

"A" OPERATORS

EMERGENCY CALLS

1. DEFINITION OF AN EMERGENCY CALL

- a. It is intended that any of the following calls will be considered an emergency call:
- (1) A call for or an inquiry regarding the police or fire department on which the calling party indicates by word or manner that an emergency exists or a call on which you hear a cry of, "Police!" "Fire!" or other similar appeal for immediate assistance.
 - (2) A call for an ambulance, hospital, or doctor or for a pulmotor, on which the calling party indicates by word or manner that an emergency exists or makes an appeal for medical or surgical aid.
 - (3) A call on which an intelligible response from the calling party is not received but sounds are heard that indicate the need of immediate assistance from the fire or police departments or other public authority, or the need of medical attention.
 - (4) A call on which you are asked to summon help from any of the above departments or agencies, or on which you are advised of a condition which warrants their immediate attention.
 - (5) A call on which the calling party reports a broken gas or water main, a wire or pole down, or a forest fire.
 - (6) A call on which the calling party undertakes to report a riot or other civil disturbance, or a crime of violence such as robbery, assault, or kidnaping, or to contribute information relating to the victim or the perpetrator of such a crime.
 - (7) Any call reporting a matter involving protection of human life as, for example, a traffic accident resulting in human injury; a train wreck, airplane crash, or information for the purpose of averting an impending accident of such character; a boating accident or any marine or aquatic disaster; a flood or information regarding the likelihood of such a calamity; a storm warning or warning of any disaster or other emergency requiring the prompt attention of public authorities.

Note: Other calls may be included in the emergency class as locally specified in any area. Your position information will include the telephone number of the department to be reached on such calls. In addition, as circumstances require, some of the usual practices may be suspended in

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connection with calls occasioned by an emergency condition, without however, giving such calls full emergency handling. For example, at a time of widespread power and light failure, if large numbers of calls are received for the power company by name, such calls should be handled without requesting the number.

- b. If there is any doubt as to whether a call is of an emergency nature, question the calling party if this seems appropriate, saying, for example, "DO YOU WISH TO REPORT A FIRE?" or, "IS THIS AN EMERGENCY CALL?" and proceed in accordance with the reply received. If you are still in doubt as to the proper classification of the call, do not question the calling party further but consider the call as of an emergency nature and proceed accordingly. However, if the call is not identified as an emergency call and it was received by name and the number is shown in your position information, establish the connection but otherwise proceed as for a non-emergency call. If it later develops that the call is of an emergency nature, follow such of the emergency call features as can at that stage be applied without delaying the reporting of the emergency.

2. EMERGENCY CALL RECEIVED

- a. As soon as you recognize a call as being of an emergency nature, concentrate your entire attention upon its completion and notify your supervisor as soon as possible without delaying the completion of the call. (Sr.1)
- b. Hold yourself in readiness to render any assistance which may seem necessary or advisable.
- c. If the calling party indicates that he can not remain at the telephone, obtain his number, inquire the location and the nature of the emergency, unless he has given it, and say, "I WILL REPORT IT FOR YOU." Hold the calling line until instructed by your supervisor to release it.
- d. If the calling party leaves the telephone before you have determined the location of the emergency, immediately report the matter to your supervisor. (Sr.2)
- e. Make a memorandum of the details which you obtain in the course of handling an emergency call, such as the time, the calling and called numbers, the name and address if given, nature of emergency, etc. Report these details to your supervisor. (Sr.3)

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12. DELAY IN PASSING THE ORDER OR RECEIVING AN ASSIGNMENT

- a. If you experience difficulty in establishing connection on a trunked call due to inability to pass your order over the call circuit, a report of "No trunk," "Trunks out of order," from the "B" operator, "All dial or key indicator trunks busy," or similar delay, proceed as follows:
- b. With the completing cord of the pair used in answering the call, reach Long Distance over a Long Distance recording trunk. When Long Distance answers, pass her the order preceded by the word "EMERGENCY." Remain in on the connection until the called party answers or you receive a report.
- c. If you receive a report of delay such as the called line being busy, out of order, etc., proceed as in other paragraphs in this section, establishing the connection as in "b" above, by recalling Long Distance either over the same or another trunk.
- d. If it appears that connecting the calling party with the supervisor after a report of delay would delay the establishment of the connection, assume her duties as called for in other paragraphs of this section, notifying her of your action as soon as your work will permit.

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3. POLICE, FIRE, OR AMBULANCE CALLS

a. Repeat the order as given or say to the calling party, "I WILL CONNECT YOU WITH THE FIRE DEPARTMENT (OR POLICE DEPARTMENT) (OR AMBULANCE STATION), WILL YOU HOLD THE LINE, PLEASE?"

