



# Technical Bulletin

## The Importance of GeoValidating Incident Locations

It is extremely IMPORTANT that mobile users ONLY use a GeoValidated address when creating incidents from mobile. Non-GeoValidated address can cause issues with reporting, call stats and, most importantly, can delay the dispatchers from getting units the help they need quickly. When an address is not GeoValidated, the complete address info is not entered into the system, so reporting can be messed up and not pull all the incidents into a report. It can also cause the unit's location to be incorrectly mapped in CAD, causing a delay in the dispatcher getting that unit the closest backup unit available.

Crash and OIBRS reports also require the Lat / Long for the address of where the event occurred. We have seen an increase in the number of reports failing to submit to the State due to incomplete information in the event address. If the Lat/Long does NOT appear in your event address, then you did not use the GeoValidated address.

When LAW users are creating Incidents from their mobile, there are a few very important things to remember when putting in the address of the incident. When users pull up the Create On Scene, Create Pending and Traffic Stop forms, the address options are all going to be the same.

**Option 1: "CURRENT"** – This option will pull the unit's current location based on AVL and input it as the location of the incident. One thing to remember is to confirm that the location that was pulled into the form from the AVL is accurate. These addresses are automatically GeoValidated.

**Option 2: "SELECTED"** – This option allows the user to pull up the map, click on the map where the incident is located, click "Select from Map" from the side bar, and then the mobile inputs that location into the form. These addresses are also automatically GeoValidated.

**Option 3: "ADDRESS"** – This option will allow the user to input the address of the incident. To use this option please follow the following steps:

1. Enter the address of the incident in the Address Field and Click the blue "GeoValidate" button.

A screenshot of a mobile application form for entering an incident address. The form has three input fields: 'Address' with the text '321 Main', 'City', and 'Zip'. Below the input fields is a blue button labeled 'GeoValidate'.

Contact Joshua Moyer at 695-HELP regarding this technical bulletin.



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Intended Audience: Law Mobile Users

2. Then you will select the correct option from the box below the GeoValidate button.

The screenshot shows a blue button labeled "GeoValidate" at the top. Below it is a dropdown menu titled "Geo Validated Addresses" containing three options:

- 321 Main St, Morrow, Warren, OH 45152
- 1 - 599 Main St, Hamilton, Butler, OH 45013
- 65 - 499 W Main St, Martinsville, Clinton, OH 45146

3. Once you have selected the correct option, the Address, City and Zip will populate with the correct format and the GeoValidate button will have a check mark.

The screenshot shows the form fields populated with the selected address:

- Address: 321 Main St
- City: Morrow
- Zip: 45152

The "GeoValidate" button now has a checkmark next to it.

4. Once this step is complete you can SUBMIT the form to create the incident.

5. For Intersections, you will enter both streets with a / separating them.

Example: E Pike St / Mill St.

The screenshot shows the form with the intersection address entered:

- Address: pike/mill
- City: Morrow
- Zip: 45152

The "GeoValidate" button is present. Below it, the "Geo Validated Addresses" dropdown menu shows the result:

- 162 - 299 / 100 - 109 E Pike St / Mill St, Morrow, Warren, OH 45152



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We recently pushed out a new error message for when users try to submit a call without Geo Validating. If the Unit has to enter an address that is not in the system, they will need to radio that request to Dispatch.

A screenshot of a web form for incident reporting. At the top, there is a dropdown menu for "Problem Nature" with "Business Check \*" selected. Below this is a horizontal tabbed interface with three tabs: "CURRENT", "ADDRESS" (which is active and underlined), and "SELECTED". Under the "ADDRESS" tab, there is a text input field for "Address" containing the text "500 justice". Below the address field is a red error message box with a yellow exclamation mark icon and the text "Address must be GeoValidated". Below the address field are input fields for "City" and "zip". A blue button labeled "GeoValidate" is positioned below the address field. At the bottom of the form is a large empty rectangular box with the heading "Geo Validated Addresses".