



## Dyersburg Public Safety Communications

425 West Market • Dyersburg, TN 38024 • 731.288.3588 • [www.cityofdyersburg.org/eoc](http://www.cityofdyersburg.org/eoc)

RECEIVED

MAR 12 2007

TN REGULATORY AUTHORITY  
UTILITIES DIVISION

March 6, 2007

Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Reference Docket 07-00045

Below is the City of Dyersburg response to your letter, dated February 26, 2007, requesting additional information.

- #1 For fiscal year 2006 -2007, the budget is \$822,700 dollars. Although this money is not specifically designated as "311", the funds are designated for the City of Dyersburg emergency/non-emergency call center, which has been in operation since 1988. Attached is a copy of the 2006-2007 budget for "Communications".
- #2 No. There are 3 different 7 digit numbers for non-emergency police, fire and ems for the target area.
- #3 Yes. The 10 employees are already employed as emergency/non-emergency call takers.
- #4 Yes. Attached is a copy of the written policy. See section 3c.
- #5 Phase 2 is scheduled for implementation in January 2009.
- #6 The coverage area will be with city limits of the City of Dyersburg. Attached is a map demonstrating the coverage area. Regarding calls from outside the City of Dyersburg, I have attached a copy of the written policy for misdirected emergency and non-emergency calls; see section 5.

If you have questions or require additional information, please contact Mark Grant at 731.288.3595.

Sincerely,

A handwritten signature in black ink, appearing to be "Mark Grant", written over a horizontal line.

Mark Grant  
911 Public Safety Communications Manager

CITY OF DYERSBURG, TENNESSEE  
COMMUNICATIONS SERVICES FUND  
2006-2007 ANNUAL BUDGET

EXPENDITURES

DEPT     ADMINISTRATION  
CODE     42110

ACCT	DESCRIPTION	2003-04 ACTUAL	2004-05 ACTUAL	2005-06		2006-07	
				BUDGET	ESTIMATED 6/30/05	REQUEST	BUDGET
111	SALARIES	95,138	95,916	76,100	77,841	91,100	93,500
119	SALARIES - OTHER	4,530	4,650	5,000	4,799	5,000	5,000
131	VACATION & SICK LEAVE	15,718	2,192	10,000	10,000	10,000	10,000
141	PAYROLL TAXES	7,529	7,597	6,700	6,325	7,000	7,200
142	HOSPITAL & HEALTH INSURANCE	6,094	6,086	8,800	7,322	11,000	11,000
143	RETIREMENT	23,963	26,951	24,500	23,500	28,000	28,000
147	UNEMPLOYMENT INSURANCE	0	0	0	0	0	0
148	EMPLOYEE TRAINING	0	0	0	0	0	0
240	UTILITY SERVICES	17,024	17,146	18,000	18,109	18,300	18,300
245	TELEPHONE	0	0	0	0	0	0
250	PROFESSIONAL SERVICES	1,040	5,107	500	4,632	500	500
280	TRAVEL	1,457	5,548	800	4,167	800	800
282	EMPLOYEE AUTOMOBILE	7,751	9,600	6,000	9,600	6,000	6,000
290	OTHER CONTRACTUAL SERVICES	120	0	0	0	0	0
312	SMALL ITEMS OF EQUIPMENT	1,630	199	0	0	0	0
320	OPERATING SUPPLIES	1,434	2,045	500	1,084	500	500
330	REPAIRS & MAINTENANCE	2,061	772	1,000	604	1,000	1,000 (A)
510	INSURANCE	6,331	9,091	6,500	6,334	6,500	6,500
540	DEPRECIATION	15,964	14,229	17,000	17,996	17,000	17,000
691	BANK SERVICE CHARGES	203	185	100	311	100	100
741	BAD DEBT EXPENSE	0	1,513	0	0	0	0
900	CAPITAL OUTLAY	0	0	0	0	0	0 (B)
TOTAL ADMINISTRATION		207,987	208,827	181,500	192,623	202,800	205,400

EXPLANATIONS:

- (A) Includes any repairs or other items relating to the structure.
- (B) Capital outlay requests of \$-0- (see Exhibit of Capital Outlay items following this page) are capitalized and recorded as depreciable assets in the Balance Sheet rather than in expenditures as in the General Fund. This is because the Fund operates as an Internal Service Fund which is similar to a business operated for profit.

