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## Dispatch Module: Call Taker System

### Usage

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## Introduction



**Call Taker System icon**

This manual describes how the call taker module works for the dispatch module. The call taker screen is customized based on the your departments needs by Alpine personnel. The Call Taker system is also used for searching for addresses for non dispatch departments, ie departments that do not track apparatus and generate calls.

This manual covers the call taker screen only. The actual dispatching functions are found in the **Dispatching: Usage** manual. The primary focus of the call taker screen is to collect information about the alarm, find and confirm the address, then dispatch the alarm.

The call taker screen is also used for changing the call type and changing the address.

Emergency information about the location can also be accessed from the Call Taker Screen. This is best used with multiple monitor systems.

### Accessing the Call Taker System or Starting a new Call

There are several ways to start a new call.

- Press the Phone button found in the Dispatch group, in the main tool bar. This is the extreme left button.
- Press the Phone button found in the Dispatch Control Screen. This is on the far left.
- Press the Phone button found in the floating tool bar.
- Double click on a new 911 or Caller ID call in the Dispatch Command Screen.

### Call Taker Screen Components:

There are several components of the call taker screen. The following table lists out all of the components available in the Call Taker Screen:

Component Panel	Definition	Additional Comments
Address Search	The search criteria is entered in this box for finding the location.	This panel is utilized by all dispatch and preplan systems. The search criteria fields can also be customized.
Caller Information	This box is utilized for dispatch centers that track who called the alarm in.	This box can be auto filled by several external modules include E911, Caller ID, and CAD Interfaces.
Dispatch Call Information	This box includes the Call Type, Sub Type, Box Code and Additional Notes.	The Call Type field can be selected in this box or the Select Call panel. The sub type field is optional.
Select Call	This box lists all of the primary call types. It is used by departments that would like to see all call types at the same time.	This is a repeat of the Call Type field found Dispatch Call Information panel. It is simply a different method to select calls.
Call Sub Type	This box lists all of the sub call type for the selected primary call type.	This is a repeat of the sub type field found in the Dispatch Call Information panel. It is simply a different method to select calls.
Dispatch Functions	This panel includes all of the functions that can be accessed from the Dispatch Call Taker Screen.	All of the functions have dual methods, F# keys and Buttons. Each function is described in detail in this manual.

Property Selection Window	This window displays all of the addresses that match the data entered in the search fields found in the search panel.	This view will display data based on the type of address you are searching for.
ProQA	This panel is utilized by departments that use the ProQA EMD Dispatch Interface. This is described in detail in the ProQA Usage manual	N/A
Agency Selection	This panel applies to multi jurisdictional systems only. This window displays all departments that you can dispatch to as well as associated reports.	The address selection determines the primary responding agency.
Responding Apparatus	This panel applies to departments that create a real time response based on box code, call type, date of week, and time of day.	The response list is preset in the dispatch setup.
Dispatch Warning	The dispatch warning displays data found in the property recorded that has been selected.	Refer to the property preplan usage for information on how to utilize this field.

### Address Searching: A Summary

The primary function of the call taker screen is to find the address to dispatch apparatus to. There are four primary types of addresses:

- **Addresses.** The standard address has a street number and street name. Some might have a suite or apartment number.
- **Intersections.** The intersection is composed of a primary street and a cross street.
- **Ranges.** The range is composed of a primary street, lower number and upper number.
- **Master Box.** Master boxes are geographic locations represented by a simple number.

The primary types are explained in more detail in the Geo File Usage manual.

### Finding an Address

Basic address searching is done by following these steps:

1. Make sure that the search criteria is clear. Press the F7 New Search button to clear old search criteria.
2. Enter the street number and a partial street name in the fields label street number and street name.
3. Press either the magnifying glass icon or the Ctrl-F combination key while in the street field. You can also turn on the auto search function in the preplan setup and have the program automatically find addresses after at least 3 characters have been entered.
4. This will display all addresses that match the criteria in the **Property Selection** panel.
5. Highlight the correct address and either double click, press the F3 button, or press the Select Address button.
6. Once the address is verified, you can access the map, preplan and dispatch the call.

### Finding an Address within a Range

Address ranges have a dual purpose:

- Provide a streamlined method to enter cross streets and hydrant data for a set of addresses on the same street.
- Provide a method for dispatching to addresses that are in the range, but not in the address database.

The street number search engine first searches for an exact street number on the street entered. If it does not find the

exact address, it will then search for a range record with the same street name. If a range record is found, press the F3 to select the range record. This will automatically transfer the cross streets and other dispatch information.

