

Hangup / Abandoned 9-1-1 Calls

Supersedes: 06-30-97

Effective: 05-07-07

1. If a transfer is being made from the Primary PSAP to Boston EMS and the caller hangs up or is otherwise disconnected prior to being connected to a Boston EMS Telecommunicator, clarify with the initial calltaker who will enter the call into the CAD system. It is essential that the call be entered into the system and there should be no misunderstanding about which agency is going to handle the call entry.
 - 1.1. In the case of a wireless transfer where either ANI information was not presented, or it was presented but attempts to reach the caller are unsuccessful (busy, no answer, etc), the Massachusetts State Police should be contacted to determine if an incident address or any other pertinent information was provided prior to the call transfer to BEMS.
2. After receiving a transfer and the caller either hangs up or it otherwise disconnected, use the ANI / ALI information to attempt a callback.
 - 2.1. If the callback is successful and the caller indicates there is NO emergency, enter the call as an ADVISED incident and close the call.
 - 2.2. If the callback is successful and the caller does have an emergency, process the call as a normal 9-1-1 call.
 - 2.3. If the callback is successful and the caller is vague about whether or not there is an emergency, enter the call into the CAD and dispatch appropriate resources to investigate the situation.
 - 2.4. If the callback is unsuccessful, the call shall be entered into the CAD system based on the ALI information provided.
3. If no ANI / ALI information was initially displayed, the Telecommunicator should attempt to “re-bid” for ANI/ALI information. The telecommunicator should also review any available IRR (instant recall recorder) information, or seek the supervisor’s assistance to review “MagIC” call detail record information.

Related topic: Wireless Call Trace Procedure