

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial:
	SOP #: Police 5-03	Revised: 10-2005
	Subject: Incidents for Pennsylvania State Police	

INCIDENTS FOR PENNSYLVANIA STATE POLICE (PSP)

- A. Calls that come into the Clearfield County Communications Center and are determined that due to the nature of the call or the location of the incident that it needs to be handled ***solely*** by Pennsylvania State Police (PSP), the following procedure will apply:
1. **For Non-emergency Calls**
 - a. The dispatcher will then provide the caller with the telephone number for the appropriate PSP Barracks and advise the caller that they will need to speak to the Pennsylvania State Police to answer their questions or to handle the call in that area.
 - b. If the caller indicates in ***any manner*** that making a second call would be an imposition or cause hardship, the dispatcher will create a CFS including as much information as possible regarding the incident and quickly offer to relay the information for them. The dispatcher will make every attempt to obtain as much information regarding the incident as possible.
 2. **For Emergency calls or calls that come into the Communications Center via a 9-1-1 line**
 - a. The dispatcher will create a CFS which will contain the callers name and telephone number, location of the incident, and nature of the incident along with an incident code.
 - b. For calls located in PSP Woodland Barracks coverage area, the dispatcher will transfer the caller via the automatic transfer function at each call taker position, to PSP Woodland Barracks and state "Clearfield County transferring a 9-1-1 call". Attach a PSP unit and then archive the call.
 - c. For calls located in the coverage area of DuBois, Punxsutawney, or Philipsburg PSP Barracks, the dispatcher will create a CFS and attempt to obtain as much information as possible regarding the call. The dispatcher will then telephone the appropriate PSP Barracks, dispatch the call, attach a PSP unit, and then archive the call.
 - d. If for any reason the dispatcher feels that the caller may be lost during the transfer, the dispatcher will take the information and relay that information to the State Police. Create a CFS and assign the call to PSP.
- B. For calls that come in to the Clearfield County Communications Center and require the response of multiple agencies, which include the Pennsylvania State Police (PSP), the following procedure will apply:
1. The dispatcher will take the information as per standard procedure, create a CFS, relay the information to PCO, and attach all services dispatched by this center.