

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

Number: 4.5

Date Issued: April 1, 1995

Date Revised: October 26, 1999

Date Effective: November 1, 2009

Subject: Information Confirmation

POLICY: All incoming E9-1-1 calls shall be verified. The verification process shall include the following:

PURPOSE:

PROCEDURE:

- 1) Determine the location of the emergency.
- 2) Verify the Location (ALI) and the Telephone Number (ANI) of the call.
- 3) Determine the type of emergency.
- 4) Obtain additional information as required by the respective Communication Center's Internal Policy to establish the proper response.