

## Cellular Device **WARNING!!**

If you receive the below text on your cellular device:

*Fwd:(info) Verizon Wireless Account is SUSPENDED !  
Please Continue :  
www.kevlah.com.au/protection.verizon-wireless.com.html*

**Do Not reply or click the link!!**

**FWD the text message to the  
Verizon Fraud Dept (7726)**



## **KNOW YOUR EMERGENCY BUTTON**

Do your people know what to say  
& do if they accidentally press  
their emergency button?

Do they know the 'safe word' to  
call off an emergency?

Do they know how to clear the  
emergency activation?

Email the Telecom Trainer for the private training video link and  
incorporate it into your next Roll Call or Department Training!



[\[To Parent Directory\]](#)

Monday, February 03, 2014 10:23 AM <dir> [9-1-1](#)  
 Monday, February 03, 2014 10:23 AM <dir> [CAD-DSS](#)  
 Monday, February 03, 2014 10:23 AM <dir> [Phone](#)  
 Monday, February 03, 2014 10:24 AM <dir> [Radio](#)  
 Tuesday, January 06, 2015 1:31 PM <dir> [Yearly Reports](#)

# Annual Reports Available on FTP Site

## Some report combinations created last year

Submit data combination you think would be useful to Don.Sebastianelli@wcoh.net

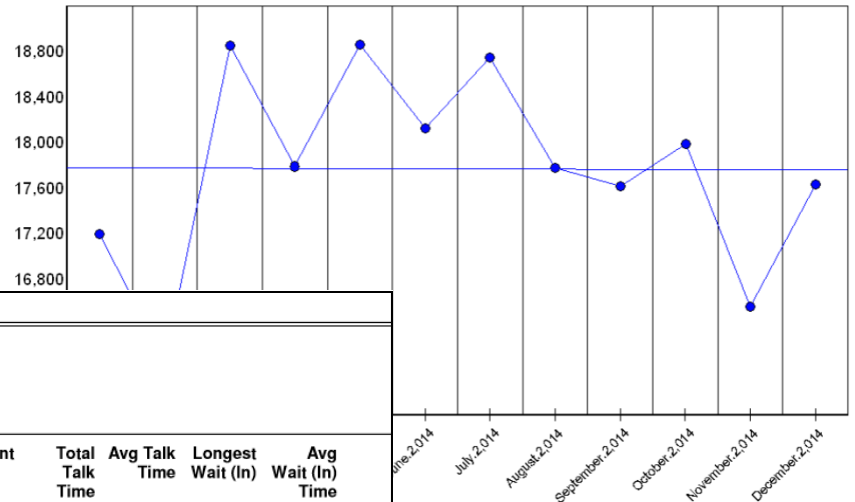
### ftp.wcoh.net - /public/User\_Information/CAD\_RMS\_Monthly\_Reports/Yearly Reports/2014/

[\[To Parent Directory\]](#)

Tuesday, January 06, 2015 10:24 AM 187603 [2014 All 9-1-1 Monthly Call Counts and Average Time .pdf](#)  
 Tuesday, January 06, 2015 10:24 AM 300043 [2014 All 9-1-1 Monthly Call Counts.pdf](#)  
 Tuesday, January 06, 2015 10:21 AM 83127 [2014 All 9-1-1 Monthly Call Statistics.pdf](#)  
 Tuesday, January 06, 2015 1:12 PM 118750 [2014 All 9-1-1 Monthly Incoming Call Types and Counts.pdf](#)  
 Tuesday, January 06, 2015 10:24 AM 165203 [2014 Franklin 9-1-1 Monthly Call Counts and Average Time.pdf](#)  
 Tuesday, January 06, 2015 12:08 PM 302554 [2014 Franklin 9-1-1 Monthly Incoming Call Types.pdf](#)  
 Tuesday, January 06, 2015 10:25 AM 164166 [2014 Lebanon 9-1-1 Monthly Call Counts and Average Time.pdf](#)  
 Tuesday, January 06, 2015 12:08 PM 299905 [2014 Lebanon 9-1-1 Monthly Call Counts and Average Time.pdf](#)  
 Tuesday, January 06, 2015 10:25 AM 189171 [2014 Warren 9-1-1 Monthly Call Counts and Average Time.pdf](#)  
 Tuesday, January 06, 2015 12:07 PM 300719 [2014 Warren 9-1-1 Monthly Call Counts and Average Time.pdf](#)  
 Tuesday, January 06, 2015 8:31 AM 993965 [Average Response Time by Call Type](#)  
 Tuesday, January 06, 2015 8:32 AM 172375 [Average Response Time by Call Type](#)  
 Monday, January 05, 2015 2:34 PM 16682 [Call Summary by Month \(Last 12\)](#)  
 Tuesday, January 06, 2015 8:32 AM 408312 [Call Counts by Month \(Last 12\)](#)  
 Tuesday, January 06, 2015 8:33 AM 28467 [Call Volume by Month \(Last 12\)](#)  
 Tuesday, January 06, 2015 8:35 AM 53921 [Call Volume Trend By Month \(Last 12\)](#)  
 Tuesday, January 06, 2015 8:35 AM 46127 [CFS Count by Day \(Last 12\)](#)  
 Tuesday, January 06, 2015 8:37 AM 750656 [Event Count Cross Reference](#)  
 Tuesday, January 06, 2015 8:41 AM 1860178 [Fire Dispatched](#)