## EXPENDITURES

EXPLANATIONS:

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# Dyersburg Public Safety Communications General Order

Subject: <b>Telephone Operations</b>	Number <b>1-5</b>	Review Frequency Annually
Authorizing Signature: <i>Mark Grant</i>	Effective 03/01/07	New X Amended Supersedes All Others

## POLICY:

The general public relies heavily on the public telephone system as a means to request emergency and non-emergency services. It is essential that the PSCC operate a modern/efficient telephone system. All members should fully understand the operation and use of the telephone system so that phone calls received are processed without unnecessary delay.

## PURPOSE:

To establish policy and procedure for the proper use and operation of the telephone system.

## PROCEDURE:

### 1. General

- a. The PSCC provides 24 hour, toll-free, telephone access for emergency calls to all residents in the city.
- b. Agency phone numbers are listed in the white pages of local telephone directories.
- c. Each dispatch console position has access to in and out bound emergency and non-emergency lines.
- d. In addition to being listed in local directories, the Emergency Number is displayed in public phone booths throughout the city and on emergency response vehicles.

### 2. Call Screening

Call screening is a technique that is used to identify emergency or high priority calls that are received on both emergency (911) and non-emergency telephones lines. All telephone calls should be answered as quickly as possible. Emergency telephone lines have a higher answer priority than non-emergency lines. However, in many situations, you may receive emergency calls on non-emergency lines. It is for this reason that Call Screening techniques must be used. The following procedures shall be used by Call Takers:

- a. In busy situations, when it is determined that the current call that is being handled by the Call Taker is

not a “high priority” call, it may be necessary to place the caller on hold and answer other incoming lines.

- b. Always preface the action by telling the caller that they will be placed on hold, utilizing a statement similar to “I have another line ringing, please hold”.
- c. Once a Call Taker has identified a “high priority call”, then the operator will complete the call before returning to answer additional ringing non-emergency lines.
- d. When handling a “high priority call”, regardless if it has been received on a non-emergency or an emergency (911) line, and you have additional ringing emergency (911) lines, then the Call Taker shall use discretion on placing the call on hold, and screening the ringing emergency lines. Priority calls that involve immediate threat to life should not be placed on hold, to screen other emergency (911) calls. The Call-Taker may even have to go so far as “prioritizing” priority calls.

3. Emergency/Non Emergency Phone Calls for Service

- a. When a call comes into the center, the dispatcher shall maintain control of the call and attempt to gain as much information using the Standardized Call Guides. This includes, but is not limited to the following:
  - (1) Location of incident (includes verifying E911 address as well). Verification should be accomplished by repeating the address to the caller, and comparing it to the 911 ALI data.
  - (2) Nature of complaint (Incident Type) and who the primary responder should be, as well as secondary responders.
  - (3) Identification of caller (address and telephone number). If the caller does not want their information given out, or wants to remain anonymous, or refuse to provide their name, enter “refused” into the name field in the CAD. Do not record any telephone numbers or address, as well.
  - (4) Pertinent information related to the type of call (police or fire/ems) that would aid the responders to dealing with the incident.
  - (5) After emergency responders have been dispatched, then the caller will be provided with pre-arrival instructions where required.
  - (6) Background noises should be monitored, as they can provide clues to the operator on activity at the scene.
  - (7) Dispatchers shall remain calm at all times, treating all callers in a professional and courteous demeanor. Dispatchers shall not become emotional or upset with verbally abusive callers.
  - (8) All callers shall be treated in a calm and professional business like manner, and shall be advised of what to expect (e.g., responder to be dispatched, an officer will call, or whatever the case may be).
- b. If the call is a Priority 1-3 call, then the dispatcher may require the caller to stay on the line, depending on the nature of the call, to obtain additional information after the appropriate providers are dispatched.

