

# Recommendation Submission

CPC -This response is in reference to recommendation # \_\_24-8\_\_

CPC -Area Command \_COC\_\_\_\_\_

APD -Responsible SME: \_\_\_\_\_

APD -Date received \_\_\_\_\_

**RECOMMENDATION** (One (1) recommendation per submission.  
Recommendation/Reasoning must be 500 words or less for submission):

## Eliminate Jurisdictional ECC Transfers

A Council member recently made a 911 call on a reckless driver beginning at I-25 and Paseo del Norte, and was quickly and automatically transferred to Los Ranchos EC. Continuing west on Paseo, he was then transferred back to APD, then to Bernalillo County. By the time he reached the other side of Paseo, with all of the starting over and continuation, he had forgotten the details of the automobile.

We are unsure who's policy this is, or if it is an official law, but we feel that eliminating these transfers would be best for Albuquerque emergency communications. The operator originally getting the call should take the information, in areas that skirt the City's boundaries, and complete the call, then transferring the information to the authorities in jurisdiction.

We have been made aware of the City's desire that motorists pull over to complete the call rather than continuing to operate their vehicle, but depending on where one is, this is not always practical, additionally, this may have been a policy designed for a past era, before hands-free communication was an option in most cars.

We feel that APD would be benefit from taking a look at this.