



**IR50**

**ABANDONED 9-1-1 CALLS**

**IR50**

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**POLICY**

1. All reasonable efforts are to be made to identify the true nature of incomplete 9-1-1 calls, in order to determine whether or not to dispatch police in response to the call.

**REASON FOR POLICY**

2. A caller to 9-1-1, calling from either a residence, business, payphone or wireless communication device, may be prevented from completing the call because the caller is in distress. Callers to 9-1-1 expect that they will receive assistance, even if they cannot communicate their need for it. As a result, all reasonable efforts must be made to assess the cause of incomplete 9-1-1 calls, in order to determine whether or not to dispatch police in response.

**RELATED POLICIES**

DP31 – Operational Communications Equipment & Use



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## DEFINITIONS

3. For the purposes of this Policy, the following definitions will apply:

**Incomplete 9-1-1 Call:** a call made to, and received on, 9-1-1 and, either due to the call being disconnected, hung up or dropped, there is insufficient information to determine the nature of the emergency and/or which emergency service is required.

**ALI:** Automatic Location Identifier information.

**ANI:** Automatic Number Identification.

**Primary Safety Answering Point (PSAP):** a communication centre that receives a 9-1-1 call as the first point of contact and directs the call to the appropriate emergency agency, either police, fire or ambulance.

**Call Taker:** Department employee who handles 9-1-1 calls.

## PROCEDURES

### General

4. A file is required to be created for all incomplete 9-1-1 calls.
5. A call taker is required to manage and if appropriate, to dispatch an incomplete 9-1-1 call as follows:
- if it is determined that the caller may be in need of assistance, but the true nature of the event cannot be classified, the call shall be dispatched immediately;
  - if the available information establishes that the caller is not in need of assistance, but the true nature of the event cannot be classified, the call shall be dispatched immediately;
  - if the true nature of the event can be classified, the call will be created for dispatch under the appropriate call type, the appropriate call priority will be assigned, and the attending police unit(s) shall be advised that the call was incomplete; and
  - if it is determined that the event does not meet the criteria for dispatch, the call taker shall:



- i) create a call,
  - ii) enter the caller's name, reason for the call, all other pertinent information, details of any action taken, and
  - iii) attach the PRIME person and location queries and close the call.
6. If voicemail or an answer machine is reached when calling back, the call taker is not to leave a message.
7. If it is determined that a member is not required to attend, and only if the incomplete call originated from a cell phone, the call taker may clear the call in CAD.  

(See also "Cellular Telephones" procedures following)
8. If contact with the caller is established, the call taker shall verify the address, and determine whether assistance is required.
9. Any call that is determined not to be a police incident shall be transferred to the appropriate service provider.
10. If the location origin of a call is determined to be in another jurisdiction, the call taker shall:
  - a) notify the dispatch centre for that jurisdiction by CAD message; and
  - b) determine whether the caller is in need of assistance or, if the true nature of the event cannot be classified, follow up the notification with a CPIC message.
11. When receiving notification of an incomplete 9-1-1 call from another agency, where the caller has been determined to be at a residence in Delta, a call taker shall create a file and dispatch a member in accordance with the provisions of these procedures.
12. In determining whether a caller is in need of assistance, regardless of whether contact with the caller was established or re-established, the call taker shall consider the following and enter all pertinent information into the call:
  - a) the caller's stated reason for calling;



- b) the caller's tone of voice or emotional state;
  - c) the nature of any audible background noises;
  - d) the existence, number and nature of any previous incident(s) at the caller's address;
  - e) the results of requesting to speak to any other individuals present at the location;
  - f) whether the caller admits or denies having called;
  - g) the appropriateness of any given reason for the hang up; and
  - h) any other objective or subjective assessment, with the primary intent of determining whether the caller is in need of assistance.
13. A member dispatched to attend an incomplete 9-1-1 call is required to:
- a) attend the location identified by the call taker;
  - b) attempt to identify the caller and determine reason the call was not completed; and
  - c) create a general occurrence report documenting the incident.