#4

- c. Non-emergency calls that come in on a 911 line shall be re-directed to a non-emergency line as quickly as possible.
- d. 911 hang-ups shall require the assignment of a police unit for investigation, unless contact is made on callback, where the operator can reasonably determine that the call was accidental. The operator shall attempt one call back, to determine if an emergency exists. However, the operator should use discretion. Example, you receive a 911 hang-up, on call back, the caller reports that there is no emergency, but in the background you here arguing, or loud noises that could be considered as a domestic disturbance. In this example the operator should dispatch a police unit for investigation.
- e. Unintentional or accidental 911 calls, that are confirmed, do not require a police unit assignment for investigation.
- f. Un-initialized Wireless – all wireless phones have the capability of dialing 911, even if the user has not subscribed with a carrier for service. These phones are known as “un-initialized phones”. When you receive a 911 call from these phones, there will be no callback number. In the call back number field, you will see 911-XXX-XXXX, alerting you that the phone is un-initialized. If you receive a hang-up, then complete a CAD record and comment no call back made – un-initialized phone”. See section g below for information which might help you to “map” the callers location. If the phone does not “map” the callers location, and you can reasonably assume that the caller may be in distress, then go to Special Order for Cell Phone/Landline Call Trace, which will provide information on how to obtain last known subscriber information.
- g. Regarding wireless 911 calls, the operator shall re-bid every “WRLS” call, in order to see the if call is upgraded to a “WPH2” call with a mapped caller location. Operators should be aware that in the event a caller is mobile, and if the call is a “WPH2”, then the call may be re-bid every 30 seconds to get an updated location.

#### 4. Silent Calls

All 911 calls received that have no detectable audio response from the caller (silent call) shall be interrogated to determine if the caller is *not able* to communicate verbally due to exigent circumstances (ie intruders, etc), or is attempting to communicate with a TDD/TTY.

Initially, the silent call should be interrogated verbally. If no response is given, then the caller should be advised to answer your questions by pressing a touch-tone keypad, or in the event they have a rotary phone, by tapping on the mouthpiece. Example, no response is received, so the operator advises the caller, if you have an emergency then press any key pad once, or tap on the mouth piece one time. If no response is offered, then the operator shall attempt to interrogate the call with a TDD/TTY.

If no response is given, then the operator shall assign a police unit for investigation. The operator shall have the authority to use discretion, to determine if a police unit should be assigned. The operator shall listen to background noises as a tool in determining if the call is accidental.

#6

#### 5. Transfer of Calls

There will be times when misdirected emergency and non emergency calls are received by our center. Dispatchers must be on the alert for misdirected calls, especially wireless. All cell phone towers in the City of Dyersburg are programmed to route the calls to the Dyersburg PSAP. Since these towers can communicate with cell phone subscribers for several miles outside of the City limits, this will result in wireless misdirected calls.

Dispatchers will follow the procedures listed below when handling any type of misdirected calls.

a. Misdirected Phone Calls for Law Enforcement and EMS:

- (1) When a misdirected emergency law enforcement or ems call is received, the dispatcher shall immediately transfer the call to the appropriate agency. The caller shall be advised to stay on the line and that our agency will transfer the caller to the appropriate service provider to request a response. The operator shall stay on the line to ensure that the transferred call has been answered. In county, 911 PSAP's, have a one-button transfer on the telephone, and adjoining county 911 PSAP's are programmed into speed dial. PSAP telephone numbers can be obtained through the NCIC Orion data files. See also section 10 of this policy regarding misdirected 911 calls.
- (2) Non-emergency misdirected callers will be provided the necessary information (names and or phone numbers) to satisfy their service request.
- (3) When a misdirected landline (wired) call is received on a 911 line, or a wireless call from a cell phone not in the Dyersburg service area, then the operator shall complete a Dyersburg GIS 911 Database Inquiry form, and submit to the supervisor, before the end of their shift.

