

9-1-1 INTRASYSTEM TRANSFER IMPROVEMENT PROJECT (ITIP)

PURPOSE

The purpose of this document is to provide users of Butler County's SolaCom 9-1-1 System with information on changes that will be made to the system the week of April 7th, 2014 as part of ITIP. The goals of the project are as follows:

- To integrate the City of Monroe (6COM) on to the system as a Secondary PSAP
- To simplify the 9-1-1 transfer process to PSAPs on the system as well as those adjacent to individual dispatch centers
- To reduce the number of erroneous transfers to a single position rather than a PSAP's ring-all ring group
- To reduce 'not available' errors due to the system issue that prevents direct dialing the administrative numbers of other PSAPs on the system
- To eliminate the use of tandem transfers (transfers made by sending calls back through Cincinnati Bell equipment) to PSAPs that are on the system
- To add or change ring groups to better identify how calls are originating on the system for both the dispatcher and system managers

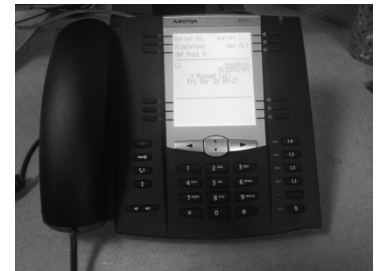
These goals will be achieved by making changes to the top menu bar on the layouts of all SolaCom Guardian Workstations on the system as well as some of the fixed transfer codes and contact information that support icons on the screen.

CITY OF MONROE (6COM)

6COM will be joining the system as a Secondary PSAP the week of April 7th, 2014. The most significant difference once Monroe joins the system is that calls transferred to them will continue to receive 9-1-1 treatment once transferred. This includes the ability to get Automatic Location Information (ALI) and transfer calls to another PSAP once a caller leaves their area.

There are some important differences between Monroe and other PSAPs on the system that system users need to be aware of:

- Monroe can only receive calls on their equipment that have been transferred from elsewhere on the system.
- Monroe will be able to transfer 9-1-1 calls back to any PSAP on the system.
- Monroe will not be able to transfer calls on their 9-1-1 equipment to their in-house phone system.
- Any call made from Monroe to a Primary PSAP on the system using their Responder presents as a 9-1-1 call.



LAYOUT CHANGES

Figure 1 shows an example of the layout changes that will be made as part of ITIP (the 9COM layout is shown). Only two changes will be made:



- 1) The flyout menus for 9-1-1 transfers will be replaced with a single 'Transfers' window on top of the screen. This menu is static and will always display as shown.

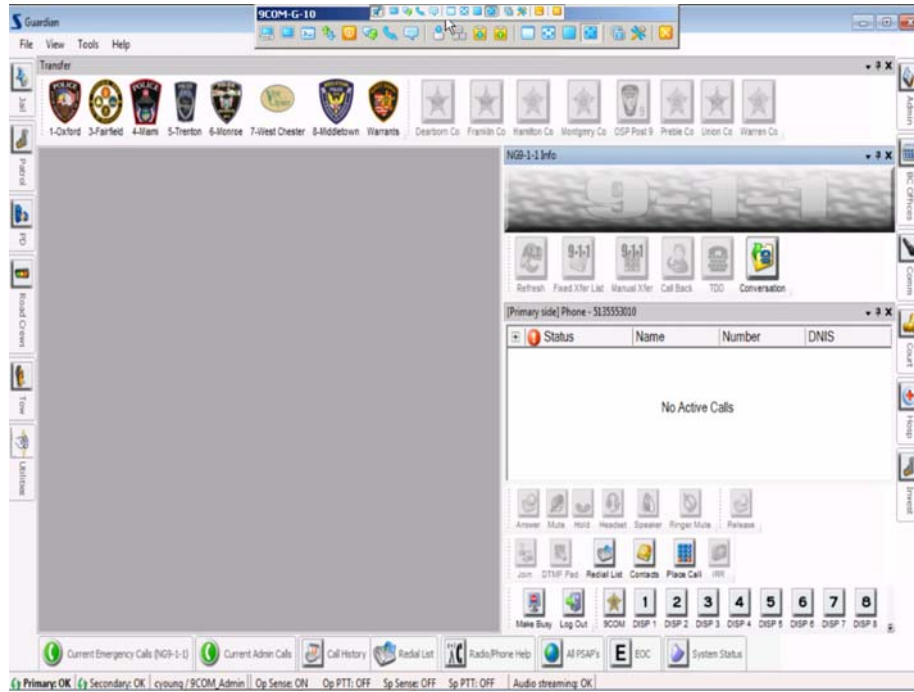


Figure 1

- 2) A 'System Status' flyout will be added to the bottom of the screen. This would contain menu bars similar to those formerly found in the flyouts at the top of the page. An example of the System Status flyout can be found in Figure 2.

