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CSU FULLERTON POLICE DEPARTMENT GENERAL ORDER NUMBER 7-2

TELEPHONE PROCEDURES

- SUBJECT:** Emergency, Business and Information Telephone Procedures for the University Police Department Communications Center
- PURPOSE:** The Department operates a modern public telephone system as a means to provide emergency and non-emergency services, including equipment for the hearing impaired (TDD) system, to the University Community on a 24-hour basis. To establish and provide the proper procedures for use by the Communications Center personnel, also known as dispatchers, when receiving, responding to and directing telephone calls.
- POLICY:** To provide a 24-hour, toll-free telephone access for emergency calls and other calls for service. The Department administers the 911 emergency telephone system and separate business lines for the University community. [CALEA 81.2.1,81.3.3]
- PROCEDURE:**
- I. Answering Incoming Telephone Calls
- A. Business and information lines will be answered “University Police Dispatcher (Last Name).” All incoming calls must be answered as expeditiously as possible. Speak clearly, concisely and directly, if necessary transfer the call to the appropriate person.
- B. Professional behavior is mandatory at all times. Courtesy and helpfulness are vital. Dispatchers, when talking with persons who are calling for police services, often represent the first contact the individual has with the Department and/or the police.
- C. Dispatchers must take control and lead the conversation. Using their training, experience, and the following considerations to judge the characteristics of the call dispatchers will determine whether an emergency or nonemergency response is required. [CALEA 81.2.6]
1. Immediate threat present
 2. Demeanor of the victim
 3. Request from the victim for immediate assistance
 4. Previous contact, if any, with the victim

5. Information known by the dispatcher relative to the victim or the offense
- D. After obtaining the facts needed to take the appropriate action in the minimum amount of time, advise the Watch Commander of the call. If the victim/witness is asking for information only refer them to the Watch Commander for assistance. [CALEA 81.2.6]
 - E. The dispatcher will inform the caller of the agency's response, including direct Department/officer response, law enforcement service or referral to other public service agencies. [CALEA 81.2.6]
- II. Handling Department Emergency Telephone Calls
- A. On the Fullerton campus over 180 "blue phones" have been installed to allow a person to touch a single button and be directly connected to the Communications Center via 9-1-1.
 - B. Prior to establishing a 911 system, the University had established an easy to remember emergency number "3333" and corresponding telephone lines in the Communications Center. This system is still in place to accommodate anyone who may still use this number in an emergency. Additionally, many law-enforcement agencies use this number as a direct line to the Communications center.
 - C. The 911 system and W911 system are in place to ensure that a caller will receive emergency aid from police, fire and medical aid agencies via their Public Safety Answering Point (PSAP) dispatch centers, and reduce errors in providing such assistance. Therefore, it is important that dispatchers use care in determining the exact circumstances of the call-in order to provide the most expedient and appropriate assistance to the caller. [CALEA 81.2.1]
 1. Incoming calls on the "3333" lines will be answered, POLICE EMERGENCY.
 2. As mandated by the State, all 911 calls will be answered, "911, WHAT IS YOUR EMERGENCY?"
 3. Any misdirected W911 calls or calls requiring the Fullerton Fire Department or Paramedic Services will be transferred by the direct one-touch button system. Dispatchers will abide by the following procedures:
 - a. The CSUF dispatcher will obtain the necessary information
 - b. Then transfer the call to the Metro Net dispatcher, advising Metro Net of the data obtained
 - c. Establish an escort point for the responding units
 4. Any 911 call where the caller does not respond to the dispatcher's requests for information or where communication is broken off with the caller the dispatcher will:

- a. Utilizing the ANI Information to cross-reference the telephone number with room and building location via the CSUF point span phone directory.
- b. Call back the indicated number to determine if it was accidental.
- c. If no answer or any indication of suspicious circumstances, immediately dispatch a Police Officer to the scene.

III. Handling Misdirected Emergency Calls [CALEA 81.2.12]

- A. When a call is received where the caller's Emergency Service Number (ESN) is not 285 and the call was not transferred from another Public Safety Answering Point (PSAP).
 1. Confirm with caller the location from which the call was made and that the service jurisdiction belongs to another PSAP.
 2. Obtain all pertinent information to assure the dispatcher can relay all known data to the agency of jurisdiction if contact with the caller is lost.
 3. Transfer the call to the correct PSAP. Utilize the single button transfer method if possible, to transfer the call.
 4. Complete a 911 misrouted form and submit to the Records Supervisor for forwarding to the County 911 Coordinator.
- B. Under no circumstance will a dispatcher fail to assist a caller reporting an emergency, despite jurisdiction.

