



CALL INTAKE HANDLING PROCEDURES FOR
ENHANCED 9-1-1 AND COMPUTER AIDED DISPATCH

This Rule is issued to establish Department procedures for call intake handling with the Enhanced 9-1-1 emergency call handling system mandated by state law ([M.G.L. c. 6A, §§ 18A-18F](#)), and the Computer Aided Dispatch System (CAD).

In accordance with the Massachusetts Enhanced 9-1-1 emergency call handling system, the Boston Police Department is the primary Public Safety Answering Point (PSAP) for the City of Boston. Emergency Medical Services (EMS) is part of the primary PSAP facility. In addition to entering emergency calls into the CAD system for neighborhood police services, the Operations Division will transfer appropriate calls to the EMS and also to secondary PSAP's with jurisdiction in the City of Boston, such as the Boston Fire Department, Massachusetts State Police-Boston, Massachusetts State Police-Logan Airport (MassPort), Massachusetts Bay Transit Authority (MBTA) Police, and Boston University and Harvard University Police Departments.

The Operations Division is the designated back-up PSAP for Brookline. The Boston Fire Alarm is the designated back-up PSAP for the Operations Division.

Sec. 1 GENERAL CONSIDERATIONS:

The underlying principle of the Massachusetts Enhanced 9-1-1 emergency call handling system is to put the caller needing emergency service in contact with the proper service provider quickly and without confusion, and to respond even when the caller is unable to provide location information. Furthermore, these procedures are designed to conform to the Americans with Disabilities Act (ADA) and to standards that ensure reliability and uniformity in the handling of emergency calls among the PSAP's. To further that goal, the Statewide Emergency Telecommunications Board (SETB) has also established the following standards:

No caller shall be procedurally required to speak with more than two (2) Emergency Call-Takers; the primary and one remote. No caller shall be placed on "hold" for any reason. If an emergency call is inadvertently transferred from a PSAP to the wrong agency, that agency will gather the necessary information and relay it to the proper agency.

A public safety agency that receives a request for emergency service outside its jurisdiction shall promptly forward the request to the proper PSAP having jurisdiction for that geographical area.

Any emergency unit dispatched to a location outside its jurisdiction in response to a request shall render service to the requesting party until relieved by the public safety agency responsible for that geographical area.

Sec. 2 DEFINITIONS:

For the purpose of this Rule the following definitions will apply:

Abandoned Call, a call placed to 9-1-1 in which the caller disconnects before the call can be answered by an Emergency Call Taker.

Active Incident, an incident or call for service that has been assigned to a police unit by the dispatcher.

Advised Incident (formerly called a "closed incident"), an incident or call for service that has been entered into the CAD system for the sole purpose of generating a CC number. Police patrol resources are not utilized in the process of obtaining a CC number for an Advised Incident.

Boston Area Police Emergency Radio Network (BAPEREN), the radio frequency used by greater Boston area law enforcement agencies to communicate with each other.

Call Transfer, the extending of a 9-1-1 call by an Emergency Call Taker to connect the caller with the appropriate agency.

Differential Police Response (DPR), CAD software used for lower priority calls to advise a caller of the approximate time of arrival of a police unit.

Hang-up Call, a call placed to 9-1-1 in which the caller disconnects before the Emergency Call Taker is satisfied with the information obtained.

Incomplete Call, a call placed to 9-1-1 in which sounds or voices can be heard on the line but no discernible communication is passed on.

Primary Public Safety Answering Point (PSAP), the facility assigned the responsibility of receiving 9-1-1 calls and either directly dispatching emergency response units or transferring or relaying emergency 9-1-1 calls to other public or private safety agencies.

Secondary Public Safety Answering Point PSAP, a facility that receives 9-1-1 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed by the primary PSAP.

Silent Call, a call placed to 9-1-1 in which no voice communication is passed on to the Emergency Call Taker.

Teletypewriter (TDD), a device used by a speech or hearing impaired caller to make a telephone call.

Type Code, a six-letter abbreviation that best describes the nature of an incident which has been assigned to patrol or investigative units by the dispatcher.

