- If no emergency situation exists then the Call Taker will enter the call in CAD and CLOSE NO DISPATCH with the disposition code of 111 – Resolved by Call Taker.
- If an emergency situation does exist then the Call Taker will enter the call in CAD for service. Update the ALI information with the exact location of the call.
- If the Switchboard Operator is unable to supply the point of origin for the 911 call NO ACTION will be taken.  The Call Taker will instruct the Switchboard Operator to call back immediately if the need for emergency services is needed.  The call will be entered in CAD and CLOSED NO DISPATCH with a disposition code of  115 (no service made).  The appropriate notes will be included with the call, and the On-Duty Supervisor will be made aware of the situation.

EXAMPLE:  Some PBXs originate from businesses that encompass a myriad of locations.  This makes dispatch to these locations very difficult.  Example; a 911 Hang Up Call is received from Lesley College.  The information displayed on the ALI Screen reads; Lesley College 29 Everett Street, 868-9600.  This call could have originated from any location on the Lesley Campus.  Lesley College has dozens of buildings and hundreds of phone lines that the call may have originated from.  It would be difficult to service the call by dispatching an Officer to 29 Everett Street seeing that it may not be the location of the call. However, the 24-hr security desk at Lesley does have a list of student phone numbers, so they may be able to ID the location of the calling party.

The following is a list of PBXbs in the City that, like Lesley College, should not receive a dispatch of an Officer if either the exact location of the call is not known or if the Switchboard Operator is not available (off duty):

- Massachusetts Institute of Technology (M.I.T.)

- Lesley College
- Lotus Development Corporation
- Polaroid Corporation
- ABT Associates
- Arthur D. Little Inc.
- Buckingham Browne & Nichols

Any question, concerns, or doubts involving the above should be brought to the attention of the on-Duty Supervisor immediately.

E911 Hang Up Calls originating from a CNTX should display on the ALI Screen the exact location and phone number of the point of origin. Considering this there should not be a similar problem as with 911 calls originating from PBXbs. Any problems with 911 calls from CNTX systems shall be brought to the attention of the on-Duty Supervisor immediately. An ALI discrepancy form may be required to correct the problem.

## 20   E911 HANG UP CALLS FROM HARVARD UNIVERSITY

As noted previously, Harvard University has a large Centrex (CNTX) phone system. It also has a variety of small and large PBXs in specific locations. Centrex phone calls from Harvard will display on the ALI Screen the exact location of the 911 call. When a 911 Hang Up Call is received and the Call Taker is unable to resolve the situation by making a call back to the phone number displayed on the ALI Screen then the Call Taker will insert an entry in CAD, and notify the Harvard University Police Department immediately. The Call Taker will forward all pertinent ALI information to the Harvard University Police Dispatcher. A Harvard University Police Unit will be dispatched to the location of need.

Harvard University Police will call back to report the outcome of the call. The CAD entry will remain open until Harvard calls back with an outcome or disposition. If Harvard University Police does not call back within a reasonable amount of time the Call Taker shall phone Harvard University Police for the status of the dispatch.

A Cambridge Police Unit may be dispatched to 911 Hang Up calls originating from Harvard University property when requested by Harvard University Police. This request may be made due to the lack of availability of Harvard University Police Units.

All E911 Hang Up calls originating from Harvard University properties, regardless of dispatch of Cambridge Police Units, will still be entered in

CAD. A note will be put in the comments that you notified the HUPD and record the HUPD Dispatcher's name or ID.


## 21    E911 HANG UP CALLS FROM CAMBRIDGE HOSPITAL

When the Call Taker receives a 911 Hang Up Call from Cambridge Hospital and is unable to resolve the situation by making a call back to the phone number displayed on the ALI Screen, the Call Taker will notify Cambridge Hospital Security.  Cambridge Hospital Security can be reached by calling the Switchboard or by radio on Police Channel 5. The Call Taker will forward all pertinent ALI information to the Cambridge Hospital Security. Cambridge Hospital Security will be dispatched to the location of need.

Cambridge Hospital Security will either phone or radio back the outcome of the call.  If Cambridge Hospital Security does not report back within a reasonable amount of time the Call Taker shall phone or radio Cambridge Hospital Security for the outcome of the call.

In cases of lack of availability of Cambridge Hospital Security Officers or special requests of Cambridge Hospital Security, a Cambridge Police Unit shall be dispatched.

All E911 Hang Up Calls originating from Cambridge Hospital, regardless of dispatch of Cambridge Police Units, will be entered in CAD. The Call Taker will enter a note in CAD that you notified Hospital Security and record the name or ID of the CCH person notified.


## 22    E911 HANG UP CALLS FROM MOUNT AUBURN HOSPITAL

When the Call Taker receives a 911 Hang Up Call from Mount Auburn Hospital and is unable to resolve the situation by making a call back to the phone number displayed on the ALI Screen, the Call Taker will enter a call for service by the CPD and notify Mount Auburn Hospital Security.  Mount Auburn Security can be reached by calling the main switchboard.  The Call Taker will forward all pertinent ALI information to the Mount Auburn Hospital Security Officer. Mount Auburn Hospital Security will be dispatched to the location of need.

Mount Auburn Security will phone back the outcome of the call.  If Mount Auburn Security confirms that there is no emergency, then the Cambridge Police unit can be cancelled.

## 23    E911 CALLS FROM THE CAMBRIDGE GALLERIA MALL

All E911 hang up calls originating from the Cambridge Galleria Mall will be entered into the CAD system for service. If a Cambridge Police Officer Detail is on-duty at the Mall then they should be requested to respond to the area. Along with the detail Officer, a one-officer car should be dispatched, which will provide for a total of two Officers responding. If a detail officer is not on-duty at the Mall then the appropriate two-officer car will be dispatched. In both cases Mall Security will be phoned and requested to respond to the area of the hang up call. Should Mall Security report that the area in question is "clear" and no problem exists, then the responding CPD Officers shall be updated and canceled. The appropriate notes will be made on the CAD incident.

## 24    E911 HANG UP CALLS FROM MBTA PROPERTIES

When the Call Taker receives a 911 Hang Up Call from a MBTA Property, and is unable to resolve the situation by making a call back to the phone number displayed on the ALI Screen, the Call Taker will enter the call in CAD for service. A Cambridge Police Unit will be dispatched. Once the call is entered in CAD for service the Call Taker shall notify MBTA Police to respond. All pertinent ALI information will be given to the MBTA Police. Whenever possible, an E.T.A should be asked of the MBTA Police. The notification of MBTA Police, as well as the E.T.A., shall be entered as a NOTE on the CAD call.

# SECTION III.  EMERGENCY CALL HANDLING

The following information includes call types that are of an "Emergency" Nature.  This information should be used by the Call Taker to ensure that all the needed information is obtained and entered into the CAD for dispatch.

All Call Takers are strongly encouraged to utilize both the following information as well as the *A.P.C.O. Institute* Law Enforcement Guide cards.

## 01    ABDUCTION/KIDNAPPING

This particular call will usually involve one or two situations.  The Call Taker may receive the information from a witness who knows the person abducted/kidnapped, the person who performed the abduction/kidnapping, or both.  If the caller does not know any of the persons involved, the Call Taker should attempt to get an accurate description of the victim and the suspects as possible.  Information needed on such a call:

- Where?  Location of incident.
- Is the abduction/kidnapping in progress?
- Was there a time lapse?  How long ago did it happen?
- Does the caller know the victim?
- Victim's description.
- Does the caller know the suspect(s)?
- Suspect(s) description.
- Was there a vehicle involved?  If so, describe vehicle; make, color, plate # and direction of flight.
- What makes the caller think it was an abduction/kidnapping?

