

PERFORMANCE ALERT

********** REPORTING LOCATION DISCREPANCY OR MISROUTE **********

The following steps will assist you with the new paperless process located in the GeoLynx Map when it is necessary to report a Location Discrepancy or Misroute. This process can be completed while the call is still plotted on your map or later. It is recommended that you make a discrepancy report as soon as possible.

- 1. Click on the **Report a problem** button in the 9-1-1 Call Information panel.
 - a. For a previous 9-1-1 call you will select the call from the map grid and the 9-1-1 Call Information panel will display, if available. The map grid displays the last 25 calls into the PSAP.



Note: If the 9-1-1 Call Information panel is not present on the screen after pulling a call from the map grid, click on the **9-1-1** link in the Features Tool Bar to re-display the panel.



The Report a Problem	window will a	ppear on y	your screen.
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🔲 Call mis	sroute 🔲 No record fo	ound 🔲 Incorrect ALI 🔲 Ma	p problem	
Current AL	I		Corrections	5
Telnum:	207-215-8278		Telnum:	207-215-8278
Name:	n/a		Name:	n/a
Addr:	105 Second St		Addr:	105 Second St
Loc Info:			Loc Info:	
Comm:	Hallowell		Comm:	Hallowell
ESN:	235		ESN:	235
ALI string: 202~WPH2 ~	2 11:57 03/02~(207) 5 ~	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1	2 11:57 03/02~(207) 5 ~ me: 1:57:00 AM	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1	2 11:57 03/02~(207) 5 ~ me: 1:57:00 AM	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1 PSAP name	2 11:57 03/02~(207) 5 ~ me: .1:57:00 AM 2:	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1 PSAP name Calltaker:	2 11:57 03/02~(207) 5 ~ me: .1:57:00 AM ::	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1 PSAP name Calltaker: Comments Additional	2 11:57 03/02~(207) 5 ~ me: .1:57:00 AM e:	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1 PSAP name Calltaker: <u>Comments</u> Additional	2 11:57 03/02~(207) 5 ~ me: 1:57:00 AM 2: 2: 2: 2: 2: 2: 2: 2: 2: 2: 2: 2: 2:	11-5758 COID=VZW ~VERIZ ~CHELSEA tting.	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1 PSAP name Calltaker: Comments Additional	2 11:57 03/02~(207) 5 ~ me: .1:57:00 AM 2: 	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=
ALI string: 202~WPH2 ~ ALI date/ti 3/2/2017 1 PSAP name Calltaker: Comments Additional	2 11:57 03/02~(207) 5 ~ me: .1:57:00 AM 2: 	11-5758 COID=VZW ~VERIZ ~CHELSEA	ON WIRELESS ME~LTE	~83 ~ RIVER RD - SW SE ~ESN=

- 2. In the **Report a Problem** dialog box, under What was the problem, select one or more of the following:
 - a. Call Misroute c. Incorrect ALI
 - b. No Record Found d. Map Problem
- 3. Complete the **PSAP Name** and **Calltaker** fields.
- 4. In the **Comments** box, add a detailed description of the change(s) needed.
- 5. Click the **Save** button. This will send the discrepancy to the ESCB to be resolved.

Note: Once the discrepancy is saved it will display in the Cases Tab within the Grid accessed by selecting **Discrepancies** from the Features Tool Bar.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.