Waiting Incident, an incident or call for service that has not yet been assigned to a police unit by the dispatcher.

Sec. 3 INITIAL CALL TAKING PROCEDURE:

The call handling techniques taught in the forty (40) hour Association of Public-Safety Communications Officers (APCO) course are the methods approved by the Department. The following procedures are intended to address policy issues not covered in the APCO course.

A. Calls received through 9-1-1 by Emergency Call Takers: Upon logging on to the Answering Position Unit (APU) and receiving an emergency telephone call for service, the Emergency Call Taker shall:

1. Answer each call within 10 seconds in the following manner: "9-1-1, this line is being recorded. What is your emergency? What is the location of your emergency?"
2. Verify with the caller the information on the Automatic Number Identifier (ANI) and Automatic Location Identifier (ALI) screen. The need for assistance may not necessarily be at the location of the 9-1-1 caller. Ensure that the exact location where emergency personnel are needed has been identified. ANI and ALI information are confidential and shall NEVER be passed along to a caller. Emergency calls received on the non-emergency seven-digit lines do not display ANI or ALI information, therefore, all such calls for bomb threats or suicides shall be traced through the phone company by immediately notifying the Operations Duty Supervisor, who shall contact NYNEX and request a trace on the phone number in question.
3. The Emergency Call Taker shall automatically introduce all necessary and pertinent information, including the exact location where emergency personnel are needed, into the CAD by using the CAD Interface.
4. In all cases, the Emergency Call taker shall obtain the following information:
 - a. Where? (Where is it occurring? Where are you right now?)
 - b. What? (What happened? What is wrong? What is occurring now?)
 - c. Who? (Who is calling? Who is being attacked?)

- d. When? (When did this happen? When is this going to happen? When did you notice it?)
 - e. How? (How are you involved? How many are involved? How often does this occur?)
 - f. Why? (Why did this happen? Why is the person there?)
 - g. Remarks: The Emergency Call Taker shall enter relevant information that may be helpful to the Dispatcher and/or the responding officers, such as:
 - i. Description of suspect(s) including clothing or unusual characteristics (scars, missing teeth);
 - ii. Description of vehicle if used and direction of flight; and
 - iii. Property taken or any unusual circumstances
5. Never give legal advice.
 6. Always use the Public Address (PA) system to immediately notify the Police Dispatcher of a Priority One call and then enter the information into the CAD terminal. The PA system shall always be used for "Officer in Trouble" (OT) calls or for any situation involving officer safety.
 7. Always use the PA system to immediately notify the Police Dispatcher while supplementing or modifying a waiting or active incident with additional information which upgrades the call to a Priority One call.
 8. Evaluate the call for service, assign the proper Type Code, and the CAD will assign the call the appropriate priority (see Rule 324-A, Section 3).
 9. Inform any caller, whose request for service is Priority One, that a response unit will respond as soon as possible.
 10. Inform any caller, whose request for service is Priority Two, that a response unit will respond as soon as a unit is available.
 11. Inform any caller, whose request for service is not Priority One or Priority Two and which fails to generate a Differential Police Response (DPR) screen, that a police officer assigned to their neighborhood will be notified of their request for service and will respond during the course of their shift.
 12. If the call generates a Differential Police Response (DPR) screen, advise the caller of the approximate time of arrival of a police officer as indicated by the CAD. Inform any caller, whose request is for any lower priority service, that they may file a phone report with the Neighborhood Interaction Unit (NIU) (except for certain excluded incidents, see Section 4, para. B). If the call is to be referred to the NIU, inform the caller that a police operator will call them back and take their report by telephone. If the caller, upon speaking with an Emergency Call Taker,

requests that a Response Unit be sent to an incident usually handled by the NIU, the Emergency Call Taker will inform the caller that the call will first be reviewed by an Operations Division Supervisor for approval and then inform the Operations Division 9-1-1 Supervisor of the situation (see Sec. 4, para. C). The Emergency Call Taker shall be guided by the supervisor's instructions.

