

# HOW TO GET TO RIGHT ADDRESS:

## I. SIGN ON “RESPONDING TO (the address)”

Always repeat the address; this gives ECC a chance to recognize that you are going to the wrong place and correct you.

## II. READ THE PAGER

```
19:MRS010729006688
SICK PERSON AMBULANC
APT: B AD: 315
RIVERSIDE AVE CTY:
CH 21 YOA HOT & COLD
AT THE SAME TIME, NO
NAUSEA, SORE THROAT
POSSIBLY SWOL LEN
XST: 1895 E MARKET
ST XST2: 1899
CHEASAPEAKE S T
GROUP 1
1:05 PM 7/29/01
```

The following information may transmitted in the following order:

- “MRS010729006688” – the incident number (use the last 4 or 5) generated by computer
- Type of call and level
- “APT” the apartment number if there is one; may also see “BLDG” or building
- “AD” the address of the call
- “LOC” – the location where the patient is
- “CTY” CH for Charlottesville and AC for Albemarle County (SC for Scottsville) generated by computer
- “21 YOA....” – patient or other information
- “XST:” Cross-street 1 generated by computer
- “XST2:” Cross-street 2 generated by computer

### BE AWARE:

- Not all fields will always display; if there is no data entered in the field by ECC, it will not print unless generated by computer
- The cross-streets are generated by the computer and may be inexact; i.e., a call to the 900 block of Rock Creek Rd. showed a XST of Orangedale Avenue – Orangedale and

Rockcreek do not intersect, but they are close, so at least you know it is the Rock Creek off Prospect Ave. and not the part off Cherry Ave.

- The pager information will help you go to the correct place IF YOU LOOK AT ALL THE INFORMATION

## II. LOOK UP THE ADDRESS IN THE “STREET” DATA BASE

When you do you will see:

### RIVERSIDE AVENUE

Blocks: 200-300

Box: -

ADC: - /

- RT (EAST) BY-PASS
- RT HIGH ST (LITE)  
LT AT Y ONTO MEADE AVE  
LT CHESAPEAKE ST  
LT ONTO RIVERSIDE AVE, ALMOST  
AT END OF CHESAPEAKE ST

The parts shown are:

- Street name – remember that some streets may sound the same but not be next to each other because there is a space between the words, like Apple Tree Rd. and Appletree La. If in ALL CAPS it is in the city (an exception might be parts of the old UVA campus, like the Rotunda, the Chi Phi house and the others in the quad, which are actually still in the county).
- Blocks: the house numbers you should expect to see on that street; some streets have many sections off different streets, so ALWAYS make sure the street address you are looking for is in the range shown – if not find out why not (confirm the street name, look for another entry with the correct address range, ASK ECC, before you go to the wrong place). Example: a call to 300 Page Street. There is no 300 block of Page Street in the city. A check of the CTY field of the pager showed SC, XST 299 W West Main St XST2: 299 Lindsay St. It was a Scottsville Rescue call dispatched to us by mistake.
- Box: Fire box number. If it is in the 1000's. its in the city
- ADC: the ADC map page and grid
- “-“ numbers around the hyphens are the E911 map page, but the street is often on a sub-page (like 59ACA) and all you can enter in this data base is 59, so it's not always too helpful
- Directions from the building
- Maybe a reference to a subdivision or apartment complex map

## III. SUMMARY

- ALWAYS check the pager information (including CTY and cross-streets)

- ALWAYS check the directions in the STREET data base book
- IF the information does not match, ASK ECC for help
- If in a subdivision that we have mapped, pinpoint the exact location on that map
- IT IS YOUR RESPONSIBILITY TO GO TO THE RIGHT PLACE based on the tools you have available
- If the tools are wrong, TELL someone so we can fix them