



CITY OF AKRON, OHIO
POLICE DIVISION
KENNETH R. BALL II, CHIEF OF POLICE

NUMBER P-2019-052	EFFECTIVE DATE December 4, 2019	RESCINDS P-10-052 Issued 3-18-10
SUBJECT Responding to Incomplete 9-1-1 Calls and Checking the Welfare		ISSUING AUTHORITY Chief Kenneth R. Ball II

I. POLICY

The 9-1-1 communication system is a valuable tool in providing the public immediate access to safety forces. Check the welfare requests and incomplete 9-1-1 calls, both landline and wireless, are commonly received in Safety Communications and every reasonable effort will be made to determine if an emergency exists.

If exigent circumstances exist to enter a dwelling as a result of a check the welfare or 9-1-1 call, members of the Akron Police Department will exercise reasonable care to minimize the intrusive nature of such response and keep property damage to a minimum.

II. PROCEDURE

A. INCOMPLETE LANDLINE 9-1-1 AND CHECK THE WELFARE CALLS

1. Officer's responsibilities

- a. Officers who are dispatched to an incomplete 9-1-1 or a check the welfare call will respond in a timely manner.
- b. If an officer receives no initial response at the door, the officer shall make reasonable efforts to determine if the structure is occupied.

When an officer is unable to determine if the dwelling is occupied, the officer shall consider the totality of the factors and circumstances presented to the officer, including the nature and veracity of the call, and decide if the well being of any occupant and/or the need for assistance requires immediate entry. Officers should:

- 1) Conduct a neighborhood canvas.
- 2) Check for vehicles.
- 3) Check for prior incidents.
- 4) Request assistance from Safety Communications to make additional contacts.

- c. Unless an emergency situation exists where notification is not feasible, officers shall contact a supervisor prior to forcing entry.
 - d. Following any emergency forced entry, an officer shall notify a supervisor as soon as time permits.
 - e. If a forced entry is necessary, the officer will:
 - 1) Announce at the door that a forced entry will be made if no one answers.
 - 2) Attempt to secure the entrance before leaving the scene.
 - 3) Complete a Lost, Damaged, or Inoperable BlueTeam report.
2. Supervisor's responsibilities
- a. Determine the need for forced entry.
 - b. Ensure that photographs of the damaged property are taken.
 - c. Ensure that attempts were made to secure the structure.
 - d. Ensure that the Lost, Damaged, or Inoperable BlueTeam report is completed.
3. Safety Communications' responsibilities
- a. Prior to dispatching incomplete 9-1-1 calls, Safety Communications' personnel will attempt to determine the call's validity by calling back the telephone number. If there is no response, or if they are unable to cut into a busy line, an emergency is assumed and a police unit is immediately dispatched.
 - b. Assist officers in making additional contacts.

B. INCOMPLETE WIRELESS 9-1-1 CALLS

1. Safety Communications' responsibilities
- a. In the event that a call taker is disconnected before they can determine if assistance is needed, they shall call back the wireless phone number.
 - b. If the number is busy or there is no answer, no additional attempts to contact the caller will be made. If the call back attempt goes to voice mail, no message will be left.

- c. If it cannot be determined that assistance is needed and the call back is unsuccessful, the call shall be left in the waiting queue. The dispatcher will not dispatch the call unless multiple calls are received or another call taker receives additional information to indicate an emergency. If dispatch receives no additional calls or information indicating there is an emergency the call will be cancelled after five minutes.
 - d. Any evidence of an emergency shall require that Safety Communications initiate efforts to recontact the caller to determine the nature of the incident and an accurate location for appropriate police response.
2. Officer's responsibilities
- a. An officer will not respond to a wireless 9-1-1 call unless dispatched.
 - b. An officer who is dispatched to an indicated emergency wireless 9-1-1 call shall respond without delay.
 - c. Upon arriving at the location a reasonable attempt should be made to determine the cause. This may include but is not limited to:
 - 1) Speaking with the home owner/tenant of the location.
 - 2) Looking for possible witnesses.
 - 3) Speaking with neighbors of the target location.
 - 4) Driving around the area of the target location.
 - 5) Checking prior incidents.
 - 6) Requesting assistance from Safety Communications.

By Order Of,



Kenneth R. Ball II
Chief of Police

Date December 4, 2019