Shelterly Quick Reference
Dispatch

Summary

The Dispatcher assigns Service Requests (SR) to available field teams, with input from operations. This can be a complex position as many SRs have unique needs, incident conditions can be dynamic, and field teams have differing skills and available equipment.

Startup

- Verify you're in the correct incident.
- Have access to evacuation zone maps such as those on the Sheriff's website and/or through Watch Duty.
- Run a test to make sure your computer is printing to a printer. Assure a clean print and a large supply of paper, ink, and staplers are nearby. If possible, have a back-up printer.

Dispatching Workflow

Select the **DISPATCH** module.

- The map will show all SRs assigned to an open Dispatch Assignment (DA) and to the right, you'll see the field teams assigned to those DAs.
  - At the bottom of the map is a legend for the status of SRs shown on the map (see Map Icons in Notes below for reference).

Select **DEPLOY TEAMS**.

- The map will show you all SRs waiting for assignment. The map can be changed with filters and by zooming in or out.
  - Filters are set by clicking the filter icon next to the word Options.
  - Filters can be set on Priority or Followup Date. *Coming soon: option to filter by species.*
  - Zooming in and out of the map will affect what is visible in the list. Only addresses included on the map will show on the list.
  - Click the circular arrows icon at the top of the page to Refresh service request data for the most recent entries from Hotline. Circular arrows will turn grey after clicking while updating.
- Below the map is a list of the open SRs shown on the map, each with symbols with pertinent information about the SR. (See Assessing Service Requests in Notes below for information on symbols).
  - Default sort order of the SR list is Followup Date (oldest first), then Priority (highest first). *Coming soon: ability to select sort order.*
- To assign SRs to a team, click the box next to the listed SR or click the icon on the map. The map icon will turn green and the SR info will show in the left-hand window under Selected. Click the box for every SR you want to assign to a single team. This will be the Dispatch Assignment (DA).
- Select the team to assign the DA to. See Notes below for more on Team Member Assignments.
  - Name the team as appropriate.
- Click **Deploy**.

- The Dispatch Assignment Summary page will show, with the DA # at the top. Review (again) Instructions to Field Team and (for the first time) Visit Notes to be sure this is the right team to handle the SR(s).
- From the Actions pull-down menu, click **Print Dispatch Assignment as PDF**. Know how your computer manages PDFs, find the PDF, and print. Staple pages together. Follow organization procedures for distributing printed packet.
  - If assigning a DA to a team already in the field, follow organization procedures (e.g. send the PDF via text or email, or have Comms pass the assignment over the radio).

Notes

Map Icons

To interpret the SR icons on the **Dispatch** and **Deploy Teams** maps, see the legend at the bottom of the Dispatch map – it indicates the Animal Status represented by each icon. Note that if an SR has animals in different statuses, the most "urgent" status will be used. (e.g. if an SR has one animal in Reported (Evac Requested) and one in SIP, the Reported (Evac Requested) icon will be used.)

🔴 Reported   ⚡ Reported (Evac Req)   🏠 Reported (SIP Req)   🏠 SIP   ❓ UTL   ◎ Operation   ⊗ Sheltered

- SRs with the same street address, such as apartment complexes, boarding stables, ADUs and mobile home parks will layer icons on top of each other on the map. Each individual SR will be shown in the SR list on the **Deploy Teams** page.
- See *Shelterly Quick Reference – Statuses* for more on Animal Statuses.
- Note that "Operation" refers to an Operation SR; that is, an SR with no animals in it.

Assessing Service Requests

The list of SRs on the **Deploy Teams** page includes symbols to the left of the SR number and to the right of the property address. These symbols provide information to help you assess the SR. Hover over any symbol for an explanation. Dispatchers must be able to interpret the symbols and read the notes to effectively dispatch SRs.

	Symbol(s)	Purpose
Animal Status	🛈 ⚡ 🏠 ❓	Indicates how many animals are: • Reported • Reported (Evac Requested) • Reported (SIP Requested) or Sheltered in Place • Unable to Locate See ***Shelterly Quick Reference – Statuses*** for animal status meanings.
Priority	⟰ ⌃ ⌄	Priorities: Urgent, High (default), Low Urgent Priority may require redirecting teams already in the field or deploying a team immediately.
ACO	✴	Indicates that an Animal Control Officer (ACO) is required.
Injured	🩹	Indicates that an injured animal is present.
Access	🚗 🚫	Indicates whether property is easily accessible or not. Team may need to walk in or use a pilot car.

