



Kern County Sheriff's Office – Communications Section

Policies and Procedures

TITLE: RECEIVING CALLS FOR SERVICE		NO: E-100	
APPROVED: Commander John Carpenter			
EFFECTIVE: May 1, 1995	REVIEWED: August 19, 2024	REVISED: August 19, 2024	UPDATED: August 19, 2024

POLICY

The first contact a citizen has with the Kern County Sheriff's Office, when making a request for police assistance, is through the telephone system. Communications Section personnel will be professional and thorough in their telephone contacts with the public. Personnel will gather accurate, pertinent information, exhaust all available resources to assist callers and complete their event entries in a manner that supports both public and officer safety.

Dispatchers on primary radio frequencies should avoid answering the incoming calls when staffing allows. Every effort will be made by personnel not on primary radio frequencies to answer the telephone before a radio dispatcher feels obligated to do so. 9-1-1 lines take priority over seven digit phone lines.

PROCEDURE A - INCOMING TELEPHONE CALLS

- **When a 9-1-1 line rings, the call taker will answer with a pre-recorded 9-1-1 greeting from one of the following:**
 - "9-1-1, what is the location of your emergency?"
- **If the call is not an emergency, the call taker will:**
 - Take appropriate action to help the caller.
 - Place call on hold and assist incoming 911 calls.
- **If the call is an emergency, the call taker will:**
 - Remain on the line, determine the situation, and enter a call for service if needed.
 - Transfer the call to the appropriate agency or jurisdiction if it is not a law enforcement situation or if it is out of our jurisdiction.
 - All calls for other agencies and jurisdictions will be transferred to the appropriate agency. The call taker will stay on the line until the receiving agency has voice contact with the caller.
 - If the call is a major incident (ie shooting, stabbing) the call taker may provide the call type information to the agency before disconnecting the line.

- If the receiving agency does not answer, or their lines are ringing busy, **and caller is not directly involved** in the incident the call taker may:
 - Gather the nature and location of the emergency, and the caller's contact information and inform the caller that KCSO will notify the responding agency.
 - Then disconnect with the caller and contact the responding agency to ensure they are responding and have the caller's information if needed.
- If the receiving agency does not answer, or their lines are ringing busy, **and the caller is directly involved** in the incident the call taker will:
 - Remain on the line, determine the situation, and enter a call for service.
 - Ask a co-worker to contact the responsible agency on a private phone line or on the radio and request they respond.
 - Remain on the line until the caller has been successfully transferred to the responding agency.
- **When receiving a 9-1-1 call and the ALI is incorrect or shows "Record Not Found" from a landline, the call taker will:**
 - Direct the caller to contact their phone company to correct the address.

PROCEDURE B – LIMITED ENGLISH PROFICIENCY CALLER (LEP)

- If the call taker determines the caller is a limited English proficiency individual, the call taker should quickly determine whether sufficient information can be obtained to initiate an appropriate response.
- When the call taker is an authorized interpreter of the caller's language, the call taker will immediately provide interpretation services to the caller.
- When the call taker is not an authorized interpreter of the caller's language, and language assistance is still needed, the call taker will contact the contracted telephonic interpretation service and establish a three-party call connecting the dispatcher, the LEP individual, and the interpreter.

PROCEDURE C - DEMEANOR WITH CALLERS

- **When answering any telephone call, the call taker will:**
 - Make every reasonable effort to assist the caller and enter a call for service if needed.
 - Talk in a clear, calm, and respectful voice at an appropriate volume.
 - Not use profanity, be discourteous, or disrespectful.
 - Furnish name and CAD number upon the request of any citizen.
- **When receiving a phone call and the caller is using profanity, yelling, belligerent, disrespectful, or abrasive, the call taker will:**

- Make every effort to de-escalate the situation and handle the call for service. If the call taker is unable to assist the caller, inform the caller they are being placed on hold for a supervisor and then place the caller on hold.
 - Contact a senior dispatcher or a dispatch supervisor to handle the call.

PROCEDURE D - EVENT ENTRY INTO CAD

- When entering a call for service into CAD, the call taker will complete the appropriate form entering all pertinent information in a clear, concise, and professional manner.
- The call taker will make note in the call for service if in person contact from a deputy is requested.
- If information is received from a third party, the call taker will attempt to obtain the name, phone number and address for the victim.



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