

Section 6.7: Call Information Display (CID) Window

The call information display window provides call takers with information about emergency calls and displays the caller's Automatic Number Identification/Automatic Location Identification (ANI/ALI). Previous call information can be retrieved from this window.

CID Assets:

1. Call Information Display Area: This area, located on the left hand side, displays all of the ANI/ALI information available for the call.
2. Current/Manual/Recent/Monitored: These buttons are found in the top left hand corner of the CID window. They will display various call records.
3. Call Type Indicators: These indicators are located in the upper right hand corner. Indicators include: emergency call, wireless call, text call, TTY call, abandoned calls, abandoned call callbacks, and monitored calls.
4. Manual Request: This button allows you to manually request location information based on a phone number. This button can only be utilized in three legal ways: for training, for life and death emergencies, and for amber/silver/blue alert.
It should be noted that illegal usage of this feature can result in serious consequences.
5. Update: This button will update the location for a current 911 call, if feasible, to phase 2, meaning a more accurate coordinate-based location.
6. Clear: The button clears the location information from the CID window.
7. Incorrect Location: This button allows you to launch the "Incorrect Location Information Report". This form is to be filled out when a landline 911 call has a number with the incorrect ALI. By law, the address for that phone number must be changed within 72 hours upon being brought to attention. This includes the changes needed to be made by the phone companies.
 - a. Anytime this form is filled out, the Communications Coordinator should be notified. Also it should be noted that the form will be sent to Brazos County 911 offices.
8. Update CAD: This button updates the caller's location in CAD by sending ANI/ALI directly to the CAD computer from the 911 terminal. However, this feature is not currently enabled in our system.