Locate and Verify – Street numbers, flats and units

About this lesson

Overview	This lesson builds on the Locate and verify function and process when entering events into CARD
Learning objectives	At the end of the session, participants will be able to locate and verify: • street addresses • a flat or unit • a rural address using a rapid number.
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 guide
References	This lesson is based on information from: • Trainers practical guide
Duration	1 hour and 30 minutes
Delivery strategy and lesson stages	This lesson is delivered in three stages: • Street numbers • Flats and units • Rural addresses (rapid numbers). 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	Question participants to recall learning from the intro to locate and verify, and maps lessons.
Lesson overview	Reiterate that to be able 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, when they need it. Locate and Verify is a two part process by which we not only locate a person or event, but we verify that we have the correct location. To help us, we utilise our questioning and listening techniques We are now going to look at two more ways that we can locate and verify the location of an event in CARD.

Stage 1 – Street numbers

Introduction to street addresses	Street numbers build on what we know about street addresses. They are entered in the same way you would write an address on an envelope although we enter it all on one line.
Resources	• CARD training terminals • Trainers practical guide • List of addresses
Duration	30 minutes
Entering the street number	Ask the participants to press the create button. This will ensure that they start with a blank event information screen In the Go To field, type in the number which specifies a particular piece of land (street number) e.g. 7, 36, 1024. They could use their own address as an example or you can provide an address the whole group can use at once.
Street name	Type in the street name and street type if known Remember CARD will accept full spelling or standing abbreviations eg Avenue, Ave, or Av. A state highway can be used as a street address where applicable.
Street character	Remember to type in the character which tells CARD to look for the first part of the address, which is a , (comma). It lets the system know that what preceded the comma was the address and locality (suburb or city) may follow.
Locality	Remember the locality is not required to be entered, but to shorten the search; the major town name or city could be entered.

Search result	If there is an exact match to the search the location will automatically place a marker on the map where the location is. Alternatively, the system may list a number of possible locations that fit the criteria, in the range window. Remember always verify the location.
Practice	Repeat the process as necessary to ensure that all participants practice entering a street address.
Recap	Locate and verify of street addresses is the most common type that you will get as a communicator.

Stage 2 – Flats and Units

Introduction to flats and units	Differentiating flats and units enables the system to accurately locate an event and allows accurate history of addresses to be maintained. There are generally two ways that apartments and flats are identified from the other addresses at the same location – by alpha or numeral delimiter.
Resources	• CARD training terminals • Trainers practical guide • List of flats and units
Duration	30 minutes
Street address entry	Have participants enter an address into the system. Use an address from the list of alpha delimited flats but at this point do not enter as a flat. Have participants look at the location on the map. Ask them to note where the marker has flagged.
Units using alpha delimiter	Have participants enter the same address, this time using the alpha delimiter. e.g. 910a, 1224b, 1c. Have participants to once again focus on the location on the map. Ask them to explain what is different.
Units using number delimiter	Now introduce the numerical flat numbers. To specify a numerical flat number, the delimiter is a \ (back slash). Type in a unit, apartment or flat number. Type a \ (back slash) to show the system the numbers preceding relate to the flat or apartment and that the numbers after relate to the address. Follow the rest of the steps for a normal street address. Ask participants to focus on the map again to see where it has flagged.

Practice	Repeat as necessary to ensure all participants practice.
Recap	The two main ways of entering flats, units, or apartments are to enter the letter directly after the number, or to enter the flat number followed by a back slash and the rest of the street address.

Stage 3 – Rural addresses (rapid numbers)

Introduction to rural addresses

Rural addresses can seem different to urban addresses because the street number is so large.

State Highways are often used as street addresses in rural areas and once you master the formatting of these as an address, then they are easy to deal with.

Resources

- CARD training terminals
- Trainers practical guide
- List of rural addresses

Duration

30 minutes

RAPID numbers

RAPID stands for Rural Address Property Identification. It gives rural properties a number, just like an urban address and makes it easier to locate them.

RAPID numbers are based on the distance from the start of the road, or a set point such as an intersection. As with urban addresses, the even numbers are on the right side of the road, the odd numbers on the left.

Calculating RAPID numbers

The number is calculated by measuring the distance between the property and the start point and multiplying it by 100.

For example, an address at 165 Blackrock Rd is 1.65 km along the road from the start point.

Entering RAPID numbers

Street addresses using RAPID numbers are entered in exactly the same way as urban street addresses. Taking the example above, the address would be entered as 165 Blackrock Rd, Newlands, Wellington

Have participants enter RAPID addresses.

Practice

Repeat as necessary to ensure all participants practice using the list of rural addresses.

Recap

Entering RAPID rural addresses is the same as entering urban street addresses. RAPID provides an added bonus of indicating the distance to be travelled along the road, to reach the address.

Conclusion

Review

Today we have looked at locating and verying:

- street addresses
- flats, apartments, or units
- rural addresses.

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 four different ways to locate and verify. We have learnt about:

- intersections
- streets and state highways
- addresses
- flats, apartments, and units.

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
- who the trainer is
- where the lesson will take place
- what time the lesson will start.