

Call Receipt & Processing

ANI / ALI Verification

Supersedes: 12-05-11

Effective: 06-17-14

1. Upon receiving a call via the E 9-1-1 system, telecommunicators shall verify the caller's incident location, including section of the City, and callback number. The incident location and call back number shall be verified by repeating back the address and call back number given by the caller (ECHO) so the caller hears it and ensures you received it correctly. It should never be assumed that the ANI / ALI screen is correct or the actual location of the reported incident.
2. In the event information cannot be verified with the ANI / ALI information provided, the call shall be entered into the CAD based on the ALI data provided. (Examples: caller does not know location, unable to speak or there is a language problem)
3. If the ANI / ALI information is correct and verified as the incident location, < F11> shall be used to transfer the data to the incident location portion of the CAD incident mask.
4. If the ANI / ALI information is correct, but the reported emergency is at a different location, the incident location information shall be manually entered.
5. Calltakers shall not give the information provided by the ANI / ALI screen to the caller.
6. Once E 9-1-1 data is transferred to the CAD or entered manually, the telecommunicator must validate the address, including section of the City, in the CAD Geofile. If the address does not validate (i.e. no match) the call taker shall select from the "pick list" the correct file match or correct the data and re-validate.
7. An E 9-1-1 ALI Discrepancy Form shall be completed when a discrepancy appears on the ALI screen. Reportable discrepancies include incorrect address displayed, "no record found" message displayed, street misspellings which cause the address not to verify when transferred into CAD or misrouted calls. A Geofile Correction Request form shall be completed whenever a properly spelled address provided by the Verizon Database does not validate in CAD or the cross streets listed are known or suspected to be incorrect.
 - 7.1. Completed Forms shall be forwarded to the on-duty Dispatch Operations Center Supervisor who will ensure they are filled out completely and legibly.
 - 7.2. Completed E 9-1-1 Discrepancy Forms shall then be forwarded by the Supervisor to the Boston Police Operations Supervisor for processing with the PSAP coordinator. Completed Geofile Correction Request forms shall be faxed to the number listed on the form.

7.3. A copy of all completed ALI Discrepancy and Geofile Correction Request Forms shall be forwarded to the Commander of Dispatch Operations.

[See Related: “ALI Discrepancy Form” and “Geofile Correction Request Form”]