## 02    MOTOR VEHICLE ACCIDENTS (WITH OR WITHOUT INJURIES)

This call frequently evolves into a more complex situation than existed at the time the incident was originally reported.  The Call Taker must determine not only whether the accident occurred, but also must determine if there are any apparent injuries.  The caller should always be questioned as to the presence of fire, or of gasoline/oil spillage.  Any information indicating that a large truck, van, or commercial vehicle is involved in the accident should be followed up in an effort to determine if the vehicle was transporting hazardous materials.  Any strange odors, vapor clouds, ect. that are coming from the wreckage should be immediately reported to all responding units.

The Call Taker should also note that there are certain Motor Vehicle Accidents that may not require a police response. An example of such and MVA would be; a MVA without injuries, where the persons involved are able to exchange paperwork, and the accident is not causing any significant traffic problems.

The Call Taker should also note that the Cambridge Police Department will respond to all Motor Vehicle Accidents in the city regardless of the fact that the accident may have occurred on a State roadway. The State Police will be notified, but the call shall be placed in the CAD for dispatch.

The Call Talker shall obtain the following information concerning Motor Vehicle Accidents:

- Location of accident.
- Is accident causing traffic problems?
- Direction of travel – (for divided streets or highways)
- When did the accident occur?
- Are vehicle and individuals involved still there?
- Are there any apparent injuries? If so how severe? Anyone trapped?
- Is fire present? Gasoline/Oil spill present?
- Is there any other property damage (street signs, buildings, fences)
- Is it know if any hazardous materials are involved?

## 03   AIRCRAFT REPORTED DOWN OR CRASHED

The Call Taker's primary responsibility in this type call is to develop sufficient information to allow the responding units to initiate a proper "Search and Rescue" operation. Information needed:

- Location of the crash. Attempt to get a specific location.
- Type of aircraft (small, commercial, helicopter)
- Known injuries? How many? How severe?
- Any homes, buildings, vehicles involved?

## 04   Alarms (Police)

Alarms may be reported by private companies or citizens, or they may come directly to the Comm. Center via the Keltron Panel. If an alarm is reported by a private alarm company, the Call Taker should obtain the following information:

- Address of the alarm
- Is the alarm for a business (commercial) or house (residential)
- Name of the business or residence.
- Exact location of the alarm (floor, apt. number, front/back of bldg)
- Type of alarm. (General Burg, panic, window/door contact, hold up)
- Name and phone number of alarm company and alarm company operator calling.

If the alarm is reported by a citizen, the Call Taker should obtain the following information:

- The specific location of the alarm.
- The name of the business or residence.
- Is any activity seen in the area of the alarm.
- The name, address and phone number of the RP.

If an alarm or trouble signal is received on the Keltron Panel, the Call Taker should do the following:

- If the Keltron alarm is for a City owned property, the Call Taker will call the Public Works Dispatcher (4860) and inquire if the alarm was caused by one of their workers. If the alarm was caused by Public Works a dispatch is not needed but the information should still be put in CAD for record purposes (Close No Dispatch). If the Public Works Dispatcher has no knowledge of any city employee working at the location, an entry must be made into the CAD for dispatch.

- Any Keltron alarm received from the "Jogger Boxes", will receive an immediate police response. The Call Taker should be aware that the Jogger Boxes do not report in as an alarm, they report in as a "trouble". This trouble signal should not be misunderstood that there is no need for a police response. It should also be known that the Jogger Boxes automatically reset. This reset should not be misunderstood that there is no need for a police response.


## 05   ALARM (FIRE)

Fire alarms may be reported by private alarm companies (Central Stations), or by citizens (most likely the building occupant). If the alarm is reported by a private alarm company the following information should be obtained:

- Address of the alarm/exact location of the alarm (floor or apt #)
- Is the alarm coming from a business (commercial) or house (residential)

- Name of the business or residence.
- Type of alarm (if possible. Ex; water flow)
- Name and call back number of the alarm company
- Will the alarm company be notifying a "runner" (someone who will respond to location).

If the alarm is called in by a building occupant the Call Taker will obtain the following information:

- What is the location of the alarm (Street address Apt/Floor Number)
- Call back number of the Caller.
- Is there a smell of smoke or sign of fire in the building? If yes have the caller leave the building after verifying the location and phone number.


## 06    ALARM (CARBON MONOXIDE)

Carbon Monoxide Alarms are becoming more and more common.  When receiving a call for a Carbon Monoxide alarm the Call Taker should obtain the following information:

- Address of alarm (Floor/Apt Number)
- Call back Number of the Caller
- If there are any ill effects (sickness; headaches, light headedness)
- If there are ill effects-how many victims and for how long have the symptoms been in existence.
- If there are ill effects the Call Taker shall instruct the caller and any victims to leave the building after verifying the location and phone number.


## 07    ASSAULT AND BATTERY

In many assault and battery complaints, the victim and the offender are known to each other.  This can aid the Call Taker in gathering information about the call.  The Call Taker must be alert for clues indicating that the incident may involve a crime other than, or in addition to, assault.  Any additional pertinent information the Call Taker can provide to the responding units may aid in the units having a more accurate perception of the series of events upon their arrival.

The Call Taker should be aware that in some instance the caller may not volunteer much information.  This could be due to a number of factors such as:

- Fear of reprisal
- Reluctance on the part of the caller (or victim) to testify against, or prosecute the offender.
- An attempt on the part of the caller (or victim) to "protect" the offender.

The Call Taker needs to obtain the following information:

- Location of the incident, victim and suspects.
- Is it "In progress" of is there a time lapse (if so, how long ago)
- Does the caller know the suspects?
- What are the descriptions of the suspects?
- Are any weapons involved?  If so, what type?
- Are there any injuries?  If so how many victims and severity of injuries?
- If suspects left the scene what direction did they flee?
- What was the method of fleeing? (Car, bike, foot)
- Description of any vehicles involved.  (Plate, make, model, color)


## 08    BOMB THREAT (SUSPICIOUS PACKAGE/OBJECT)

Call Takers will encounter two situations involving bomb threats, each of which requires different processing procedures.  First the Call Taker will receive a telephone call from a person at a business, residence, etc. reporting that they received a bomb threat call.  The Call Taker is often unable to obtain much specific information.  The Call Taker *should never* advise as to whether or not they should evacuate a building.  In the second instance, the bomb threat call will be received at the Comm. Center by the suspected bomber.  In this situation you may have an opportunity to gather more information.  The Call Taker should always attempt to keep the caller on the phone for as long as possible.  However, the Call Taker should be careful not to antagonize the caller.  The Call Taker should note any background noises during the call.  These noises may provide a clue as to the origin of the call. The information that is needed is as follows:

- What is the location of the threat?
- If it is a business what is the business name?
- What time is the bomb supposed to explode?
- If someone in the Comm. Center did not take the Bomb Threat, then get the name of the person who spoke to the subject. And, if possible, speak to that person.
- What type of explosive is it?
- Why does the person wish to bomb this building?
- Get exact location in building if possible.

- If the caller is the "bomber" keep them on the phone as long as possible.


## 09    BREAKING AND ENTERING/BURGLARY


This particular call can be subdivided into three basic categories:
    (1) Breaking and Entering of a Business,
    (2) Breaking and Entering of a Residence, and
    (3) Breaking and Entering IN PROGRESS.
The Call Taker should be aware of the fact that many citizens will call to report they have been "robbed", when actually they mean that their home or business has been broken into.  The Call Taker should instruct the caller, and any other persons, to leave everything as they found it and not to disturb anything prior to the arrival of the police.