Turnaround		Indicates whether there is room to turn a trailer around. Team may need to walk in or use a pilot car.
Instructions		Hover over to view Instructions for Field Team.
Toggle Radius		Click to turn on/off the display of a one-mile radius circle around SR. Helpful for deciding which SRs should be batched for a single DA.
Owner		Indicates if owner is known. Hover over to view owner's name.
Assign SR		Assign service request to an open dispatch assignment. See Adding a SR to a DA below for more info.

Team Member Assignment
- Select team members with appropriate skills and equipment for the DA.
  - Assignments should be done in consultation with the lead who is familiar with the team skills and equipment.
- If a team member has an exclamation point in a triangle symbol by their name, they are already assigned to an open DA.
- Once team members are selected, use the pencil icon to the left to name the team. Each organization may have its own naming convention.
- If a team already exists with the team members you wish to use, you can select that team directly near the top of the pull-down menu.
  - Teams will remain in the pull-down for 24 hours, or for as long as the team has any open DAs.
  - *Coming soon: Choosing an existing team from the pull-down will add all selected SR(s) to that team's existing DA.*
- To add a team member to an open DA, open the DA and select **Add Team Member** from the Actions menu.
- See ***Shelterly Quick Reference – Incident Management*** for more on setting up team members.

Adding a Service Request to a Dispatch Assignment for a team currently in the field
- Verify the SR exists and has a followup date of today.
- Select **Deploy Teams**.
- Click on the list entry of the SR.
- Click on the map/location marker icon (last symbol on the right of the SR list entry).
- **Assign Service Request** page will open. The open DAs are listed below the map.
- Select preferred DA and then select **Assign**. The SR has now been assigned.
  - Follow organization procedures to send the PDF to the team (via text or email, or have Comms pass the assignment over the radio).
- SRs can also be assigned directly to an open DA using the SR page Actions pull-down menu – **Assign Service Request to DA**.

Preplanning Assignments
Preplanning allows batching SRs together as a DA in advance of the day of deployment, usually the day before.
- Select the **PREPLAN ASSIGNMENTS** tab on the **DISPATCH** page to create a Preplan.

- o   Note: You cannot choose Team Members while Preplanning.
- To activate that Preplan (typically the morning after the Preplan was created), assign Team Members to it:
  - o   Locate and open the Preplan DA (from the list on the **DISPATCH** page or via **SEARCH**).
  - o   Select **Add Team Member** from the Actions menu.
- Note that all DAs have a Dispatch Date, which is the intended date of service.
  - o   For a regular DA, the Dispatch Date and the Open Date for the DA are the same.
  - o   For a Preplan, the DA's Dispatch Date is typically the day after the DA's Open Date – the Dispatch Date is set to today's date when you assign Team Members.
- *Coming soon: The PREPLAN ASSIGNMENTS tab will be removed and preplanning will be done by using the Dispatch Date option within the standard Dispatch workflow.*

Additional Dispatch Considerations

Dispatching requires assessment of many factors, including the SR's priority, age, and unique needs; geography and current incident conditions; and team skills and available equipment. Work with appropriate operations leadership to evaluate best allocation of SRs to available field teams, and to ensure the best outcome for challenging SRs.

- Always defer to the policy of the Authority Having Jurisdiction (AHJ) of the incident.
- Are conditions improving or getting worse? Maintain contact with Animal Branch Director, Operations Chief, or other designated leader.
- Field teams may be limited in the areas they are permitted to enter. Advance permission may be needed for every address.
- Evaluate each SR carefully:
  - o   Animal quantity and species. Which team has the skills and equipment?
  - o   SIP vs. Evacuation. Is there enough room to transport all the animals?
  - o   Instructions for Field Teams. Here you may find a unique situation that requires a unique response.
  - o   Followup Date. Appears in red if the date is in the past. Has the animal been left without care for a dangerous length of time?
- Be sure all your field teams get in at the end of the day. If you have open DAs at the end of the day, find out why the DA is open.

Coming Soon

The Dispatch module in Shelterly is undergoing improvements during the spring and summer of 2025. What you see might be different from what is described here.