CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT: CALLTAKING	DATE:	PAGE 1 of 4	NO. Phone 3.1
RELATED POLICY: 3.3	UPDATES: 07/2012		

PURPOSE:

To establish a uniform procedure for the processing of a request for service received by Communications Operators for the Carlsbad Police Department.

PROCEDURE:

GENERAL

Order of Answering Priority. It is the responsibility of on duty dispatchers to answer all in-coming calls. All phone calls will be answered in order of priority. 1st priority are the 9-1-1 lines. 2nd priority are the emergency 10-digit phone lines. 3rd priority are the non-emergency lines. 4th priority are the administrative/internal phone lines.

Standard Answering Protocol – 9-1-1 lines.

All 9-1-1 lines should be answered "9-1-1 Emergency." (*never "Nine Eleven".) Alternate ways of answering may be: "9-1-1, what is the emergency?", or "9-1-1 what is your emergency?".*

A. WHERE

In all cases, the dispatcher must first determine the location where assistance is needed. The dispatcher must verbally confirm that the ANI/ALI information is correct and confirm that the request for service is in Carlsbad, CA. Business name, apartment number and other pertinent location information must also be confirmed at this time. If needed, the dispatcher will ask the reporting party to repeat the address to where a response is needed. The dispatcher will read and follow all location warnings generated by CAD.

B. WHAT

The dispatcher will ask for the nature of the problem. While interviewing the reporting party the dispatcher will attempt to obtain suspect information, associated vehicle information and direction of travel, and if medics are needed.

> **Suspect's description** (one at a time):
> a. Sex
> b. Race
> c. Age
> d. Height (at least tall or short)
> e. Weight or build
> f. Hair/eye color
> g. Physical oddities, i.e. glasses, mustache, scars/marks/tattoos
> h. Clothing description - Start at the top and work down the body (e.g. hat, jacket, shirt, pants, shoes, carrying anything) and work inside to outside (i.e. blue shirt, white jacket)

> **Vehicle description and license number**: CYMBOL
> a. Color - be specific - light blue, dark blue
> b. Year - at the minimum, newer or older model
> c. Make – Ford, Dodge, Toyota, and Model – Focus, Caravan, Tundra
> c. Body style – station wagon, convertible, 2 doors, 4 doors, full size or mini pickup, passenger or cargo van.
> d. Other identifiers – stickers on windows, lumber rack, rear spare tire rack, broken headlights,
> e. License Plate – state and number

> **Direction of travel:**
> a. on foot
> b. in a vehicle (ask for plate information and use CYMBOL)
> c. direction of travel - north/south/east/west
> d. toward what street or landmark

> **Weapon(s) used,** if any - **never assume anything**. Just because no weapon was mentioned does not mean a weapon was not involved. **ASK**. Be sure the caller observed the weapon and did not just assume they had one because they were talking about it.

> **Alcohol/H&S:**
> a. Is the subject under the influence of alcohol or drugs?
> b. Type of drug/alcohol, when last used, duration of use.

Children: Depending on type of call:
   a.   Number and ages of children involved;
   b.   How many people are inside the residence or business.

C. WHO
   a. The caller's full name, location and callback number will be requested unless it will place the caller in jeopardy by staying on the line.
   b. The dispatcher will ask the caller for their first and last name and document them on the incident.
   c. If the caller is willing to leave their name but does not want it given out over the air, the dispatcher will put <u>DNI</u> (Do Not Identify) next to their name.
   d. If the caller refuses to leave their name, put <u>REF</u> (Refused) in the name field.
   e. The dispatcher will not refuse to send units just because a caller refuses to identify themselves.
   f. The dispatcher will not use color or race to describe the caller unless the reporting party gives that information to them.

D. ENTER THE CALL
   a. After obtaining and recording the appropriate information needed for dispatch, the dispatcher will enter the CAD incident.
   b. Priority One calls should be entered with 20-25 seconds with location and call type and additional information supplemented as received.

E. ADDITIONAL INFO
As the dispatcher receives additional information, he/she will supplement the current incident promptly.

If asked for an ETA, the dispatcher will not tell the caller the police, fire or ambulance "are on the way" or give a definite time of arrival. The dispatcher will always advise the reporting party "your call has been entered and help will be there as soon as possible."