Information needed for Breaking and Entering of a ***Business*** is as follows:

- Location of the incident and the name of the business?
- Was entry made or only attempted?
- Had building been checked?
- Could suspects still be inside?
- Was anyone seen leaving the area?  If so mode and direction of travel?
- Suspect descriptions? Vehicle descriptions? License plate number?


Information needed for Breaking and Entering of a ***Residence*** is as follows:

- Location of incident, including description of house/building.
- Was entry made or only attempted?
- Has house been checked?  Could suspects still be inside?
- Has house been unoccupied for a long period of time?
- Was anyone seen leaving the area? If so what was the mode and direction of travel?
- Description of suspects.  Descriptions of any vehicles involved.
- Attempt to keep caller on the line until help arrives. Continue to obtain updated information.


In addition to the above information, the following information will be needed when taking a call for a Breaking and Entering ***In Progress***:

- How many suspects?
- Where are the suspects now?
- If the suspects are inside where was entry made?

- What part of the building is the caller calling from?
- Where in the building are the suspects?
- Is anyone acting as a "lookout"?  If so descriptions and location.
- Full description and location of any suspicious vehicles in area.

## 10   CAR ALARM

Car Alarms can be classified into two categories:  First as an attempt to steal a vehicle or its contents, and second as a noise complaint.  The Call Taker should be careful to question the caller to ascertain which type of call exists.  For Car Alarms reported as a nuisance, the Call Taker should record each complaint.  The complaint should include the caller's name and phone number.  Each complaint shall be entered into CAD.  The following information is needed:

- Specific location of the vehicle.
- Complete description of the vehicle.
- Plate number of the vehicle if possible.
- Is there anyone near the vehicle?  If so, full description.
- If suspects fled the area before the arrival of the police, in which direction and by what mode did they flee?

## 11   CAR BREAK

The Call Taker may receive a report of a car break "in progress" in which there is the possibility of apprehending the suspects if the Call Taker acts swiftly.  The Call Taker may also receive a report of a "past" Car Break.  The "past" calls are more common and unfortunately the Call Taker will not be able to obtain much detailed information.  For Car Breaks the following information is needed:

- Specific location of the vehicle.
- Complete description of the vehicle.
- Complete description of the suspect(s).
- Was anything taken?
- Has the vehicle been moved?
- If just occurred, was anyone seen leaving the area? If so, description, and mode and direction of flight.

## 12    DEAD BODY FOUND/SUDDEN

This type of call occurs when a caller has "stumbled" on a dead body in the woods, on the road, in a car, or another location. The details of the death are not known. These cases should be treated as a "suspicious death" until investigators can prove otherwise. The Call Taker should not overlook the possibility that the victim may not be dead. In the absence of very strong evidence that the victim is in fact dead, the Call Taker should initiate an Fire/EMS response. The following information is needed:

- Location of the body.
- Name, phone number and location of the reporting party.
- Follow EMD protocol for cardiac arrest
- Who found the body?
- Was anyone seen leaving the area?
- Are there any obvious signs of violence?


## 13    DISTURBANCE (VERBAL, FIGHT, DOMESTIC)

This call will involve one of two basic situations. The first includes any type of general disturbance between unrelated individuals, who may or may not know each other. The second involves disturbances between family members, whether at home or in public. In either situation, the individuals may simply be creating a disturbance by their loud argument, or may be physically fighting with each other. Family disturbances (Domestics) are probable the most hazardous call to which police officers respond. Statistics indicate that a significant percentage of family disturbances result in assaults against police officers. It is important for the Call Taker to determine if the occurrence is in a private home or public place. The Call Taker should attempt to determine the number of people involved, if they are known to each other, and if there are any weapons involved. The following information is needed:

- Location of the incident.
- Number of people involved?
- Is the disturbance physical or verbal?
- Are any weapons involved? If so, what kind?
- Are there any injuries? If so, extent of injuries?
- Are suspects still at the scene?
- If suspects left the scene direction and mode of travel.
- Complete description of any suspect vehicles involved.
- If possible, name and date of birth of parties involved.

## 14  ELEVATORS

Quite often a caller will phone to report their elevator is stalled or stuck. Stalled or stuck elevators without any occupants are not a Fire, EMS, or Police concern.  If the caller is just reporting a stuck or stalled elevator without any occupants inside, the Call Taker shall refer the caller to the Building Maintenance.  The Fire Department responds to stalled or stuck elevators with occupants only.  For such calls the following information is needed:

- How many people are stuck inside?
- How long has the elevator been stuck for?
- What floor is the elevator stuck on, or between?
- Has building maintenance been notified?

## 15  FIRE (BRUSH, OUTSIDE)

This will include, outside rubbish fires, trash barrels, or brush.  The information needed is as follows:

- Exact location of the fire.
- What is on fire/What is burning?
- Are there any exposure problems (is the fire near a building that may catch on fire?)

## 16  FIRE (STRUCTURE)

Time is a critical factor in taking calls related to structure fires.  It is not realistic to expect that a person remain in a burning building to answer all of the Call Takers questions.  The first responsibility of the Call Taker is to determine if there is an "actual" fire and if the caller is threatened.  If it is determined that someone may be inside the structure, the Call Taker must ascertain exactly where they may be located, their approximate age, and if they have any known handicaps.  And again it is understood that the caller will not want to stay on the line, but the above information should be gained whenever possible.  The following information is needed:

- Exact location of the fire, including cross street if possible.
- Type of structure involved (single family home, apartment building)
- Is anyone inside? The LOCATION of persons inside.
- Are there any known injuries?
- What section (floor/apt) is on fire?
- Is fire present or just smoke?
- What is actually burning; the structure or its contents?
- Are there any known hazardous materials stored in, or near structure?

## 17  FIRE (MOTOR VEHICLE)

This call is one that has the potential for escalating into a very dangerous situation. The majority of motor vehicle fires are somewhat easily contained and do not present unusual problems. The Call Taker should bear in mind that citizens are not normally trained emergency personnel. To them a truck burning is a motor vehicle fire. To a trained Call Taker, a report of a truck burning should alert them to the potential for hazardous materials. Exposure problems connected with vehicles, garages, etc. The following information is needed:

- Specific location of the motor vehicle.
- Are there any exposures (buildings/structures) that may catch on fire?
- What part of the vehicle is involved? Trunk/under the hood/inside.
- For truck fires:  what type of truck?  Is cargo known?  Are there any hazardous materials involved?
- Are there any injuries?
- Is anyone trapped inside the motor vehicle?

## 18  FIRE ALARMS

(see: Alarms Fire page 31-32)

## 19  HAZARDOUS MATERIAL INCIDENTS (SPILL)

This type of call (HazMat) will most likely be one of the more confusing types of calls received. This call type will require an extreme amount of detail. The detail will involve substances that will be foreign to the Call Taker, but it is vital that the Call Taker obtains the exact names of the substance causing the "HazMat". The substance may take the form of a liquid, a gas, or a vapor. The following information is needed:

- Location of the incident.  Name of the company or business.
- If inside; the exact location of the incident. (Floor/area of building)
- What happened to cause the problem?
- What is the name of the substance in question? And quantity of spill or release ?
- Description of any reactions the substance is causing? (Cloud, odor, eye/breathing problems, color of smoke, etc.)
- Are there any people in need of medical attention?  If so, how many and what are their conditions?
- Are any building occupants missing, trapped, or unaccounted for?
- If there is someone at the location familiar with the substance have him or her meet the responding units.

## 20   HIT AND RUN (WITH OR WITHOUT INJURY)

This call will be processed the same as a Motor Vehicle Accident in which both parties are still at the scene, the obvious difference being that in this instance, one party has fled.  The following information is needed.

