NORTHAMPTON POLICE DEPARTMENT Administration & Operations Manual	
Policy: Telephone Procedures	**AOM: S-101**
Massachusetts Police Accreditation Standards Referenced: [81.3.3], [81.2.1&81.2.2], [81.2.12]	Issuing Authority ————————— Jody Kasper Chief of Police
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I. Introductory Discussion

A. Telephones are one of the primary means by which members of the general public communicate with the police. The goal of the Public Safety Dispatcher or department employee is to provide the caller with the most effective and efficient service possible. In all cases, Public Safety Dispatchers and department employees shall make every effort to provide requested information, or to connect the call to the proper police employee or outside agency. The following procedures have been implemented to guide employees in the proper handling of telephone communications.

II. Types of Telephone Lines

A. Recorded Emergency Lines:

1. The Northampton Police Department maintains a 24-hour toll free telephone access for emergency calls for service via the enhanced 9-1-1 emergency call lines. As part of this service the agency also utilizes a TDY line. [81.2.1 & 81.2.2]

   a. The emergency 9-1-1 number shall be advertised in the local phone directory. This number provides the dispatcher with the name, address, and telephone number of the caller.
   b. When answering the 9-1-1 line the dispatcher shall state:

      "9-1-1.This call is recorded. What is your emergency?"

2. The Northampton Police Department provides a 7-digit emergency number as an alternative to the 9-1-1 number, which will not provide the dispatcher with the address or telephone number of the caller.
3. The department shall also provide a rape reporting line as required under the provisions of M.G.L. Ch. 41 §97C.

B. Administrative Lines:

1. The administrative lines are for the purpose of handling all routine business calls directed to this department.

   a. When answering the main administrative line, the dispatcher will announce:

      "Northampton Public Safety, this call is recorded. Dispatcher or Officer (last name) speaking, how can I help you?"

   b. When answering a telephone call, all other employees shall announce:

      "Northampton Police Department, (Rank or title and last name), May I help you?"

   c. All employees answering department telephones shall be polite, courteous, and patient. Discourtesy, rudeness, or insolence to any member of the public is in violation of the Rules and Regulations of this department.

III. Separation of Incoming Emergency/Business Calls

A. The Northampton Police Department's telephone system is designed to route incoming administrative and outgoing calls to separate lines thereby freeing communications personnel to handle emergencies and other important matters in a more efficient and effective manner. [81.3.3]

1. In the event that a call coming in on an emergency line is of a business or routine nature, the Dispatcher shall direct the call to the appropriate administrative line and inform the caller of the business telephone number.

IV. Routing of Misdirected Emergency Calls [81.2.12]

A. In cases where the Dispatcher receives 9-1-1 calls intended for another jurisdiction or agency, the Dispatcher shall ascertain whether the call is routine or emergency in nature.

   1. In cases of emergency, the Dispatcher shall direct the caller by transferring them to the appropriate Public Safety Answering Point (PSAP), and shall remain on the line until the call is answered.
   2. No caller shall be procedurally required to speak with more than two call takers - the primary PSAP call taker and the remote call taker.

B. In cases where the call is of a business or routine nature, the Dispatcher should provide the caller with the telephone number of the appropriate agency or jurisdiction.