

Mid-America Regional 9-1-1 GUIDELINES FOR MINIMUM RESPONSE TO WIRELESS 9-1-1 CALLS

I. INTRODUCTION

- A. *Purpose:* The wireless enhancements to the regional 9-1-1 system provide additional features for the 9-1-1 personnel operating the system. Public safety agencies have developed this minimum guideline for handling wireless 9-1-1 calls received with enhanced features.
- B. *Applicability:* The terms of this guideline establish recommended operating procedures for PSAPs participating in the regional 9-1-1 system. This guideline is established and administered by the Public Safety Communications Board.
- C. *Definitions:*
1. "Public Safety Communications Board" means the policy board created by the Interlocal Cooperation Agreement signed by the participants in the Kansas City regional 9-1-1 system, or any subcommittee of the policy board.
 2. "MARC" means the Mid-America Regional Council.
 3. "MARC 9-1-1 service area" means the nine (9) county Kansas City metropolitan area composed of Cass, Clay, Jackson, Platte and Ray Counties in Missouri and Johnson, Leavenworth, Miami and Wyandotte Counties in Kansas.
 4. "MARC 9-1-1 system" means the network, database and customer premises equipment owned and operated by MARC and/or the MARC 9-1-1 system participants and used to provide 9-1-1 service in the MARC 9-1-1 service area.
 5. "MARC 9-1-1 system participants" means the governmental entities within the MARC 9-1-1 service area contributing to the cost of the MARC 9-1-1 system, or operating a PSAP cost-shared under the 9-1-1 Interlocal Cooperation Agreement..
 6. "PSAP" means a public safety answering point, the location at which 9-1-1 calls are initially answered.
 7. "Phase I Wireless 9-1-1 Call" means a wireless 9-1-1 call that is routed to a PSAP and the tower location and call back number is identified by the system.
 8. "Phase II Wireless 9-1-1 Call" means a wireless 9-1-1 call that is routed to a PSAP and the call back number and approximate caller location is identified by the system.

9. “Wireless 9-1-1 Disconnect” means a wireless 9-1-1 call that is disconnected or one in which the caller hangs up before the 9-1-1 professional is able to ascertain any information.

II. PHASE I WIRELESS 9-1-1 DISCONNECT

- A. *Call Back.* 9-1-1 personnel will attempt to call back a wireless telephone when a 9-1-1 call is routed to the PSAP and the call disconnects before personnel can adequately ascertain if assistance is needed. Personnel will call the number back once in an attempt to ascertain if assistance is needed. If the wireless phone is busy or there is no answer, additional attempts to contact the caller will not be made by communications personnel. If the call back attempt goes to voicemail, no message will be left.
- B. *Contact.* If contact is made with the 9-1-1 caller, 9-1-1 personnel will follow call handling procedures established by the local agency to determine whether a public safety response is necessary.
- C. *Indicated Emergency.* Any evidence of an emergency situation will result in communications personnel initiating efforts to re-contact the caller to determine the nature of the incident and an accurate location for appropriate public safety response, according to procedures established by the local agency. Extraordinary attempts to locate a Phase I wireless 9-1-1 disconnect caller will only be made in the instance where an emergency is clearly indicated.

III. PHASE II WIRELESS 9-1-1 DISCONNECT

- A. *Call Back.* 9-1-1 personnel will attempt to call back a wireless telephone when a 9-1-1 call is routed to the PSAP and the call disconnects before personnel can adequately ascertain if assistance is needed. Personnel will call the number back only once in an attempt to ascertain if assistance is needed. If the wireless phone is busy or there is no answer, additional attempts to contact the caller will not be made by communications personnel. If the call back attempt goes to voicemail, no message will be left.
- B. *Contact.* If contact is made with the 9-1-1 caller, 9-1-1 personnel will follow call handling procedures established by the local agency to determine whether a public safety response is necessary.
- C. *Indicated Emergency.* Any evidence of an emergency situation will result in communications personnel initiating efforts to re-contact the caller to determine the nature of the incident and an accurate location for the appropriate public safety response, according to procedures established by the local agency. If attempts to contact the 9-1-1 caller are unsuccessful, a field public safety response will be initiated based on the caller location provided by the 9-1-1 system. Extraordinary attempts to locate a Phase II wireless 9-1-1 disconnect caller will only be made in the instance where an emergency is clearly indicated.

IV. 9-1-1 PERSONNEL DISCRETION

- A. *Discretion.* Communications personnel should pay close attention to background noise, tone and word choice of caller as additional evidence to

assist with determination of the status of the 9-1-1 call. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the 9-1-1 professional believes an emergency situation may exist, an appropriate public safety response will be initiated.

- B. *Cancellation.* Communications personnel can disregard a wireless 9-1-1 call if there is evidence that the call is one of the following situations:
 - a. *9-1-1 Misdial.* A call is classified as a 9-1-1 misdial when the caller stays on the line and admits to the misdial.
 - b. *Unintentional 9-1-1 Call.* A call is classified as unintentional when the 9-1-1 personnel can hear conversation, radio, etc. in the background and have listened sufficiently to determine that there are no sounds of an emergency situation.
 - c. *Children Playing on the phone or prank 9-1-1 calls.*

V. **GUIDELINE MODIFICATIONS**

The Public Safety Communications Board may modify these guidelines and recommended procedures in accordance with their normal operating practices.