

## STATE OF MAINE – CALL TRANSFER POLICY TEMPLATE

SUBJECT: <b>CALL TRANSFER PROCEDURE</b>	NUMBER:
RESCINDS:	EFFECTIVE DATE:
DISTRIBUTION:	REVIEW DATE:
STANDARD:	

### I. PURPOSE

The purpose of this policy is to establish call transfer procedures for PSAPs.

### II. POLICY

It is the policy of this agency to provide the highest quality response to all emergency calls and to ensure that calls requiring transfer to another PSAP or dispatch facility are processed efficiently and in accordance with the procedures established by this directive. This policy, which has been created and approved by the State of Maine, is intended to standardize and streamline the call transfer process, as well as define areas of responsibility. It is also designed to ensure that call transfers are done as seamlessly as possible, while also allowing the ETC to provide necessary instructions to the caller.

### III. DEFINITIONS

- A. Emergency Services Communication Bureau (ESCB): The Bureau within the Maine Public Utilities Commission overseeing the 9-1-1 system in Maine.
- B. Emergency Communications Specialist (ECS)
- C. Emergency Communications Specialist Supervisor (ECSS)
- D. Emergency Telecommunicator (ETC)
- E. Public Safety Answering Point (PSAP): A place where 9-1-1 calls are received and transferred to the appropriate dispatch center for the emergency services requested.
- F. Automatic Number Identification (ANI): The ability of the 9-1-1 system to display the phone number of the incoming 9-1-1 call.
- G. Automatic Location Identification (ALI): The ability of the 9-1-1 system to display the subscriber address information of the incoming 9-1-1 call.

- H. Dispatch Agency: An agency responsible for dispatching police, fire, and/or EMS units.

#### IV. GENERAL

- A. **Ownership** - When a call arrives at (PSAP name), it is considered to be owned by this PSAP, and we are therefore obligated to take charge of the call, take immediate action, and provide all necessary assistance to the caller.
- B. **Non-Jurisdictional Calls** - In the event that an emergency call is received by this agency that is not within the jurisdiction in which we provide police, fire or emergency medical dispatch service, this call transfer procedure shall be used to process the call.
- C. **Caller Management** - In order to effectively manage the caller, as well as minimize caller frustration, ETCs need to preface repeated questions with a reason. Refer to Exhibit A – Call Transfer Procedure - for examples of suggested language.
- D. **Quality Assurance** – Rules regarding quality assurance (QA) have been established to ensure the highest level of care for our citizens. For clarification purposes, QA starts when the receiving PSAP begins caller interrogation.
- E. **ETC Orientation** - It is recommended that ETCs thoroughly review the chart, and become familiar with its content. It is also recommended that ETCs use role playing techniques (with typical call examples) to practice and become familiar with this procedure.
- F. **Feedback** – All PSAP staff are encouraged to report any issues regarding this policy to their immediate supervisor. Feedback includes suggestions for improvement as well as any problematic issues that may surface with its use. Please forward feedback on this policy to [info911@maine.gov](mailto:info911@maine.gov)

#### V. PROCEDURE

- A. **Verification of Address** – Location of the emergency is crucial to the “where” emergency responders are required to attend. For every call, including each incident of call transfer, the case entry question “**What is the address of the emergency?**” shall be posed to the caller. Verification of the address shall be consistent with agency procedures.
  1. In order to ensure that complete address verification occurs, and that “location of the event” dispatch errors are minimized, callers

shall always be asked to verify their **complete address** including, where appropriate the following:

- a. House number
- b. Apartment number
- c. Business name
- d. Intersection
- e. Landmarks
- f. Jurisdiction
- g. GPS coordinates
- h. City, town or village

**B. Verification of Call-Back Number** – Verification of the call-back number is crucial to the reestablishment of contact with the caller. For every call, including each incident of call transfer, the case entry question ***“What’s the phone number you are calling from?”*** shall be posed to the caller. Verification of the call back number shall be consistent with agency procedures.

1. In order to ensure that call-back number verification occurs, and that call-back number errors are minimized, callers shall always be asked to verify their call back number.

**C. Determination of Chief Complaint** – Determination of the chief complaint is crucial to the dispatch of the correct emergency resources, as well as the level of response. For every call, including each incident of call transfer, the case entry question ***“Okay, tell me exactly what happened?”*** shall be posed to the caller. Determination of the chief complaint shall be consistent with agency procedures.

1. In order to ensure that the ETC establishes exactly what has happened, and that all scene safety issues have been addressed, and the appropriate response is initiated, callers shall always be asked to describe exactly what has happened.
  - a. In most cases, callers do not accurately report all of the facts pertaining to an emergency call. For example, a request for an ambulance may be the result of an assault with a weapon, or some other crime against a person that requires a law enforcement response.
    - i. Under no circumstance shall the question, “Do you need police, fire or ambulance?” be posed to a caller.

**D. Unable to Transfer** - If for some reason the line is not transferable, the dispatcher will obtain all necessary details including the caller’s name and call back number, and relay all pertinent information to the responsible PSAP as soon as possible. This ensures little or no delay in dispatching help to the caller. Non-transferable medical

emergency calls will be processed using the EMD protocol, and another dispatcher shall relay information to the appropriate agency for medical dispatch.