b. Misdirected Calls for Fire:

- (1) When you receive a misdirected call for a fire complaint, the operator must first determine if the incident location is a Dyersburg Rural Fire Subscriber. If so, then enter a complete CAD record and dispatch the Dyersburg Fire Department. Then immediately contact the County SO with the information so they can dispatch the rural fire departments.
- (2) If incident location is not a rural fire subscriber, then immediately transfer the call to the appropriate service provider, as provided for in section 5a(1).

6. Telephone Failure

See Emergency Action Protocol Manual, provided at each workstation.

7. Line Load Study

- a. The Supervisor will insure that the PSCC maintains a sufficient number of telephone lines so that under normal circumstances, calls placed to the center will not receive a busy signal or go unanswered.
- b. This will be accomplished by contacting South Central Bell Telephone Company and requesting a "busy study" to be administered on all phone lines as needed.

8. Annoying/Obscene/Anonymous Telephone Calls

- a. On occasion, PSCC personnel may receive annoying, anonymous or obscene phone calls.
- b. The Supervisor shall be notified of these types of calls.
- c. Should these types of calls become repetitious, the Supervisor shall contact the Business Office of South Central Bell to request a trace, if the number is not known.
- d. If the number is known, then the incident will be referred to the appropriate law enforcement agency.
- e. Dispatchers shall not use abusive language. Courteousness and a professional demeanor shall be used when dealing with these types of calls.

