47% of Law Enforcement Recipients Have Read ZERO of our Important VisionTEK Message
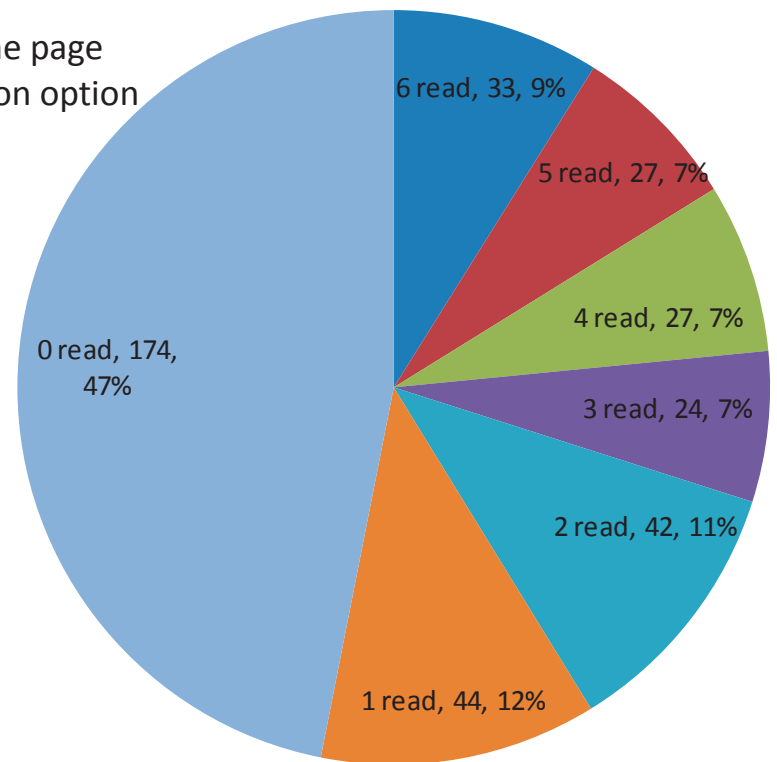
(statistic based on read receipts of 6 VisionTEK alerts and newsletters sent since February)

In the "Information age" where people are more plugged into devices than ever before, Telecom is unclear why our subscribers claim to not know or receive information regarding their radios, MDCs, CAD, maps, and training opportunities.

Below are ways we already distribute information:

- ☐ Direct Email *(to addresses we're provided)*
- ☐ www.WarrenCountyTelecom.com including home page posts, static informational pages, and subscription option
- ☐ Reports & Handouts at Meetings
- ☐ VisionTEK Chat & Email
- ☐ Classroom Trainings
- ☐ Direct phone
- ☐ Twitter @WCOH_Telecom
- ☐ Youtube.com/WarrenCountyTelecom
- ☐ Facebook.com/WarrenCountyTelecom
- ☐ Outage Notices

Law Enforcement VisionTEK Readership

- 6 read, 33, 9%
- 5 read, 27, 7%
- 4 read, 27, 7%
- 3 read, 24, 7%
- 2 read, 42, 11%
- 1 read, 44, 12%
- 0 read, 174, 47%

We are always looking for suggestions on how to BETTER reach and teach you; so please share them with allison.lyons@wcoh.net.

YOU'LL BE GETTING EMAILS FROM THESE NEW SENDERS

In an effort to differentiate the emails our telecom trainer sends on behalf of Telecom and those she is asked to FWD for our agencies, the Data Systems Team has created additional email aliases from which you will receive specifically-themed alerts and event notifications.

TELECOMALERT@WCOH.NET

Must-Read … Time-Sensitive … Outages … Deadlines … Technical Bulletins … Invites.

COMMUNITYEVENTS@WCOH.NET

Fish Fry Dinners … Fundraisers … FWD's that agencies ask us to send to our distribution lists but subject matter is NOT Telecom-related.

PUBLICSAFETYEVENTS@WCOH.NET

Law, Fire, EMS Training Flyers … Public Safety Events … FWD's that you ask Telecom to send to our distribution lists but subject matter is NOT Telecom-related.

www.WarrenCountyTelecom.com | www.facebook.com/WarrenCountyTelecom | www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom
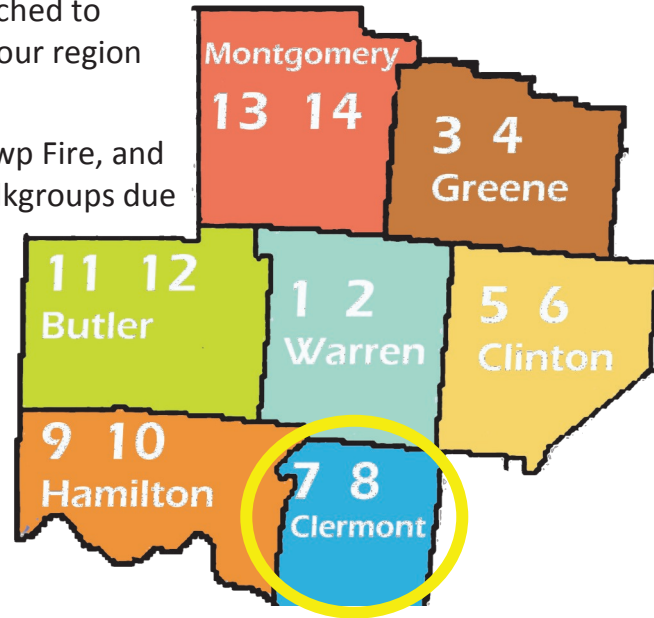
2

Clermont County Joins MARCS IP

On May 11th & 12th, Clermont County Public Safety Agencies switched to MARCS IP, joining us & other Counties that use MATACs. This gets our region one step closer to same-system interoperability!

