

ST. CLAIR COUNTY 9-1-1  
STANDARD OPERATING PROCEDURE

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NUMBER: 13.1 DATE EFFECTIVE: 7/10/01

ORIGINAL DATE ISSUED: 09/20/91 RESCINDS AMENDS  
SOP 13

**SUBJECT: TEST CALLS BY PUBLIC**

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1.00 PURPOSE:

To establish a procedure for handling requests from the public to test the E9-1-1 system for correct ANI and ALI information.

2.00 DISCUSSION:

2.01 Occasionally businesses or residents will call the E9-1-1 PSAP to request permission to test the 9-1-1 system for accuracy of information.

2.02 The requests are usually from residents who have disabilities and need reassurance that help will be able to reach them or from newly installed telephone service or from businesses testing displays for PBX or Centrex phone systems.

2.03 Procedures are necessary to avoid interruption of normal business in the PSAPs.

3.00 PROCEDURES:

3.01 Callers requesting permission to test 9-1-1 will be directed to call the PSAP Supervisor serving their area on a non-emergency line.

3.02 Callers will be asked whether they have recently installed service. If the service was installed less than 3 working days prior to the request to test, the PSAP Supervisor should suggest that the test call be delayed until the 72 hours have passed to allow sufficient time for all telephone company data bases to be updated.

3.03 The supervisor will assign a time and date for the call. It should only be permitted during times of low work volume.

3.04 Callers will be given a date and time to place the test call and instructed to say: "I am \_\_\_\_\_, making a 9-1-1 test call. My phone number is \_\_\_\_\_. My address is \_\_\_\_\_."

3.05 If the information from the caller matches the ANI and ALI screens, the caller will be advised that the information is correct.

- 3.06 If the information is incorrect, the Telecommunicator should obtain the correct information, advise the caller that the telephone company will be requested to update the records and that a retest can be arranged in two weeks.
- 3.07 **The information should be written on an Inquiry Form and sent to the 9-1-1 Coordinator.**
- 3.08 The 9-1-1 Coordinator or (staff member) will immediately report the information to the appropriate Telephone Company for telephone record update.
- 3.09 **After the phone company resolves the problem the 9-1-1 office will confirm the correction(s) has been made. On special occasions, a PSAP may be requested to do a re-test.**