(1) Immediately establish connection to the line designated for emergency calls of the nature reported.

b. If your central office serves more than one municipality having separate police, fire, or ambulance organizations, and if you do not know the location of the calling party, question him, as locally instructed, in order to determine which station to call. If the information given does not then permit you to proceed with the call, immediately consult your supervisor. (Sr.4)

c. After connection has been established with the called station, listen in sufficiently to determine the nature of the emergency and to obtain such facts concerning the location as can be ascertained without questioning, and notify your supervisor (Sr.3) of the facts thus ascertained.

d. A reasonable effort should be made to allow the calling party to give his own details to the department called, since in that way they will obtain the details first hand. If the party cannot remain at the telephone and requests you to take the details of the call, be particularly careful to obtain the details correctly and to immediately write a memorandum showing the details given by the calling party. Pay particular attention to addresses and the directional prefixes or suffixes in connection with the address. Immediately call the station to be notified and at the same time report the facts of the case to your supervisor. (Sr.5) If an answer is received from the called station before your supervisor is reached, report the emergency in detail to the person answering, and then advise your supervisor. (Sr.5)

4. CALL FOR A DOCTOR WHERE AMBULANCE SERVICE IS NOT REQUIRED OR IS NOT AVAILABLE

a. If the calling party asks for the "nearest doctor" or for the immediate attendance of a doctor, where it appears that an ambulance is not required, or calls for an ambulance in a locality where no ambulance service is available, immediately notify your supervisor. (Sr.6)

5. REPORTS OF WIRES DOWN, BROKEN GAS OR WATER MAINS, OR FOREST FIRES

a. If the calling party reports a broken gas or water main, or a wire down which is not specified as a telephone wire, consider

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the call an emergency call and proceed as provided in paragraph "3," establishing connection with the police department unless otherwise locally specified.

- b. If the calling party reports a wire down which is specified as a telephone wire, connect him with your supervisor. (Sr.7)
 - c. If the calling party reports a forest fire, connect him with the Fire Warden.
6. CALLING PARTY REPORTS A PUBLIC DISASTER OR EMERGENCY BUT DOES NOT DEFINITELY REQUEST POLICE, FIRE, OR AMBULANCE SERVICE
- a. Where the calling party reports an emergency which requires the immediate aid of the municipal authorities, without specifying that he desires connection with the police, or fire department, or requires ambulance service, or where the nature of the report indicates that the services of more than one department are required, acknowledge the call and connect the calling party with the police department as in paragraph "3" and immediately notify your supervisor. (Sr.8)
7. DESIRED LINE BUSY ON AN EMERGENCY CALL
- a. Do not give a busy report to the calling party, but connect him with your supervisor, first advising her of the situation. (Sr.9)
If you have received the busy signal, immediately disconnect the front cord.
 - b. If the calling party inquires as to the progress of the call before the supervisor answers, inform him that the line is busy and that attempts are being made to secure it. If the calling party is unable to wait at the telephone, inquire the location of the emergency unless he has given it, and report the case to your supervisor. (Sr.9)
8. DESIRED LINE OUT OF ORDER ON AN EMERGENCY CALL
- a. Connect the calling party with your supervisor, first advising her of the situation. (Sr.10)
 - b. If the calling party inquires as to the progress of the call before the supervisor answers, inform him that the line is out of order, and that attempts are being made to secure it. If the calling party can not wait at the telephone, inquire the location of the emergency unless he has given it, and report the case to your supervisor. (Sr.10)

Div. II, Sec. 18
Opposite Page 5
Tacoma
Seattle
Spokane ~~City~~ AND
Aberdeen

LOCAL OPERATING PRACTICE - MANUAL OFFICES

T.P.T. & T. Co.
Wash. & Idaho Area
Traffic Dept.

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- b. With the completing cord of the pair used in answering the call, reach Long Distance over a Long Distance recording trunk. When Long Distance answers, pass her the order preceded by the word "EMERGENCY." Remain in on the connection until the called party answers or you receive a report.
- c. If you receive a report of delay such as the called line being busy, out of order, etc., proceed as in other paragraphs in this section, establishing the connection as in "b" above, by recalling Long Distance either over the same or another trunk.
- d. If it appears that connecting the calling party with the supervisor after a report of delay would delay the establishment of the connection, assume her duties as called for in other paragraphs of this section, notifying her of your action as soon as your work will permit.

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9. DESIRED STATION DOES NOT ANSWER ON AN EMERGENCY CALL
 - a. Report the condition to your supervisor. (Sr.11)
10. EMERGENCY CALL FROM A LINE ON WHICH SERVICE IS DENIED FOR NON-PAYMENT
 - a. Proceed with the call as though service had not been denied.
11. CHARGING FOR EMERGENCY CALLS
 - a. Make no charge for an emergency call originating from any class of station.

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1. Operator receives a police, fire, or ambulance call; a report of a broken gas or water main; of a wire down; of a forest fire, or a report of some other public emergency.

["A" operators—2a]

- a. Inform yourself regarding the details and progress of the call and keep in close touch with it in order to be able to give any necessary advice or assistance to either the operator or the calling party in reaching the desired station or in reporting the details of the emergency. If there is any difficulty in completing the call satisfactorily, plug in with the operator and assist in any way the circumstances may demand.
- b. If a report is received of a wire down, whether it is or is not specified as a telephone wire, notify repair service of the facts in the case.

