Appendix 13: 911 Call Center Procedures

In the past we have been asked on rare occasion to fill in at telecommunications switch centers when the primary phone line to the dispatch centers has been interrupted.   Phone company personnel configured 911 calls to be intercepted at the community or rural switch center. We in turn take the incoming phone call and relay by amateur radio to the dispatch center.

This requires a team at the switch center and a second team at the dispatch center to complete the relay. Please use the following steps and accompanying form.

Step 1 – All calls should be answered ""9-1-1 - WHERE is your emergency?"?"
Step 2 – All available information should be copied on to the form and then relayed to SEACOM
Step 3 – Make notes of call information received and any action taken by radio personnel
Step 4 – Forward all completed documents to the Communications Supervisor immediately after the situation is cleared.
Step 5 – Include a list of personnel working during the callout situation to the Communications Supervisor

A copy of the form to use is found on the following page. Keep copies of the logs and turn them into SEACOM dispatch after completion of the mission.

One of the hardest things to do is to maintain your own level of calm because the caller is usually going to be very agitated and upset. Take special steps to ensure that you speak in a clear precise way. You will probably have to ask the caller to slow down so that you can capture all the key information needed for the correct response. Try to keep them on the line while you relay the information to the Dispatch Center by radio. Be sure to get the call back number so that you can call back if additional information is required. Be aware that many 911 callers, will hangup in the middle of a call. This is especially true during domestic violence calls when the person making the call may be attacked and have the phone taken away from them. Report as much information as you can. Be alert to unusual noises or voices in the background.

911 Call Log

Line 1: Nature of the Call
Line 2: Address / location of the emergency / nearest milepost
Line 3: Caller's name, First and Last
Line 3: Caller's Address including city
Line 4: Callback number
Line 5: Date & Time of Call
Line 6: Notes and actions taken