1. **9-1-1 DISCONNECT (DROPPED CALL) or "HANG UP" CALL – WPH2 ANI/ALI RECEIVED:**
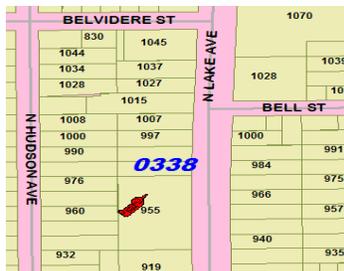   On any wireless, phase-2 (WPH2), 9-1-1 call that is "dropped" (call is disconnected while you are talking with the informant) or a call that is transferred with the informant "hanging up" (disconnecting the call) during the transfer, you shall immediately:

   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**):
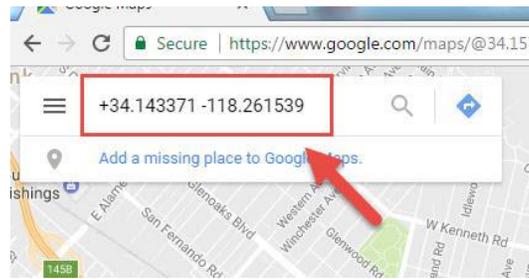
   +XX.XXXXXX –XXX.XXXXXX.

   In some instances the DD LAT/LON may be converted to **DEGREES/MINUTES/SECONDS** format (**DMS**) (such as for air operations):
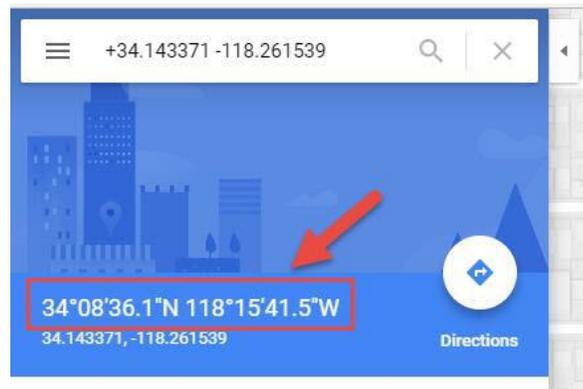
   XX° XX' XX" N X° X' X" W

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

a. Navigate to Google maps.

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."