



# Wrecker Request Program




# Features and Functionality

- Tracks Wrecker Rotational Services
  - Provides Ability to Cancel Enroute and Return to Rotation Order
  - Allows Communications Officer to View Rotation History
- Maintains Log of Non-Rotational Requests Including
  - Dealer Preferences
  - Individual Preference Requests
  - Non-Rotational Request Do Not Effect Rotational Order
- Large Wreckers Can Be Tracked Separately
- An Event or Incident Is Not Required to Initiate Wrecker Request
- Features On-Line Phone Book of All Wrecker Companies
  - Multiple Number Entry for Day and Night Phones
  - Instant On Screen Pop-up
- Drop-Down Selections Speed Data Entry and Accuracy
- Check Boxes Record Reason for Request
  - Tool for Report Filtering
  - Used In Statistical Analysis
- Report Generation Capability

# Main Menu

**Wrecker Request**



**Wrecker Request No Preference**

**Wrecker Request Owner Preference**

**Wrecker Request Dealer Preference**

**Large No Preference**      **Oil City PD**

**Wrecker Phone Book**

**Cancel Wrecker**      **Cancel Lrg Wrecker**

**Update Wrecker Request**

**Wrecker No Pref Order and Usage**

**Large Wrecker Order and Usage**

**Wrecker Request View All Records**

**View Tables**

**Monthly Reports**

**EXIT**

**Public Safety Computer Services LLC**

**User friendly menu driven for ease of data entry.**

# No Preference Request

**Wrecker Request Log - Add Rotational Record With No Preference**

Wrecker Request #:   No Pref  Pref  Dealer Pref

Date:  Time:

Company Name:  Day Phone:  Night Phone:

Location:  Unit:  Operator:  Event:

License:  State:  Color:  Year:  Make:  Model:  VIN:

Wrecker Type:  Person Contacted:  ETA:  Reason Not-Assigned:

**Check All That Apply**

Abandoned  Crime Involvement  Departmental Vehicle  DWI  Traffic Accident  Traffic Hazard  Multi-Violation  WeatherRelated

Impounded  Stolen  Recovered  ParkingViolation  Owner Present  Owner Contacted  Request OwnerVictim  Other

Comments:

Faxed Shift:  Faxed Date:  Faxed Time:

Wrecker Company Name, Date, Time and No Preference check box are automatically entered. The request can be printed for file or faxing. If the next wrecker company in rotation is not assigned, all entered data is copied to a new form so communication officer does not have to re-enter.

# Drop Down Selections

**Wrecker Request Log - Add Rotational Record With No Preference**

Wrecker Request #:   No Pref  Pref  Dealer Prel Company Name:  Day Phone:  Night Phone:

Date:  Time:  Unit:  Operator:  Event:

Location:

License:  State:  Color:  Year:  Make:  Model:  VIN:

Wrecker Type:  Person Contacted:  ETA:

**Check All That Apply**

Abandoned  Crime Involvement  Departmental Vehicle  DWI  
 Impounded  Stolen  Recovered  Parking Violation  Owner Present  Owner Contacted  Request Owner/Victim  Other

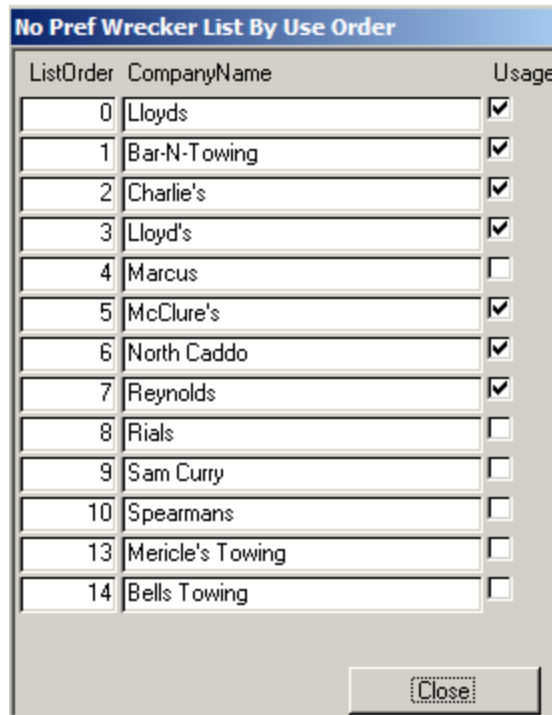
Hazard  Multi-Violation  Weather Related

Comments:

Faxed Shift:  Faxed Date:  Faxed Time:

Combo boxes speed data entry and assures accuracy. Type the first few characters in a value to quickly move through the list to the desired value.