1. Examples of **Unable to Transfer** situations may include phone system outages, 9-1-1 selective router system failures, or problems with the 9-1-1 equipment at the PSAP.

**E. Incorrect Transfer** - In the event that a PSAP transfers an emergency call to (your PSAP) that is not within your jurisdiction:

1. An 'Incorrect Xfer' event (call) shall be created in CAD,
2. The transferring agency shall become the complainant, and
3. The receiving ETC becomes the 'Responsible Officer'.

The same procedure shall be taken with emergency calls received on business lines or non-emergency trunk lines. A brief narrative should also be included as to the nature of the call, the agency that it should have gone to, and any further pertinent information.

**F. EMD Centers** – EMD Centers are licensed by the Maine State Board of Emergency Medical Services. All Public Safety Answering Points (PSAPs) must be licensed as EMD Centers. In addition, Dispatch Only Centers (DOCs) may be licensed as EMD Centers.

1. Refer to Exhibit B - Licensed EMD Centers – for a complete list of Maine licensed EMD centers.

**G. EFD Centers** – EFD Centers are certified through a protocol vendor and maintain a Quality Assurance program. All Public Safety Answering Points (PSAPs) must be certified in the use of EFD protocols. In addition, Dispatch Only Centers (DOCs) may be certified as EFD Centers.

1. Refer to Exhibit C – Certified EFD Centers – for a complete list of Maine certified EFD centers.

## VI. EFFECTIVE DATE:

This Directive is effective immediately, as approved by (your policy authority) on \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_, Director  
(PSAP name)

**9-1-1 Call Received at PSAP**

**9-1-1 Emergency Telecommunicator (ETC) Answers & Asks:  
'9-1-1 What is the Address of the Emergency?'**

**Address is Provided by Caller**

**ETC verifies address as per Agency Policy**

**9-1-1 ETC Asks: 'What's the phone number  
you're calling from?'**

**Phone # Provided by Caller**

**ETC verifies phone # per Agency Policy**

**ETC Tells Caller: 'Okay, Tell me exactly what happened'**

YES

**Does the Address of the  
Emergency or the Nature of  
the Call Indicate Transfer to  
Another PSAP or Dispatch  
Only Agency?**

NO

ETC records Caller response to 'Okay, Tell me exactly what happened' and continues questioning per EMD/EMD protocol or Agency Police SOP

YES

**Does the Call require  
EMD or EFD?**

YES

**Is the Receiving  
Communications Agency a  
certified EMD/EMD center?**

NO

ETC records Caller response to 'Okay, Tell me exactly what happened' and continues questioning using the EMD/EMD protocol to a Send Point as indicated by the Protocol

ETC calls PSAP/DOC that dispatches EMS or Fire to the address of the Emergency being reported

ETC records Caller response to 'Okay, Tell me exactly what happened' and continues questioning using the EMD/EMD protocol to a Send Point as indicated by the Protocol

(Sending) ETC Announces: 'This is (PSAP Name) requesting (medical/fire) response to (Address, Telephone #) for a (Age, Sex, Chief Complaint, mental status, additional information, determinant code)

(Receiving) ETC confirms Address, Telephone # and information provided by (Sending) ETC

(Receiving) ETC dispatches Medical/Fire services

(Sending) ETC completes EMD/EMD process and provides updates to the (Receiving) ETC as necessary

YES

9-1-1 ETC Tells Caller 'Stay on the Line; I am connecting you with (Name of Destination Center). Please let me speak first.'

ETC transfers caller to appropriate communications agency

Receiving Agency Answers and (Receiving) ETC Asks: '9-1-1 What is the address of the Emergency?'

(Sending) ETC Announces: 'This is (PSAP Name) I am transferring a (Police/Fire/Medical) call from (Town where the Emergency is located). (Name of Receiving Agency) Go Ahead.'

(Receiving) ETC tells Caller: 'Ma'am/Sir Please repeat the address of the Emergency so we can be sure to send the (Police, Fire Department, Ambulance) to the correct location.'

Address is Provided by Caller

(Receiving) ETC tells Caller: 'Please repeat your phone # in case we get disconnected.'

Phone # is Provided by Caller

Sending ETC disconnects

(Receiving) ETC begins Police/Fire/Medical interrogation by telling the Caller: 'Okay, Tell me exactly what happened?'