2. Calling party leaves the telephone before the location of the emergency is obtained.

["A" operators—2d]

- a. If the call was from an individual line, or from a party line and the operator knows the number of the station from which the call originated, proceed as follows.
 - (1) Call the information operator or the employee handling the numerical records, and obtain the address of the calling station and also the apartment number, if one is shown.
 - (2) After obtaining the location of the calling station, call the proper emergency station and give the person answering, the telephone number, the address, including the apartment number, if possible, and a full report of the case.
- b. If the call was from a party line and the operator does not know from which station the call originated, proceed as follows.
 - (1) If necessary, call the information operator or employee handling the numerical records, to determine the working stations on the line. Instruct the operator to call the working stations on the line successively, and question the parties answering as to whether they made the emergency call.

While the operator is calling the stations, obtain from the information operator or the employee handling the numerical records, the addresses of all the working stations on the line and also the apartment numbers, if any are shown.

- (a) If the operator has been able to determine from which station the call originated after calling the working stations on the line, call the proper emergency station and give to the person answering, the telephone number, the address, including the apartment number, if possible, and a full report of the case.
 - (b) If the operator has been unable to determine the calling station number after calling the working stations on the line, and no response has been received from one or more stations, call the proper emergency station and give the person answering, the telephone numbers and the addresses, including the apartment numbers, if possible, of all stations from which no response was received, together with a full report of the case.
 - c. After reporting the case to the proper emergency station, instruct the operator to release the line.

3. Making a record of emergency calls.

["A" operators—2e, 3c]

- a. Enter on a ticket the complete record of each emergency call and forward this record to your chief operator. The record of each call should contain the following information.
 - Calling line or station number.
 - Nature of emergency.

EMERGENCY CALLS—Continued

Station called (unless indicated by the nature of the emergency).
Date and time of day.
Sufficient detail to explain any delay or irregularity on the call.

4. More than one municipality having separate police, fire, or ambulance organizations, served by your central office.

["A" operators—3b]

- a. If the information given by the calling party has been insufficient to enable the operator to determine which municipality should be notified, question the calling party further, if necessary. Use your best judgment in selecting a station and notify them of the emergency.

5. Calling party indicates that he can not remain at the telephone after making an emergency call.

["A" operators—3d]

- a. If the operator has not given the report to the called station, obtain the details of the call from her and report the case in full to the called station. Then instruct the operator to release the calling line.
- b. If the operator has given the report, instruct her to release the calling line.

6. Calling party calls for a doctor, or for an ambulance in a locality where no ambulance service is available.

["A" operators—4a]

- a. Ascertain the location of the emergency and consult the information records, or refer the matter to the chief operator, as locally instructed, in order to determine the station to be called. Report to the calling party that an effort is being made to locate a doctor and request him to remain at the telephone so that he may be connected with the desired station. If the calling party can not remain at the telephone, obtain the calling number and tell the calling party that you will attempt to reach a doctor for him. Report to the called station that a request of an emergency nature was received for a doctor at the location of the calling party but that he did not remain at the telephone. If the doctor advises that he will accept the case, notify the calling party of the action taken. If you find it necessary to call more than one doctor in order to secure one who will accept the case, call in turn a number of doctors until one is found who can attend to the emergency.

7. Telephone wire reported down.

["A" operators—5b]

- a. Obtain the details of the case from the calling party and report them to repair service.

8. Operator reports an emergency call on which the calling party has not definitely asked for police, fire, or ambulance service.

["A" operators—6a]

- a. Inform yourself regarding the details of the call and if it appears that the assistance of other departments, such as the fire department or ambulance stations are required, call such department or departments and advise them of the emergency.

EMERGENCY CALLS—Continued

9. Desired line busy on an emergency call.

["A" operators—7a, 7b]

- a. Notify the calling party that the desired line is busy and that you are attempting to secure it. If the called line is in the local multiple, listen in on the line and unless it is found in use in connection with the same or another emergency, interrupt the conversation by an explanation of the case and endeavor to obtain the release of the line in order that the emergency call may be completed. If the line called is in another office, call the supervisor of the manual office or the verifying operator of the dial office and request her to obtain the line as provided above. If the parties using the desired line will not release it so that the emergency call may be completed, or if the line is busy on the same or another emergency, explain the situation to the calling party and offer to take the details of the call, to be transmitted to the called station as soon as the line can be secured, or to render any other assistance possible.

If the calling party has been unable to remain at the telephone, report the details of the case to the proper emergency station when you have secured the line. If it is impossible to secure the line, endeavor to ring back the calling party in order that the case may be explained to him.

10. Desired line out of order on an emergency call.

["A" operators—8a, 8b]

- a. Explain the situation to the calling party and offer to take any possible measures, such as calling another station or despatching a messenger to report the emergency.

If the calling party has been unable to remain at the telephone, try to report the emergency by calling another station, despatching a messenger or taking other possible measures. Then try to secure the calling party and report the action taken.

11. Desired station does not answer on an emergency call.

["A" operators—9a]

- a. Verify the don't answer condition as locally instructed. If a response from the desired station is not received, proceed as in paragraph 10.