IV. Handling Less Common Types of Calls

- A. A series of tones similar to touch tone signals indicates the caller is using a TDD to communicate with the dispatcher Deaf Telephone Call. The TDD function is activated on the screen for communication. [CALEA 81.2.1]
- B. When a call is received where the caller is speaking a foreign language transfer to the 800-448-3003 number by pushing the Language translation line for an English version of the caller's request for service.
- C. Upon receiving a request for the delivery of an emergency message, dispatchers will immediately notify the shift Watch Commander. The following are the types of emergency messages accepted and delivered:
 1. Notification of next of kin in the event of death, serious traffic accident or medical emergency. [CALEA 81.2.11]
 2. Notification to a person to make an emergency telephone call concerning death, or medical emergency. [CALEA 81.2.11]
 3. Notification to a person when assisting other law enforcement agencies on delivering emergency messages. [CALEA 81.2.11]

4. Unusual incidents where circumstances dictate that notification is deemed advisable. [CALEA 81.2.11]
- D. Occasionally, the Communications Center may receive annoying, obscene, or threatening phone calls. These types of calls will be dealt with in the following manner:
1. The dispatcher will immediately notify the shift Watch Commander.
 2. Certain calls require documentation in an incident report, like the following:
 - a. If the call is judged to be of a serious nature by the Watch Commander, or
 - b. Any call involving a threat to the University, the Department, or University personnel.
 3. The Chief of Police will be notified as soon as possible in the event of either incident outlined above.
- V. Incoming Crime Reports – The only method of receiving report information other than in person is through the use of the telephone. [CALEA 82.2.5]
- A. When receiving telephone calls to report a crime or incident, the dispatcher will assign an incident number and dispatch an officer to the scene.
 - B. It will be standard practice to have a complainant or victim file a report of a crime or incident in person.
 - C. On rare occasions this may not be possible or practical due to extenuating circumstances.
 1. The victim may not discover a crime until they have traveled a distance from the campus.
 2. A victim may live a distance from the campus and some factor such as health, or transportation prevents them from being able to return to report the incident in person.
 - D. Under these circumstances a report may be taken over the telephone of any incident that does not require physical examination of evidence.
 - E. In these cases, the Dispatcher will assign an incident number and transfer the call to an available Police Officer.
 1. The Officer will complete a thorough preliminary report, making every possible effort to confirm its validity. If required the report will be forwarded to Investigations for follow-up.
 2. If the crime involves an assault or other serious felony the dispatcher will notify the local agency where the victim is located and have them respond pending the arrival of Department Investigators.

- F. Reports of a crime or incident information that is received by mail will be routed to the appropriate unit for response and follow up.

VI. Department Cellular Phone Usage Criteria and Procedures

- A. The Department issues cell phones to the Command Staff, the Sergeants, Investigators, Community Services Corporal, Public Affairs Specialist, Finance/Payroll Specialist and the Emergency Management Coordinator.
- B. Procedures for use and accountability of cell phones and electronic devices issued by the University are addressed in Presidential Directive Number 15, "Regarding Telephones, Cellular Phones and Portable Electronic Communication Devices."
- C. Issued cell phones and the Watch Commander's cell phone are intended to be utilized for notification purposes and to facilitate easier communication with Department administration, dispatch and responders.
- D. Cell phones are not intended to replace communications that should be transmitted over the radio, such as communications that need to be monitored by all individuals on a scene or that need to be recorded.
- E. Because only calls to dispatch are recorded, the use of cell phones to contact victims, suspects and other members of the public is discouraged.
- F. Items of a confidential nature (criminal history information) should not be transmitted by cell phone.
- G. Cell phone radio waves can interfere with police radio communications equipment in communications centers. To avoid potential radio interference all wireless communication devices should not be utilized in proximity to the dispatch center.

VII. Calls for Department Personnel

- A. When a call is received for Department personnel who are not on duty or who are unavailable, ask to take a message. If the caller wants to know what shift the employee is working, advise them.
- B. Under no circumstances are dispatchers authorized to give out home telephone numbers. When necessary dispatchers may call the employee at home and advise him/her of the caller's need to contact them.

VIII. 911 Emergency System Resources

- A. The 911 system stores the calls in the computer and a hard copy printout is available if needed. The system has recorded phone lines to a computer hard drive and electronic backup.
- B. The Automatic Number Indicator (ANI) unit is monitored for equipment failure with notification from AT&T.

C.

1. The dispatcher should then immediately, or as soon as possible, call the repair number 877-500-4911. Advise the repair dispatcher that a 911 PSAP (CAL-STATE-FULLERTON) has an alarm condition and the trouble occurring (cannot use the one button transfer—not receiving ANI telephone number readout, or ALI date screen information).
2. Depending upon the type and extent of the service outage, repair should be within two hours of the next scheduled service repair shift.
3. Within thirty minutes of the alarm, the Police Dispatcher must complete the 911 telephone repair notification and the repair log entry.
4. An entry will also be made into the Daily Log in the CAD system listing the above information.

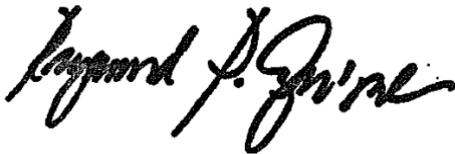
D. Alternate Answering Location system. This feature allows 911 calls to be transferred to the Fullerton Police Department in the event the CSUF Police Department's 911 equipment has a total system failure or if the building needs to be evacuated.

1. Call the Fullerton Police Department by OCC Land Line and advise them of the circumstances and request that they turn the 911 control switch (located in their telephone room by the entrance door on the right side) to divert all CAL-STATE FULLERTON 911 calls to their department.
2. Upon termination of the incident, call Fullerton Police Department and request they return the control switch to its normal position. This feature should be used when the problem is an in-house equipment failure and not a failure in off-site switching facilities of the Telephone Company.

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