**EXHIBIT A**

Maine PSAP  
Call Transfer Policy Template  
v5.0 (Revised 11/7/2018)

### Exhibit B – Licensed EMD Centers

SERVICE NAME	EMD STATUS	PSAP STATUS	STREET ADDRESS	CITY	ZIP
Androscoggin County Sheriff Department	Licensed	PSAP	2 Turner Street	Auburn	04210
Biddeford Public Safety Communications Center	Licensed	PSAP	39 Alfred Street	Biddeford	04005
Brunswick Police Department Communications Division	Licensed	PSAP	85 Pleasant Street	Brunswick	04011
Central Maine Consolidated Emer Comm Bureau	Licensed	PSAP	45 Commerce Drive	Augusta	04333
Cumberland County Regional Communications Center	Licensed	PSAP	22B High Street	Windham	04062
Dept. of Public Safety - Bangor	Licensed	PSAP	198 Maine Avenue	Bangor	04401
Dept. of Public Safety - Houlton	Licensed	PSAP	1 Darcie Drive	Houlton	04730
Franklin County RCC	Licensed	PSAP	124 County Way	Farmington	04938
Hancock County RCC / 9-1-1	Licensed	PSAP	50 State Street	Ellsworth	04605
Kittery Police Department	Licensed		200 Rogers Rd	Kittery	03904
Knox Regional Communications Center	Licensed	PSAP	301 Park Street	Rockland	04841
Lewiston/Auburn 9-1-1	Licensed	PSAP	552 Minot Avenue	Auburn	04210
Lincoln County 9-1-1	Licensed	PSAP	34 Bath Road	Wiscasset	04578
Oxford County Regional Communications Center	Licensed	PSAP	26 Western Avenue	South Paris	04281
Penobscot Regional Communications Center	Licensed	PSAP	97 Hammond Street	Bangor	04401
Piscataquis County Sheriff's Dept.	Licensed	PSAP	52 Court Street	Dover Foxcroft	04426
Portland Police & Fire Department	Licensed	PSAP	109 Middle Street	Portland	04101
Saco Police Department	Licensed		20 Storer Street	Saco	04072
Sagadahoc County Communications	Licensed	PSAP	752 High Street	Bath	04530
Sanford Regional Communications Center	Licensed	PSAP	935 Main Street	Sanford	04073
Scarborough Public Safety	Licensed	PSAP	246 US Route 1	Scarborough	04074
Somerset County Communications Center	Licensed	PSAP	8 County Drive	Skowhegan	04976
Waldo County RCC	Licensed	PSAP	2 Public Safety Way	Belfast	04915
Washington County Regional Communications Center	Licensed	PSAP	28 Center Street	Machias	04654
Waterville Police Dept.	Licensed		10 Colby Street	Waterville	04901
Wells Police Dept.	Licensed		1563 Post Rd	Wells	04090
Westbrook Communications	Licensed	PSAP	570 Main Street	Westbrook	04092
York Police Department	Licensed	PSAP	9 Hannaford Drive	York	03909

### Exhibit C – Certified EFD Centers

SERVICE NAME	EFD STATUS	PSAP STATUS	STREET ADDRESS	CITY	ZIP
Androscoggin County Sheriff Department	Certified	PSAP	2 Turner Street	Auburn	04210
Biddeford Public Safety Communications Center	Certified	PSAP	39 Alfred Street	Biddeford	04005
Brunswick Police Department Communications Division	Certified	PSAP	85 Pleasant Street	Brunswick	04011
Central Maine Consolidated Emer Comm Bureau	Certified	PSAP	45 Commerce Drive	Augusta	04333
Cumberland County Regional Communications Center	Certified	PSAP	22B High Street	Windham	04062
Dept. of Public Safety - Bangor	Certified	PSAP	198 Maine Avenue	Bangor	04401
Dept. of Public Safety - Houlton	Certified	PSAP	1 Darcie Drive	Houlton	04730
Franklin County RCC	Certified	PSAP	124 County Way	Farmington	04938
Hancock County RCC / 9-1-1	Certified	PSAP	50 State Street	Ellsworth	04605
Kittery Police Department	Certified		200 Rogers Rd	Kittery	03904
Knox Regional Communications Center	Certified	PSAP	301 Park Street	Rockland	04841
Lewiston/Auburn 9-1-1	Certified	PSAP	552 Minot Avenue	Auburn	04210
Lincoln County 9-1-1	Certified	PSAP	34 Bath Road	Wiscasset	04578
Oxford County Regional Communications Center	Certified	PSAP	26 Western Avenue	South Paris	04281
Penobscot Regional Communications Center	Certified	PSAP	97 Hammond Street	Bangor	04401
Piscataquis County Sheriff's Dept.	Certified	PSAP	52 Court Street	Dover Foxcroft	04426
Portland Police & Fire Department	Certified	PSAP	109 Middle Street	Portland	04101
Saco Police Department	Certified		20 Storer Street	Saco	04072
Sagadahoc County Communications	Certified	PSAP	752 High Street	Bath	04530
Sanford Regional Communications Center	Certified	PSAP	935 Main Street	Sanford	04073
Scarborough Public Safety	Certified	PSAP	246 US Route 1	Scarborough	04074
Somerset County Communications Center	Certified	PSAP	8 County Drive	Skowhegan	04976
Waldo County RCC	Certified	PSAP	2 Public Safety Way	Belfast	04915
Washington County Regional Communications Center	Certified	PSAP	28 Center Street	Machias	04654
Waterville Police Dept.	Certified		10 Colby Street	Waterville	04901
Wells Police Dept.	Certified		1563 Post Rd	Wells	04090
Westbrook Communications	Certified	PSAP	570 Main Street	Westbrook	04092
York Police Department	Certified	PSAP	9 Hannaford Drive	York	03909