#### Call Volume Trend By Month

Jan 2014 through Dec 2014



#### Call Summary by Month (Last 12) (All Calls)

Report Period : From 1/1/2014 12:00:00 AM To 12/31/2014 11:59:59 PM  
 Report Ran At : 1/5/2015 2:33:05 PM

Start Time	Calls Handled	Calls In	Calls Out	Ident	% Calls In	% Calls Out	%Ident	Total Talk Time	Avg Talk Time	Longest Wait (In)	Avg Wait (In) Time
Dec 2013	1	0	1	0	0.0%	100.0%	0.0%	00:05:24	00:05:24	00:00:00	00:00:00
Jan 2014	18630	12515	6115	0	67.2%	32.8%	0.0%	312:41:51	00:01:08	00:06:26	00:00:07
Feb 2014	15095	10041	5054	0	66.5%	33.5%	0.0%	264:10:25	00:01:10	00:12:48	00:00:07
Mar 2014	17364	12088	5276	0	69.6%	30.4%	0.0%	286:22:41	00:01:09	00:05:48	00:00:08
Apr 2014	17839	12602	5237	0	70.6%	29.4%	0.0%	299:09:27	00:01:09	00:05:03	00:00:08
May 2014	19899	13873	6026	0	69.7%	30.3%	0.0%	335:20:28	00:01:11	00:05:34	00:00:08
Jun 2014	18729	13015	5714	0	69.5%	30.5%	0.0%	325:29:06	00:01:11	00:10:59	00:00:07
Jul 2014	19088	12910	6178	0	67.6%	32.4%	0.0%	353:58:13	00:01:16	00:07:30	00:00:08
Aug 2014	19348	13087	6261	0	67.6%	32.4%	0.0%	377:40:56	00:01:19	00:13:59	00:00:07
Sep 2014	17374	11708	5666	0	67.4%	32.6%	0.0%	348:15:24	00:01:19	00:14:08	00:00:07
Oct 2014	16965	11436	5529	0	67.4%	32.6%	0.0%	345:55:31	00:01:20	00:06:43	00:00:06
Nov 2014	16263	10965	5298	0	67.4%	32.6%	0.0%	314:18:23	00:01:16	00:10:59	00:00:06
Dec 2014	15644	10335	5309	0	66.1%	33.9%	0.0%	303:03:18	00:01:16	00:04:08	00:00:06
<b>Total</b>	<b>212239</b>	<b>144575</b>	<b>67664</b>	<b>0</b>	<b>68.1%</b>	<b>31.9%</b>	<b>0.0%</b>	<b>166:31:07</b>	<b>00:01:14</b>	<b>00:14:11</b>	<b>00:00:07</b>



# ATTENTION CAD/HIPLINK TEXT MESSAGE RECIPIENTS

Periodically, we have citizens contact us investigating the reason why they are receiving text messages about incidents and callouts. The common thread is they recently got a new mobile number.



After we check in HipLink, we find the citizen's number attached to a fire or police member. HipLink is still sending text messages (Calls for Service, Status Messages) to that number, to the citizen. The fire or police member is not receiving text messages from HipLink anymore but usually does not report that right away. It is very important to remember that these messages are for Public Safety personnel only.

**If you change carriers, change your cell phone number, or do not want to receive texts from CAD/HipLink anymore, tell your Agency's HipLink administrator as soon as possible. They will forward the necessary information to Telecom so that we can update our systems.**

# Updated Form [Agency Authorization]

Data Systems and CAD/RMS have combined their (AA) Forms to streamline the process of receiving your agency's list of authorized personnel. We will distribute the new version in February and have it available for download on the FTP for your convenience.

# Private Schools Receive MARCS-in-Schools Radios

With the 2nd grant round from the State of Ohio, Warren County's private schools are now eligible to receive a free MARCS-in-Schools radio for the purpose of alerting dispatch to an active shooter or similar incident on their grounds. Our newest additions: Saint Francis de Sales (Lebanon), Saint Margaret of York (Loveland), and Royalmont Academy (Mason).



Model STS 573077-0-1

# LANDesk WHAT IS THIS ICON FOR?

LANDesk is our new Help Ticket System and is available from your Public Safety Desktop (Law and Fire). This product will allow Telecom's 4 divisions (CAD/RMS, Data, Radio and Telephony) to more efficiently handle your requests. In using this system we are able to have your ticket automatically be sent to the correct department. You as a user will be able to log in at any time and check the status of your ticket and monitor the progress.



TRAINING POWERPOINTS AVAILABLE on the [FTP Site](#)  
Questions—Rhonda Bernard, Applications Analyst | Data Systems

ftp.wcoh.net - /public/User\_Information/Training/LANDesk (Help Ticket) Training/

[To Parent Directory]

Tuesday, January 27, 2015 10:54 AM	1496900	<a href="#">LANDESK Help Ticket System (fire) TUTORIAL v012715.pdf</a>
Tuesday, January 27, 2015 10:55 AM	1827997	<a href="#">LANDESK Help Ticket System (law) TUTORIAL v012715.pdf</a>