Radio System Update

{Per Paul Kindell, Director & Gary Hardwick, Manager}

State Tie-in

Telecom is waiting on Motorola to complete the first change order which will:

- Reduce the cost of the system from $9.1M to $8.15.
- Add the two state towers on SR 741 and Wilmington Rd.
- Remove the WC master controller and configure the system to use the State's master controller saving us almost a million dollars and $250K in annual maintenance costs.

County Interoperability

- Greene County has signed with MARCS - once both counties' radio projects are completed, we will be able to roam for mutual aid without having to move the selector switch on our radios. We will both be "on the MARCS system".
- Clermont County purchased a standalone system on December 19th 2012 and is evaluating if they want to connect their master to MARCS. If they connect, we will enjoy the same roaming as with Greene County.
- Clinton County is evaluating a partnership with MARCS.
- Montgomery County is developing an RFP to upgrade their system hoping to connect with MARCS.
- Butler County is exploring connecting their master controller to MARCS.
- Hamilton County is examining their options on upgrading their system, they have a consultant on board studying all possibilities.

Site preparation

- Each of the 5 existing radio sites (Zoar, Manchester, Hatfield, Snider and Goose Creek) need several upgrades to be ready for the new equipment - commercial AC power, emergency power systems, -48 volt power & the site grounding system are all being brought up to the latest recommended standards & codes.
- Upgrades to the physical buildings and locations to insure they are clean, safe, secure, protected from the weather/lightning, and provide a dry, dust-free, climate-controlled environment that's suitable for sensitive electronic equipment.
- The 'standard' necessities for remote sites (Fences, Lighting and Alarm Systems) are being reviewed and upgraded if needed.
- Additional antennas and transmission lines are being added to incorporate the 5 additional MARCS channels into our radio system for each site.
- Changing the Black Hawk and Lytle sites from 'data only' to full featured remote sites receiving all the previously listed features PLUS new communications shelters, generators, tower upgrades (antennas, transmission lines, etc.) and all the necessary physical site upgrades to commercial power, communications conduits and fuel (LPG or natural gas) for the generators.
- Working with contractors to 'do' the site improvement at the Washington Twp MARCS tower site. The MARCS site at ODOT is nearly "plug and play". I just have to change a couple items on the tower and verify that the site meets the standards and codes.
- Remote sites will receive direction & control from a new Radio System Network Operations Center (NOC) to be located in the old Telecom radio tech office. That site has the same systems development and physical needs as a remote site, plus the need for secure, redundant & diverse communications pathways to the MARCS control center in Columbus. This will allow our system to become part of the "System of Systems" regional and state-wide communications plan that can provide a greater level of interoperability for our agencies and system users.

Continuing Service

- We still provide 24/7 service for our existing analog radio system, microwave backbone & dispatch equipment.
- When the new system comes online we will have 9 tower sites with overlapping simulcast coverage of 20 channels. That's a total of 180 transmitters & receivers, piped into 45 antennas, networked together & orchestrated to provide instantaneous communications coverage for all of our public safety, public works, and County users.
-

Coming down the pipeline - *The next major phase will be the assembly, testing and acceptance of the system at the factory prior to installation in mid to late 2nd quarter 2013.*

ePCR Updates

electronic patient care reporting

RELEVANT READER: Emergency Medical Personnel

Telecom Contact: Paul Bernard or Scott Boschert

Telecom has added (3) fields under "Trip --> Scene".

Header = "Additional Crew on Scene".

Fields = "Additional Crew 1", "Additional Crew 2" & "Additional Crew 3".

How this helps you: document additional crew or personnel that were on scene to assist the medic/squad crew such as a Battalion or Paramedic but did not go to the hospital with you. These fields are not required and do not require the members signature. Selecting each field will give you your agency's members list from which to select.

This ability/fields had been requested by several agencies. The crew members, their cert level and signatures should only be captured for the crew members scheduled on duty at the time of the call.