If the situation is an "in progress" call and the dispatcher is maintaining communication with the caller, the dispatcher will keep the caller updated as much as possible, i.e. – officers enroute/arriving on scene/checking the outside of the location, etc.

If the caller is distressed, hysterical, aggressive, or abusive, they represent a great challenge to the dispatcher. However, all these callers (especially those who are aggressive or abusive) may behave in this way because they are frightened and feel that they have no control of the situation.   The dispatcher must not let the caller's attitude affect the way they behave. The dispatcher will remain calm, courteous and professional at all times.

E. VARIATIONS

Non-English Speaking Reporting Party

If the caller does not speak English well enough to be understood by the dispatcher, the caller must be connected to a language interpreter service. Carlsbad has contracted with Voiance Interpreter Network to provide language interpretation services via a conference call between the caller, the CPD dispatcher, and the Voiance interpreter. The phone connection to the interpreter service can be accessed via the phone system keypad (LANG LINE) or the 911 tab (LANGUAGE). When calling Voiance an automated system will answer. The automation system will ask you to "Press 1 for Spanish" or "Press 2 for All Others". Carlsbad Police Department's identification number is ▮▮▮▮ but the automated system will recognize the number we dialed into and will not ask for our ID number. If the automated system is not working you may be asked to provide the ID number. The dispatcher will be connected to an appropriate interpreter. The dispatcher will tell the interpreter exactly what information is need from the reporting party. The dispatcher, with the assistance of the interpreter, will continue with the interview process.

Open Line

Anytime the dispatcher has an open line and no response whatsoever, the dispatcher will initiate a TTY prompt. This will include all cellular and payphones.
In compliance with Public Law 101-336, the Americans with Disabilities act, all silent and open line calls will be interrogated with a **TDD/TTY** to determine if the caller is attempting to report an emergency using this type of device. (See Protocol 3.12)
If unable to make contact at all, an 1130/1130C call will be entered.

On VESTA

While on 911 - click on the TTY tab and then click Detect TTY tab.
While on Admin line – click on the TTY tab, click on Session Control, Click on Take Control.

TTY Calls

Refer to related protocol 3.12

Fire/EMS Related Calls

Refer to related protocol 3.11

911 Cell Calls

Refer to related protocol 3.3

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT **9-1-1 CALLS RECEIVED FROM AIRCRAFT**	DATE: 04-28-2005	PAGE 1 of 1	NO. 3.2
RELATED POLICY:	UPDATES: 6/1/05, 2/12/06, 2/23/06, 04/05/11		

PURPOSE:

Federal Aviation Administration (FAA) guidelines for collection and reporting complete and accurate information from 9-1-1 calls received from an aircraft. (NENA standards for NORAD/FAA Notification Document 56-002)

GENERAL

All 9-1-1 calls received from an aircraft shall be reported to the FAA immediately. Every attempt shall be made by the dispatcher to obtain the following information:

- What is the caller's name?
- Are they calling from a wireless/cellular telephone or an on-board telephone?
- If the caller is using a wireless/cellular telephone, what is the CPH #, who is the carrier? (Cingular, Nextel, Verizon)
- What seat is the caller assigned to?
- The name of the airline carrier the person is flying on (American, Delta, United).
- What is the nature of the on-board emergency?
- The flight number.
- Where did the flight depart from (originate)?
- What is the next destination of the flight?
- Do you know where the plane is located now? (Over Long Beach, Camp Pendleton)

After obtaining the above information and this event has been identified as a potential threat to the United States, the on-duty communication personnel will call NORAD/WADS (Western Air Defense Sector) at ████████████ to report the incident. (This phone number is privileged for law enforcement only- do not release to public)

If the call taker has determined that this event is a non-threat (lost aircraft, aircraft with mechanical or fuel problems or medical emergency) the dispatcher

should immediately contact the FAA at ███████████. This number is for all of Southern California, which covers from Los Angeles to the Mexico boarder.

