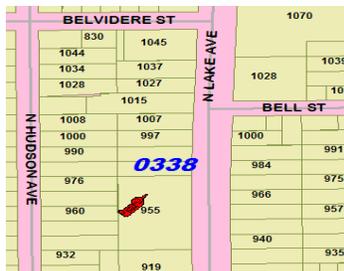


1. 9-1-1 DISCONNECT (DROPPED CALL) or “HANG UP” CALL – WPH2 ANI/ALI RECEIVED:

On any wireless, phase-2 (WPH2), 9-1-1 call that is “dropped” (call is disconnected while you are talking with the informant) or a call that is transferred with the informant “hanging up” (disconnecting the call) during the transfer, you shall immediately:

- a. Call back and query the primary PSAP transferring the call for incident location information and incident details.
- b. If the primary PSAP does not have any incident location information or incident details, you shall call the informant at the **ANI** received. If there is no answer on call back to the ANI:
 - i. An incident shall be created based on the **DECIMAL-DEGREES latitude and longitude (ALI)** coordinates that were received from the **WPH2 ANI/ALI**.
 - ii. The incident location entered for response shall be the **closest** address to the LAT/LON coordinate received, as denoted by the red cell phone icon on the AltarisView map, or the closest street intersection if not at a street (parcel) address.
 - iii. The incident history / dispatch text shall be annotated such as: **“INCOMPLETE 9-1-1 - INCIDENT LOCATION IS BASED ON THE LAT/LON OF THE CALLER.”**

EXAMPLE: In the map/screen shot below, an incident would be created at 955 N Lake Ave.:



NOTE: When calling back a disconnected informant there shall be no blame verbalized as to who initiated the disconnection; simply state to the informant that you are calling back because the call was disconnected and continue will the call-taking process.

2. LAT/LON COORDINATES - CONVERSION: LAT/LON coordinates assigned in the CAD Geofile and those received from wireless WPH2 9-1-1 callers are in **DECIMAL/DEGREE** format (**DD**):

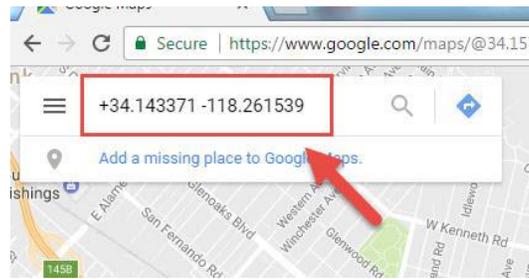
+XX.XXXXXX -XXX.XXXXXX.

In some instances the DD LAT/LON may be converted to **DEGREES/MINUTES/SECONDS** format (**DMS**) (such as for air operations):

XX° XX' XX" N X° X' X" W

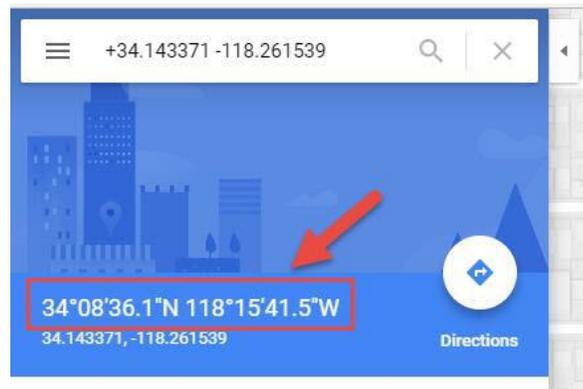
To quickly convert DD LAT/LON to DMS LAT/LON maps.google.com may be used:

- a. Navigate to [Google maps](https://www.google.com/maps/).
- b. In the address search box, enter the DD LAT/LON that needs to be converted (single space between the LAT and LON):



The LAT/LON listed above is for Fire Station 21 in GLN. Initiate a search for the DD LAT/LON listed.

- c. Google maps will now display the LAT/LON location on the map as well as display the DMS LAT/LON for the location shown:



- d. The DMS LAT/LON displayed above would be verbalized (as needed) as:

"34 degrees, 8 minutes, 36.1 seconds NORTH / 118 degrees, 15 minutes, 41.5 seconds WEST."