

HAZCOLLECT PHONE NUMBER AND LICENSE PLATE PRONUNCIATIONS

Non-Weather Emergency Messages (NWEMs) generated by Emergency Managers and disseminated to the CRS by the HazCollect system undoubtedly will contain new forms of data using formats that may cause pronunciation difficulties with the VIP. All CRS sites must exercise due diligence to ensure proper VIP pronunciations of these data. This may require frequent updates to the VIP pronunciation dictionaries and pre-processor substitution dictionaries. Additionally, the Office of Services will be working with Emergency Management community to coordinate standardization of such information to further minimize the risks of mispronunciations.

One lesson already learned concerns the pronunciation of phone numbers in NWEMs. Both the VIP English male and female voices will pronounce normal looking phone numbers, like **713-731-5223**, correctly. All CAFÉ scripts, including the HazCollect NWEM formatter, use a common /home/crs/bin directory that includes a post processor tcl script called postpro.tcl. It contains logic to make the word changes defined in the word_text file. However, it contains additional logic that substitutes **TO** for **-** to handle ranges of numbers such as **6-8, 95-100**, etc. This will change the normal looking phone number described above into the very abnormal looking **713 TO 731 TO 5223**. Therefore, the postpro.tcl script is being modified to remove this logic. The new version will be pushed to all sites by the SST.

The following additions should be made to the VIP English male and female pre-processors to ensure that several variations of phone numbers are pronounced correctly as well as ranges of numbers. *The translation for the first two entries must end with a space following the @.*

WORD

TRANSLATION

1-@@@-@@@- --->	one \!p150 @ @ @ \!p150 @ @ @
@@@-@@@- --->	@ @ @ \!p150 @ @ @
@-@ --->	@ to @
@-@@ --->	@ to @@
@@-@@ --->	@@ to @@
@@-@@@ --->	@@ to @@@
@@@-@@@ --->	@@@ to @@@

Please note that the seven entries described above should be placed in the same exact order at the very end of the pre-processor. However, the NWSHQ system also had a pre-processor entry to substitute **3 O 1 for **301**. 301 is the area code for part of the state of Maryland. So if a site needs this entry for non-phone numbers, it should be placed after the seven entries described above.**

The seven entries described above will handle all of the following:

202-456-6000
1-202-456-2000
1-202-701-0201
202-701-0201
800-555-RIDE
301-555-RIDE
1-800-555-RIDE
1-301-555-RIDE
1-301-929-8315
301-929-8315
1-800-234-7689
800-234-7689
1-800-EAT-FISH
800-EAT-FISH
1-800-RTY-FDGH
800-RTY-FDGH
95-100
70-75
100-105
1-2
2-4
8-10

License plates are tricky. Consider the following entries and their pronunciations:

WES460 ---> The letters **W E S** followed by **four hundred sixty**
WES4 6 0 ---> The letters **W E S** followed by the numbers **four six zero**
WES 4 6 0 ---> The word **wess** followed by the numbers **four six zero**
W E S 4 6 0 ---> The words **west east south** followed by the numbers **four six zero**

So ideally, we'd want them entered as **WES4 6 0**, but I think we can live with **WES460**. We certainly don't want **W E S 4 6 0** or **WES 460**. I don't know how much uniformity there is between states with respect to the mix of numbers and digits and their order. So sites my need to customize their VIP pre-processors to accommodate the state naming conventions for license plates.