



<b>Policy Name:</b>	<b>ABANDONED 9-1-1 CALLS</b>		
<b>Policy #:</b>	OP 4.9.1	<b>Last Updated:</b>	2022-04-07
<b>Issued By:</b>	COMMUNITY POLICING BUREAU	<b>Approved By:</b>	SURREY POLICE BOARD
		<b>Review Frequency:</b>	AS REQUIRED

**RELATED POLICIES**

*OP 4.9 Check Wellbeing*

*OP 8.1.1 Operational Communications Centre Policy*

**1. PURPOSE**

1.1. To ensure Surrey Police Service (SPS) Members respond to persons calling 9-1-1 when the initial emergency call has been terminated prior to the Call Taker receiving complete information regarding the nature of the call.

1.2. To provide SPS Employees direction in responding to Abandoned 9-1-1 calls.

**2. SCOPE**

2.1. This policy applies to all SPS Employees.

**3. POLICY**

3.1. All reasonable efforts are to be made to identify the nature of Abandoned 9-1-1 calls, to determine whether police dispatch is a required response to the call.

**4. PROCEDURE**

**Call Taker / Dispatcher**

4.1. Attendance is required for all 9-1-1 calls that are determined to originate from a residence and financial institutions such as banks and credit unions.

4.2. A PRIME-BC Computer Aided Dispatch (CAD) call is to be created for all Abandoned 9-1-1 calls.

4.3. The Operational Communications Centre (OCC) Call Taker is required to manage, and if appropriate, to dispatch an Abandoned 9-1-1 call as follows:

- i. if the caller may be in need of assistance, but the nature of the event cannot be classified, the call must be dispatched immediately;
- ii. if the available information establishes that the caller is not in need of assistance, but the nature of the event cannot be classified, the call must be dispatched immediately;
- iii. if the 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 Members must be notified that the call was incomplete; and
- iv. if it is determined that the event does not meet the criteria for dispatch, the Call Taker will:
  - a. create a PRIME-BC CAD call;
  - b. enter the caller's name, reason for the call, all other pertinent information, details of any action taken; and
  - c. attach the PRIME-BC "person" and "location" queries and close the call.

4.4. If no Members are available to be assigned to an Abandoned 9-1-1 call, the Field Supervisor must be contacted to assign a unit by diverting a unit from a lower priority incident (if applicable).

**Incomplete Calls from a Land line (residence or business)**

4.5. In response to each of the following sources of Abandoned 9-1-1 calls, the OCC Call Taker must determine the location of the caller and whether assistance is required, by taking the described actions:

- i. Land line with Automated Number Identification / Automatic Location Identifier (ANI/ALI):
  - a. ask the Call Taker to inquire whether anything was heard, create a file, determine the location with ANI/ALI, query the location address on PRIME for history and if the address is in Surrey, 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 Members are to be dispatched immediately;
  - c. if no distress can be identified, the call is to be disconnected and at least three call back attempts are to be made. If there is no answer, Members are to be dispatched immediately; and
  - d. if the line is busy, attempt to callback at least twice. If the line is still busy, contact the appropriate telephone service provider and request that they break in on the line and advise the caller to hang up for police (unless the caller is already on the line with another emergency response agency).
- ii. Land Line without ANI / ALI:

- a. determine the phone number from the 9-1-1 queue operator or a phone company trace, and call back once the number has been ascertained;
  - b. if a situation involving potential caller distress is identified, the call is not to be disconnected and Members are to be dispatched immediately;
  - c. if no distress can be identified, the call is to be disconnected and at least three call back attempts are to be made; and
  - d. if there is no answer, the Call Taker is to document all attempts to identify a location for the abandoned 9-1-1 call in the CAD call.
- iii. Fax Machine:
- a. attempt to obtain an alternate phone number for the location and call that number. If voice contact is made and an address can be determined, a call will be created and a Member will be dispatched.
- iv. Payphone:
- a. determine the location and attempt to contact and question individuals and/or businesses attached or in adjacent areas to determine if police assistance required; and
  - b. if an emergency is established, the Call Taker is to obtain all relevant information and a Member is to be dispatched.

4.6. In determining whether a caller needs assistance, regardless of whether contact with the caller was established or re-established, the Call Taker must consider the following and enter all relevant information into the call:

- i. the caller's stated reason for calling;
- ii. the caller's tone of voice or emotional state;
- iii. the nature of any audible background noises;
- iv. the existence, number and nature of any previous incident(s) at the caller's address;
- v. the results of requesting to speak to any other individuals present at the location;
- vi. whether the caller admits or denies having called;
- vii. the appropriateness of any given reason for the hang up; and
- viii. any other objective or subjective assessment, with the primary intent of determining whether the caller needs assistance.

