



Kern County Sheriff's Office – Communications Section

Policies and Procedures

TITLE: 9-1-1 HANG-UPS/OPEN LINES			NO: E-200
APPROVED: Commander John Carpenter			
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POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to make an effort to assist those who call with a request for service. Not every caller is able to talk to the Communications Section when a call is placed. In order to help those who are in a situation where they are restricted or unable to make voice contact, the Communications Section will make every effort to re-contact the calling party or enter a call for service.

PROCEDURE A - OPEN 9-1-1 LINES

When answering a 9-1-1 line and there is no voice contact with the caller the call taker will:

- Make every effort to make voice contact.
- For payphones:
 - If there are **no** indications of distress the call taker will disconnect and take no further action.
- For landline phones:
 - Utilize the Detect TTY function in the phone system to determine if the caller may be using a TDD device.
 - Enter a call for service.
 - If there are any indications of distress, the call taker will remain on the line and update the event as necessary.
 - If there are **no** indications of distress the call taker will disconnect and attempt at least one call back to determine the situation. The call back will consist of 4 rings.
 - Cancel the event if voice contact is made with caller and there are no indications of distress.
- For wireless devices:
 - If there are **no** indications of distress the call taker will disconnect and attempt at least one call back to determine the situations or utilize the texting feature on Rapid Deploy by sending the caller a text message. The call back will consist of 4 rings.

- Take no further action if the call was made from a disconnected cellular phone.
- If there is no answer on call back or the line is busy, call taker will take no further action.
- If voice contact is made and no response is needed, cancel the event and workload permitting, obtain the caller's name and home address and update the event with the information.
- If there are any indications of distress, the call taker will remain on the line and enter a call for service including any relevant location information. The call taker may also utilize text feature on Rapid Deploy by sending the caller a text message while remaining on the line.
 - If available, utilize the Update function in the phone system to continue to gather GPS data for the device and update the CAD event as necessary.
 - Notify a Senior Dispatcher or Dispatch Supervisor of the event and request they contact the wireless provider to obtain subscriber name and address information.

PROCEDURE B - ABANDONED 9-1-1 CALLS

When call taker has received an abandoned 9-1-1 call the call taker will:

- For landline phones:
 - Enter a call for service with event type "911".
 - Attempt at least one call back to determine the situation. The call back will consist of 4 rings.
 - Cancel the event if voice contact is made with caller and there are no indications of distress.
 - Call may be cancelled if a deputy has responded for the same type of event within the last 30 days and has determined there is a malfunction with the phone line and a patrol supervisor has advised of a non-response. A dispatch supervisor or senior dispatcher will then enter a non-Response alert for the address that will expire after 30 days.
 - Not cancel the event if there are any indications of distress and will update the event accordingly.
- For payphones and disconnected cell phones:
 - Take no further action.
- For wireless devices:
 - Will attempt at least one call back to determine the situation and/or text the number back utilizing the text feature on Rapid Deploy.
 - If there is no answer on call back or the line is busy, call taker will take no further action. The call back will consist of 4 rings.
 - If there is no response via text message after 2 minutes. The call taker may disconnect the session.

- If there are any indications of distress, the call taker will remain on the line and enter a call for service including any relevant location information.
- Notify a senior dispatcher or dispatch supervisor of the event and request they contact the wireless provider to obtain subscriber name and address information.