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT: **911 LANDLINE** **HANGUP CALLS**	DATE: MARCH 1,2004	PAGE 1 of 2	NO. 3.3
RELATED POLICY: **3.9 Wireless 911 Calls**	UPDATES: 07-2011		

PURPOSE:

To establish protocol for handling 911 hang-up calls received from landlines.
(residential, business, and pay phones)

GENERAL:

If a call is received on a 911 line and the caller hangs up without advising the
nature of the call, create a CAD incident, then;

PROCEDURE:

[BLACK REDACTED BLOCK]

PAYPHONES

A. If the call comes from a payphone identified as a business, call the business, and ask if they are aware of an emergency. If the person answering the phone is unable to ascertain if an emergency exists or if the caller is in danger, dispatch patrol units. If they state the pay phone is outside the business, do not ask them to check as it could put them in jeopardy.

[BLACK REDACTED BLOCK]

OPEN 911 LINE

A. If you receive a 911 call where there is no one talking, listen for background noise.

[BLACK REDACTED BLOCK]

[BLACK REDACTED BLOCK]

[BLACK REDACTED BLOCK]

911 Hang Up Calls from Cell Phones

See Protocol 3.9 - Wireless 911 Calls

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT: **ALARM CALLS &** **DISPOSITIONS**	DATE:	PAGE 1 of 2	NO. 3.4
RELATED POLICY:	UPDATES: 02/21/12 2/5/19 5/20/19		

PURPOSE:
To establish a protocol for alarm calls and the appropriate dispositions.

GENERAL:
Per the City of Carlsbad Municipal Code 8.50.010(h):
"'False Alarm' means the activation of an alarm system through mechanical failure or malfunction, or accidental tripping, misoperation or misuse by the lessee or owner of the alarm system or his employee or agent, including mechanical failure or malfunction caused by negligent maintenance of the system. False alarm shall not include alarms caused by malfunction of telephone line circuits or external causes beyond the control of the owner or lessee of the system."

PROCEDURE:

CALL TAKING

1. Alarm calls on structures called in by citizens, alarm companies or officers shall be classified as one of the following:

      ██████████████████████████

         ████████████████████

      1.   At a business then use ████
      ████ At a residence then use ████
      3.   Any information regarding audible or silent does not affect call type but should be noted in narrative

Communications
Page 1 of 2

B. 459 Alarms – Burglary alarms

███████████████████████████

████ If silent use ██████
████ If audible, then use ██████
    3.   Any information regarding Business or residential does not affect call type but should be noted in narrative

C. Specials – 3SI activations

████████████████████████████

2. Complaints regarding other types of alarms, such as vehicle alarms or fire alarms disturbing the peace, can be classified as SUSC or 415N.

DISPOSITIONS

Alarm calls will be given one of the following dispositions when cleared:

1. ACC = ACCIDENTAL
   Alarms caused by malfunction of telephone line circuits or external causes beyond the control of the owner or lessee of the system.

2. CL = CANCELLED
   Call cancelled prior to the arrival of an officer. These will not be listed as false alarms unless a significant history of cancellations develops for a specific alarm.

3. FA = FALSE
   Activation of an alarm system through mechanical failure or malfunction, or accidental tripping, misoperation or misuse by the lessee or owner of the alarm system of his employee or agent, including mechanical failure or malfunction caused by negligent maintenance of the system.

4. VA = VALID
   Activation caused by an attempted or successful break-in or a valid ████.

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT:	DATE:	PAGE	NO.
BOMB THREATS	3/1/05	1 of 2	3.5
RELATED POLICY: CPD Policy 416 Dispatch Protocol 2.6	UPDATES: 3/08/11, 05/02/12		

PURPOSE:

The purpose of this protocol is to establish guidelines for communication personnel in handling of bomb threats.

CALL TAKING PROCEDURE:

Communication personnel receiving a telephone call or other form of communication relating to a bomb threat will respond in the following manner and will attempt to obtain the following information in the order shown:

██

1. Where is the device is located?
2. When is it set to explode?
3. What kind of bomb is it?
4. What does it look like?
5. What will cause it to explode?
6. Why did you place the bomb?
7. What is your name and address? (this should be the last question asked to avoid possible termination of the call)

Additional questions that could be asked:

1. Are there any suspicious packages observed in the area? (Do not advise the RP to investigate, just if they recall anything unusual)
2. Are you evacuating the building? It is up to the business whether to evacuate. If a strange package or wiring has been located, we can strongly advise them to evacuate.
3. Did you see the person that left the package or any other suspicious persons?
4. Did you see any suspicious vehicles?

