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| Policy  # **00-4**  Date Adopted: **9/6/2000** | 911 Hang-up Nature for CAD | Approved By:  VIBRS Advisory Board  Updated 02/06/19 |

**NOTE** - This is a recommended policy.

1. **GOALS**
   1. The goal of this policy is to develop a recommended procedure for adding 9-1-1 hang-up calls into CAD.
2. **PROCEDURE**
   1. Dispatcher is to add a call for "911 Hang-up" leaving the complainant field blank unless the information for the individual who dialed is obtained.

**NOTE:**  E-911 call taker, E-911 call center, vacant no call back and business names are not to be used as the complainant.

* 1. The contact field should include which E-911 call center and call taker that transferred the call along with the complainant’s name if applicable.

**EXAMPLE:** Shelburne Agent 123/ John Doe

* 1. The phone number that the hang up came from should be noted in the telephone field.
  2. The circumstances should be noted in the information field

**EXAMPLE:** Open line, static

* 1. Additional call comments should be noted as the dispatcher sees fit.