ADDRESS VALIDATION on IamResponding

On occasion, dispatch messages sent out by your dispatch centers may have slightly inaccurate addresses, resulting in the incident being mapped at an inaccurate location because IaR maps the incident based on the information sent from your dispatch center. On other occasions, the incident may map incorrectly due to errors within Google Maps' geocoding service and/or mapping service.

For these reasons, IaR has released an Address Verification tool that enables you to correct the incident location by repositioning the "B" or "C" pin on your IaR maps which shows the incident location. Once corrected by one person in your department, it will be corrected automatically for all other members in the same department, for the same incident.

Here's a quick overview of how this works:

1. In order to validate an address, you must have permission to do so within your member profile (there is a specific permission for this function).

2. When viewing any lists of your incidents, there will be a green pin next to any incident that has a validated address. If there is no pin, or a grey pin, next to the incident information, then the address for that incident has not been validated by one of your members.

3. On any of the IaR mapping tools (iOS apps, Android apps, and the toggle screen view on the desktop version), after you have mapped an incident, there will be a "VALIDATE" button. Click or tap on that. You will then be shown an information box and be able to touch and drag the destination pin (which is typically green) to the correct location. After you have dragged the destination pin to the correct location, click or tap "Validate Destination" within the information box on your screen. When done, that address has been validated, and a green pin will appear next to the incident information that corresponds to the incident that you have validated.

4. Addresses can only be validated by one member at a time. If someone is already validating the address for that same incident, you'll see a message notifying you of that. There's a 60 second time limit to validate an address (from when you start the process), so that no one starts to validate an address and then leaves without completing the task.

5. The validation for an address can be removed by simply mapping the same address again, and tapping the "Validate" button again.

6. A log is kept showing who validated which addresses.

7. When mapping an incident with a validated address, the address in the address bar may differ from that in the dispatch information, as the address in the address bar will correspond to the geocoding address for the validated location.

8. There is a new report available (Administrative functions --> Reports --> Map Verified Incidents) that allows you to export a list of all of your verified incident addresses, and you can also print a map via that same report page that shows you the location(s) of all of your verified incidents.