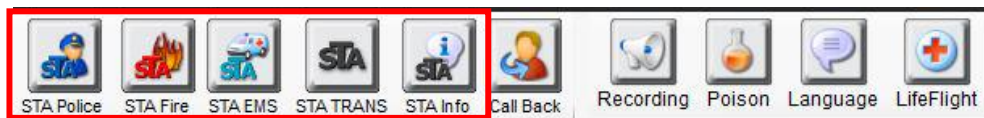


PERFORMANCE ALERT



***** Selective Transfer Agency Buttons *****

Selective Transfer Agency (STA) buttons allow you to conference and transfer emergency calls to the correct jurisdictional agency (Police, Fire, EMS, Transport) with a single button click



STA buttons will populate for a NG9-1-1, PRI or Inter-PSAP call from a landline. STA buttons will also populate for 9-1-1 call generated from cellular or VoIP service. Transfers to/from another PSAP will also populate the STA buttons

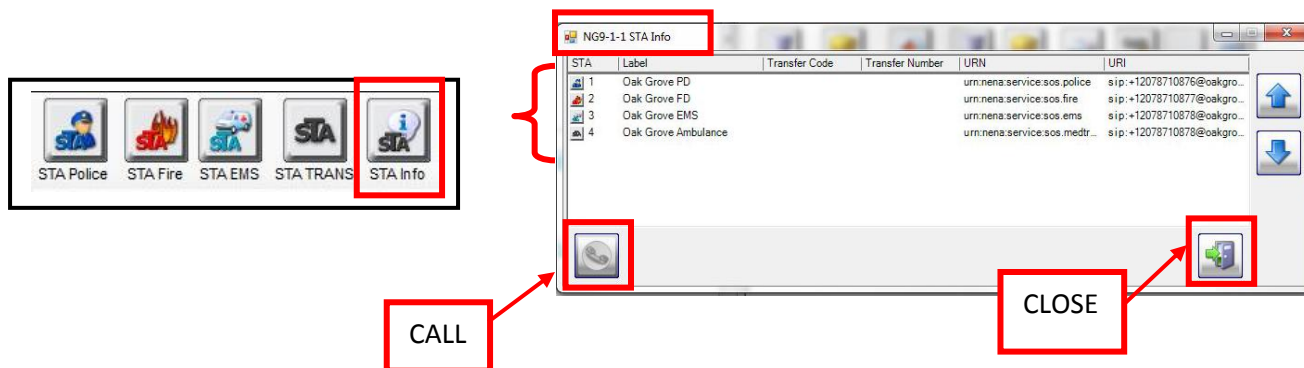
STA Police Button - The STA Police button is used for single touch transfers for the Police dispatch agency appropriate for that jurisdiction. With the ESN associated to the ALI, the STA button knows where to send the call.

STA Fire Button - The STA Fire button is used for single touch transfers for the Fire dispatch agency appropriate for that jurisdiction. With the ESN associated to the ALI, the STA button knows where to send the call.

STA EMS Button - The STA EMS button is used for single touch transfers for the EMS dispatch agency appropriate for that jurisdiction. With the ESN associated to the ALI, the STA button knows where to send the call.

STA Transport Button - The STA Transport button has been developed to assist PSAPs with a single touch ability to have a call transferred directly to the agency that will transport a patient(s) to emergency medical care. For many communities, the service associated with the STA EMS and STA Transport buttons will be the same as the first responder and the transport entity.

STA Info Button



The **STA Info** button will display the agency transfer numbers programmed behind the **STA** buttons for the specific call you are on.

