

Section 6.18: Transferring 911 Calls

Sometimes 911 calls may be transferred to Texas A&M EMS that are in another agency's territory or another agency should take lead due to the type of incident such as fire or police. If this is the case, the following guidelines will be used when the call is received via a 911 line.

1. Collect the following information from the caller:
 - a. Exact location
 - b. Call back number
 - c. Reason for calling 911
2. Tell the caller you will be connecting them and they will hear someone else begin to speak, but not to talk until you tell them to do so.
3. Select the appropriate agency to transfer to from the Dial Directory.
4. Identify yourself to the other dispatcher and tell them the reason for transferring the call.
5. Then tell the caller to go ahead and speak.
 - a. If connection was lost with the caller provide the other dispatcher with location, callback number, and reason for 911.
6. Disconnect once you confirm the caller is talking to the other dispatcher or until you have provided all information to the other dispatcher if the caller disconnected.
 - a. If you need to stay on the line because our unit(s) will be responding as well, do not interrupt the other dispatcher to ask questions. You may ask EMD questions once they are done.

To transfer the call:

1. Simply select one of the agencies on the Genovation key pad.
 - a. This will flash transfer the caller to the selected agency. ANI/ALI will also be transferred. The caller will be able to hear you and the other dispatcher at all times until you release the call.
2. Select the tile of the agency you wish to transfer to from the Dial Directory.
 - a. This will flash transfer the caller to the selected agency. ANI/ALI will also be transferred. The caller will be able to hear you and the other dispatcher at all times until you release the call.
3. Select "flash" from the bottom of the dial directory and dial the console extension you wish to transfer to.
 - a. Console extensions are four digit numbers.
 - b. This method should never be used if the other methods are available.
 - c. You may also flash transfer to an outside phone number by dialing the number in the manual dialing box.
 - i. This should never be used unless under extreme circumstances.