B. Teletypewriter Taking Procedure: Upon receiving a Teletypewriter (TDD) emergency call, the Emergency Call Taker shall:

1. Watch for:
 - a. a flashing "T" on the ANI screen indicating that the unit is in TDD mode;
 - b. the outgoing programmed TDD message scrolling across the APU screen; and
 - c. listen for the electronic sound (a tweedle) indicating a TDD call. The Emergency Call Taker shall then make contact using the programmed TDD message keys by pressing in sequence the keys memory, star, zero (MEM, *, 0) and then switching to the APU keyboard
2. If the call is a Silent Call, and the APU does not automatically go into TDD mode, press the TDD key twice for TDD mode and then press in sequence the keys memory, star, zero (MEM, *, 0) to send the programmed TDD message. If no response, send the programmed TDD message again before processing the call as a Silent Call. All Silent Calls shall be tested twice for TDD, if necessary.
3. Utilize the TDD keyboard component of the APU and press in sequence the keys memory, star, zero (MEM, *, 0) to establish contact with the TDD caller and then gather information as outlined in Section 3. Always use simple language.
 - a. Never transfer a TDD call.
 - b. Never place a TDD call on hold.
 - c. Never use call conferencing with a TDD call.

C. Silent Call Handling Procedures: Silent calls to Enhanced 9-1-1 may involve a variety of emergency situations in which the caller can hear but is unable to speak due to illness (i.e., heart attack, seizure, stroke, etc.); or a caller may be unable to speak aloud due to domestic violence, a home invasion or other reason. When the Emergency Call Taker has tested twice for TDD and determines that the call is not TDD but a Silent or an Incomplete Call, the Emergency Call Taker shall:

1. Come out of TDD mode and re-establish voice path.
2. Give the caller verbal commands; "If you need the Police press '1' on your touch-tone pad. For Fire, press '2,'. For Ambulance, press '3.'" If no response, repeat the commands.

- a. To ensure statewide uniformity, the SETB has approved the following touch-tone number codes:

'1' for Police;

'2' for Fire;

'3' for Ambulance;

'4' for YES; and

'5' for NO.

Example: If the caller presses '1,' a DIAL "1" will display in the lower left hand field of the ANI screen, indicating a request for a Police response.

3. Confirm the indicated response by stating; "You have indicated that you need the Police, if that is correct Press '1.'

Example: If the caller presses '1' again the lower left ANI screen will display a DIAL "11". This indicates a '1' for the first request for Police followed by another '1' indicating the confirmation.

4. Ask the caller additional questions in a YES or NO format by instructing the caller to Press '4' for YES or '5' for NO.
5. If the silent caller does respond to verbal commands using the touch-tone number method, the Emergency Call Taker shall;
 - a. Enter the information gathered into the CAD using the "Details to Follow" function with a Call Type of SILCAL (Silent Call); and
 - b. Remain on the open line until a response unit arrives, supplementing the original call if any more information is gathered.
6. If the silent caller does not respond to verbal commands using the touch-tone number method, the Emergency Call Taker shall:
 - a. Continue listening on the open line and enter a call into the CAD using the "Details to Follow" function with a Call Type of SILCAL (Silent Call) or INCCAL (Incomplete Call), as the case may be; and
 - b. Remain on the open line until a response unit arrives, supplementing the original call if any more information is gathered.

D. Abandoned Call Procedures: Upon receiving an Abandoned Call, the Emergency Call Taker shall:

1. Call back the ANI phone number to find out if an emergency exists or to gather more information. If the line is busy, contact the NYNEX operator and request an "operator interrupt," advising the operator of the reason.
2. If the person answers, determine whether a police response is required and:
 - a. if no response is required, enter an "Advised Incident" into the CAD documenting the call; or
 - b. if a response is required, enter the information into the CAD using the "Details to Follow" function with a Call Type of ABANCA (Abandoned Call) and remain on the open line until a response unit arrives, supplementing the original call if any more information is gathered.
3. If no person answers after four (4) rings, enter the call into the CAD with a call type of ABANCA (Abandoned Call).