#### **Incomplete Calls from a Cellphone**

4.7. If the cellphone call originated in Surrey, the Call Taker must:

- i. make at least two call back attempts. If contact with the caller is not re-established, place the caller's phone number, circumstances of the call and all attempts to locate the caller into a permanent log; and

- ii. if the incomplete call led the Call Taker to conclude that assistance is required, request the cellular service provider to triangulate the location of the call and attempt to locate the caller's address. Members are to be dispatched to the address, and/or to conduct area patrols of the identified geographic location.
- 4.8. If voicemail or an answering machine is reached upon call back, the Call Taker must not leave a message unless requested by a Supervisor or Member.
- 4.9. If police attendance is not required and only if the Abandoned 9-1-1 call originated from a cellphone, the Call Taker may clear the call in CAD.
- 4.10. If contact with the caller is re-established and the caller states police attendance is not required, the Call Taker must verify the address and attempt to determine whether assistance is required.
- 4.11. Any call that is determined not to be a police incident must be transferred to the appropriate service provider, if applicable.
- 4.12. If the location of origin of a call is determined to be in another jurisdiction the Call Taker must:
- i. notify the dispatch centre for that jurisdiction by CAD message; and
  - ii. determine whether the caller needs assistance; or
  - iii. if the true nature of the event cannot be classified, follow up the notification with a CPIC message.
- 4.13. When receiving notification of an Abandoned 9-1-1 call from another agency, where the caller has been determined to be at a residence in Surrey, the Call Taker will create a CAD file and dispatch a Member in accordance with Section 4.5 above.

**Incomplete Calls Received from a VoIP (Voice Over Internet Protocol)**

- 4.14. Some service providers offering VoIP are not able to offer an enhanced 9-1-1 feature, which means that even though a caller may be dialing 9-1-1 from this region their call will not connect with the E-Comm 9-1-1 Call centre. Instead, their call may be directed to the VoIP service provider's National Call Centre and their operator will need to contact the appropriate local agency and advise of the 9-1-1 call.
- 4.15. The ANI/ALI will not show if the VoIP provider does not have the Enhanced 9-1-1 feature. The service provider operator will verbally provide the Surrey Call Taker with the subscriber information.
- 4.16. For all 9-1-1 calls received from VoIP where the call has been determined to originate from a residence in Surrey, a Call Taker will create a file and dispatch a Member in accordance with Section 4.5 above.

**Member**

4.17. A Member dispatched to attend an Abandoned 9-1-1 call is required to take every reasonable step to ensure the safety of the 9-1-1 caller, including:

- i. attending the location identified by the Call Taker (if applicable);
- ii. attempting to identify the caller and determine the reason the call was not completed;
- iii. entering a private premises, without warrant, by force if necessary to determine the safety of the occupants (*Regina v. Godoy*, [1999] 1 S.C.R. 311); and
- iv. creating a PRIME-BC General Occurrence (GO) report documenting the incident.

4.18. If the Member is unable to locate the 9-1-1 caller, the Member must document their efforts to locate the 9-1-1 caller and create a GO report documenting the incident.

**Supervisor**

4.19. If a Field Supervisor is contacted by an OCC Dispatcher about the unavailability of Members to attend an Abandoned 9-1-1 call the Supervisor must:

- i. review the ongoing calls for service to ascertain the need to divert a Member from a lower priority call to attend the Abandoned 9-1-1 call;
- ii. monitor the Abandoned 9-1-1 call; and
- iii. where applicable, provide guidance to the Member who is unable to locate a 9-1-1 caller to determine whether further investigative action is required.

## **APPENDIX A: DEFINITIONS**

"Abandoned 9-1-1 / Incomplete 9-1-1" means 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" means Automatic Location Identifier information

"ANI" means Automatic Number Identification.

"CAD" means Computer Aided Dispatch.

"Call Taker" means an OCC Employee who handles 9-1-1 calls.

"CPIC" means the Canadian Police Information Centre, the computerized national information repository and retrieval system operated by the RCMP on behalf of the nation's policing community that facilitates the sharing of information among authorized agencies.

"Field Supervisor" or "Supervisor" means a Frontline Policing Sergeant, Staff Sergeant, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

"Member" means a sworn Police Officer appointed by the Surrey Police Board.

"OCC" means the Operational Communications Centre.

"PRIME-BC" means the Police Records Information Management Environment, the provincial police records management system.

"SPS" means Surrey Police Service.

"VoIP" means Voice over Internet Protocol.

**APPENDIX B: REFERENCES**

*Regina v. Godoy*, [1999] 1 S.C.R. 311