██

██

DISPATCH PROCEDURE:

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT:	DATE:	PAGE	NO.
CALLS FROM THE MEDIA	3/1/05	1 of 1	3.6
RELATED POLICY: CPD Policy 346	UPDATES: 02/04/13		

PURPOSE:

To establish protocol for communications personnel's interaction with and release of information to the media.

GENERAL:

The ultimate authority and responsibility for the release of information to the media shall remain with the Chief of Police. However, in certain circumstances, Division Commanders, Watch Commanders, and designated Public Information Officers may prepare and release information to the media in accordance to policy.

Communication personnel frequently deal with requests from the media. These requests may be routine or associated with an incident.

PROTOCOL:

- As time and activity allow, it is OK to acknowledge any major event when the media makes an inquiry. It is OK to advise basic description of the event and general location.

  Remember that what was reported may not be what is ultimately determined to have occurred; it is OK to advise the media that the incident is being investigated and you have no further information at this time.

- Don't feel a need to answer any additional questions even if the reporter insists. Remain courteous and refer questions for further information to the PIO (or Watch Commander if PIO unavailable).

- Watch for media "tricks" to get you to say more. They may ask the same question several different ways. They may bait you with a statement such as, "It's a drunk driver, isn't it" to agree to a statement that you have not said. They may say they received some information from someone else at the department with the expectation that you'll give them more information since someone else here already gave them information.

- Communications personnel will not release information regarding any VIP detail. This includes confirming if a VIP is in the City.

If the Communications Center is receiving a significant number of press calls, request that the PIO or Watch Commander make a recording for the press information line and transfer callers to that number.

CARLSBAD POLICE DEPARTMENT DIRECTIVE

| SUBJECT:	DATE:	PAGE	NO.
911 Transfer Switch	06-19-07	1 of 3	3.7
RELATED POLICY: Protocols 3.1, 1.7	UPDATES: 08-09-2011		

PURPOSE:

The purpose of this directive is to establish policy and standards for communicator's duties and responsibilities in the event 911 phone lines need to be switched to or from Oceanside PSAP, or from Escondido PSAP.

GENERAL:

If either Carlsbad, Oceanside or Escondido are not able to answer their 911 lines, agreements have been made between these three agencies to allow the switching of their 911 lines to an agency who will be able to answer the 911 lines. Carlsbad 911 lines can be switched to Oceanside, and both Oceanside and Escondido 911 lines can be switched to Carlsbad. The switching mechanism only affects the 911 lines, not any administrative or other 10-digit numbers to the communication centers.

Situations that may cause the need for the 911 lines to be switched include, but are not limited to, evacuations, phone failures or training.
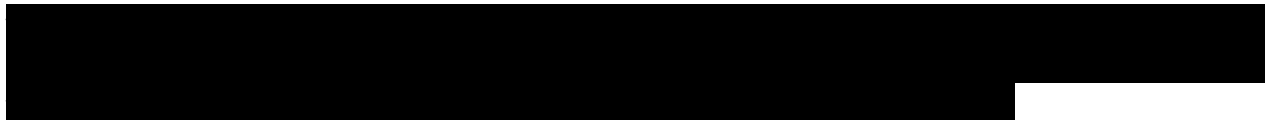
PROCEDURE:

To switch Carlsbad 911 calls to Oceanside:

Call Oceanside Dispatch at 760-435-4911 using a cell, or any other working phone, or contact them on LAW CC. Ask that they activate their switch to start receiving Carlsbad 911 calls.

Advise Oceanside what means have been set up for Carlsbad to obtain the

information from the 911 calls Oceanside will received. This may be by cell phone, other working phone lines, or a LE NCMD radio frequency. During the 911 phone outage the means of obtaining information from Oceanside may change.

Enter calls into CAD system (if available) or on cards, as received from Oceanside. Make narrative entry that the call was received from Oceanside, and what time Oceanside received the call.

When the need for Oceanside to receive Carlsbad 911 calls has ended, contact Oceanside and ask that they turn the switch off, so Carlsbad can start receiving their own 911 calls.

