

# Grand Forks Fire Department

## Standard Operating Procedures

<b>SOP# 804.01</b>	<b>Section Communications</b>	<b>Title Enhanced 911</b>
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### I. Scope

This standard establishes guidelines for the receipt of calls for emergency assistance by way of an enhanced 911 telecommunications system. This standard is an informational guideline for Fire Department personnel. It was promulgated to assist Fire personnel in answering questions from the public on “how it works”.

### II. General

The enhanced 911 system is the most technologically advanced way of reporting and receiving emergency telephone calls currently available to public safety agencies.

### III. Answering 911 Calls

- A. The emergency number for fire and emergency medical services in this response area is 911.
- B. Whenever anyone located within this area dials 911, the call is forwarded via selected routing to the communications center located at The Grand Forks Police and Sheriff’s building.
- C. The operator should confirm that the call is for an actual emergency. Persons who do not have an emergency shall be instructed to call the appropriate administrative number in either the fire or police department.
- D. Through the enhanced 911 system, operators have been provided Automatic Number Identification (ANI) and Automatic Location Identification (ALI). These systems display the caller’s telephone number, name, and address on the operator’s computer screen. The operator shall verify that the information being given by the caller corresponds to the information displayed on the screen.

- E. In the event that the caller is unable to speak or otherwise communicate with the operator, the call shall be considered to be a valid emergency and assistance will be dispatched to the address displayed on the operator's screen.
- F. All incoming 911 calls are recorded.
- G. The operator shall never assume that multiple calls for an emergency are for the same incident. The operator should verify that the calls are for the same incident before disconnecting the caller.
- H. If the emergency is for a fire or EMS incident, the operator shall record the following information on the Alarm and Fire Record Card:
  - 1. The location of the emergency (A rural mail route and box number are not sufficient as an address)
  - 2. The type of emergency.
  - 3. The names of a persons reporting the emergency.
  - 4. The reportee's telephone number.
  - 5. The nearest crossroad or landmark.
  - 6. Any other information pertinent to the incident, such as geographical identifiers, the numbers of patients, their conditions, etc.