- Location of the incident.
- When did it occur?  Was there a time lapse?
- Are there any witnesses?
- Are both the vehicle and the victim still on scene?
- Are there any injuries?  If so extent of injuries?
- Description of suspect vehicle/driver.  If the suspect fled; which direction and by what mode?
- It there any damage to other property at the scene?
- Are there any hazardous materials (gasoline leak) present?

## 21   HOLD UP / ROBBERY

The Call Taker should be prepared for an extraordinary amount of confusion, and frequently hysteria, when processing this type of call.  A caller will frequently report that he/she has been "robbed" or "held up", when he/she actually means that his/her house or business has been broken into and property taken.  The Call Taker should quickly clarify the statement by asking a question such as:  "Do you mean someone held _you_ up with a weapon?"  the callers positive or negative response will define the actual situation for the Call Taker.  The following information is needed:

- Location of the incident.

- Did the incident just occur or is there a time lapse?
- How many suspects involved?  Full description.  Were they armed, if so, what type of weapons?
- If suspects fled the scene, what was the mode, description and direction of flight?
- What was taken?
- Are there any injuries if so, to what extent?


## 22   HOMICIDE/MURDER

This is another call type in which the Call Taker plays a vital role in stabilizing the situation until the arrival of the police.  The Call Taker should bear in mind that proper processing of the call type will demand all of your interpersonal communications skills, especially when dealing with close relatives or the killer himself.  The suspect may remain at the scene, if the suspect and the victim are known to each other.  The Call Taker should attempt to determine the identity of the suspect and relationship to the victim.  If the suspect has left the scene, the Call Taker should try and determine the method and direction of flight of the suspects and the time lapse.  If a vehicle was involved, attempt to obtain a description of the vehicle and the license number if possible.  The following information is needed:

- Location of the victim.
- When did the murder occur?
- Are any suspects still at the scene?
- What was the type of weapon or method used?
- Is anyone else injured if so, to what extent?
- Full description of any suspects or suspect vehicles.
- Method and direction of flight.


## 23   HOSTAGE SITUATION

Most hostage situations result from one of several possible situations, such as a family dispute, interrupted hold up or an incident involving a mentally disturbed person.  The Call Taker should be aware that determining the intent of the suspects is of paramount importance in processing this call properly.  It is important to know who is reporting the incident.  The caller may be merely a witness to the incident or may be involved in the incident. The following information is needed:

- Location of the incident.
- Is it in progress or is there a time lapse?

- Does the caller know why hostage(s) was taken?
- Full description of the hostage(s) and name of the hostage(s)
- Full description of the hostage taker.  Was there more than one hostage taker?
- Are the hostage takers armed? If so, what type of weapons?
- Is anyone injured and if so, how?
- Have any demands been made?
- If the hostage takers fled did they take the hostage(s)? —If so, in what direction and by what mode. Full description of vehicles involved.

## 24   LARCENY/THEFT

Call Takers will usually receive larceny complaints from citizens who have had personal property taken, either it was from a vehicle, from their workplace, or from their home.  If the larceny occurred at a business, obtain the business name and address.  In multiple occupancy building, obtain the exact location of the store or office.  If at a residence and it's in progress, obtain descriptive information concerning the home and attempt to keep the caller on the line until the police arrive.  The complaint of larceny may involve money, for example, from a cash register cash drawer, etc.  If money was taken, an estimate of the amount taken should be obtained.  The Call Taker should also obtain a description of the property taken.  The Call Taker should ascertain the method and direction of travel of the subject, and any time lapse.  If a vehicle was involved, the Call Taker should attempt to obtain a full description of the vehicle including the plate number if possible.  The following information is needed:

- Location of the incident.
- Is the incident in progress or is there a time lapse?
- What was taken?
- Does the victim/reporting party know the subject?
- Full description of the subject.
- Is the subject still in the area?
- If the subject fled, what was the mode and direction of flight?
- Were there any vehicles involved? If so, full description.

## 25   MEDICAL CALLS

As a Call Taker, one of the most frequent calls received will be calls for medical assistance.  These calls can range from the non-life threatening (headache, flu, twisted ankle) to the life threatening (cardiac arrests, strokes,

choking).  The *Medical Priority Protocol System* (Flip Cards) shall be used on all calls of a medical nature.

## 26   MENTALLY ILL PERSON (PSYCH CALLS)

• Refer to EMD Protocol # 25

Occasionally the call-taker will receive a request from a health provider (Doctor, Hospital) that an individual needs to be brought to a Psych facility. The call-taker needs to gather from the caller:

Name and location of patient
Has a "PINK" slip been issued? And has it been faxed to the ECC ?
Is a case worker going to meet Police and Ambulance ?

## 27   MISSING PERSONS

There is no policy that requires a citizen to wait 24 hours before reporting a person missing.  Jurisdiction of missing persons belongs to the police agency where the missing person resides, not the location the person is missing from. Callers reporting missing persons who work in Cambridge or have some other Cambridge "connection", but who live in another city, shall be referred to the resident agency.  Assure the caller that, upon request of the other agency, Cambridge will assist with the investigation, but the primary responsibility rests with the other agency.  Also obtain a full description (name, age, sex, height, weight, clothing) of the missing person.  Depending upon circumstances this information may be used in a BOLO announcement.

Some callers simply want to know if a person has been arrested or involved in an accident.  The Call Taker may give them the telephone numbers of the area hospitals so they can check the emergency rooms, or check the CAD activity to see if there were any "accidents" with injuries.  If the caller is inquiring as to whether a person has been arrested the Call Taker should transfer the call to the police front desk (3302).

If the caller wishes to report a person missing, it is not up to the Call Taker to decide if the person is actually missing.  Simply determine the facts regarding age and residence of the missing person, where they were last seen and any other pertinent circumstances.  The following information is needed:

- Personal data on the subject. Full description, this would include; name, age, height, weight, hair/eye color, clothing description, any scars or other identifying marks such as tattoos.
- Mental condition of the subject.
- Physical condition of the subject.
- Is this the first time the subject is missing?
- How long has it been since you last seen the subject?
- Are there any unusual or suspicious circumstances involved?
- Do you have any idea where they may have gone? Are there certain areas they frequent?
- Do they have friends or family that we may contact?
- Were they alone or with someone when they became missing?
- Does the subject own a vehicle and if so full description of the vehicle?


## 28   NARCOTICS/DRUG CALLS

Narcotic or illegal drug complaints will usually involve one of three situations. The first involves the sale of narcotics/drugs. This could be a complaint of "street sales". A second situation will involve information concerning the "use" of narcotics/drugs. The third is the manufacturing or growing of narcotics/drugs at a specific location.

Some callers may wish to remain anonymous and may only want to leave the information with the Police to follow up on at a later time. In such cases the Call Taker should supply the caller with the Police Departments Drug Tip Hotline number: 349-3359. The following information is needed for calls requiring a dispatch:

- What is the location of the incident?
- Is the incident in progress or is there a time lapse?
- What is the nature of the complaint?
- Full description of the suspects, or vehicles involved.
- If suspects or suspects' vehicles fled scene before arrival of the police, in what direction and by mode did they flee.

