

**York County Department of Emergency Services
Communications Division**

Policy # 40.2A

Subject: Cellular Phone Calls

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Issued By: Julio Mendez, Director

Approved By: Julio Mendez, Director



Policy:

On occasion the dispatcher receives calls from cellular telephones that are not obviously emergency calls. These include hang-up calls, misdials, accidental dials, and calls from out of our response area. It is the responsibility of the individual dispatcher to verify whether *any* call received is a legitimate emergency. The dispatcher will use any means available to do this and create a call documenting all calls received and what occurred upon call back.

Procedure:

1. Upon receipt of a "hang-up" call from a cellular telephone, received on a cellular "9-1-1" line immediately attempt to call back. The dispatcher will use their best judgment as to whether the call as it came in may be a legitimate emergency or not. Occasionally the dispatcher will receive a cellular telephone call consisting of silence, background music or conversation or obvious vehicle noise. Usually these calls are as a result of the caller accidentally causing a number on their keypad to be held down for an extended length of time. On most cellular telephones, this causes the telephone to dial "9-1-1" automatically. On re-establishing contact, advise whoever answers: "a 9-1-1 call was received from your cell-telephone, is there an emergency?" Do not leave a message on voicemail.
2. In addition, the communications center does receive cellular telephone calls from outside our jurisdiction. Every effort will be made by the dispatcher to assist the caller in this situation. If it is a law enforcement call that is not in progress, advise the caller of the telephone number of the appropriate agency for the location of the call (if known).
3. If the call is for EMS or fire service(s), or an in progress police call obtain as much information as possible, including using EMD protocols as appropriate, and forward this to the appropriate jurisdiction via telephone or Mutual Aid radio. Telephone numbers for surrounding jurisdictions are listed in the CML in the speed dial or in the Vadons.