

CONFIRE Communications Center Standard Operating Policies & Procedures



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SECTION: Telephone

TITLE: Telephone Answering

Specific telephone answering assignments were made to facilitate the answering of phone lines in a timely manner.

The call taker's specific function is to answer incoming 911 and 10-digit emergency lines. The Dispatcher is responsible for business lines and ring downs and act as the back up when all call takers are processing other calls. The order of importance for telephone lines is as follows:

1. 911 emergency lines (answered within two rings unless in ACD mode)
2. 10-digit emergency lines (answered within two rings unless in ACD mode)
3. Business lines (answered within two rings unless in ACD mode)
4. Ring down lines (answered within two rings)
5. Priority Abandoned/9-1-1 Hang Up Calls (need to be recalled within 60 seconds)

When 911 and 10-digit emergency lines are in the queue display, you are required to politely excuse yourself and park the business lines in order to answer the emergency call(s). After the emergency call(s) are processed, be sure to handle all business calls that have been placed on hold. When all call takers and dispatchers are processing calls the shift supervisor shall answer emergency calls in the phone queue. It is preferred that the Primary Radio Dispatcher (PRD) does not answer incoming calls at anytime. The PRD may deviate from this policy based on workload or direction from the shift supervisor.

Telephone Answering Etiquette

The standard recorded greeting for the phones will be as follows:

Line Type: 911 & 10-digit emergency

Greeting: "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"

Line Type: Admin, 10-digit non-emergency, & ring downs

Greeting: CONFIRE Communications this is (your id).

Telephones should be answered in a business-like manner and all conversations will be handled courteously. All calls for service shall be answered in a timely manner, and adhere to the following protocols:

- (911 and 10-digit emergency lines)
 - All 911 and 10-digit emergency lines will be answered with the preferred greeting. "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"
 - If the call is received from a landline-residence or business, cell-phone Phase 1 or Phase 2, VOIP-Voice Over Internet Protocol, or TLMA-Telematics agent; and the address given matches RapidSOS (primary verification) or ALI display (secondary verification if needed), there is no need to ask for verification of the address.
 - If the call is received from a landline-residence or business, cell-phone Phase 1 or Phase 2, VOIP-Voice Over Internet Protocol, or TLMA-Telematics agent; and the phone number they are calling from matches RapidSOS (primary verification) or ALI display (secondary verification if needed), there is no need to ask for verification of the number.
 - If at any time the location and/or call back number does not match the RapidSOS or ANI/ALI screen, they need to be verified. See example below:

(operator name/id not required unless asked for)

Example of a 911 call

Call-taker/Dispatcher: "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"

Caller: "1257 Main Street in Barstow."

Call-taker/Dispatcher: "Please repeat the address for verification".

(don't need to ask if location verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed)).

- On the phone number verification, have the caller repeat the phone number by asking, "Please repeat the phone number for verification".

Call-taker/Dispatcher: "What's the phone number you're calling from?"

Caller: "760-555-1234"

Call-taker/Dispatcher: "Please repeat the phone number for verification".

(don't need to ask if phone number verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed)).

- If there is any question regarding address verification, you may repeat the RapidSOS (primary verification) or ANI/ALI (secondary verification)

information back to the caller.

- Callers may be unable to provide the exact location for unknown reasons, if all attempts fail, try to obtain cross streets or direction of travel and last cross streets or object(s) seen.
- When calls are transferred from an allied agency, they may not hear the conversation from the allied agency dispatcher informing Comm Center that they have a call they are transferring. Therefore, once the allied agency dispatcher has passed the call onto Comm Center, repeat the greeting "You have been transferred to the Fire Department and Paramedics what's the address of the emergency", then continue with verification of the location of the emergency and the phone number they are calling from.

Example of a 10-digit emergency call

Call-taker/Dispatcher: "You have been transferred to the Fire Department and Paramedics, what's the address of your emergency?"

(repeat the greeting, reporting party may have not heard the question when being transferred) "You have been transferred to the Fire Department and Paramedics, what's the address your emergency?"

Caller: 16500 Arrow Route, Fontana

Call-taker/Dispatcher: "Please repeat the address for verification."

don't need to ask if location verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed).

Call-taker/Dispatcher: "What's the phone number you're calling from?"

Caller: 909-555-4321

Call-taker/Dispatcher: "Please repeat the phone number for verification."

(don't need to ask if phone number verifies with RapidSOS (primary verification) or ALI display (secondary verification if needed).

- Admin, 10-digit non-emergency, and Ring Down lines
 - Answered with "CONFIRE Communications this is (your id)."
 - If determined to be an emergency call for help, please refer to the protocol for 911 lines above.
 - If this is a transfer from an allied agency follow the 911 lines protocol above.

All calls for service directed to Comm Center from allied agencies shall be taken and then relayed to the proper agency. At no time shall emergency calls for service be refused, or the caller is instructed to call another agency. The only exception would be calls from outside the area (i.e. New York) where we have no capability of relaying the call in a timely manner.

Telephone numbers within Comm Center that have been designated for specific purposes.

- 911 lines are for emergencies only.

- 800-340-9110 and 909-822-8071 (plus rollover lines) have been designated as the alternate emergency number within the county for those who do not wish to call 9-1-1. The 800 number is not to be used by alarm companies or for non-emergency purposes. The 909-822-8071 number is the primary number for alarm company use. Any calls received on these lines of a non-emergency nature will be handled and then given the business number for future phone calls.
- 909-356-3811 is designated as the allied agency emergency in order to facilitate direct communications between utilities, law enforcement, and other fire agencies.
- 909-356-3809 is the incoming FAX line.
- 909-356-3805 and 800-472-2376 are the Comm Center business numbers and are intended as a non-emergency phone numbers for public usage.

Telephones within the Confire JPA Communications Center are for business use only.

Definitions:

ACD: Automatic Call Distribution