E. Hang-up Call Procedures: Upon receiving a Hang-up Call, the Emergency Call Taker shall:

1. Call back the ANI phone number to find out if an emergency exists or to gather more information. If the line is busy, contact the NYNEX operator and request an "operator interrupt," advising the operator of the reason.
2. If the person answers, determine whether a police response is required and:
 - a. if no response is required, enter an "Advised Incident" into the CAD documenting the call; or
 - b. if a response is required, enter the information into the CAD using the "Details to Follow" function with a Call Type of HANGUP (Hang-up Call) and remain on the open line until a response unit arrives, supplementing the original call if any more information is gathered.
3. If no person answers after four (4) rings, enter the call into the CAD with a call type of HANGUP (Hang-up Call).

NOTE: All Silent, Incomplete, Abandoned and Hang-up Calls must be stored by pressing the key marked, "ANI STO/RCL".

F. Language Line Procedure: Upon receiving an emergency 9-1-1 call from a non-English speaking caller, the Emergency Call Taker shall:

1. Attempt to ascertain the language the caller speaks and keep the caller on the line while pressing the Auto Dial button for the AT&T Language Line. (If necessary, the Emergency Call Taker shall dial direct.)
2. When the Language Operator answers, the Emergency Call Taker shall tell the Operator which language the caller speaks, if known, and give the BPD Client number and the Emergency Call Taker's three digit "personal code number".

3. Stay on the line for an interpreter who speaks the caller's language to come on the line. Through the interpreter, the Emergency Call Taker shall gather the necessary information.

G. Emergency Call Transfer to Secondary PSAP Procedure: Upon receiving an emergency 9-1-1 call that must be transferred to another service provider (EMS) or secondary PSAP (Boston Fire, State Police, etc.), the Emergency Call Taker shall:

1. Always warn the caller that their call is being transferred by saying, "stay on the line, this call is being transferred," before transferring an emergency call.
2. For calls received on the 9-1-1 emergency number, stay on the line long enough to ensure that the secondary PSAP Emergency Call Taker has engaged the caller in conversation.
3. For calls received on a non-emergency seven digit line, stay on the line until the call is completed by the secondary PSAP. Failure to stay on the line will disconnect the caller from the secondary PSAP Emergency Call Taker.
4. 4. When a call is transferred to another service provider or to a Secondary PSAP, other than EMS and Boston Fire, the Emergency Call Taker shall enter an Advised Incident into the CAD to document the transfer.

H. Call Types Transferred by Single Button Key to EMS:

1. All emergency calls requesting medical assistance.

I. Call Types Transferred to Secondary PSAP's:

1. Calls Transferred by Single Button Key to the Boston Fire Department:

- a. All emergency calls reporting smoke, fire, or fire alarms.
- b. All emergency calls reporting attempts to start a fire.
- c. All emergency calls reporting hazardous materials or questionable spills.

2. Calls Transferred by Single Button Key to State Police-Boston:

- a. All emergency calls on State Police-Boston property involving police or criminal matters.
- b. All motor vehicle accidents without personal injury on State property.

NOTE: All emergency calls on State Police-Boston property involving personal injury shall be entered into the CAD by the Boston Emergency Call Taker, thereby initiating a timely EMS and/or Boston Fire response. The Boston Emergency Call Taker shall then notify the State Police for a police response via the inter-PSAP line.

3. Calls Transferred by Single Button Key to State Police-Logan Airport (MassPort):

- a. All emergency calls on State Police-Logan Airport (MassPort) property involving police or criminal matters.
- b. All motor vehicle accidents without personal injury on MassPort property.

NOTE: All emergency calls on State Police-Logan Airport property involving personal injury shall be entered into the CAD by the Boston Emergency Call Taker, thereby initiating a timely EMS and/or Boston Fire response. The Boston Emergency Call Taker shall then notify the State Police-Logan Airport for a police response via the inter-PSAP line.

4. Calls Transferred by Single Button Key to the MBTA Police:

- a. All emergency calls on MBTA vehicles or property involving police or criminal matters.
- b. All motor vehicle accidents without personal injury involving MBTA vehicles or on MBTA property.

NOTE: All emergency calls on MBTA property involving personal injury shall be entered into the CAD by the Boston Emergency Call Taker, thereby initiating a timely EMS and/or Boston Fire response. The Boston Emergency Call Taker shall then notify the MBTA Police for a police response via the inter-PSAP line.