## 29  PERSON SHOT/STABBED

This report may involve either an accidental or a deliberate shooting/stabbing.  If accidental, it may be processed as primarily a medical call, but police will be dispatched to investigate.  On reports that the caller states were accidental the Call Taker shall make every effort to ensure that the caller is not concealing information.  If reported as a deliberate shooting/stabbing, the call may be processed using these procedures or following one of the other call guides, such as assault or attempted murder, depending upon the circumstances.  The following information is needed:

- What is the exact location of the victim?
- When and where did the shooting/stabbing take place?
- Was the shooting/stabbing accidental or deliberate? (Most times this answer will be obvious)
- Who is the victim?  Age of the victim? Is the victim still on scene?
- What is the extent of the injuries?
- Is the suspect still in the area?
- Full description of the suspect?
- Does the caller know the suspect?  If so information on the suspect?
- Was a vehicle involved?  If so full description of the vehicle?
- Is the vehicle still in the area?  If not what was the direction of flight?

## 30  PROWLER / SP

This call often proves difficult for Call Takers and dispatched field units to resolve satisfactorily, due to two factors.  First, callers frequently report a "prowler" around their home when they have heard strange noises.  Subsequent investigations by field units either reveal nothing found, or inconclusive evidence that someone was actually prowling in the area.  Second, if there is someone around their home, it is very difficult for the officers to approach undetected and affect an apprehension.  The following information is needed:

- Specific location of the house and the suspect.
- Was anyone actually seen, or just noises heard?
- If the suspect was seen, where was he/she seen?  Full description of the suspect.
- Is the caller armed?  If so, with what?
- Are there any potential hazards to responding officers? (ex. Attack dog, "booby-traps")

## 31  RAPE/SEX OFFENSE

There are several problems that are encountered while processing this type of call.  The place of occurrence is seldom the same as the present location of the victim.  If place of occurrence is known to be a home, apartment, motel/hotel, the field units should be advised in order that they may attempt to secure the scene for evidence processing.  The Call Taker must determine, the present location and the physical condition of the victim.

The Call Taker should be careful not to overlook the possibility that the victim may be injured and medical assistance is needed.  The Call Taker should *discreetly* question the caller to determine if the victim has bathed, or disposed of the garments, the Call Taker should instruct the caller that this not be done until the arrival of the officers.  It may not be possible to obtain this information or relay this request depending upon the condition of the victim.  Keeping the caller on the line may suffice.  The following information is needed:

* Where did the incident take place?
* What is the location of the victim?
* When did the incident take place?
* What is the condition of the victim?
* Is suspect information available?
* Does the victim know the suspect?
* Was the suspect armed?  If so, what type of weapon?
* Was a vehicle involved?  If so, full description.
* If the suspect fled, in what direction?
* Can the victim identify the suspect?


## 32  STOLEN VEHICLE

Most "Stolen" vehicles upon investigation are found not to be stolen, but more often than not, towed.  If the caller knows his/her plate number, the Call Taker shall check the tow logs, and do a Q1 on the L.E.A.P.S. computer to check if the vehicle in question has been towed.  If the caller is not sure of the plate number it will not be possible to inquire a Q1, but the Call Taker should still attempt to check the tow log for the Street the car was parked on or the time period the caller thinks it was taken.  If this fails the Call Taker will supply the caller with the phone numbers of the tow companies.  The caller should be instructed to phone back if the car is not located at the tow

companies, and at that time the information would be entered into CAD.  The following information is needed:

- Where was the vehicle last seen/parked?
- When was the vehicle last seen?
- If possible, what was the plate number of the vehicle?
- Is the car equipped with LOJACK
- Attempt to determine if anyone else may have taken the car with or without permission, or may have the vehicle been towed, or repossessed.


## 33   SUICIDE (ATTEMPTED SUICIDE)

The Call Taker in reference to this call will encounter two types of situations.  In the first, the Call Taker will receive a report of someone having committed suicide, or threatening suicide to the caller.  In this instance, the Call Taker should keep in mind that you are not in a position to make a determination as to whether the victim is actually dead.  Regardless of the information received by the caller, EMS units should be dispatched.  The second situation that will be encountered is a call received from a person threatening suicide.  In this situation, the Call Taker may or may not be successful in preventing the suicide before arrival of units, but has the opportunity of either talking the victim out of the attempt or delaying the suicide sufficiently to enable the responding units to intercede.  The Call Taker shall make every effort to keep the caller on the line until help arrives.  Be as sympathetic and understanding as possible.  Continually reassure the subject that you do care for what happens to him/her.   The following information is needed:

- What is the location of the victim?
- Who is the victim?
- What is the nature of the attempt?  By what means?
- Are any medical personnel on the scene?
- If the call is received by the person threatening, KEEP THE CALLER ON THE LINE as long as possible.  DO NOT antagonize the caller.


## 34   SUSPECTED CHILD ABUSE

Occurrences of suspected child abuse may be reported many ways - - by the next-door neighbor who wants to remain anonymous, by state agencies, by schools or by other police departments.

In all cases, obtain sufficient location information so that responding units may identify the residence in question.  Ask if the caller knows the names

and ages of the children involved.  Ask exactly what the caller hears or sees and how long they have observed the activity.  Even with anonymous callers, this information can be important to justify police involvement.

## 35   SUSPICIOUS PERSON/CIRCUMSTANCES

Citizens report all types of events to the police when they think that something illegal is happening.  Usually the event is innocent, but only personal evaluation by a police officer can determine that this is so.  Callers who say "I see a suspicious person/car/etc." should be questioned as to WHY they feel it is suspicious?  A good description and location is necessary for the responding officers to evaluate the danger of the situation an to locate the suspicious person/car.

The Call Taker should avoid putting a SP into the CAD without an explanation of why it is suspicious.  Explain the suspicious activity as explained by the caller.  Enter what the caller saw or heard and let the officers draw their own conclusions.   The following information is needed:

- Name, address, telephone number, and location of reporting person.
- Location of suspicious event.
- What is suspicious about the activity?
- Full descriptions of suspicious person/car.

## 36.   GRAFFITI

When you receive 911, 3300 or other calls about graffiti there are at least five main ways of handling them. Here are the new ECC guidelines for handling graffiti calls:

1.    Caller reports "in-progress graffiti" (on 911 or a 7-digit line).

      Dispatch police. Remember, graffiti "artists" are as prolific as B&E thieves: a relatively few individuals cause a large proportion of the city's graffiti problems, especially graffiti that is "tagged" (e.g., marked with a logo that identifies a specific individual "artist"). It is appropriate to call 911 to report "in-progress graffiti".

2.    Caller complains about graffiti on their own property.

If they want to file a malicious destruction report, follow procedure for this type of complaint. CPD cannot investigate a crime without a criminal complaint.

If they also want information on removal tips, refer them to the city's graffiti hot line (349-INFO). DPW checks this periodically.

The police will often - depending on the type of graffiti - go out and photograph the graffiti for their "graffiti files".

3. Caller complains about <u>graffiti on city buildings or city property</u>

   Refer them to the city's Graffiti Hotline (349-INFO) where they can leave a message for DPW, who will notify the police - depending on type of graffiti - and schedule removal. The police will often - depending on the type of graffiti - go out and photograph the graffiti for their "graffiti files".

   In the case of specific graffiti on special types of city property they can be referred as follows:

4. Caller complains about <u>graffiti on any of the following special property:</u>

   Refer them to the correct company or agency:

| COMPANY / AGENCY | TELEPHONE NUMBER |
|---|---|
| Tagging/Graffiti "in progress" | 911 or 349-3300 |
| Cambridge Housing Property | 868-3020 |
| N Star (poles/transformers) | 1-800-642-7070 |
| Water Dept. (fire hydrants) | 349-4781 |
| Harvard Real Estate (Harvard Property) | 495-2234 |
| Postal Service (Mail Boxes) | 876-0620 |
| MBTA Property | 222-5215 |
| MDC/State Property (Bridges, Pools, Facilities) | 727-5114 x530 |
| MIT Real Estate (MIT Property) | 253-1483 |
| Middlesex County Courthouse & Facilities | 494-4100 |
| City Electrical Dept. (Payphones, Fire Boxes) | 349-4925 |
| School Dept. Property | 349-6854 |
| Traffic Dept. (Traffic Signs, Meters, & Signals) | 349-4700 |

5. Caller complains about <u>graffiti on someone else's private property</u>, such as a business, church or apartment building. [this is the most prevalent type of call in this category]

   Refer them to the city's graffiti hotline. DPW will send the property owner a letter <u>requesting</u> removal. [not mandatory].

