

## **STANDARD OPERATING GUIDELINE - 2.5.1**

### **TOPIC - EMERGENCY CALL ROUTING - 9-1-1 LINES DOWN (935 prefix)**

#### **PURPOSE:**

To provide a system to receive and disseminate 9-1-1 calls whenever the primary system fails.

#### **GENERAL:**

Upon occasion the telephone trunk line going into Eugene from the Veneta switch station may fail. Included in this major communication line is the 9-1-1 access system. When a system failure occurs all 9-1-1 calls, in the 935 service area, will be rerouted to station 11-1 for handling by department personnel.

#### **GUIDELINE:**

##### NOTIFICATION

- A. If the department receives initial notification of a telephone trunk line problem, through the public or a source other than Fire-Com, the following needs to occur:
  1. Contact Fire-Com to notify them of the problem.
    - a. To determine if the line problem is with all telephone service to Eugene, attempt contact via telephone (682-5899 or 682-5111).
    - b. If the problem is with the entire phone service to Eugene you must use a radio, use Tac-3 (Cellular phone service may also function for notification).
  2. Notifying US West of the problem is usually handled by Fire-Com. To ensure that notification is being made, ask Fire-Com to contact US West repair services.
- B. If Fire-Com receives initial notification, the following will occur:
  1. The District will be toned out advising us of the situation.
  2. Personnel will be requested to staff station 11-1 immediately to monitor telephone lines and relay emergency call information to dispatch.
- C. Personnel must establish contact with Fire-Com to confirm that the monitor position is staffed. If all telephone service to Eugene is out use Tac-3 to establish the necessary link.

## CALL TAKING & RELAYING

- A. When a call for service comes in the most important job of the call taker is to remain calm and reassuring to the caller. Understand that the caller needs help and may be in a distressed emotional state. Speak calmly and clearly to the individual, remember they are our only link to vital information.
- B. Using the provided form, gather the following essential information:
  - 1. Type of incident (fire, medical, crime).
  - 2. Location of incident (street address, city).
  - 3. Any identifying landmarks.
  - 4. Caller's name, address and phone number.
  - 5. Details of incident.
- C. Once the information is gathered, in writing, relay the information verbatim to Fire-Com so that they can make the appropriate dispatch or relay of information.
- D. It may be desirable to keep the caller on the line to gain or give pertinent information, but remember that we are limited in our ability to receive calls at this location.
- E. Document the date the call was received, the time, and the name of the call taker on the bottom of the form.

**EMERGENCY CALL INFORMATION**

**TYPE OF INCIDENT** ( FIRE, MEDICAL, CRIME)

**LOCATION OF INCIDENT** (STREET ADDRESS / LANDMARKS)

**CALLER NAME:**

**CALLER ADDRESS:**

**CALLER PHONE NUMBER:**

**DETAILS:** (Type of fire, medical emergency or crime; extent of fire/damage/injury, number of persons involved, vehicles involved, description of persons or vehicles, direction of travel, etc.)

Call Received Date: \_\_\_\_\_ Time: \_\_\_\_\_ By: \_\_\_\_\_