5. Calls Transferred by Single Button Key to the Boston University Police Department:

- a. Only 9-1-1 calls on Boston University property involving loud music and party disturbances.

6. Calls Transferred by Single Button Key to Harvard University Police Department:

- a. Only 9-1-1 calls on Harvard University property involving loud music and party disturbances.

J. Inability to Complete an Emergency Call Transfer or Incorrect Call Transfer: In the event that an Emergency Call Taker attempts to transfer an emergency call to EMS and/or Boston Fire and a busy tone is heard indicating that all lines are in service, the Emergency Call Taker shall obtain the information from the caller and enter it into the CAD using one of the following call types:

1. EMSREQE
 2. Boston FireREQF
 3. Both EMS and Boston FireREQEF
2. In the event that an Emergency Call Taker cannot complete an emergency call transfer to a non-Boston secondary PSAP (State Police, MBTA Police, etc.), the Emergency Call Taker shall obtain the information from the caller and enter it

into the CAD as an Advised Incident, and the information shall be relayed by phone to the appropriate agency by the Emergency Call Taker.

3. In the event that an emergency call is inadvertently transferred to the wrong service provider, the Emergency Call Taker shall press the cancel button and complete the transfer to the correct service provider as quickly as possible. After the transfer has been completed to the correct service provider, the Emergency Call Taker shall call the canceled PSAP to tell them to disregard the call, referring to the ANI and ALI information on their abandoned call.

K. Out of Jurisdiction Call Handling Procedures: Occasionally, a Boston Emergency Call Taker may receive a 9-1-1 emergency call from a citizen residing in another jurisdiction outside the Boston PSAP. In the event that an out of jurisdiction emergency call is received, the Emergency Call Taker shall:

1. Gather pertinent information as outlined in Section 3 of this Rule and relay it to the agency indicated by the ESN (Emergency Service Number) on the ALI screen;
2. Enter the information into the CAD as an "Advised Incident"; and
3. Notify the Operations Duty Supervisor that an out of jurisdiction emergency call was received and complete an ALI Discrepancy Form (see Section 5, para. E, sub-para. 2).

L. Misuse of the System, Procedure for Terminating an Inappropriate, Non-emergency Call to 9-1-1: Emergency Call Takers sometimes receive inappropriate calls on the emergency line in which a caller misuses the system by asking for information or for a weather report, thereby jeopardizing the integrity of the 9-1-1 system. Upon receiving an improper, non-emergency 9-1-1 call for which no response is necessary, the Emergency Call Taker shall:

1. Repeat the message: "This is 9-1-1, what is your emergency?"
2. If the caller persists in misusing the 9-1-1 system with inappropriate questions or statements, then:
 - a. Do not respond to the inappropriate questions or statements but attempt again to determine if the caller has an emergency by repeating: "This is 9-1-1, Do you have an emergency?"
 - b. Ensure that no police, Boston Fire or EMS response is necessary before stating "stay on the line, this call is being transferred." Then the Emergency Call Taker may, after storing the call ANI and ALI data, transfer the inappropriate caller to the programmed recorded message using key #9

3. Notify the Operations Division 9-1-1 Supervisor of the incident of misuse of the 9-1-1 emergency system as soon as possible. Upon notification, the Operations Division 9-1-1 Supervisor shall listen to the Dictaphone tape and review the ALI information and, if necessary, call back the ANI phone number to ensure that no emergency existed.
4. In cases of misuse of the 9-1-1 emergency system, the Emergency Call Taker shall not use terms like "I know where you are," or threaten a caller with the ALI or ANI information. In each case of misuse of the 9-1-1 system, the Emergency Call Taker shall store the information and notify the Operations Division 9-1-1 Supervisor.