> If the property owner then files a malicious destruction complaint, the police will investigate.

## 37.   NOISE

Noise complaints cover a variety of noise types.  The regulations covering noise can be found in the Noise Ordinance.  In general, most noise complaints are for non-permitted noise and should be entered as a call for service.  Most noise complaints should be entered as "NOISE" with a detailed explanation of the complaint in the notes.  Calls reporting loud music can be entered as "LOUD MUSIC."  **All calls reporting noise complaints should be entered into CAD.**

Call takers should be familiar with the most common noise complaints and the regulations covering them.

- Loud Music – Enter the call into CAD.  Be sure to note if the music is coming from a location that has a lot of people—such as a party.
  CAD INCIDENT TYPE: NOISE MUSIC

- General Noise     This might involve any type of noise disturbance including excessive noise from a neighbor's house or apartment, kids on a street corner, loud car stereos, etc.
  CAD INCIDENT TYPE: NOISE OTHER

- House Alarms     Enter the call into CAD.  This could be a burglar alarm or fire alarm.  If the alarm continues sounding after fire or police arrival, both the responding units and the ECC dispatcher will attempt to locate the owner or owner's representative. The owner can be cited for an outdoor alarm sounding for over 10 minutes.
  CAD INCIDENT TYPE: P ALARM

- Car Alarms        Enter the call into CAD.  If the alarm continues after police arrival, both the responding officers and the ECC staff will attempt to locate the owner. The police will generally tow the vehicle if the alarm continues to sound after all attempts have been made to locate the owner. The owner can be cited for an alarm sounding over 10 minutes.
  CAD INCIDENT TYPE: MV ALARM

- Festivals  Enter the call into CAD and notify the ECC Supervisor.  The ECC is notified in advance by the License Commission of permits for these festivals, especially over the weekends.  If available, a License investigator will also be notified to respond and he or she can insure that the terms of the permit are being observed. Note that permits for festivals can sometimes authorize outdoor music until 11 PM or so.
  CAD INCIDENT TYPE: NOISE OTHER

- Construction    Construction noise that is audible a distance of 50 feet from the lot line is not allowed from 6 PM until 7 AM weekdays (9 AM on Saturdays and Holidays). Construction work on Sunday is not permitted unless approval is obtained from the Police Department. If the responding police unit determines that construction-related noise is occurring outside permitted hours, the police unit will take necessary action to insure work is stopped during the restricted hours. Additionally, the ECC Supervisor will send an e-mail to the Inspectional Services Department with the details of the incident, so they may investigate further and take additional action as may be appropriate.
  CAD INCIDENT TYPE: NOISE CONSTRUCTION

- Emergency Repairs    Noise from emergency repairs by utility company and other workers is permitted.

- Liquor Establishments    Enter the call into CAD. The caller may also be referred to the License Commission's office to file a complaint for loud noise coming from any bar or restaurant that serves alcohol. The caller can call 617-349-6140 for a complaint form or get such a form on-line at www.ci.cambridge.ma.us/~License
  CAD INCIDENT TYPE: NOISE OTHER

- Loading/Unloading Trucks    There are various restrictions on the volume of noise from the loading and unloading of trucks from 9 PM - 7 AM (9 AM on Saturdays, Sundays and Holidays) although there are exceptions for certain types of stores and facilities such as schools as well as along certain streets in commercial areas that are not designated as noise-sensitive zones.  Dumpster pick-up and delivery before 7 AM is a common complaint.  Enter the call into CAD.  A police unit will be dispatched to determine if the activity is permitted and take appropriate action if it is not.
  CAD INCIDENT TYPE: NOISE OTHER

  IF DUMPSTER PICK-UP/DELIVERY:  CAD INCIDENT TYPE: NOISE DUMPSTER

- Barking Dogs    Enter the call into CAD.  Refer the caller to the Animal Commission at 617-349-4376 during their regular business hours (Monday – Friday 7:30 AM – 6:30 PM; Sat. & Sun.& Holidays, 7:30 AM – 4:00 PM) to report a habitual problem with a barking dog.   If after hours, a police unit will be dispatched to determine if a police/medical/fire problem exists.
  CAD INCIDENT TYPE: BARKING DOG

- Rooftop Units    Callers reporting excessive noise from a rooftop HVAC unit or other outdoor commercial equipment should be referred to the License Commission at 617-349-6140 during their regular business hours (8:30 AM – 5:00 PM weekdays). If required, this type of noise may be measured by city staff using a handheld noise meter.  After hours, enter the call into CAD.  A police unit will be dispatched to determine the cause of the noise.
  CAD INCIDENT TYPE: NOISE EQUIPMENT

- Street Performers:   The Arts Council issues permits to street performers to play music in certain places at certain times. During the summer months, they hire monitors that check on street performer activities. During regular business hours (8:30 AM - 5 PM M-F except holidays) refer callers to the Arts Council at 617-349-4380 to complain about noisy street performers. For after-hours noise problems from street performers, enter the call into CAD.  A police unit will be dispatched to investigate. CAD INCIDENT TYPE: NOISE OTHER

- Church Bells/Clock Towers    Bells towers or clock towers with bells or chimes are exempt from the noise ordinance of the city.

- Homeowner Equipment        Noise from the intermittent or occasional use of light homeowner equipment (e.g., lawnmowers, leaf blowers, outdoor tools, etc.) or commercial service equipment (e.g., a lawn service) is generally allowed from 7 AM until 10 PM.

- IF AFTER PERMITTED HOURS:

- CAD INCIDENT TYPE: NOISE EQUIPMENT

    o Snowplowing          Noise from snow removal equipment or snowplows is generally allowed. This includes the equipment operated by city snowplows as well as that operated by privately contracted plowing equipment.

    o Sirens                Emergency vehicle sirens and horns are exempt from the noise ordinance.

    o Noisy Aircraft        Call the FAA's Flight Standards District Office for the Boston area at 781-274-7130 to report a noisy aircraft that is over-flying the city.

    o These guidelines do not cover all aspects of the noise ordinance nor describe all conditions under which noise is either permitted or not permitted. Please refer to the Noise Ordinance for further details.

# SECTION IV.     CAD USAGE

This section of Call Taking Procedures is a "highlight" of CAD and its application to Call Taking.  While there are some areas that are not addressed in this section, the areas that are touched upon are areas that need the most attention.  Call Takers are strongly encouraged to not only review this section but to also be familiar with the two QED training manuals; the *CAD Primer* and, the *CAD Reference Guide*.

## 01    LOGGING ON

All Call Takers are responsible for "Logging On" to the CAD system at the beginning of their shift and "Logging Off" at the end of their shift.  The Call Taker shall log on before taking any calls.

The Call Taker shall never work with another Call Taker's/Dispatcher's I.D.

When "Logging On" a Dispatcher working as a Call Taker shall enter either CT1 or CT2 as their CAD Position ID.  Call Takers shall not use PD or FD as their CAD Position ID.

## 02    E911 INTERFACE

The use of the E911 Interface drastically reduces the entry time for Priority 1 calls.  It is because of this, and several other factors, that use of the E911 Interface is <u>mandatory</u>.  For detailed information on the E911 CAD Interface see; *Section II E911 Call Taking Guidelines*.

