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Replaces:

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Subject: Procedure for 9-1-1 Hang Up Calls

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 (callers 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 can not 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.