To switch Oceanside or Escondido 911 calls to Carlsbad:

Receive a notification from Oceanside or Escondido asking that Carlsbad switch 911 calls from the requesting agency to Carlsbad. This request may come over LAW CC, a 10-digit phone line, a tie-line between agencies or over one of Carlsbad frequencies from one of the agencies officers in the field.

Ask what means (if known) the requesting agency has established to obtain the 911 call information from Carlsbad.

Activate the switch for the appropriate agency that requested the 911 phone line changed. The light associated with the switch will illuminate. Carlsbad will now be responsible for 911 calls for that agency.

Enter all 911 call information into CAD as you would any Carlsbad 911 call, as outlined in Communications Protocol 3.1 - Call-taking.

Relay the 911 call information to the agency by means set up by the requesting agency. Make a notation in the CAD call that the information has been relayed to the appropriate agency and cancel the call with disposition code OPD (Oceanside) or EPD (Escondido). This will allow for easy tracking of calls for other agencies during their 911 outages.

When the requesting agency notifies Carlsbad they are back in service for 911 calls turn the switch off.

Print all calls for service with the appropriate disposition code (OPD) (EPD) and leave them for the communications manager.

To Forward 2197 to another number

Emergency Call Forward instructions for Remote Access Call Forward (RACF)
This procedure can be done from any phone, including cell.

To disable the transfer:

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT **MISSING PERSONS**	DATE:	PAGE 1 of 1	NO. 3.8
RELATED POLICY: **CPD Policy 332** **Dispatch Protocol 3.13**	UPDATES:		

For Missing and Exploited Children see Protocol 3.13

PURPOSE:

 To establish general guidelines for communication personnel to handle missing persons.

GENERAL

Communications Responsibility:

1. Dispatch missing person calls without delay, and before any reports relating to crimes involving property.

2. Dispatch a telephonic report if appropriate, even if the reported missing person is outside our jurisdiction.

3. On at-risk missing person cases, broadcast a "Be on the Look-Out" message to all field units without delay.

4. Enter the missing person into MUPS without delay, and no more than four hours after accepting the report.

5. When dispatch receives a call that the missing person has returned, a MISR call will be generated and an officer dispatched to make contact. The missing person will then be removed from MUPS once the officer advises it is clear to do so.

6. If the returned missing person is located outside of Carlsbad, dispatch will consult with the watch commander on how to proceed.

7. A Watch Commander must approve the removal of a missing person from MUPS if an officer has not made contact with the missing person.

8. When a locate teletype is received the paperwork shall be forwarded to the Records Division for follow-up. The dispatcher shall run the name in QW, then log the locate found in MUPS into the CAD history of the original report.

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT: **WIRELESS 911 CALLS**	DATE: 6/1/2005	PAGE 1 of 2	NO. Phone 3.9
RELATED POLICY: **3.1 Call Taking** **3.12 TTY**	UPDATES: 2/12/06; 07/27/08; 08/04/11; 06/17/15; 2/12/19		

PURPOSE:
To provide Carlsbad Police Department policy guidelines for response to Wireless 911 calls.

I. PROCEDURE: GENERAL

1. The Communicator will document all 911 calls by entering a call for service or an advised call following call taking procedures (**Protocol 3.1**).

2. In compliance with Public Law 101-336, the American with Disabilities Act, all silent and open line calls will be interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using this type of device. (**Protocol 3.12**)

3. When a 911 call is received and the area code of the number calling shows a 911 area code, this indicates an uninitialized wireless phone which cannot be called back. If the call is a Phase II call, an area check can be done if warranted. If the call is a possible call for help, use RapidLite and/or contact the service provider for phone owner information and follow up appropriately.

II. Location of Wireless Callers

1. Phase I (W911) - cell calls that show Phase I (W911) are transmitted with the address of the cell tower, the wireless phone number, and the identification of the wireless provider.

   a. The communicator should always ascertain, whenever possible, the caller's exact location
   b. The communicator should determine what type of emergency is occurring and initiate the appropriate public safety response.
   c. The 911 phone system will automatically initiate a "retransmit" in an attempt to obtain Phase II locations. The dispatcher has the option to "retransmit" manually on the ANI/ALI screen.