# View Wrecker Order and Usage



ListOrder	CompanyName	Usage
0	Lloyds	<input checked="" type="checkbox"/>
1	Bar-N-Towing	<input checked="" type="checkbox"/>
2	Charlie's	<input checked="" type="checkbox"/>
3	Lloyd's	<input checked="" type="checkbox"/>
4	Marcus	<input type="checkbox"/>
5	McClure's	<input checked="" type="checkbox"/>
6	North Caddo	<input checked="" type="checkbox"/>
7	Reynolds	<input checked="" type="checkbox"/>
8	Rials	<input type="checkbox"/>
9	Sam Curry	<input type="checkbox"/>
10	Spearmans	<input type="checkbox"/>
13	Mericle's Towing	<input type="checkbox"/>
14	Bells Towing	<input type="checkbox"/>

Close

Note that in the example Marcus is unchecked. This indicates that Marcus was dispatched and then the request was cancelled before arrival placing them back in the rotation where Marcus will be the next wrecker selected.

# Owner Preference

**Wrecker Request Log - Add With Preference**

Wrecker Request #:   No Pref  Pref  Dealer Pref

Date:  Time:

Location:

License:  State:  Color:  Year:  Make:

Wrecker Type:  Person Contacted:  ETA:

Company Name:  Day Phone:  Night Phone:

Event:

Lloyds  
Bar-N-Towing  
Charlie's  
Lloyd's  
Marcus  
McClure's  
North Caddo  
Reynolds

**Check All That Apply**

Abandoned  Crime Involvement  Departmental Vehicle  DWI  Traffic Accident  Traffic Hazard  Multi-Violation  WeatherRelated

Impounded  Stolen  Recovered  ParkingViolation  Owner Present  Owner Contacted  Request OwnerVictim  Other

Comments:

Faxed Shift:  Faxed Date:  Faxed Time:

**Save and Copy to New Request**

**Accept and Close**

**Print Report**

**Cancel and Close**

The current Date and Time are automatically entered and the Preference box is checked. Select the Wrecker Company from the drop down combo box. Request can be printed. Data can be copied to a new request if company is not available.

# Dealer Preference

**Wrecker Request Log - Add Dealer Preference**

Wrecker Request #:   No Pref  Pref  Dealer Pref Company Name:  Day Phone:  Night Phone:

Date:  Time:  Dealer Name:

Location:  Unit:  Operator:  Event:

License:  State:  Color:  Model:  VIN:

Wrecker Type:  Person Contact:  Not-Assigned:

**Check All That Apply**

Abandoned  Crime Involvement  Departmental Vehicle  DWI  Traffic Accident  Traffic Hazard  Multi-Violation  WeatherRelated

Impounded  Stolen  Recovered  ParkingViolation  Owner Present  Owner Contacted  Request OwnerVictim  Other

Comments:

Faxed Shift:  Faxed Date:  Faxed Time:

Date, Time and Dealer Preference check box are automatically entered. Select Dealer Name from drop down combo box. Wrecker Company Name will be automatically added.



# Large Wrecker Request

**Wrecker Request Log - Add Rotational Record For Large No Preference**

Wrecker Request #:   No Pref  Pref  Dealer Pref Company Name:  Day Phone:  Night Phone:

Date:  Time:  Unit:  Operator:  Event:

Location:

License:  State:  Color:  Year:  Make:  Model:  VIN:

Wrecker Type:  Person Contacted:  ETA:  Reason Not-Assigned:

**Check All That Apply**

Abandoned  Crime Involvement  Departmental Vehicle  DWI  Traffic Accident  Traffic Hazard  Multi-Violation  WeatherRelated

Impounded  Stolen  Recovered  ParkingViolation  Owner Present  Owner Contacted  Request OwnerVictim  Other

Comments:

Faxed Shift:  Faxed Date:  Faxed Time:

Large wreckers are tracked in a separate table. Large Wrecker Company Name, Date, Time, No Preference check box and Large in Wrecker Type are automatically entered.

# Wrecker Phone List

CompanyName	DayPhone	NightPhone
B and B	( ) 949-9150	( ) 742-2558
Bar-N-Towing	( ) 635-1818	( ) 635-1818
Bells Towing	( ) 925-1525	( ) 925-1525
Body Snatchers	( ) 865-0667	( ) 631-1991
Charlie's	( ) 465-1559	( ) 465-1559
Lloyd's	( ) 222-9463	( ) 222-9463
Marcus	( ) 425-4306	( ) 425-4306
McClure's	( ) 925-2362	( ) 207-0941
Mericle's Towing	( ) 636-2535	( ) 572-7265
North Caddo	( ) 375-3033	( ) 375-2231
Reynolds	( ) 631-6670	( ) 631-6670
Rials	( ) 938-7489	( ) 938-7489
Sam Curry	( ) 375-2411	( ) 375-3827
Spearmans	( ) 227-2077	( ) 227-2077

Record: 15 of 15

Wrecker Phone list can be edited and new entries made on this screen.