## 03    UPDATE & CONTINUE

All Call Takers should be familiar with and be able to quickly use Update & Continue.  The proper use of this feature will have the effect of reducing the response time of help to the location of need.  Update & Continue should be used on all call types that require keeping the caller on the line.

Update & Continue eliminates the need to place the caller on hold and shout call information to the Dispatcher.  Doing so causes confusion to both the caller (why are they putting me on hold?) and to the Dispatcher (who may be in the middle of something else at the time).

To use Update & Continue effectively the Call Taker will have to obtain at least two pieces of information:

1.     Location of the incident and,
2.     Type of Incident

Once this information is obtained the Call Taker can send the call to the Dispatcher (Update & Continue), and continue to add all additional information to the call.

Every time a new piece of information is added to the call the Call Taker should again use Update & Continue so the Dispatcher will be kept abreast of all changes or updates of the dispatched call.


## 04    MODIFICATION OF INCIDENT TYPES

Call Takers will find that sometimes the original incident type put into CAD changes due to updated information.  This is especially true in call types that require keeping the caller on the line.  It is vital that the call type be modified (changed) when updated information suggests the need.  Failure to properly modify the call type can lead to confusion in the Comm. Room as well as on the scene of the incident.

Modification of Incident Types can be made in two different ways.  If the Call Taker still has the incident "open" on the screen the Call Taker can move the cursor to the Incident Type Code Field and type in the new type code.  When this is done the Call Taker needs to press Enter; the incident type code will change.

If the call in question is "in stack", either awaiting dispatch or as an active incident, then the Call Taker will need to GET the call on the screen.  Once this is done the Call Taker will then type "I" for incident and "M" for modify. The cursor will be in the E911 Flag Field.  The Call Taker should move the cursor to the Incident Type Code Field and place the new type code.  After this is done the Call Taker shall press enter; the call type will then be changed.

The Call Taker should understand that if the call is question is CLOSED the incident type code couldn't be modified.  If modification is necessary, the Call Taker shall do so by "entering a note" on the incident.  The Call Taker shall also make the on-duty Supervisor aware of such calls.

## 05   NEED (FUNCTION)

Occasionally incidents may develop beyond the original need and require an additional need.  Examples could include: a Fire call where Fire Department Personnel on the scene require a police response, a Police call where Police Department Personnel on the scene require either a Fire or EMS response, or a EMS call where EMS Personnel on the scene require either a Police or Fire Response.

In order to comply with these requests for additional needs the Call Taker shall use the *NEED Feature*. To route a call to either Fire, Police or EMS the Call Taker shall type "N" for Incident, and select for the prompt, which additional responders are needed. Once this is done the Call Taker shall press the F12 (Do) key and the incident will be routed to the appropriate dispatcher.

The Call Taker shall note that NEED Feature works on Open calls and Calls in stack only; Closed Calls cannot be routed.


## 06   MANDATORY INFORMATION

There are several fields the Call Taker must complete on each call entered into CAD.  Each call entered into CAD must include the callers (RPs) name, exact location of need, what is the need, and the call back phone number of the caller.

If the caller refuses to supply his/her name the Call Taker shall enter REFUSED in the name field.  *Hint*; By typing "R" in the name field and pressing enter the word - REFUSED will appear.  **No call** shall be entered into CAD without either a name or the word REFUSED in the name field.


## 07   USE OF F7 (USER) KEY

The F7 Key is known as the User Key and it serves the purpose of a "bridge" key.  The F7 Key bridges the user to more menu selections that are not listed on the "main" CAD dispatch screen.

All Call Takers are encouraged to "surf" the menu selections to become more familiar with them.  Many of the above listed menu selections will be addressed in this section of the Call Taking Text.

## 08    PAST INCIDENTS

All Call Takers should be familiar with researching past incidents.  Request for information concerning past incidents may come from many sources.  The Call Taker should understand the CAD information is to be released to Fire and Police Department Personnel only.  Any requests from members of the press or citizens should be directed to the on-duty Supervisor.

If the request for information is concerning a call that is "in stack" or closed, the Call Taker can obtain the information by calling the incident up on the screen (GET) and typing "P" (menu selection) for Past-inc (past incidents).  This will supply the Call Taker with each time an entry was made for the particular address of the call.

If the request for information is concerning an incident that is no longer "in stack" or is no longer displayed on the CAD dispatch screen, then the Call Taker will press the F7 (User) Key and select "M" for Menu Search.  Under the category Incident Searches the Call Taker can select "C" for search by incident number, "D" for search by date or date range, or "E" search screen (any field).


## 09    BUSINESS FILE

The CAD stores up-to-date information on over twenty-three hundred businesses in the City of Cambridge.  This information is important when dealing with incidents that occur after hours and may require a response/notification of the business owner or a representative.

This information can be obtained by pressing the F7 (User) key and selecting "B" for business.  The search can be conducted by "N" for the name of the business, "A" for the address of the business, or "S" for search by screen (any field).

This information can also be obtained by pressing the F7 (User) key and selecting "M" for Menu Search.  Under the category of Business Searches the Call Taker can select "H" for search by business name or "I" screen search (any field)


## 10    RESTRAINING ORDERS FILE

The CAD stores information on over twenty four hundred Restraining Orders.  This information is important when taking calls for harassment,

domestic calls and other disturbance type calls.  The fact that there is an active Restraining Order could change a simple harassment call to a more serious Violation of a Restraining Order.

The Restraining Order File can be accessed by pressing the F7 (User) key and then selecting "O" for Orders-restraining.  Restraining Orders can be searched by "N" for name, "R" for recently issued, and "S" for screen search (any field).

This information can also be accessed by pressing the F7 (User) key and then selecting "M" for Menu Search.  Under the category of Restraining Orders the Call Taker can search by selecting "J" for active Restraining Orders by Plaintiff's name, "K" for active Restraining Orders by Defendant's name, or "L" for list of ALL Restraining Orders by screen search (any field).

The Call Taker should note that the name field will search both Plaintiffs and Defendants names.


## 11   CAD COPY OF CAMBRIDGE WMS RECORDS


The CAD stores approximately 10,000 Warrant records extracted nightly from WMS and electronically uploaded to our CAD Warrant file. They are warrant records from the previous day for persons in WMS who either had a Cambridge address or were wanted by the Cambridge police regardless of where they live.

It is very important to understand that these records do not replace or otherwise supplant the actual CJIS WMS file information. They are simply a 1-2 day-old copy of WMS warrant information uploaded automatically from CJIS to our CAD system and designed to be used for research and investigative purposes only.

The CAD Warrant File can be accessed by pressing the F7 (User) key and then selecting "W" for Warrants.  Warrants can be searched by the "N" the name of the subject, "R" by the most recently issued (date driven), "C" for a list of Cambridge residents with warrants, or by "S" search by screen (any field).

The CAD Warrant File can also be accessed by pressing the F7 (User) key and selecting "M" Menu Search.  Under the category of Warrants the Call Taker can select "S" for searches by name, or "T" for screen searches (any field).

The Call Taker should be careful not to confuse the CAD Warrant File with the Warrant Management System (WMS) on CJIS. The CJIS Warrant Management System will search all warrants nationally, while the CAD Warrant File only contains warrants issued by the Cambridge Police or Residents of Cambridge with warrants from other police agencies throughout the state.

The Call Taker should also understand that the CAD Warrant File is not an "in house" warrant file. There are no longer any "in house" warrants and while some officers may still use the term "in house", ECC Department Members should refrain from its use.