2. Phase II (WPH2) – cell calls that show Phase II (WPH2) are transmitted with the approximate location of the caller based on latitude & longitude coordinates and should have verifiable locations. Caller location could be accurate from 3 yards to ½ mile, with the certainty of the location shown as a percentage (%). Cell number, location, certainty, and cell provider are displayed on the ANI/ALI.

   a. The communicator should always ascertain, whenever possible, the caller's exact location
   b. The communicator should determine what type of emergency is occurring and initiate the appropriate public safety response.
   c. If the caller is mobile, it may be necessary to re-bid (retransmit) the 911 system for updated location information.

III. Abandoned, Disconnected or Open 911 Calls

   1. Distress heard or indication that an emergency exists

      a. Create an incident using the appropriate call type. Indicate in the incident what was heard that indicated distress or an emergency and whether the call is Phase I or Phase II. If possible, keep the line open in order to establish contact with the caller or gain additional information to supplement the incident.
      b. If the call disconnects, call back to establish contact with the caller to obtain location information and the nature of the incident, then generate the appropriate response. If there is no answer on call back, leave a message advising a 911 call was received and ask the caller to contact the communications center by either dialing 911 or calling the business line.
      c. Phase II calls should be dispatched per the call type used.
      d. Access RapidLite website https://rapidlite.rapidsos.com/login
      e. Enter cell phone number in SEARCH field.
      f. Notate in call that RapidLite was used.
      g. After obtaining sergeant approval initiate a request to the cell phone provider to obtain subscriber information and/or attempt to "ping" the cell phone (depending on circumstances). Both requests may require an exigent circumstance form to be faxed to the cell provider.

   2. No Distress Heard
      a. Disconnect the line. Call back to establish contact with the caller to determine if an emergency exists
      b. If the caller does not answer, leave a message advising a 911 call was received from their cell phone; ask them to call the communications center by dialing 911 if appropriate or the business line.
      c. Create an advised CAD incident using an 11-30C type code and disposition code "IO", closing the call automatically.

3. Open 911 Calls
   a. If the call remains open and silent, initiate a TDD/TTY prompt to the caller and follow normal call taking procedures
   b. If no response to TTY prompt, disconnect the call and attempt a callback
   c. If the caller answers, follow normal call taking procedures; if no answer, leave a message on voicemail if possible
   d. Create an advised CAD incident using an 11-30C type and disposition code "IO", closing the call automatically.

SUBJECT:	DATE: 1/24/2015	PAGE	NO. 3.10
ROLLING INCIDENTS		1 of 1	
RELATED POLICY:	UPDATES:		

PURPOSE:

To establish protocol for the handling of a rolling incident, in which the reporting party is communicating with dispatch via cell phone.

GENERAL:

Unique obstacles are presented during a rolling incident. Obstacles can include:

CARLSBAD POLICE COMMUNICATIONS PROTOCOL

SUBJECT **TRANSFER OF 911 CALLS TO NORTH COMM**	DATE: July 1 2003	PAGE 1 of 2	NO. Phone 3.11
RELATED POLICY:	UPDATES: April 30, 2007, July 26, 2011		

PURPOSE:

Establish protocol and standards for Dispatchers for transferring 911 calls (Fire EMS and Dual Response) to North Comm.

PROCEDURE:

A. TRANSFER CALLS

When a communicator receives a 911 call and determines that the call is strictly Fire or Medical Aid, the communicator shall;

1. Confirm the location of the incident and a call back number for the caller and create a CAD Incident with call type "FD".

2. Connect the caller to the Fire direct connect line identified as "North Comm".

3. Remain on the line until North Comm picks up then announce: "Carlsbad with a transfer". By announcing yourself, North Comm will know where the call has originated and if the call is dropped or lost they can call us back for ANI/ALI information. It will be the dispatcher's discretion to remain on the line muted and listen for more information.

B. DUAL RESPONSE

When a communicator receives a 911 call and determines an incident will require a dual response:

1. The communicator will create an incident with the best information available at that time and enter the call.

2. If EMD is a feasible option transfer the caller to North Comm, the communicator will remain on the line while the North Comm dispatcher obtains the caller's information for Fire/EMS response and/or performs EMD. The Police dispatcher should continue to update police with current information.

