

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 4.10

Date Issued: April 1, 1995

Date Revised:

Date Effective: April 1, 1995

Subject: 9-1-1 Hang Up Calls

POLICY:

PURPOSE:

PROCEDURE: A 9-1-1 Hang Up call is defined as one where the 9-1-1 phone rings, ANI and/or ALI information may be presented, but the caller does not speak. ANI (caller's telephone number) is normally transmitted to the PSAP prior to the call answering. 9-1-1 Hang Up calls may be prank or may be a person in distress who cannot speak.

The following procedure shall be followed:

- 1) Note the ANI/ALI information.
- 2) Attempt to "call back" the caller based on ANI.
- 3) The response for a 9-1-1 Hang Up call shall be based on local dispatch agency policy.