Sec. 4 TELEPHONE REPORT TAKING PROCEDURE:

A. 9-1-1 Emergency Call Takers: Upon receiving a call for a non-life threatening incident which requires a police incident report not involving a crime in-progress or an excluded incident (as listed in paragraph B), the Emergency Call Taker shall:

1. Inform the caller that they may report the incident over the telephone and an Emergency Call Taker from the NIU will call them back and take their report by phone.
2. Enter the call into the CAD indicating in the remarks section that the caller has requested to file a phone report with the NIU.
3. The Emergency Call Taker shall consult with an Operations Division 9-1-1 Supervisor whenever:
 - a. doubt exists in the mind of the Emergency Call Taker about how to handle the call;
 - b. an incident has the potential for harm;
 - c. an incident is suspicious or newsworthy; or
 - d. there is substantial physical evidence at the scene.

B. Incidents excluded from referral to the Neighborhood Interaction Unit: The following is a list of incidents and offenses (or attempts) that shall not be handled by the NIU Emergency Call Taker:

- a. Reports of Death (e.g., Homicide, Sudden Death, etc.);
- b. Sexual Assaults (e.g., Rape, Indecent A&B, etc.);
- c. Any incident involving child abuse or neglect;
- d. Any incident involving domestic violence;
- e. Crimes against persons age 65 or older;
- f. Any incidents involving physical injury at the scene;
- g. Any incidents "in-progress" or that occurred within the last ten minutes;
- h. Any incidents where the offender is on-scene or in the immediate area;
- i. Incidents of community disorders or hate crimes;

- j. Missing persons;
- k. Any Hazardous Material incident;
- l. Breaking and Entering;
- m. Incidents where the value of the loss is equal to or greater than \$5,000;
- n. Larceny of a motor vehicle;
- o. Incidents involving damage to a cemetery, monument or prominent place or building; and
- p. Any walk-in or on-sight incidents.

C. Incidents referred to the Neighborhood Interaction Unit: The following is a list of incidents and offenses (or attempts) that shall be handled by NIU police operators. Neighborhood response units shall not be dispatched to these types of incidents without the prior approval of an Operations Division 9-1-1 Supervisor:

- a. Simple assaults;
- b. Vandalism;
- c. Larceny from a motor vehicle;
- d. Larceny where the loss value is under \$5,000;
- e. Theft of services, i.e., taxi fare evasion, gasoline drive-off, etc.;
- f. Bogus checks, worthless documents;
- g. Impersonations;
- h. Lewd or obscene phone calls;
- i. Threatening phone calls; and
- j. Confidence games (e.g., shell games, 3-card monte, etc.).

Note: Any incident involving or resulting from a domestic violence situation shall not be handled by an NIU Emergency Call Taker. Such incidents could include assaults, threats, vandalism, et cetera.

D. Emergency Call Takers Assigned to the Neighborhood Interaction Unit: Upon logging onto the CAD terminal, the Emergency Call Taker assigned to the NIU shall:

1. Display all Waiting Calls for the NIU (Dispatch Group CS) and select the incident that has been waiting the longest and/or a call that has been referred to the NIU as a result of a failure to meet Differential Police Response dispatch guidelines (i.e., an unexpected delayed response);
2. The Emergency Call Taker shall consult with an NIU Supervisor whenever:
 - a. doubt exists in the mind of the Emergency Call Taker about how to handle the call;
 - b. an incident has the potential for harm;
 - c. an incident is suspicious or newsworthy; or
 - d. there is substantial physical evidence at the scene.

3. For calls that have been referred to the NIU for exceeding the original projected time frame for a response unit to be assigned to a call, Emergency Call Takers shall:
 - a. Call back the caller and notify them that, "Due to the excessive volume of E-911 calls in your District, the police dispatcher has been unable to assign a unit to your call within the original projected time frame. Would you like to report the incident over the telephone or would you like an updated projected time frame for a unit to be assigned to your call?"
 - b. If the caller wishes to wait for a response unit to be assigned to their call (or if a call is referred to the NIU without a call back number), the NIU Emergency Call Taker shall accept the new projected time for a response unit to be assigned to the call by pressing the "enter" key on the keyboard. The Emergency Call Taker shall then notify the caller of the new projected response time.
 - c. If the caller wishes to report the incident by telephone, the NIU Emergency Call Taker shall re-direct the call from the appropriate dispatch group into the NIU for processing and send an electronic message to the dispatcher informing them that the incident (include the incident report number) is being processed by the NIU. The call will then be processed in accordance with the procedures set forth below.
4. Call back the caller and complete an incident report, OR, if there is no answer on the call back number:
 - a. activate the SUPP key and supplement the call, documenting the attempted call back;
 - b. call back the caller again within fifteen minutes, supplementing the call each time;
 - c. if the caller cannot be contacted by telephone after trying for one (1) hour, miscel the call.
5. Submit the completed incident report to the Operations Division NIU Supervisor for review and signature.
6. Photocopy the signed incident report and mail a copy to the caller.
7. Place the completed original incident report in the proper District/Area slot for pick up, OR, if the caller is calling from outside the City to report a high profile incident (Armed Robbery, Assault and Battery, etc.,) that occurred while in the City:
 - a. notify the Operations Division Duty Supervisor;