3. After the dispatcher at North Comm is through, the police dispatcher will take back control of the call (if necessary) and obtain any further information that would relate to: weapons, intoxicants, drugs or any information related to officer safety concerns.

4. If EMD is not an option the call taker should continue obtaining info from the caller while FD is requested. North Comm should be advised whether to respond to the scene or to stage.

5. The police communicator will relay or receive any information regarding "universal precautions" to both the fire dispatcher and police dispatcher. If a Police response is requested or required, the police dispatcher will advise responding units over the radio of any "universal precautions" required or recommended. Details of why "universal precautions" are needed can be transmitted via MCT or telephone.

When Alarm Companies call with Fire alarms they will be given North Comm's 10-digit emergency number ███████████

SUBJECT: **TTY/TDD**	DATE: 2/25/2019	PAGE 1 of 2	NO. 3.12
RELATED POLICY: 3.1	UPDATES: 2/25/2019		

PURPOSE:

To establish guidelines in handling TTY/TDD calls to the communications center.

GENERAL:

TTY (TeleTYpe), **TDD** (Telecommunications Device for the Deaf), and **TT** (Text Telephone) are interchangeable acronyms used to refer to any type of text-based telecommunications. **TTY** will be used in this document.

PROCEDURE:

Handling a TTY call

Regardless of whether you are answering a 911 emergency line or a non-emergency phone line, you will hear a high-pitched chirping sound. This tells you that the caller is communicating via a TTY device. The caller's incoming text will be displayed in upper case letters, and your outgoing text will be in lower case.

If the call is a 911 call:
   a. 911 phone system will automatically launch the TTY window. (If the TTY window does not launch automatically you will need to manually launch it by clicking on the TTY icon in the toolbar, and then click on the *TTY Disabled* box to enable the feature).

   b. The caller will automatically receive a pre-programmed greeting of "*911, what's your emergency*?"

   c. Basic questions and messages are pre-programmed in 911 phone system in the following categories; General, Police, Fire, EMS, Greeting.

   d. Click on the question you want to send, and it will launch automatically. This speeds up communication and eliminates typing mistakes.

   e. However, not all the questions we ask are pre-programmed, so you can type free text. To direct the keyboard to the Phone System, you will have to use the arbitrator to switch keyboard destinations.   Remember to end each question or message with GA, so the caller knows it is their turn to respond.

If the call is received on the admin lines:
   a. Open the TTY window by clicking on the TTY icon in the Patriot toolbar.
   b. Click on the *TTY Disabled* box to enable the feature, and begin by clicking on the pre-programmed questions, or use the Patriot keyboard to type free text.

** The call will print on the 911 printer in the Communication Manager's office. If it was a Priority 1 call, or the caller was a victim or witness to a crime, you will need to retrieve the printout and place it in the Manager's office, as it will be the official record of the call. **

TTY Rules of Etiquette

1. Always be polite and courteous - use please and thank you

2. There is no need to put a period at the end of every message

3. Use **GA** (go Ahead) at the end of each one of your messages so the caller knows it's their turn to respond

4. When you want the caller to hold on the line, use HD (Hold) not GA

5. Assure the caller help is on the way or let them know what is being done to help them

6. Use SK when you have all the information you need, and you are ready to say goodbye and terminate the call. However, don't hang up until the caller responds back, usually with 2 or more SK's

TDD abbreviations

GA	Go Ahead - Tells the caller it's their turn to respond
SK	Stop key - To say goodbye
HD	Hold
U	You
Q	Question Mark
R	Are - e.g., **R U OK Q**
PLS	Please

CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT: **Missing and Exploited Children**	DATE: 10/23/2012	PAGE 1 of 2	NO. 3.13
RELATED POLICY: Protocol 3.1, 3.8 CPD Policy 332	UPDATES:		

PURPOSE:

To provide guidelines and best practices for handing calls related to missing and exploited children. These guidelines are based on National Emergency Number Association (NENA), Association of Public Safety Communication Officers (APCO), and National Center for Missing and Exploited Children (NCMEC) standards and recommendations.

