

**UPPER MERION TOWNSHIP POLICE DEPARTMENT**  
**POLICY AND PROCEDURE**

No. 140

Supersedes: 2-97-41.2 91.2

Effective: December 18, 1997

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Date: December 18, 1997

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**911 HANG-UP CALLS**

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I. **PURPOSE:**

- A. To ensure the safety and welfare of the general public and police personnel.
- B. To provide a prompt response to 911 hang-up calls in the event that public assistance is required.
- C. To provide department personnel with recommended procedures for responding to 911 hang-up calls.

- II. **POLICY:** It shall be the policy of the Upper Merion Township Police Department to promptly respond to 911 hang-up calls in order to determine the cause of the call and to provide police assistance if necessary.

III. **PROCEDURE:**

- A. **NO ANSWER ON CALL BACK:** Upon notification from the County 911 Center, the Upper Merion Township Police Department Telecommunicator will dispatch two (2) officers to the location of a 911 hang-up. Unless special circumstances are indicated, the officers should respond at non-emergency speed and the first officer to arrive will determine the reason for the hang-up. If the cause is accidental the officer will notify base and the backup unit may disregard. If there is an actual need for police assistance, the officer will initiate the appropriate action.
- B. **COUNTY 911 CONTACTS THE CALLER ON CALL BACK:** When the County contacts a caller on call back after a 911 hang-up and it is determined to be an accidental 911 call, one officer will be dispatched to the caller's location to verify that there is no need for police assistance.

- C. 911 HANG-UP IN PUBLIC AREAS EMPLOYING PRIVATE SECURITY: When a 911 hang-up is received from a public area such as a shopping complex, industrial site or any other location employing private security officers, it is acceptable to dispatch one Upper Merion Township Police Department officer to the general location while requesting that a security officer check the exact location of the call. The police officer will be in position to assist if necessary but, typically, the security officer will be able to arrive at the location faster than the police officer and determine whether police assistance is required. The 911 hang-up calls at individual stores or offices within the complex require the same response as dictated in Section III-A, however, security should also be notified.
  
- D. 911 HANG-UP AT EDUCATIONAL FACILITIES: An officer will be dispatched to the general area of the facility. The Telecommunicator will contact the facility offices to request that a staff member check the specific location of the call. This enables a rapid response to the site of the potential problem by a staff member while at the same time it positions a police officer to assist if necessary. The police officer should choose a location near the facility, out of sight of any students if possible.
  
- E. NO RESPONSE AT LOCATION: When no response is received from inside the location where a 911 hang-up originated, officers should evaluate each situation individually. If no additional information or circumstances exist, other than the 911 hang-up, no forcible entry should be made. However, if investigation reveals any abnormal circumstances (smoke, noise, cries or visible distress), an emergency entry should be made causing as little damage as possible. When practical, maintenance people can assist officers in gaining entry.

APPROVED: \_\_\_\_\_

DATE: \_\_\_\_\_

APPROVED: \_\_\_\_\_

DATE: \_\_\_\_\_

TO BE REVIEWED: ANNUALLY

DISTRIBUTION: All police officers  
 All police dispatchers  
 Township Manager  
 File