

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 4.6

Date Issued: April 1, 1995

Date Revised: November 19, 2008

Date Effective: January 1, 2009

Subject: Call Transfer

POLICY: There are circumstances that will require the transfer of an E9-1-1 call from one Primary PSAP to another Primary PSAP.

PURPOSE: If the request for response is outside the jurisdiction of the receiving PSAP, the call taker/dispatcher will obtain minimum information and transfer the call to the appropriate PSAP.

PROCEDURE: If the request for response is outside the jurisdiction of the receiving PSAP, the call taker/dispatcher will obtain minimum information and transfer the call to the appropriate PSAP.

The following **verification** procedure shall be used:

- 1) Verify the address and location of the call. The intent is to assure call will be transferred to the appropriate PSAP.
- 2) Verify the telephone number of the calling party.

The following transfer procedure shall be used:

- 1) Use the single button transfer feature of the E9-1-1 equipment.
- 2) Preface all calls into the receiving PSAP by providing your agency name and general type of call, if known.
- 3) Provide receiving PSAP with location information.
- 4) Verify the calling party's telephone number to the receiving PSAP.

Receiving agency call-taker/dispatcher will be responsible for verifying the response location and caller phone number directly with the caller.

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If the caller cannot stay on the line because of a life-threatening emergency, the call taker/dispatcher shall obtain all information required for a proper response and transfer the gathered information to the appropriate PSAP via the fastest communication link available.