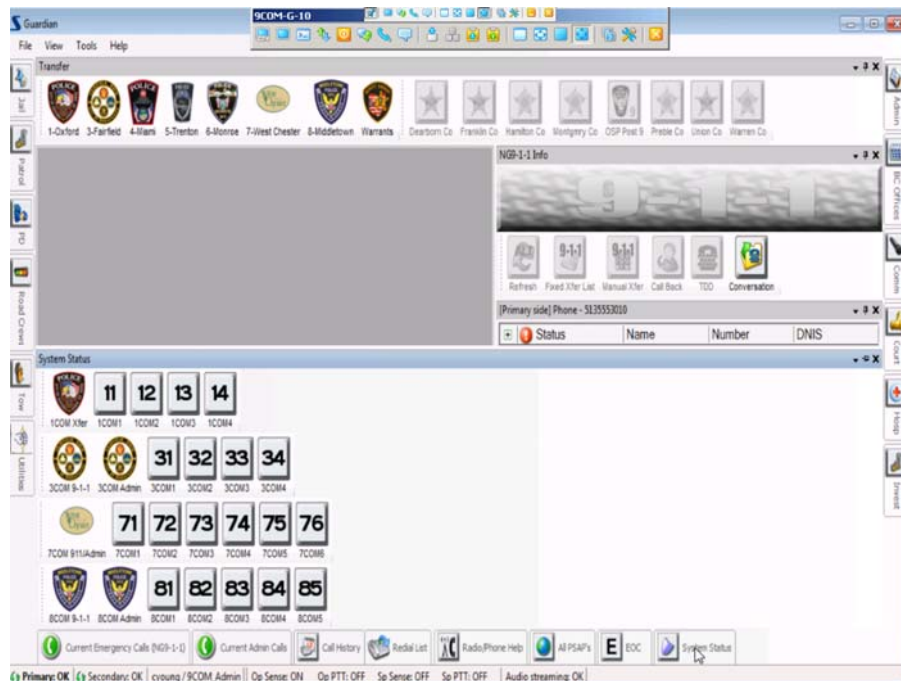


Figure 2

CALLING OR TRANSFERRING TO OTHER DISPATCH CENTERS

Dispatchers are encouraged to use the buttons in the 'Transfers' window whenever placing a call or transferring a call to another dispatch center in Butler County. With the exception of Trenton, all calls and transfers using these buttons would be made inside the 9-1-1 network and reduce the amount of outside circuits needed to complete the call. **It is highly recommended that PSAP Managers remove transfers to other PSAPs on the system from flyouts that they maintain.**

All entries for PSAPs on the system have been removed from the 'Fixed Xfer List' menu to force 9-1-1 transfers through the network.

Calls initiated by one dispatch center to another will present as an 'admin' call to PSAP being called. Any call being transferred will arrive at the second PSAP with the same treatment it arrived at the first PSAP. For example, if 9COM receives a 9-1-1 call and transfers it to 7COM, it will present at 7COM as a 9-1-1 call. If 9COM transfers an administrative call, it will arrive at 7COM as an admin call. Once ITIP is completed, all calls made from one PSAP to another, whether initiated by the PSAP or transferred, will present to the dispatcher as 'XCOM to YCOM Xfer' where 'XCOM' is the calling PSAP and 'YCOM' is the answering PSAP.

The 'grayed-out' buttons on the right side of the Transfers window are for PSAPs immediately adjacent to your PSAP area plus the City of Cincinnati. As before, these buttons will only work when on an active 9-1-1 call. **It is highly recommend that dispatchers use these buttons to transfer 9-1-1 calls to adjacent PSAPs.** Failing to use these buttons or the entries found under the 'Fixed Xfer List' will strip 9-1-1 treatment from the call.

Dispatchers will still be able to see the status of other answering positions and make calls to an individual workstation as well as 'ring all' ring groups through the menus in the System Status flyout.