### **Originating Telecommunications Technology Type Procedures**

#### ***Cellular Telephones***

14. Calls from disconnected or inactive 9-1-1 cell phones are to be dealt with by the call taker and the dispatched member as follows:
- a) the call taker is to inquire with the PSAP call taker whether anything was heard, create a file with any available ANI/ALI information, and if no distress is heard, clear the file in CAD;
  - b) if caller distress is identified, the call taker must contact cellular telephone service provider and seek to obtain the caller's location via triangulation and an address via the last known billing information; or
  - c) if caller distress is identified, a member is to be dispatched to the address, or to conduct an area patrol of the identified geographic location, and the member is to complete the file.



15. Calls from a cellular telephone in which the caller is spoken to are to be dealt with by the call taker and the dispatched member as follows:
  - a) the call taker is to create a file with ANI/ALI information, confirm the nature of the emergency and obtain the caller's details;
  - b) if an emergency exists, a member will be dispatched and attend accordingly;
  - c) if the caller asserts that no emergency exists, and the caller is at a residence in Delta, a member will be dispatched to attend and complete the file; and
  - d) if the call taker determines that no emergency exists, and the caller is not at an address in Delta, the call can be cleared in CAD.
  
16. Calls from cellular telephones in which the caller hung up or the line is open, but no one speaking, are to be dealt with by the call taker and the dispatched member as follows:
  - a) the call taker is to inquire with the PSAP call taker whether anything was heard and create a file with any available ANI/ALI information;
  - b) if distress is noted, the call taker is not to disconnect the call, but direct another call taker to contact the telephone service provider and seek to obtain subscriber address information and location triangulation, i.e., have the phone pinged;
  - c) the call taker is to query the phone number on PRIME for past history & associated persons/address and, if the address or location of the caller is in Delta, a member is to attend and complete the file;
  - d) if no distress is noted, the call taker is to disconnect the call and make a minimum of three callback attempts;
  - e) the call can be cleared in CAD if contact cannot be made with the caller, no distress was noted, no Delta address was identified and no previous PRIME entry of concern exists; and
  - f) if contact is made with the caller, the call taker is to determine whether an emergency exists, and if the caller advises that there is no emergency, the call taker is to ask why 9-1-1 was called and if the caller is at home in Delta, a member is to be dispatched to the



residence (if the caller is not at home and no emergency or distress is noted, the call can be cleared in CAD).

***Payphones***

17. Calls originating from payphones, in which the caller hung up or the line is open, but no one speaking, are to be dealt with by the call taker and the dispatched member as follows:
  - a) the call taker is to determine what was heard by the PSAP call taker, create a file with the location address obtained from ANI/ALI information, and if the phone is attached to a business, contact the business to determine if anyone there is aware of an emergency in progress (in an emergency situation that presents a health or safety risk, the call taker must not ask a person to go and assess the situation); and
  - b) if an emergency is established, the call taker is to obtain all relevant details, and a member is to be dispatched to attend and complete the file.

***Location Specific Residential or Business Telephones***

18. Calls from residential or business telephones in which the caller hung up or the line is open, but no one speaking, are to be dealt with by the call taker and the dispatched member as follows:
  - a) the call taker is to inquire with the PSAP call taker whether anything was heard, create a file, determine the location with ANI/ALI, query the location address on PRIME for past history and, if the address is in Delta, a member is to attend and complete the file;
  - b) If a situation involving potential caller distress is identified, the call is not to be disconnected; and
  - c) if no distress can be identified, the call is to be disconnected and at least three call back attempts are to be made. For calls with no associated ANI/ALI, the telephone number is to be obtained from the PSAP call taker, a Q911 query conducted to obtain ANI/ALI information and the results entered into the CAD call record.
19. If contact with the caller is established, and the caller advises that 9-1-1 was not intended to be dialed, a member is nonetheless required to be dispatched and to attend.



***Fax machines***

20. Calls from a fax machine specific telephone line are to be dealt with by the call taker and the dispatched member as follows:
  - a) the call taker will create a file, enter the address obtained from the ANI/ALI, query the location address on PRIME for past history and a possible alternate telephone number for the address, and, if the address is in Delta, a member is to attend and complete the file.
21. If contact with someone at the address is established, and that person advises that 9-1-1 was not intended to be dialed, a member is nonetheless required to be dispatched and to attend.

\*Revised Dates:  
N/A