# Records can be viewed, searched and printed

**Wrecker Request Log - View All Requests**

Wrecker Request #:   No Pref  Pref  Dealer Prel Company Name:  Day Phone:  Night Phone:

Date:  Time:  Dealer Name:  Officer:  Unit:  Operator:  Event:

Location:  License:  State:  Color:  Year:  Make:  Model:  VIN:

Wrecker Type:  Person Contacted:  ETA:  Reason Not-Assigned:

Cancelled Cancelled Authority:  Cancelled Time:  Cancelled Reason:




**Check All That Apply**

Abandoned  Crime Involvement  Departmental Vehicle  DWI  Traffic Accident  Traffic Hazard  Multi-Violation  WeatherRelated

Impounded  Stolen  Recovered  ParkingViolation  Owner Present  Owner Contacted  Request OwnerVictim  Other

Comments:

Faxed Shift:  Faxed Date:  Faxed Time:

Use the left or right pointing hand navigation buttons or the search binoculars to locate the request you are searching for. The Print Report button will print the current wrecker request.

# Cancelling A Wrecker Request

**Wrecker Request Log - Cancel Request**

Wrecker Request #:      No Pref     Pref     Dealer Pref    Company Name:     Day Phone:     Night Phone:

Date:     Time:     Dealer Name:     Officer:     Unit:     Operator:     Event:

Location:     License:     State:     Color:     Year:     Make:     Model:     VIN:

Wrecker Type:     Person Contacted:     ETA:     Reason Not-Assigned:

Cancelled    Cancelled Authority:     Cancelled Time:     Cancelled Reason:

**Check All That Apply**

Abandoned     Crime Involvement     Departmental Vehicle     DWI     Traffic Accident     Traffic Hazard     Multi-Violation     WeatherRelated

Impounded     Stolen     Recovered     ParkingViolation     Owner Present     Owner Contacted     Request OwnerVictim     Other

Comments:

Faxed Shift:     Faxed Date:     Faxed Time:

Use the pointing hand left and right navigation buttons or the search binoculars to locate the request to be cancelled. Current selected request will automatically be marked as Cancelled. Form can be closed without cancelling request. If this is a non-preference request, the wrecker is returned to the rotation list as the next one available.

# Updating Request Records

**Wrecker Request Log -Update**

Wrecker Request #:   No Pref  Pref  Dealer Pref      Company Name:       Day Phone:       Night Phone:

Date:       Time:       Dealer Name:       Officer:       Unit:       Operator:       Event:

Location:       License:       State:       Color:       Year:       Make:       Model:       VIN:

Wrecker Type:       Person Contacted:       ETA:       Reason Not-Assigned:

Cancelled      Cancelled Authority:       Cancelled Time:       Cancelled Reason:




**Check All That Apply**

Abandoned     Crime Involvement     Departmental Vehicle     DWI     Traffic Accident     Traffic Hazard     Multi-Violation     WeatherRelated

Impounded     Stolen     Recovered     ParkingViolation     Owner Present     Owner Contacted     Request OwnerVictim     Other

Comments:

Faxed Shift:       Faxed Date:       Faxed Time:

Data can be changed and updates made from the update screen.

# Updating The Dealer Preference List




The screenshot shows a software window titled "Dealer Preference List". It contains two input fields: "Dealer Name" with the text "CHAMPION MITSUBISHI" and "Company Name" with a dropdown menu showing "Lloyd's". Below the fields are four buttons: two with pointing hand icons, "Add Record", and "Close".

Use the pointing hands navigation buttons to move through the list of Dealers. A Dealer's wrecker preference can be changed from the Company Name combo box. Click the Add Record button to add a new Dealer.

