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**Goal:**

To have a document identifying the definition of common terms used in the 911/Dispatch policies and procedures.



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**10-70:** is a code used on the radio to perform a welfare check as per Chapter 9 Section 44 without the knowledge of non-authorized listeners.

**AFRRCS:** *Alberta first responder radio communication radio system used by M.D. of Bonnyville CPOs, St. Paul CPOs, BRFA, and Alberta Health Services for Dispatch and communications.*

**ANI/ALI:**

- ANI (Automatic Number Identification) is the automatic display at the PSAP of the telephone number associated with the line which called 9-1-1.
- ALI (Automatic Location Identification for each telephone number and the physical location to which it corresponds are stored in an ALI (Automatic Location Identification) database, managed by the local exchange carrier. In a 9-1-1 call, the PSAP uses the ANI to retrieve the caller’s physical address from the ALI database. Additionally, the ANI acts as a callback number should the PSAP lose its connection to the distressed caller. Both ANI and ALI are key capabilities of E9-1-1 service.

**CAMS II OFFICE:** System used for sending response routes to St. Paul County Fire Services and for tracking St. Paul County Fire Service units.

**MDT:** Mobile Data Terminal is the terminals supplied by Alberta Health to receive joint dispatch instructions when ambulances are dispatched to events that require fire service support.

**MOTOR VEHICLE COLLISION (MVC):** a motor vehicle collision (MVC) occurs when a vehicle collides with another vehicle, pedestrian, animal, road debris, or other stationary obstruction, such as a tree or utility pole. MVCs may result in injury, death and property damage.

**MOVES:** Motor Vehicle System Software used by the Government. It is used for vehicle and enforcement checks.

**MVID:** Motor Vehicle Identification Number is the number assigned to an individual by the Government of Alberta and is used to associate everything in the MOVES system to a person.

**ProQA:** Is the program from Priority Dispatch used to process and dispatch fire departments from the 911 Centre.



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**PSAP:** A Public Safety Answering Point (PSAP) is a dispatch center staffed by emergency operators, which receives 9-1-1 calls and dispatches fire, police, or medical services, depending on the nature of the emergency. PSAPs are generally controlled at the city or county level.

**REPORT EXEC:** is a safety management software that provides the ability to retrieve client information, send messages to CPOs and submit complaints.

**RESCUE-HEAVY:** equipped with 5 to 6 personnel and carries everything that a department may use on a technical rescue incident. Types of equipment may include:

- Confined space equipment (tripod, hardware, ropes, communications, patient packaging, etc.),
- Extrication equipment (power units, electrical units, struts, cribbing, shoring, pneumatic air bags or pillows, etc.),
- Water rescue (dive equipment, suits, retrieval equipment, patient packaging, line gun, etc.),
- High Angle Rescue (ropes, hardware, patient packaging (stokes baskets), mechanical advantage systems, high angle rescue equipment, etc.).
- Dangerous Goods Response equipment and supplies.

**RESCUE-LIGHT:** equipped with 2 to 5 personnel and carries everything that a department may use on a technical rescue incident. Types of equipment may include:

- Extrication equipment (power units, electrical units, struts, cribbing, shoring, pneumatic air bags or pillows, etc.).

**RESCUE-MEDIUM:** equipped with 5 to 6 personnel and carries everything that a department may use on a technical rescue incident. Types of equipment may include:

- Confined space equipment (tripod, hardware, ropes, communications, patient packaging, etc.),
- Extrication equipment (power units, electrical units, struts, cribbing, shoring, pneumatic air bags or pillows, etc.),

**ROADS:** Software used by the Government to access MOVES.

**SHIFT TRADE:**

- Giveaway – posting a shift that you are unable to work to a specific person or making it available to all staff. (Completion of a shift giveaway form is required)
- Swap - swapping a specific shift with another employee. This employee will have to accept the shift and then you will have to accept their swap shift before it can be approved by the Administrator.



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**FLEET CENTRE:** System used for monitoring and tracking the location of M.D. of Bonnyville CPOs.

**TELEPHONE CLASS:** There are four (4) types of classification for telephones in the Telco world. All will provide full ANI/ALI information except WL2 which only provides an estimate for the location of the caller.

- Res=residence,
- Bus=business,
- PCT=pay station, and
- WL2= wireless call (cell phone)

**WAMS:** The work alone monitoring system used for monitoring the safety of St. Paul County employees.