## 12    ASSIGNING CAD FILE NUMBERS (POLICE "WALK-INS")

Occasionally the Call Taker will be asked to assign CAD File numbers. The request could come from either an officer on PD CH 5 (for active incidents) or on the telephone ("Walk-in" to the station or the officer calling from the scene of the incident). More often than not, the call will originate from the officer at the Front Desk of the Police Station. The front desk officer will call and state that they have a "Walk-in", meaning that the Reporting Party (RP) came to the police station to report an incident rather than calling on the phone.

To assign a file number to a "walk-in" the information first needs to be entered into the CAD. The Call Taker must obtain the following information:

- Location of incident (not 5 Western Ave. unless the incident occurred there.)
- Type of Incident
- "File number for Front Desk" typed in the info section
- Front Desk Officer's name or badge number

Once the information is entered the Call Taker shall press F12 (Do) key and select "C"- close no dispatch. The screen will change and the cursor will be in the center of the screen. By placing a "Z" in that field and pressing the F12 (Do) key a file number will be assigned.

For calls that are "active" the Call Taker needs to (GET) the call to open it. The Call Taker should select "Z" the screen will change and the cursor will be in the upper right hand corner of the screen. By placing a "Z" in that location and pressing the F12 (Do) key a file number will be assigned.

The Call Taker should know that sometimes due to the "sensitivity" of a "walk in" report the Officer/Detective calling may only provide 5 Western Ave. as the location. This is the only exception to the rule concerning the location entered in the CAD for "walk ins".

If a file number is assigned in error, the Call Taker shall enter a note on the incident stating such.

## 13   NOTIFICATIONS

Anytime notifications are made from Emergency Communications to any other department or agency the Call Taker/Dispatcher making the notification shall enter the notification into the CAD by using the Incident Type Code *89 Notification*. Notifications are usually made on calls received that do not require a dispatch, but do require a "record" be kept.

## 14   GENERAL BROADCASTS

From time to time, a Call Taker will receive a call that does not need a dispatch, but may require a General Broadcast on the radio. Examples of such would be Missing Persons (non-residents that may be in the area), BAPERN announcements from surrounding communities, etc. It has been past practice to write the information down and pass it to the Dispatcher for broadcast. The Call Taker should instead, enter the information into CAD by using the CAD Code *General Broadcasts (GBC)*. Chances are that the information will require more space than is provided in the info section of the screen. If that is the case the Call Taker can add the extra information by selecting "U" UPDATE & CONTINUE. Choosing "U" UPDATE & CONTINUE will supply the Call Taker with a new area for typing information, each time "U" is selected.

The Call Taker must understand that there are separate narratives for Police and Fire. For instance, if a Fire Dispatcher enters a narrative, the Police Dispatcher will not be able to read the narrative and vice-versa.

In addition, it is the responsibility of the Call Taker to monitor channel 5 and BAPERN. This will ensure that we receive all general broadcasts from surrounding cities. In addition, this will allow the Call Taker to give out general broadcasts as needed.

## 15   DISPOSITION CODES

When it becomes necessary for a Call Taker to CLOSE a call without dispatch, the Call Taker needs to pay special attention to selecting the proper Disposition Code.  For the most part, the only time a Call Taker will close a call without dispatch will be for either a "walk in" report to the Police Station or an E911 Hang up call that is resolved upon call back.  The disposition code for a "walk in" report should be; *REP – Report Taken*.  The disposition code for a resolved E911 Hang up call should be; *RES – Resolved by Call Taker*.

## 16   STREET SUFFIX ABBREVIATIONS

When entering locations in CAD the Call Taker should be familiar with the following Street Suffix Abbreviations:

| Abbreviation | Suffix |
|---|---|
| ALY | Alley |
| AVE | Avenue |
| BLVD/ | Boulevard |
| CTR/ | Center |
| CIR | Circle |
| CT | Court |
| DR | Drive |
| HWY | Highway |
| LN | Lane |
| OVPS | Overpass |
| PRKWY | Parkway |
| PL | Place |
| RD | Road |
| SQ | Square |
| ST | Street |
| TER | Terrace |
| TRNPK | Turnpike |
| WAY | Way |

In order to save time in entering the call the Call Taker should use the above abbreviation whenever applicable.

## 17   CAD LOCATION ENTRY FORMATS

The following are the five different types of CAD Location Entry Formats. These formats were created in order to make call entry both easier and less time consuming.

- Keltron Alarm (e.g., BOX K23)
- Intersections (e.g., QUINCY ST & CAMBRIDGE ST)
- Common Place/Business (e.g., CITY HALL)
- Street Address with Street Number (145 MAIN ST)
- Street with No Street Number (LEXINGTON AVE)

When entering a CAD incident for a **_KELTRON Alarm_**, the Call Taker needs to type the word "**BOX K**" with the Box number after it.(**BOX K23**) Note; there must be a space between Box and the K .Once the Box and the box number are entered in the location field the Call Taker will then press enter. The Box Number will geoprocess and automatically place the Incident Type in the appropriate field (160 Keltron Alarm) as well as the location of the box. DO NOT place a space between the "K" and the Keltron number, doing so would make the CAD read the Keltron alarm as a Fire Box Alarm.

When entering a call that the location is an **_intersection_** there are a few special requirements for entering intersections.  The first and most important is that there is <u>one and only one</u> acceptable way to enter an intersection:

- QUINCY ST & CAMBRIDGE ST

The Call Taker must use the ampersand (&) to designate an intersection. Putting an ampersand *between* the two street names is the only way that the geoprocessor knows the location is an intersection.

The Call Taker should always use the Street Suffix Abbreviations.
Mass & Dana should be Mass Ave & Dana St.

A very useful function of the CAD is its ability to accept a **_business_** or <u>commonplace</u> name, and then to return critical information to the Call Taker.  A commonplace could be any public, named location, such as a square, park, playground, or building.  For example, if the CAD recognizes the name, it can return the street address, the complex or mall the business is in, and any nearby landmarks.

There are a few items to keep in mind when typing in a business name:

- Some businesses may have "odd" names with strange characters or numbers.  The CAD may not treat these in the way one might expect.  For example, entering the store name "16+" will confuse the CAD.  The CAD

will treat the name as a street number, followed by the unknown street name "+".  There are a few ways a name such as this could be handled:

1. **16PLUS** - Remember that the CAD, when it sees a word starting with a number, will start to "nibble away" until it finds a blank space.  If there are two or more letters at the end of the word, the CAD will treat it as a name, and will search the street and business files for the name.

2. **SIXTEEN PLUS** - The Call Taker can, of course, write out the whole name.

- Often the business name is compound, meaning that there is an "AND" in the name, either as the actual word, or as a symbol like "&" or "+".  Since the ampersand tells the CAD to look for an intersection, it cannot be used as the symbol.  The word "AND" should be used by the Call Taker.

- The last item to keep in mind is that a business may often have a commonly used alias.  For instance "Bertucci's Brick Oven Pizzeria" is for the most part known as "Bertucci's", and it would not be necessary to type the "official" company name into the CAD.

Most of the locations Call Takers will enter will be ***Street Addresses***.  A street address is defined as a street number and a street name.  The street number can include a single letter sub address.  The rules for typing a street address are as follows:

- The sub address letter must follow the street numbers with no spaces or odd characters included.  Example; 123A MAIN ST not 123 A MAIN ST.

- Street address ranges will not work.  "123 MAIN ST-125 MAIN ST" will fail.  In such cases the Call Taker could use a period in-between the two address numbers:  123.125 MAIN ST.  This could also be used for addresses such as 12 ½ Spring Street which would be entered as; 12.5 Spring Street.