# Updating Tables

**Table Maintenance**



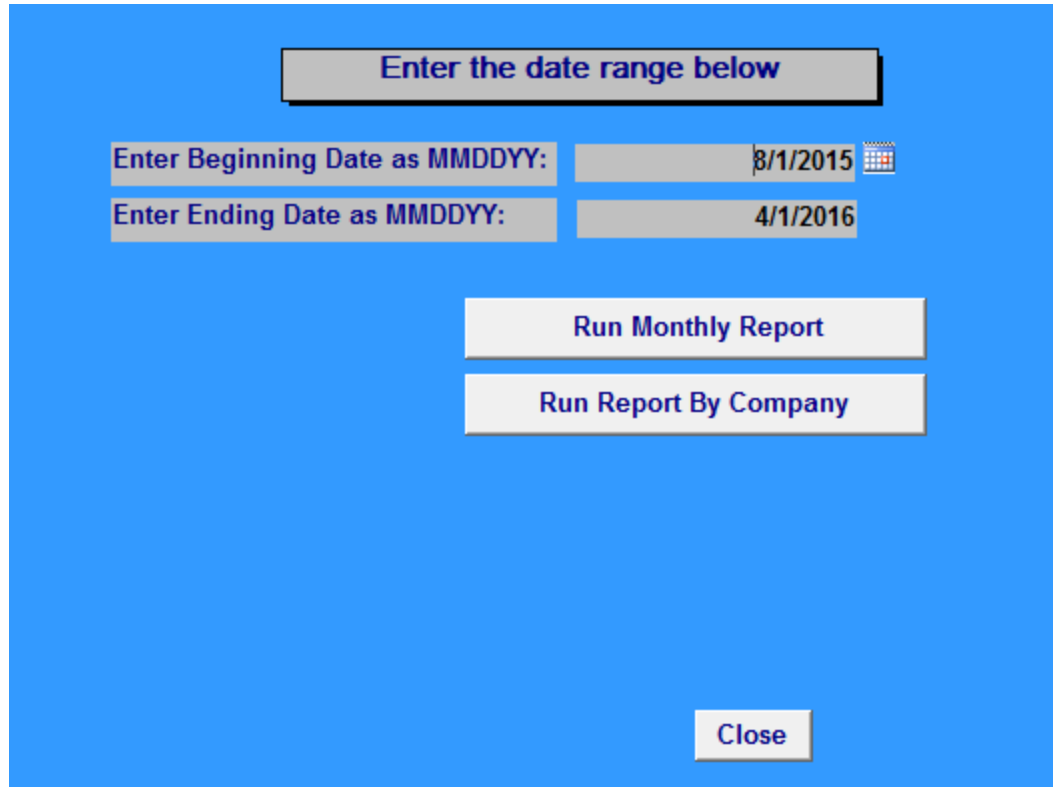
- Dealer List
- Wrecker Company List
- Large Wrecker List
- Reason Not Assigned
- Vehicle Make
- Vehicle Model
- Year Table
- Colors
- States
- Employee List

Close

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Tables are updated from the Table Maintenance screen. Combo box data used in the dropdown lists is edited here.

# Running A Report



The screenshot shows a blue background with a central form. At the top, a grey box contains the text "Enter the date range below". Below this, there are two rows of input fields. The first row is labeled "Enter Beginning Date as MMDDYY:" and contains a text box with "8/1/2015" and a calendar icon. The second row is labeled "Enter Ending Date as MMDDYY:" and contains a text box with "4/1/2016". Below the input fields, there are two buttons: "Run Monthly Report" and "Run Report By Company". At the bottom right, there is a "Close" button.

Enter the Beginning and Ending dates in the format MMDDYY and click the Run Report button. The report can be for any date range. In addition to the basic monthly report, other reports can be built on any field.



# Stand Alone or Multi-User

- Wrecker Request from Public Safety Computer Services can run as a stand alone program . .
- Or can be run in a client/server multi-user environment . . .
- And may be interfaced with other ODBC-Compliant Databases systems.

“The Caddo Parish Sheriff’s Office Communication Division has been using the WreckerRequest software since April, 2007. It is a valuable tool for record keeping and has done away with the need to keep hard copies of our wrecker logs. It was easy to learn and was customized to fit the needs of our agency. I would recommend this software to any agency who is looking for an efficient way to simplify your wrecker callouts and make the record keeping more efficient.”

Tonya Reeves  
Director of Communications  
Caddo Parish Sheriff’s Office  
Shreveport, LA

“SPD Communications officers recently implemented the new Wrecker database software. Immediate improvements noted in wrecker dispatch, record maintenance and daily reporting. Looking forward to utilizing year-end report module.”

Lieutenant Brian K. Wheeler  
Shreveport Police Department  
Communications Services Bureau

Mr. Meacham,

I just wanted to take the time to express my appreciation of your programs. I have worked as a telecommunications officer for Caddo Parish Sheriff's Office almost nine years. These programs have made my job a lot easier knowing that I can log and retrieve information at the click of a button. When we receive a loose livestock call, all we have to do is pull up the program and search using the area or owner name. When we need a wrecker due to a motor vehicle crash we are able to click on owner preference, next non preference, and even large wreckers to choose from. The program allows you to also update wrecker information and input all of the vehicle information in one place. Mr. Meacham even has a function that allows a wrecker to be placed back in rotation if we have to cancel the wrecker. I am a trainer and Mr. Meacham created a training wrecker log for my trainees.

Mr. Meacham has made my sometimes stressful job run a lot smoother by having access to these programs.

Thank you!

Nielah Evans, TCO I Communications, Caddo Parish Sheriff's Office

# ***Our Mission Statement***

***Our mission is simple. We want to give our customers the database software they need to do their jobs with more accuracy and efficiency, at a price that is reasonable and fair to them and to us, with the continued care and support they deserve after the sale.***

For additional information, email:

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