

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial:
	SOP #:	Revised:
	Subject: Wireless Caller Policy	10-2005

Wireless Caller Policy

The Clearfield Department of Emergency Management is now Wireless Phase 2 compliant. What this means to the dispatcher is we can now locate the majority of wireless callers when they call 9-1-1 and don't know where they are at.

When a caller calls 9-1-1 from a cellular phone, the call will come in on a Cellular trunk line. Once answered, CAD will pop a new incident screen just like a wire line caller. On the initial pop, you will see the following features:

The complainant fields will be populated with the following:

First Name; **Wireless**

Last Name; **The wireless company (ie Verizon)**

Call back Number; **the trunk line that the call came in on.**

Complainant address; **the address of the tower the call was received through.**

Comments Box; **WPH (1 or 2)**

Call Back Number (Actual Cell Number)

Sector of the tower the call came in on.

Coordinates.

The coordinates are as follows:

If the screen shows WPH1: The coordinates are the location of the tower site.

If the screen shows WPH2: The coordinates are the location of the caller.

If the screen shows WPH1, you must "rebid" the call while the caller is still connected.

How to rebid a caller:

1. On your CML phone computer you will click "Request ALI".
2. Then click ALI Query. (There will be a 15-30 second pause on the phone screen.)
3. Once the new information pops up on your phone computer screen, if it is WPH2, click KEEP. If it is WPH1, repeat the steps 1-3.

Once you click keep or if you already have WPH2 info, The CAD incident screen will automatically have the callers' location by coordinates. All you need to do is click mark verify (the globe) on your CAD incident screen.

Then input an incident type and you will have recommendations for any call. However, the incident address will show the coordinates. You will have to look at your map to find out a street name or house number to be able to dispatch.

Remember, if you want to use a 9-1-1 address as an incident location for a wireless 9-1-1 caller, you must check the verify by address box.

Sometimes WPH2 information is not available from the wireless phone. This will happen from time to time. It is not the systems fault; it is the age of the phone or the phone provider.

When you take an incident from a wireless caller, you must take out the info in the complainants' fields and replace it with the correct information received from the caller. Remember it is the dispatchers' job to obtain as much information as possible.