- b. fax a copy of the completed incident report to the District where the incident occurred;
- c. notify the District Duty Supervisor by telephone that a high profile incident report has been faxed; and
- d. make a notation on the NIU shift tally sheet that the above procedures were followed.

9. Complete the NIU tally sheet for all calls handled by the unit for that tour of duty.

Sec. 5 PROCEDURE FOR SERVING AS A BACK-UP FOR BROOKLINE 9-1-1

A. Boston Emergency Call Takers: While serving as a back-up PSAP for the Town of Brookline and receiving an emergency 9-1-1 call for service in Brookline, the Boston Emergency Call Taker shall:

1. Notify the Operations Division Duty Supervisor and the police dispatchers via the P. A. system, as soon as possible, that an emergency 9-1-1 call for Brookline has been received;
2. Handle the Brookline 9-1-1 call as outlined in Section 3 (Initial Call Handling Procedure) except write the information on a computer card and hand-carry it to the appropriate police dispatcher; and
3. Use the single button key transfer to transfer the call to Boston EMS who will then use a single button key transfer to contact Brewster Ambulance or dial 522-3060 for calls requesting Emergency Medical Services. For calls reporting smoke or fire, notify the Brookline Fire Department by calling 730-2260.

B. Operations Division Duty Supervisor: Upon being notified that the Operations Division is receiving Brookline 9-1-1 emergency calls, the Operations Division Duty Supervisor shall:

1. Assign a spare dispatcher to the Special Events dispatch work station or any other available work station to dispatch the Brookline 9-1-1 calls to Brookline response units via the Boston Area Police Emergency Radio Network (BAPEREN) until relieved by a Brookline police dispatcher;
2. Ensure that the police dispatcher activates the BAPEREN channel on the dispatch console in order to dispatch calls directly to Brookline response units; and
3. Contact the Brookline Police Department Shift Commander to ascertain the reason for the calls and, if necessary, have the Brookline Police Department Shift Commander make the appropriate notifications and arrangements.

Sec. 6 PROCEDURES FOR CALL MANAGEMENT

A. ACD (Automatic Call Distributor): The ACD ensures that incoming Emergency 9-1-1 and non-emergency seven digit calls are distributed to the available Emergency Call Taker with the longest idle time. If no 9-1-1 Emergency Call Takers are available (gate 1), the ACD will automatically distribute the incoming calls to other answering positions (gates) within the Boston PSAP in the following order:

1. Neighborhood Interaction Unit (gate 2);
2. Police Telephone Operator (gate 3);
3. Police Supervisor's Clerk (gate 4); and
4. Police Supervisor (gate 5).

Note: Depending on existing conditions and staffing, 9-1-1 calls may be routed to EMS positions within the Boston PSAP after the Operations Division 9-1-1 Supervisor consults with the EMS Supervisor. Overload 9-1-1 calls may then be distributed to EMS positions in the following order:

5. EMS Emergency Call Takers (gate 6);
6. EMS Supervisor (gate 7); and
7. EMS C-MED console (gate 8).

B. Supervisory Monitor Function: During each tour of duty, the Operations Division 9-1-1 Supervisor shall use the monitor function to ensure that all Emergency Call Takers are in compliance with the Department Rules and Procedures. The monitor function does not alert the Emergency Call Taker that the supervisor is on the line.

