

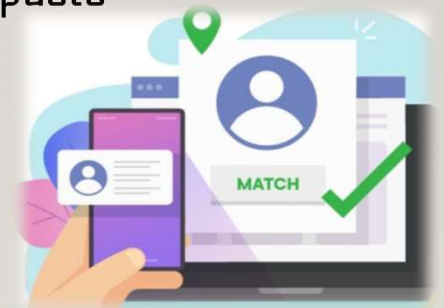
ADDRESS VERIFICATION



THE IMPORTANCE

The single most important piece of information when processing any call for service is the address. To ensure accuracy, the call taker must thoroughly interrogate each caller for, and verify the location where help is needed.

Some calls are handled based on the location of occurrence (jurisdiction). This is one of the reasons address verification is of the utmost importance, it directly impacts which agency is responsible to handle each call received.



ADDRESS VERIFICATION

Never use the phrase **“did you say....?”** to verify an address. This question is usually answered with a yes, regardless of how the call taker completes the question. This can be attributed to the fact that the caller is experiencing some level of stress and have conceded that the call taker is the expert, therefore, agreeing will get help to the location faster.

The most reliable way to verify an address is to have the caller repeat it.

Rule #1 – Do not repeat the address to the caller.



ADDRESS VERIFICATION

Address is rarely a one-part question. To get help to a caller in a timely manner, the call taker must ascertain a location within location with specificity. Depending on the nature of the call, the address/location given, the name of the location, or the numerical given, asking only one question may not be enough to locate the incident or the caller in a timely manner. Be sure to ask follow up questions to ensure a specific location is obtained when applicable.

Walmart is simply not enough, even if there is only one in your service area.



ADDRESS VERIFICATION

101 E CIRCLE DR

- What city? – Never assume a caller is in your jurisdiction. A transfer may be required, pay attention to information dumped into your computer from the ANI/ALI.
- Business or residence?

Business

- What is the name of the business?
- Is there a bay, room, aisle or suite number/letter?
- Inside (grocery, houseware, customer service, 2nd floor restroom, etc.)
- Outside (front parking lot, loading dock, employee entrance etc.)



ADDRESS VERIFICATION

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Residence

- House, apartment or mobile home?
- Development, complex or mobile home community name?
- Building, apartment, mobile home lot number or letter?
- Outside (complex/development/mobile home) –clubhouse, pool area, etc.
- Inside (complex/development/mobile home) – elevator, lobby, floor number etc.
- Inside (house) – kitchen, front bedroom, upstairs bathroom etc.



PST KNOWLEDGE

Though the most reliable way to verify an address is to have the caller repeat it, there will be times when the caller genuinely does not know or is unable to verbalize the address. During these exigent circumstances, the call taker's knowledge of the area they service along with their available resources are invaluable.

How well do you know your service area? – If your service area includes an airport, college or tourist attraction, a good section of the population on any given day may struggle with giving a valid address. Your personal knowledge will help to create a call in a timely manner from the caller's description of landmarks. "I am at the red building across from the mall".

PST KNOWLEDGE



CAUTION

Never ask a caller to describe what they see around them, if you are not familiar with the area. (Be careful how you phrase your questions). Remember, they assume you know where they are.

- Take advantage of ride-a-longs (if allowed by your agency)
- Take a different route to or from work when possible and pay attention to street and business names, (the Red Lobster is now Crabby Patties).
- Get to know common hot spots, major intersections and what directions major roadways (in your service area) run.
- Pay attention to roadways that change both directionals (NW/SW) and names.

RESOURCES

People who have been in the service area for a considerable amount of time will refer to landmarks by an old name or use a business that no longer exist as a point of reference. " I am right by the old Blockbuster; you can't miss me". These statements are made with confidence that the call taker knows where the caller is and is sending help.

What resources are available to assist with address verification? How familiar are you with the resources in your PSAP? Do you know when and how to use them? Do you know their capabilities as well as their limitations? Take the time to familiarize yourself with every tool in your toolbox before they are needed. (DAVID, RapidSOS, ANI/ALI, CAD maps, google etc.).

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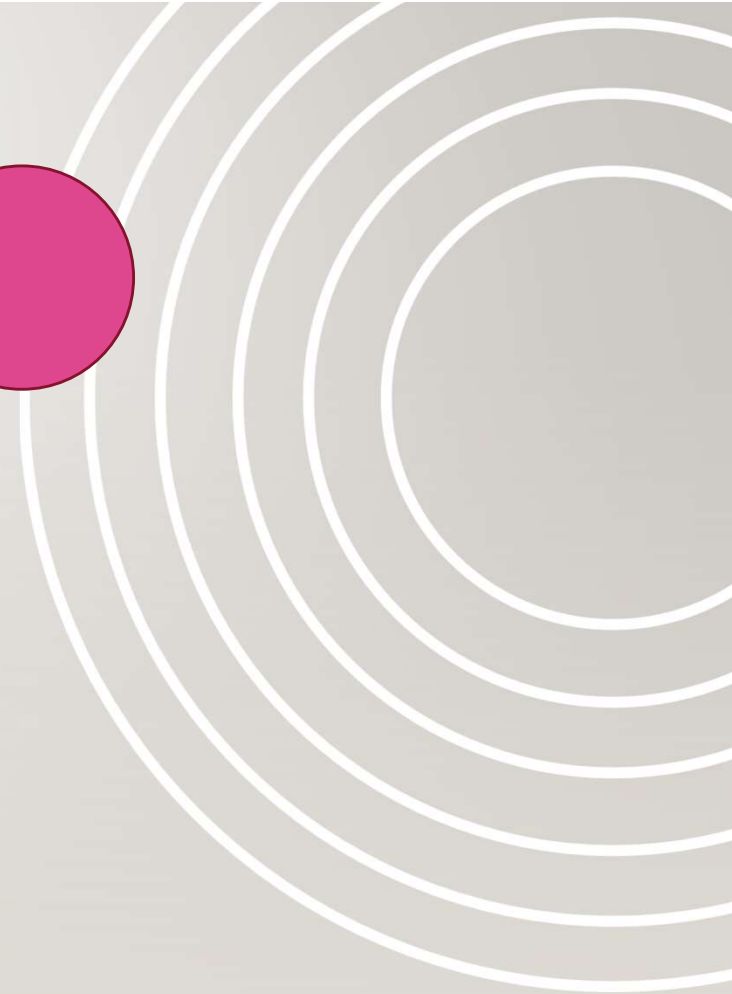
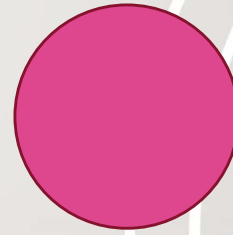
During interrogation, phrase the questions to solicit the answers required.

- For verification, **repeat the address one digit at a time** so I can make sure it's typed correctly. (Take the time to make sure the numbers typed are not transposed).
- If I am **facing your house**, is it the neighbor of the right or the left?. (Right and left changes when there is no absolute).
- What is the **address where help is needed?**
- Don't forget to solicit a 2nd address when applicable (caller is no longer at the place of occurrence).

ALWAYS FOLLOW YOUR AGENCY'S POLICIES AND PROCEDURES



THANK YOU



12/2023 ADDRESSVERIFICATION FLAPCO TRAINING COMMITTEE

