

Introduction to Locate and Verify – Intersections and Streets

About this lesson

Overview This lesson introduces the locate and verify process when entering events into CARD.

Learning objectives At the end of the session, participants will be able to:

- locate and verify intersections
- locate and verify a street
- Use the information in the range box to verify locations.

Assessment Formative assessment of this material takes place during:

- CARD topic lessons
- Revise, integrate and practice sessions

Summative assessment of this material takes place during the practical assessment.

Resources

- CARD training terminals
- Locate and verify locations
- Trainers practical technology guide

References This lesson is based on information from the Trainers practical technology guide.

Duration 2 hours

Delivery strategy and lesson stages This lesson is delivered in three stages:

- Intersections
- Streets including state highways
- Range.

The lesson uses the explain, demonstrate and practice strategy.

Trainer's notes

Introduction

Welcome

Welcome participants to the lesson and introduce the topic.

Revision and entry level

Explain: We have had an introductory look at CARD and have explored the maps.

Question participants to recall learning from the last lesson.

Lesson overview

To enable us to help a caller, it is imperative that we know where police need to go. If we can't or don't get a correct location, it will impact on our ability to provide assistance to those that need it.

Locate and Verify is a two part process by which we not only locate a person or event, but we also verify that we have the correct location. To help us, we must use good questioning and listening skills.

There are a many different types of locations where events occur. We enter the locations differently depending on the type of location and use computer characters to help CARD identify the type of location. We will look at each different type of location during the course.

Explain there are numerous ways to locate and verify events and callers. For this lesson, we are going to start off learning ways that are the most useful for Road Policing events – intersections, state highways, and streets. We will build on the different ways to locate and verify over the next few days and there will be ample opportunity to practice all methods.

Let's start with some of the quickest and most common location types.

Stage 1 - Intersections

Introduction to Intersections Intersections are a very easy and accurate way to locate an incident. This stage of the lesson will show you how to enter these locations in CARD.

Resources

- CARD training terminals
- Trainers practical technology guide
- List of intersections

Duration 30 minutes

Go To field Explain the Go To field is where all addresses are entered. It is one of only two mandatory fields that must be completed to allow an event to be accepted.

It is called “Go To” because that is where the police need to “Go To” to deal with the incident.

The Go To field is a search engine. We enter information into the field and indicate what type of search we want the system to carry out by specifying with a character. eg: comma for streets, forward slash for intersections etc.

Explain that if the search doesn't return the correct information the first time, the result will not change unless we change some of the criteria entered such as road type, spelling, or location.

Ask the participants to press the create button. This will ensure that they start with a blank event information screen.

Entering the first street of the intersection In the Go To field, type in the first street name.

Explain:

- The street type (eg Rd, Ave, St etc) is not required but if you do type it here, you must type it for the next street name.

Note - the system defaults to upper case.

Intersection character Explain that the symbol to tell CARD that the location is an intersection is the forward slash.

Type a / (forward slash) character. Do not add any spaces between the street name and the forward slash.

Entering the second street of the intersection

Type the second street name and press enter.

The location may automatically verify and place a marker on the map where the location is. Alternatively, the system may list a number of possible locations that fit the criteria. We will look at this in stage 2 of this lesson.

Verifying the location

Once participants have located the intersection, ask how can we verify the location?

Answers should include:

- ask what city, town, or suburb they are in, or
- any nearby landmarks like rivers, schools, parks etc.

Explain to participants they should ask questions until they are happy that they know exactly where the caller or the event is. Once they are happy that they have verified the location, then you can move on.

Be mindful that callers may not be aware of the suburb particularly if it is near the boundary to the next suburb or if they are not local to the area.

Practice

Use the list of intersections that automatically verify and repeat the process as necessary to ensure that all participants practice entering an intersection.

Recap

Locate and verify is a two part process and is the most important component of event entry. For every event we must accurately locate where police need to go and then we must verify that we have got the address correct. This is done by asking relevant questions that will allow the caller to confirm details such as what city, town or suburb they are in, nearby landmarks, or streets.

Stage 2 – Streets, including State Highways

Introduction to the street addresses One of the most common address types we use are street addresses. This stage of the lesson will show you how to enter these locations in CARD.

Resources

- CARD training terminals
- Trainers practical technology guide
- List of streets to enter (including State Highways)

Duration 30 minutes

Street types There are many different types of streets.

Ask participants to identify these and write them on the whiteboard. Discuss how the street types have been written either in full or common abbreviations.

The “Go To” field accepts all types of street names.

Use the street type if known to limit the search results. The system will accept full both full spelling or standard abbreviations e.g. Avenue, Ave, or Av.

Street character Type in the character (field delimiter) used for street addresses which is a , (comma). The comma tells CARD to search what is before it first. We can help limit the search by using a locality after the comma.

Ask participants to type in Victoria St (comma) and enter. Discuss the number of results that are returned.

Locality Locality is not required to be entered but to narrow the search, the major town or city name should be entered, particularly for State Highways which we will discuss shortly.

Ask participants to cancel the range window and click create abandon to clear the screen.

Ask participants to enter Victoria St, Petone. (or a location in your area)

Discuss the difference in the returned search.

Additional information

If additional information needs to be entered, e.g. the name of a business, once the location is verified, type a : (colon) after the address and add the additional information. The colon tells the system not to try and use the following information to locate the address.

Demonstrate this to the participants.

Enter the location

Press enter and check that the relevant street is shown in bold on the map screen.

Graphic locate

Double click on the street where the verification marker is to be placed. The address in the Go To field will be changed to reflect the new verification.

State highways as streets

State highways are treated the same way as a street. To avoid us having to type this in full we use SH (space) and then the highway number. Always try to use a locality as it will search the entire length of the highway which for example SH 1 the entire length of the country.

Verify the location

Practice asking questions to verify that the correct address has been located.

Practice

Repeat as necessary to ensure all participants practice.

Recap

Street locations and intersections are common locations that we get to verify. Use the tools that we have talked about today e.g. the range box, your ability to ask questions and listen for the answers, to ensure that you not only correctly locate the address but to verify that you have the correct address.

Stage 3 – Range window

Introduction to the range window If CARD has more than one alternative for a location, or can't find a location, it will ask which one you want. It does this by giving you a list in the range window.

Examples of when this may occur are:

- several towns or cities that have the same street name
 - the street name has been spelt incorrectly
 - the address given does not exist according to our system records.
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Resources

- CARD training terminals
- Trainers Practical Guide

Duration 30 minutes

Range window Ask participants to enter "Seaview Rd" followed by a comma in the Go To field.

Ask participants to now press enter.

The range window should appear. Discuss the various options available in the range window (refer to pages 57-59 of the practical guide).

Practice Repeat as necessary to ensure all participants practice.

Recap The range window will appear if there is more than one, or no matches to the location criteria that you have entered. It starts the verification process and it gives you options to check that you have the correct location to send police.

Conclusion

Review

Today we have looked at:

- locating and verifying intersections,
 - locating and verifying street addresses
 - the Range window and its options.
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Summary

Locate and verify is the most important aspect of entering an event. We cannot begin to help our callers if we don't know where they are.

Locate and verify is a two part process and we must always carry out both parts of the process.

So far we have looked at two different ways to locate and verify. We have learnt about:

- intersections
- street addresses.

We will continue to build on these and learn other ways to locate and verify events.

Look forward

Explain the next lesson include:

- topic title (6 steps process)
 - who the trainer is
 - where the lesson will take place
 - what time the lesson will start.
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