

911 Dispatch Call Processing Protocols: Key Tools for Coordinating Effective Call Triage

When a 911 call for service is received, dispatch center staff need to make quick decisions about which agency—law enforcement, fire, or emergency medical services (EMS)—will respond to the call. The dispatcher also has to decide which type of response is appropriate. This can be complex, as law enforcement agencies and their partners have implemented a range of alternative interventions to respond to behavioral health calls, such as crisis intervention teams, mobile crisis units, co-response teams, community responder programs, and more.

A call triage protocol—commonly known as a processing guide, decision tree, or flowchart—is one essential tool for guiding the response to these calls. Processing guides include clearly written policies and procedures that outline the roles and responsibilities of all public safety answering points (PSAP) staff and offer specific guidelines for scenarios that officers and dispatch staff may encounter. Call processing guides are needed to fully maximize the effectiveness of police-mental health collaborations (PMHCs). This brief presents examples from jurisdictions that have developed such protocols and provides guidance on the steps PSAPs can take to develop and implement their own call processing guide.

Important Components of Effective Call Processing Guides

As the process of routing calls to the most appropriate response has become more intricate, the need for processing guides to triage calls has grown. Effective processing guides must do the following:

- ✓ Provide clarity on the various dispatch options available. Each response model should have criteria guiding dispatch personnel on when to direct calls to that entity (police, fire, etc.). Processing guides can help ensure that calls that fit the varying criteria of the alternative response options are appropriately routed.
- ✓ Ensure that new personnel can easily understand dispatch protocols. New staff often have many policies and procedures to learn and become adept at implementing quickly, under the pressure of a call. Call processing guides can help because they are designed to remove ambiguity. Including examples of the types of calls that should be routed to PMHCs can help dispatchers and call-takers operationalize their use.

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