Statewide CAD-to-CAD Call Handling and 9-1-1 Call Transfer Protocol

Purpose: To establish a statewide protocol for the efficient and accurate transfer of CAD data and/or voice call from the Originating PSAP that receives a 9-1-1 call to the PSAP or Dispatch Center with jurisdictional responsibility over the location of the emergency.

Scope: This protocol applies to emergency calls for service received on 9-1-1 (via phone, text, or other means) by a PSAP.

Definitions:

CAD: a computer-based system that aids PSAP dispatchers by automating selected dispatching and record-keeping activities.

CAD-to-CAD: standardized connectivity between PSAPs or between a PSAP and a dispatch center for the transmission of data between CADs.

Common CAD Platform: A single CAD system shared by multiple PSAPs or Dispatch Centers.

Dispatch Center: an entity that receives and responds to an emergency or non-emergency communication transferred to the entity from a public safety answering point.

Dispatchable Location: Information sufficient to direct responding units to the emergency (e.g. address, floor number, suite number or business name, GPS coordinates, landmarks, or other specific directions.)

Emergency: a fire incident, medical incident, or crime in progress.

Jurisdictional Agency: the PSAP or Dispatch Center responsible for dispatching within the jurisdictional boundaries of the location of the emergency call or text.

Originating PSAP: the PSAP that originally answered the emergency call or text.

Public Safety Answering Point or "PSAP": an entity in this state that: (a) receives, as a first point of contact, direct 9-1-1 emergency communications from the 9-1-1 emergency service network requesting a public safety service; (b) has a facility with the equipment and staff necessary to receive the communications; (c) assesses, classifies, and prioritizes the communication; and (d) dispatches the communication to the proper responding Agency.

Console to Console Relay: A direct console to console connection, between two or more PSAPs/Dispatch Centers, over the radio network backhaul, not utilizing any 700MHz or 800MHz radio frequencies (sometimes referred to as "Radio Relay").

Verified Address: An address, including city that has been verified by the caller giving the address a second time, or an address verified against ALI data or a geospatial location.

Protocols

Non-Emergency Calls Received on Emergency Lines:

1. If a 9-1-1 call is received that is determined to be of a non-emergency nature, the call taker at the Originating PSAP should give the caller the 10-digit non-emergency phone number for the correct Jurisdictional Agency or other agency.

Common CAD Platform or CAD-to-CAD Protocol:

1. If an emergency call is received at an Originating PSAP where the Jurisdictional Agency is part of a Common CAD Platform or has an existing CAD-to-CAD connection, the Originating PSAP will interrogate and process the call based upon the Originating PSAP's protocol, to include at least the Minimum Call Interrogation Standards below. Local protocol will be followed to make the CAD call information available and visible to the Jurisdictional Agency's dispatcher.

2. The Originating PSAP will not transfer the voice call, except at the request of the Jurisdictional Agency.[1]
   a. If a voice call is to be transferred, the Originating Agency shall follow the 9-1-1 Call Transfer Protocol below.

Console to Console Relay Protocol:[2]
1. PSAPs and Dispatch Centers may enter into local agreements for relaying call information via a console to console relay as an alternative to transferring the 9-1-1 caller.

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[1] Notwithstanding anything to the contrary within these protocols, any PSAP that currently and actively has the voice call (usually the Originating PSAP) has complete discretion over that call, including whether to transfer it to a Jurisdictional Agency. The purpose of this specific protocol is to provide a permissible vehicle for a transfer under rare, not frequent, circumstances.

[2] This protocol, like all of these protocols, is meant to address the normal, day-to-day operations. In the event of exigent circumstances, PSAPs should utilize whatever resources available to them, including 700-800MHz frequencies, to relay critical information to other PSAPs and/or Dispatch Centers.

No Common CAD Platform, CAD-to-CAD Radio Relay Protocol:

1. If an Originating PSAP does not have a Common CAD Platform, CAD-to-CAD, Console to Console Relay or other local agreement with the Jurisdictional Agency, the 9-1-1 call shall immediately be transferred to the proper Jurisdictional Agency using the 9-1-1 Call Transfer Protocol.

9-1-1 Call Transfer Protocol:

1. When an Originating Agency must transfer a 911 communication to a Jurisdictional Agency, it will do so without delay and using the following procedure:
    a. Advise the caller: "Please do not hang up; I am connecting you with (name of the Jurisdictional Agency)."
    b. Transfer the voice call or text and stay on the line until the connection is complete and all pertinent information (location, callback number and nature of emergency) has been relayed to the Jurisdictional Agency.
    c. Once the caller's location, callback number and nature of emergency have been received by the Jurisdictional Agency the Originating PSAP can disconnect from the call.
        i. If the Originating PSAP handles a particular discipline for the Jurisdictional Agency, the Originating PSAP should stay on the line until all applicable information is gathered for their discipline.

Responsibility for Misroute

1. If a 9-1-1 voice call is to be transferred, the Originating PSAP should endeavor to transfer it to the correct Jurisdictional Agency. However, if a 9-1-1 call is transferred from the Originating PSAP to the incorrect Jurisdictional Agency, the Jurisdictional Agency that received the transfer shall be responsible for relaying the call information to the correct Jurisdictional Agency, following the 9-1-1 Call Transfer Protocol outlined above. As a best practice, a voice call should not be transferred a second time, but the information taken and relayed by either a Common CAD Platform, CAD-to-CAD, or Console to Console Relay.

Minimum Call Interrogation Standard:

1. All PSAPs shall follow an industry accepted standard for 9-1-1 call interrogation which should be outlined in local policy. At a minimum, and based on the criteria previously stated, all emergency call interrogation policies should include:

    a. A verified address or dispatchable location;
    b. The name and callback number of the caller
    c. Nature of the emergency; and

d. Any other pertinent information needed for responding personnel (i.e. weapons, suspect(s) information, vehicle description, number of victims, patient condition, etc).

e. Provide scene safety and/or lifesaving instructions, if possible and appropriate.