



MissionCriticalPartners

Your Partner, Your Advocate, Your Agent for Innovative Solutions

- Executive Consulting/Master Planning
- Next Generation 9-1-1
- Facility Technology Integration
- Broadband Deployment
- Consolidation
- Emergency Management Communications
- Forensics/Systems Analysis

State of Maine Public Utilities Commission Emergency Services Communication Bureau Call Transfer Policy PSAP Orientation





AGENDA

- Opening/Introductions
- Scope
- Approach
- Review
- Close





Task 3

Call-transfer policy for Maine PSAPs

- Developed in collaboration with representatives from a cross-section of Maine PSAPs.
- Addresses:
 - Call-transfer procedural instructions
 - Standardization of caller instructions
 - Standardization of call-transfer methodologies
 - Identifying and addressing call-transfer anomalies





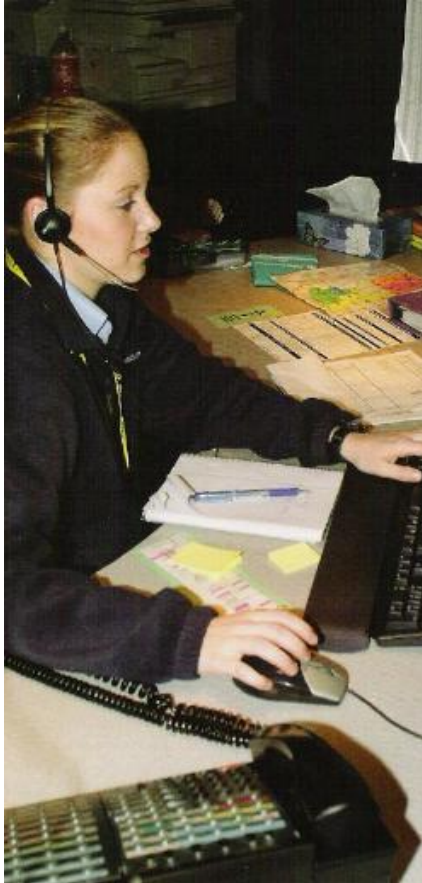
Objectives / Approach

- Objectives
 - Formed working group committee
 - Explored options & logistics
 - Produce Policy Template
- Approach
 - Collaborative
 - Open





Your Policy Template



- Generic in nature
- Follows Case Entry Rules
- To be adopted at your PSAP
- Narrative that describes intent
 - Defines terms of reference
- Flow chart that shows flow
 - Visual
 - Language coaching



Policy Template

- We will now refer to the Policy Template
 - Will review each component
- Answer questions
- Set stage for adoption
- Feedback for improvements





Thank You!

Thanks to all for your participation.
MCP appreciates the opportunity to work
with Maine on this initiative.

Together we will make a difference in the
delivery of emergency services.

We are focused on your success.