9. Non-English Callers

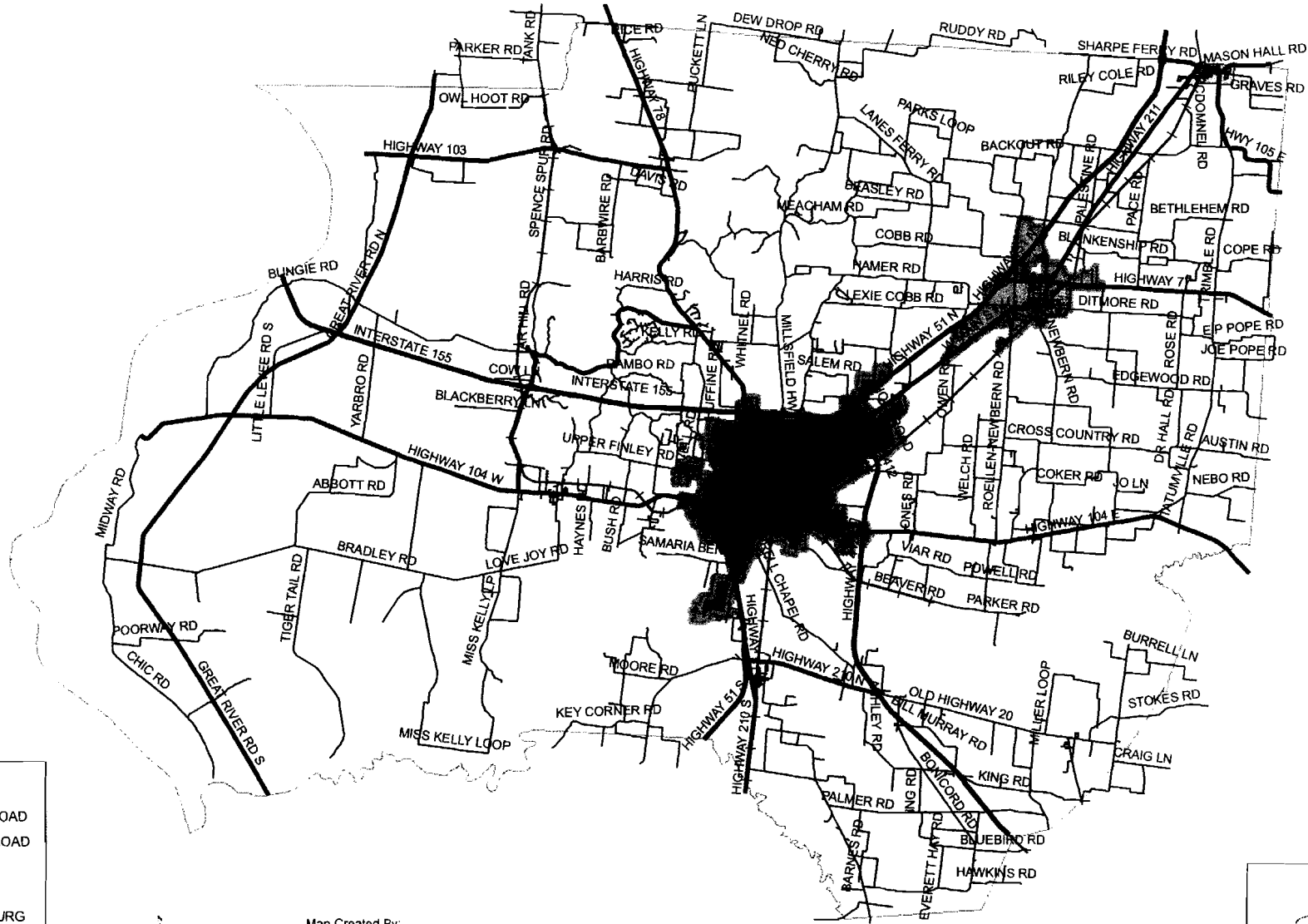
- a. Occasionally, the dispatcher will receive a call from a non-English speaking person. When this occurs, the dispatcher will attempt to advise the caller to stand-by using common phrases such as: halt-connecting to a translator or operator.
- b. The dispatcher will conference the caller with a Language Line Operator.

10. Incorrect or No ANI-ALI Records

- a. When a 911 call is received, and there is missing or inaccurate information contained in the ANI/ALI, the operator shall complete a Dyersburg GIS 911 Database Inquiry Form and submit to the Supervisor, before the end of the shift.
- b. When you have an emergency call for service, and the address provided does not match any CAD records for our jurisdiction, then do the following:
  - (1) Advise the complainant that the reported address does not match our records as being in our jurisdiction.
  - (2) Go ahead enter the call into CAD, and make sure that you have a callback number.
  - (3) Advise the caller you will attempt to see if the address is in Dyer County, keep the caller on hold if possible.
  - (4) Immediately review a Dyer County Map with street data to see if the call is misdirected. Also contact the Dyer County PSAP and the Newbern PSAP to see if the location is a new address for their jurisdiction. Also contact the police supervisor to determine if a new street has been added, but yet to be updated in our database. Another source could also be the 911 database (which is updated every six months), or the telephone operator.
  - (5) Transfer the call to the appropriate PSAP, once identified. See also section 5a of this policy.
  - (6) If jurisdiction is not established, then immediately consult the appropriate on duty supervisor (i.e. police for law enforcement and fire for ems/fire) for appropriate call disposition. After call disposition, be sure to follow procedures listed in "a" above.



# Dyer County, TN

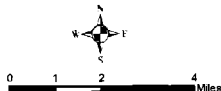


## Legend

- MINOR ROAD
- MAJOR ROAD

## City Limits

- Name**
- DYERSBURG
  - NEWBERN
  - TRIMBLE



Map Created By:  
City of Dyersburg  
GIS Department  
March 6, 2007  
[www.dyersburgtn.gov/gis](http://www.dyersburgtn.gov/gis)