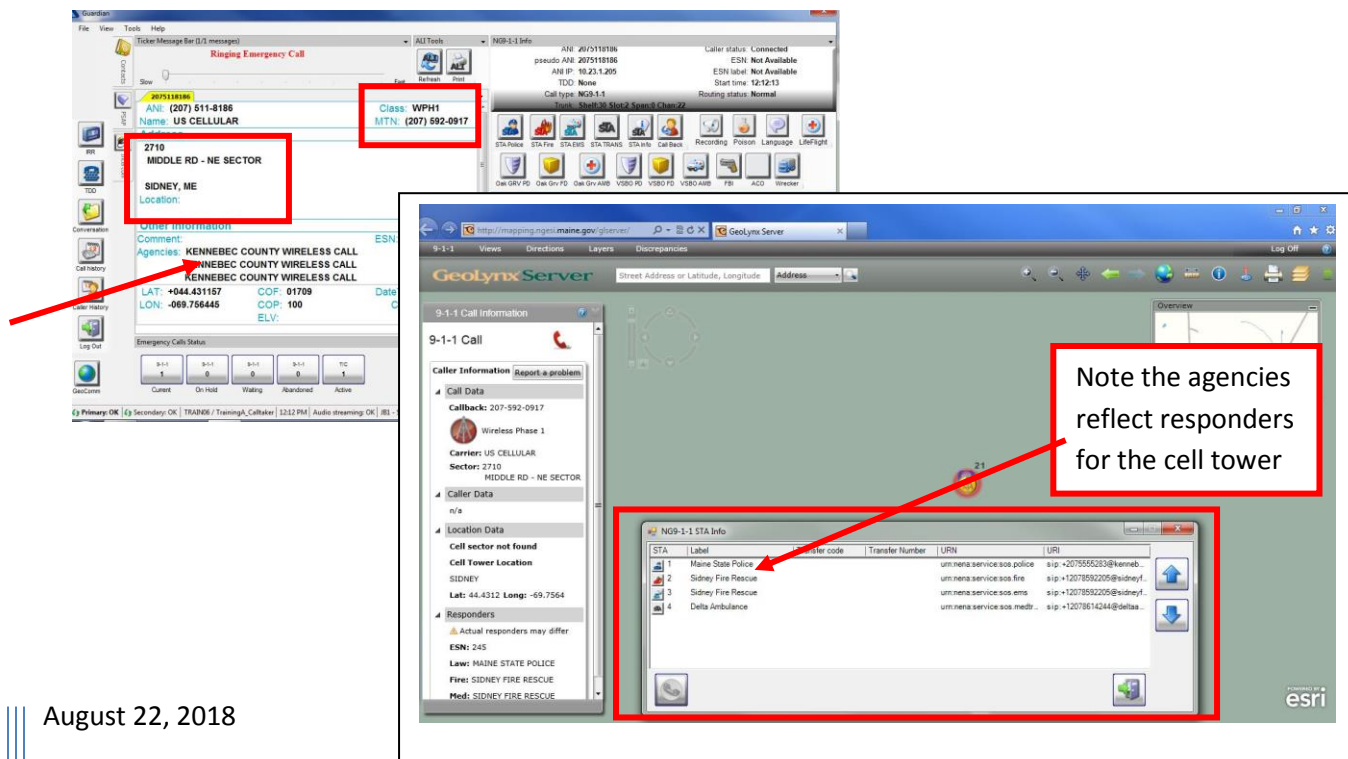
This tool is especially helpful when the emergency caller is calling from a cellular or VoIP phone. You can easily verify that the agencies programmed are jurisdictionally correct.

You can place a call to the necessary agency from the **STA Info** window by clicking on the agency and hitting the **Call** button. The **STA Info** window will close and a 4th leg will present in the **Phone** window

Clicking the **Close** button will close out the window.

Phase 1 vs. Phase 2:

Phase 1 means the wireless carrier is able to give address information for the cell tower and call back number for the caller.



Phase 2 means the wireless carrier is able to give address information for the cell tower, call back number for the caller and the approximate location of the caller by latitude & longitude within a few hundred feet.

The image shows two overlapping software windows. The top window is the Guardian interface, displaying call details for a 9-1-1 call. Key information includes: ANI: 2075118186, Name: US CELLULAR, Call type: NGS-1.1, and Trunk: Shelf-30 Slot-2 Span-1 Chan-27. The Address field shows 2710 MIDDLE RD - NE SECTOR, SIDNEY, ME. The Other Information section shows Agencies: KENNEBEC COUNTY WIRELESS CALL, LAT: +044.466776, LON: -069.672267, and CDF: 00032. The bottom window is the GeoLynx Mapping application, showing a map of the area around Oak Grove Rd and Academy Way. A red arrow points from the 'Estimated Address' field in the Guardian window to the map. The 'Estimated Address' field shows 15 Oak Grove Rd, Vassalboro, ME 04460. The map also shows a table of nearby services:

STA	Label	Transfer code	Transfer Number	URL	URL
1	Maine State Police			um.maine.state.police	ext-207555203@kenneb.
2	Vassalboro FD			um.maine.state.police	ext-207555203@vassalbo.
3	Delta Ambulance			um.maine.state.police	ext-207555203@delta.
4	Delta Ambulance			um.maine.state.police	ext-207555203@delta.

NOTE: The address information supplied in the ALI window shows the Tower address only, never the callers address information. You will observe that when looking at the GeoLynx Mapping “9-1-1 Call Information” pane.

NOTE: STA buttons are not active for Admin calls and will appear grayed out on your screen.

NOTE: If your agency dispatches for Police, Fire, EMS and Transport, these buttons may not be used. Follow your PSAP policy for dispatching.

NOTE: Since the implementation of the STA Transport Button, the ALI displayed on the Solacom Guardian screen will continue to show only the Police, Fire and EMS. *

NOTE: Since the implementation of the STA Transport Button, the GeoComm Call Grid does not show the addition of the Transport column. *

* - Solacom and GeoComm programming limitation

Please contact the Emergency 9-1-1 Center **1 (866) 984-3911 with any system issues.**