C. Supervisory Interrupt Function: The supervisory position will be capable of interrupting any 9-1-1 call to offer assistance to the Emergency Call Taker. When the interrupt function is used, the Emergency Call Taker and the caller will hear an audible beep.

D. Automatic Call Distributor (ACD) Failure: In the event of an ACD failure, 9-1-1 emergency calls that are not answered in the Operations Division within six rings will automatically be forwarded to the back-up PSAP, Boston Fire Alarm. When an ACD failure is detected, the Operations Division Duty Supervisor shall make the following notifications:

1. Operations Division Commander;
2. Service Response Center (SRC); and
3. Boston Police Telecommunications Division - from 8 a.m. to 5 p.m., by calling the Telecommunications Division by telephone; at all other times, by paging both the Director of Telecommunications and the Supervisor of Telecommunications.

Additionally, the Operations Division Duty Supervisor shall notify and consult with the Shift Supervisor of Boston Fire Alarm to determine if additional Emergency Call Takers

from Operations should be conveyed to Boston Fire Alarm to handle the forwarded 9-1-1 calls.

If additional Emergency Call Takers are required, the Operations Division Duty Supervisor shall make arrangements to transport Operations personnel to Boston Fire Alarm, and if necessary, order a recall for off-duty personnel.

E. No Record Found, ALI Discrepancies: When an emergency 9-1-1 call is received with ANI but no ALI information and the display indicates "No record found," the Emergency Call Taker shall:

1. Contact the Service Response Center (SRC) and provide the phone number as displayed on the ANI screen. The SRC will look up the number and provide an address to the Emergency Call Taker.
2. The Emergency Call Taker shall complete an ALI Discrepancy Form not only for "No Record found" calls, but for any call in which the ALI data is inaccurate.
3. Completed ALI Discrepancy Forms shall be turned in to the Operations Division Duty Supervisor before the end of the tour of duty. The Operations Division Duty Supervisor shall forward the forms to the Operations Division Commander for processing by the Municipal Database Liaison.

F. CAD/GEO File Discrepancies: When an emergency 9-1-1 call is received and there is a discrepancy between the ALI information and the CAD/GEO File, the display will indicate "No such address." The Emergency Call Taker shall then:

1. Fill out a CAD/GEO File Discrepancy Form; and
2. Turn in all such discrepancy forms to the Operations Division Duty Supervisor before the end of the tour of duty. The Operations Division Duty Supervisor shall forward the discrepancy forms to the Operations Division Commander who shall forward them to the CAD/GEO File Administrator for processing so that the necessary corrections may be made to the CAD/GEO File.

Sec. 7 Any Shutdown of the Operations Division

At any time that the Operations Division system can not operate as a primary PSAP, due to electronic failure, catastrophe, evacuation of Headquarters, etc., the following notifications are to be made by the Operations Division Duty Supervisor:

1. Chief, Bureau of Field Services;
2. Operations Division Commander;
3. Service Response Center (SRC); and

4. Boston Police Telecommunications Division - from 8 a.m. to 5 p.m., by calling the Telecommunications Division by telephone; at all other times, by paging both the Director of Telecommunications and the Supervisor of Telecommunications.

The Operations Division Duty Supervisor shall notify the Shift Supervisor of Boston Fire Alarm to determine if additional Emergency Call Takers from Operations should be conveyed to Boston Fire Alarm to handle the forwarded 9-1-1 calls.

The Operations Division Duty Supervisor shall make arrangements to transport Operations personnel to Boston Fire Alarm, and if additional Emergency Call Takers are required, order a recall for off-duty personnel.

The Operations Division Duty Supervisor shall reassign all Operations Division Personnel as deemed necessary.

NOTE: If the telephone system is not working or if a massive computer system failure occurs, thereby interfering with the proper making of the above notifications, the Duty Supervisor shall take whatever steps are reasonably necessary to ensure that the above notifications are made in the most expeditious manner possible.

Sec. 8 Accountability

The Operations Division Duty Supervisor shall be responsible for ensuring full compliance with this Rule by Operations Division personnel during their assigned shift. The Operations Division Commander shall be responsible for ensuring overall compliance of this Rule.