BACKGROUND:

An effective response for calls regarding missing children is much like that of any other crime against a person. For 9-1-1 Centers an effective response is made up of four components: employee awareness, call-taking criteria, dispatching practices, and NCIC entries

Employee Awareness - Call takers need to know about NCMEC and its role as the national clearinghouse and technical assistance provider designated by Congress to support law enforcement in its efforts to recover missing children. The working relationship between NCMEC and AMBER Alert should be clear. NCMEC has a wide range of publications, training and services that call takers need to know about so that they can refer parents to prevention materials and help ensure that law enforcement reports cases of missing children to NCMEC (www.missingkids.com). Call takers also need to know about the role of AMBER Alert (see related Protocol 2.11) and Child Abduction Response Teams (CART) as part of an overall effort to recover missing children.

Call-Taking:

1. Follow current call-taking protocol (**Protocol 3.1**) with the following additional considerations:

   a. Communicate the ability to HELP the caller
   b. Recognize the potential urgency of the missing child incident and immediately begin dispatching a patrol response
   c. If possible, maintain telephone contact with caller until officer arrives on scene

     d. Is the child familiar with the suspect?
     e. Is the suspect a relative or are there custody disputes?

██
████████████████████████████████
████████████████████████

     f. Does the child have any medical or special needs considerations?

Primary Dispatch:

██
██████████████████████████████████████
████████████████████████

3. Fully document all requests and activity into the CAD incident

Inquiry:

1. Assist responding officers with as thorough background investigation as possible on any persons involved
2. Federal law requires entry of missing children into NCIC with two hours of the report being taken.
3. County wide BOL and Amber Alerts should be completed as directed by Incident Commander or patrol supervision.
4. Fully document all requests and activity into the CAD incident.

Additional Information:

NCMEC Resources for Law Enforcement (www.missingkids.com)

The National Center for Missing & Exploited Children (NCMEC) offers law enforcement powerful resources, free of charge, to help investigate cases of missing and sexually exploited children. NCMEC has 350 staff members including former career law enforcement officers, forensics experts, technologists, analysts, attorneys, and social workers. In cooperation with the U.S. Department of Justice's Office of Juvenile Justice and Delinquency Prevention, and through the support of private sponsors, assistance is provided with:

- **Missing Children Cases**

- **Child Sexual Exploitation Cases**

- **Training and Education**

- **9-1-1 Call Center Program**

- **Links, Lists, and Tools**

Call the 24-hour hotline at **1-800-THE-LOST**® for more information or to request any of these services.

CARLSBAD POLICE DEPARTMENT DIRECTIVE

SUBJECT: **RapidLite** **RapidSOS**	DATE: 2/12/2019	PAGE 1	NO. **3.14**
RELATED POLICY: **3.9**	UPDATES:		

PURPOSE: Using RapidSOS/RapidLite to obtain 911 caller information

BACKGROUND:

RapidLite is a web-based tool to retrieve location information from the RapidSOS NG911 Clearinghouse. Communication Center staff can enter a call back number for a 9-1-1 caller into the tool and RapidLite will return location information when available in the NG911 Clearinghouse. RapidLite does not replace other location sources such as ALI or requesting location information from a wireless carrier.

GENERAL:

Call takers should first rely on our current ANI/ALI systems to obtain a location from a caller. If a call taker is unable to verify a caller's location via ANI/ALI they may attempt to obtain information regarding the call via RapidSOS. RapidSOS should be used to check for information before a cell trace is initiated with a wireless provider.

This system can be used when a caller is on an active 911 call or has called 911 within roughly the past ten minutes and you were unable to obtain the location from the caller where it was clear a police or medical response is needed.

Examples of situations where this tool may be helpful:

1. An open line 911 call with sounds of a struggle and no voice contact is made.
2. A 911 call where voice contact is made but you are unable to obtain a location.
3. An accident on an interstate where the caller does not know their exact location.
4. A small child asking for help and they do not know their location
5. Citizen with a heavy accent asking for help but is hard to understand.
6. A suicidal individual refusing to provide their location.

These examples are not all inclusive and call takers should use their best judgment on when or when not to use the RapidSOS system.

PROCEDURE:

If such action is necessary, the following procedures will be used to search a phone number using RapidSOS RapidLite: