

Madison Police Department
CORRESPONDENCE / MEMORANDUM

DATE: January 24, 2007

TO: All Commissioned Personnel and Rich McVicar, 911 Communications Center

FROM: Randall Gaber, Assistant Chief of Police

SUBJECT: 911 Cellular Calls

The 911 Communications Center now has wireless 911 technological upgrades completed. These upgrades will allow the dispatchers to receive the subscriber name, phone number and **location** from where the cellular call was made.

Currently the 911 Center receives a fraction of hang-up calls from cell phones. Because the Communications Center will now be able to determine the location from which the 911 cell phone call was made, the following procedures shall be followed to provide a police response to these type of calls in a reasonable manner:

1. When a 911 hang-up call is received by the 911 Communications Center, the dispatcher shall attempt **one** call back to the cellular telephone number. If there is no answer, police will not be sent routinely. No message will be left on voicemail.
2. If at any time a 911 cell call is received and the dispatcher has reason to believe that police services are needed, appropriate police resources shall be dispatched to the area the cell phone call was made from.