


PBP FORM 290  PITTSBURGH BUREAU OF POLICE <i>"...honor, integrity, courage, respect, and compassion."</i>		SUBJECT: RESPONSE TO INTERRUPTED/DISCONNECTED 9-1-1 CALLS		ORDER NUMBER: 40-20
		PLEAC STANDARD: NONE		PAGE 1 OF 2
ISSUE DATE: 6/9/2017	EFFECTIVE DATE: 05/20/2013	ANNUAL REVIEW DATE: MAY	RESCINDS: NONE	AMENDS: NONE

1.0 POLICY OR PURPOSE

- 1.1 The purpose of this policy is to provide guidelines for the effective and efficient response to interrupted/disconnected 9-1-1 calls received at the Emergency Operations Center. It will also distinguish the difference between a hang-up and interrupted 9-1-1 call for service.

2.0 DEFINITIONS

- 2.1 Hang-up Call- Any call to the 9-1-1 Emergency Operations Center that is disconnected prior to any information is conveyed to the call-taker from a caller, where the call-taker would not be able to determine whether or not an emergency response is required or necessary.
- 2.2 Interrupted Call- Any call to the 9-1-1 Emergency Operations Center where some form of communication is received by the call-taker to indicate that there is some sort of emergency response is required. There is an actual caller on the line and insufficient information is conveyed to the call taker to ascertain the nature of the call. These types of calls may include the call taker receiving partial information from the caller or hearing some sort of conversation and/or struggle and then the line disconnects. These calls are generally labeled by the Emergency Operations Center as "unknown trouble" calls.

3.0 RESPONSIBILITIES OF RESPONDING OFFICER(S)

- 3.1 Upon being dispatched to interrupted 9-1-1 calls for service, the responding officer(s) shall use the following as guidelines for gathering information about the call:

- 3.1.1 Any available identifying information pertaining to the caller:

- 3.1.1.1 Does the dispatcher know the name of the caller?
3.1.1.2 Is the call-taker able to ascertain if the caller is male or female, based on his/her voice?
3.1.1.3 Is the call-taker able to ascertain the age of the caller (child, adult)?

- 3.1.2 Origin of the call:

- 3.1.2.1 Did the caller provide the call-taker with an address?
3.1.2.2 Was the call made from a landline? If so, what is the address associated with that telephone number?
3.1.2.3 Was the call made from a cell phone? If yes, is the dispatcher able to provide any further information/address/location associated with that particular cell phone number/call?

- 3.1.3 Nature of the call

- 3.1.3.1 What did the call-taker hear?
3.1.3.2 Was the call-taker speaking with the caller when the line was interrupted/disconnected?
3.1.3.3 Did the call-taker hear some sort of struggle prior to disconnecting?
3.1.3.4 Any other pertinent information that the call-taker can provide.

- 3.1.4 Was a call back attempted?

- 3.1.4.1 If not, then the responding officer shall request a call back.
3.1.4.2 If so, then what was the result of the call back?

- 3.2 Upon arrival to the location of the call, the following shall serve as guidelines for an effective and thorough investigation of the call for service, in an attempt to locate the caller as described in Section 3.1.1:
- 3.2.1 Knock on the door of the structure in order to contact/ observe the caller.
 - 3.2.2 If there is no response, ask the dispatcher to do a callback. If the responding officer hears the phone ringing from within the structure, this can confirm that responding officer is at the correct location.
 - 3.2.3 Walk around the structure, checking for anything unusual or indication of a struggle.
 - 3.2.4 Attempt to contact neighbors to gather further information in an attempt to establish if the caller is within the structure.
 - 3.2.5 Is there a vehicle at or near the structure that could indicate that the caller is inside of the structure? Or is there a vehicle at or near the structure that could indicate that some one other than the caller/resident is inside of the structure?
 - 3.2.6 Any other reasonable attempts to make contact with the caller.
- 3.3 If the responding officer is unsuccessful in contacting/ observing the caller, he/she shall advise a supervisor of his/her findings. At that time, it is the supervisor's responsibility to determine whether a forced entry is justified or if the call shall be cleared.

Approved By:



Scott Schubert
Chief of Police