Hamilton Twp PD, Hamilton Twp Fire, Harlan Twp Fire, Deerfield Twp Fire, and Salem-Morrow Twp Fire have direct access to Clermont County talkgroups due to their adjacent location, for the purpose of regular mutual aid.

Other agencies: IF YOU MUTUAL AID INTO CLERMONT COUNTY…

LAW: you'll be directed to use LAW 1,2, or 3 (Zone C) and Dispatch will patch it to the necessary MATAC or incident talkgroup. *The other, more direct option is to switch to the assigned SW MATAC 7 or 8 for Clermont found in your Zone E… but follow Dispatch's direction for the proper talkgroup to use.*
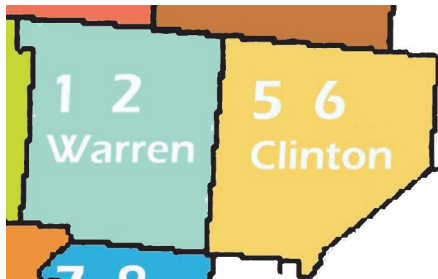
FIRE: you'll be directed to use SW MATAC 7 or 8, found in Zone D.

Clinton County Joining MARCS IP

Was June 2nd, now June 9th - Clinton County will move to the State of Ohio's MARCS radio system; making them another sibling radio system to Warren County.

They will have SW MATACs in their templates, able to easily mutual aid with us and communicate.

FAQ: Is there a "best way" to charge a portable's battery?

Whatever works best with your shift changes and work schedule. Smart batteries with smart chargers have no chance of 'frying' or 'boiling over' like the old style battery.

Fire: if you want your shifts to be responsible for their radio life, make it part of changeover for the incoming shift to swap batteries.

Law: Most officers have their own radio/battery, so charge at end of shift. A full charge lasts 8-10 hours.

DATES TO REMEMBER

June 2-3 - Motorola CAD demo at EOC. June 2nd is important day for Fire/Law to attend.

June 9-11 - New World CAD demo at EOC. June 9th is important day for Fire/Law to attend.

June 11 - Last day that training is offered for the summer by the Telecom Trainer; before maternity leave. Remaining subject matter experts may be able to train your personnel by request.

June 11 - FirstNet consultation at State Highway Patrol in Columbus 9-11AM and chiefs are welcome. They want to pin map our calls for service then build the broadband service most heavily in those areas.

July 28-30 - Spillman CAD Demo. July 28th is important day for Fire/Law to attend.

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www.WarrenCountyTelecom.com | www.facebook.com/WarrenCountyTelecom | www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom

Director 695-1318 paul.kindell@wcoh.net | CAD/RMS 695-2800 paul.bernard@wcoh.net | Data Systems 695-1810 gary.estes@wcoh.net   3
Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 adela.dingman@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

SELECT THE RIGHT HELP OPTION

3 — CAD/RECORD TEAM

AUDIOLOG
CAD / CALL SIGNS
DSS REPORTS
FRMS
HIPLINK
MAPS
TRAINING

4 — DATA SYSTEMS/IT

ePCR
GATEWAY
LRMS
MDCs
PASSWORD RESETS
TOKENS
VERIZON

5 — RADIO TEAM

RADIOS
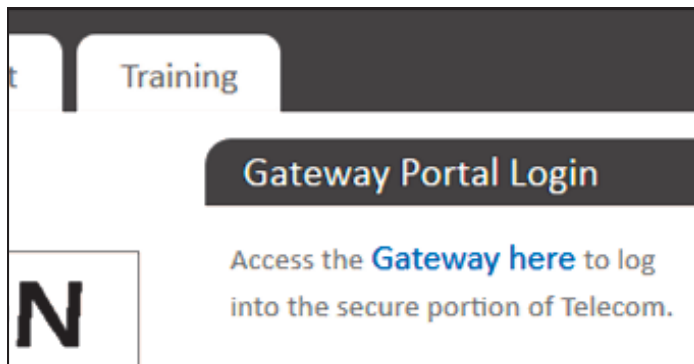PROGRAMMING
PARTS
REPAIRS

6 — TELEPHONE TEAM

BILLING/INVOICING
COUNTY PHONES /
ACCESSORIES
ENGRAVING
JAIL PHONES
SWITCHBOARD

695-HELP (4357)

UPDATE! New Web Link to Gateway Portal

The URL link to the WCPSN Gateway Portal has changed to http://portal.wcpsn.net. If you have this as a shortcut on your work computers or MDC's, please update. We have updated the right-side toolbar Gateway Link on our website for your ease of navigation.

Training

Gateway Portal Login

Access the **Gateway here** to log into the secure portion of Telecom.

N

ePCR

Toughbook warranties recently hit the 3-year mark, expiring on April 31st for agencies that didn't elect a warranty extension. If your toughbook is not under warranty and something breaks, your agency will be responsible to cover the cost.

One and two year extensions are available.

Contact DST at 695-HELP OPTION 4 for more info.