### Finding an Address that is not in your Address or Range Geo File

There may be several times you search for an address that is not found in the Geo file. This happens with mutual aid alarms that are out of your district. Follow these steps to dispatch an address out of your district.

- Enter the town name, state, street number, and street name in the space provided.
- Select the call type.
- If this is a multi agency system, select which department to dispatch to.
- Press the **F8 Dispatch Call** button.
- Press Yes when the following message appears:  

***You have not confirmed an address, dispatch to 9999 XXXXXXXX anyway?***

Where 9999 is the street number and XXXXXXXX is the street name.

This will create an incident with an unconfirmed property location. The program will also attempt to GEO code the address, ie find the latitude and longitude for use with the mapping system.

### Finding an Intersection

Follow these steps to search for an intersection.

1. Make sure that the search criteria is clear. Press the F7 New Search button to clear the old search criteria.
2. Enter the primary street name in the **Intersection: Primary Street** entry field. You only have to enter 3 or 4 characters.
3. Enter the cross street in the **Cross Street** field. You only have to enter a few characters.
4. Press either Ctrl - F or the search button in the intersection box. This will search for the intersection.
  
5. Highlight the address and press F3 to verify the address.

### Finding an Address by Occupant, Landmark or Common Name

Typing an entry in the Occupant or Landmark field will search for entries beginning with the search criteria. For Example if "new" is typed into the field the system will return all matches beginning with "new" such as New World Deli and Newman.

Checking the String Exists In Search Criterial box will expand the search to any occurrence of new, regardless of where it appears, such as: Urban Renewal, State of New York DOT. This setting expands the search to find any occurrence of the character string "new".

Note: This function searches only the Occupant/Landmark field of the address record. Occupant information, business name or common name must be entered in the Occupant field of the Property Entry Screen. Please refer to the Property Usage section for detailed information on this field.

### Finding an Address: Tips and Comments

The following are tips and comments regarding address searching:

- A parameter can be set in the Geo File Setup that will engage the auto search function. These means that once enough of the street name is entered, the program will begin searching. This number defaults to 3 characters, but can be lowered or raised.

- Range records can also be utilized in the address selection process. A range will be selected if the lower and upper numbers of the select street encompass the entered street number. This is useful with dispatch systems that do not include every address in the district, but have every street listed in a range.
- Only use the Town name if there are several towns in your Geo file and you want to limit the search criteria.
- Use the town and state if you are dispatching to an address that is clearly out of your district, i.e. a mutual aid call. Entering this data will also enable the ESRI latitude and longitude function.
- Request to turn on the **Auto Search Active** function. This is used to automatically search when search criteria is entered.
- Use the F7 New Search to clear out old search criteria. Pressing this button clears out the street number, name, intersection street names, owner and occupant.

## Dispatch Functions: Button Panel Summary

The dispatch functions are defined in the following table:

Button	Definition	Additional Comments
F8-New Call	This button has several functions. It depends on how the dispatch call taker screen is accessed.	The F8 button functions include - Start a Call - Dispatch a Call - Change Address - Change Call Type
F3-Select Address	Press this button selects the highlighted address found in the Property Selection Window.	This button is only enabled if there are addresses to select. Pressing this button activates the F4, F5, and F6 buttons, if applicable.
F4-ProQA	Press this button to access the ProQA EMD System.	This button is only visible if the ProQA system is installed.
F5-Map	Press this button to display the current address on the map.	This button is only enabled if there is a latitude and longitude for the selected address.
F6-Preplan	Press this button to display the preplan for the selected address.	This will bring up the static address view screen that display emergency information.
F7-New Search	Press this button to clear all of the search criteria.	Use this function if you want to start your search from scratch.
Settings	Press this button to save the form settings.	This can only be done by Alpine tech personnel.
Close	Press this button to close the Call Take Screen.	If you have started a call, but do not want to finish it, press Yes when it prompts you to cancel the call without dispatching it.

## Address Searching: Non Dispatching Systems

This section covers how to search for addresses at the time of a call.

1. Open the Call Taker Screen. Leave this window up all of the time. This is also covered in the **Accessing the Call Taker System or Starting a new Call** section of this manual.
2. Enter search parameters in the address search.
3. Double click on the address. This will bring up the static address screen. It is recommended that you drag this screen to another monitor. Leave this screen up for future usage and reference.
4. Clear the search criteria.

Your system is ready for the next alarm. It is recommended that the Call Taker System be placed in one monitor, and the Static Address Screen or Preplan Data screen be placed in another window.