Even *MORE* improvements coming your way!

ePCR Administrators from Deerfield Twp, Mason, Turtlecreek Twp, JEMS, Clearcreek Twp, Massie Twp, Union Twp, and Salem-Morrow met on January 17th for a 4-hour work session aimed at ironing out further customizations now that all Warren County agencies have gone live on this new software.   Here are some of the helpful changes:

- Fax Server: if your reports are taking a long time to reach the hospital, Scott can watch the fax server and determine if the delay is on our end or the hospital's.
- Billing: Scott can run a batch of PCRs for any time period then email you the PDF that can be sent on to your billing company. (Typical turn around at least 24 hours pending in-office availability).
    - Untouched reports will be deleted after 24 hours from your pending.
    - If a crew member works on a PCR but doesn't send it to the server and it doesn't need to be kept, submit the PCR ID in a help ticket to Scott and he can permanently delete the PCR.

- Get married and experience a name change? Your displayed name can be updated but your login will remain your maiden name since that is tied to your history of runs.
- All 'Address 2' fields are being renamed to 'Apt/Bldg/Ste' to clarify where these portions of an address should be captured. If an Apt/Ste comes over in the Address 1 field from CAD, you will need to manually fix it before saving your PCR to the server.
- Patient --> Insurance button is being removed.
- Medication options be entered as 'Generic/Trade Name' and 'Trade Name/Generic' to help crews learn both naming. Both will be mapped to the same medication on the backend.
- Body Survey: separating front and back of body sections for more accurate reporting (e.g. selecting the quadriceps doesn't automatically select the hamstring.
- When opening Quick Log, you will now be defaulted to the 'Medical/Unknown' form instead of the less-used Anaphylaxis.

Telecom Testimony

We are glad to see the shorter & to-the-point layout is well received with to-the-point appreciation!

Allison,
This is a much easier read.
Thank you, BT

Thank You Carlisle Fire

On Monday, January 28th, Carlisle Fire welcomed trainer Allison to their monthly business meeting for a 90-minute radio training session. Together, they walked through the radio functions, discussed up-coming changes such as the ABC switch and key-pad delays, walked through the department's channel template, watched the *NEW* emer-gency button video, and were updated on some digital-things-to-expect.

Want a refresher course for your department? Evening trainings available! Contact Allison!

Active911

RELEVANT READER: Fire Departments

Active911 Agency Admins,

If you are not already aware, Active911 released their Webview app for PC's over the week-end. https://www.active911.com/help/webview This app is designed to run continuous on a PC in the station as a monitor or on MDC's to show resources that are responding as well as the location of a call and directions to that call.

If have put in a request to have the link to the Ac-tive911 Webview app published on Central Re-sources to make it available on the MDC's. I will advise when this is available.

Telecom does not support this app but since I was aware of its release I wanted to pass this informa-tion on to you in case you were not aware.

CAD-DSS: "How-To" PowerPoint Available

We understand the Computer Aided Dispatch Reporting Software can be tricky to use so a helpful, easy-to-follow powerpoint has been created to illustrate:

- Opening "DSS CAD" from the Law Public Safety Desktop (accessed through the Gateway)
- Opening BI Query Reports
- Refreshing Data in the Report
- Saving / Exporting / Printing Reports
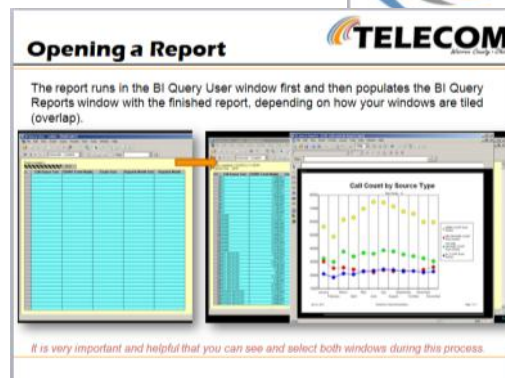
Create & track your help tickets
Service Desk Express (SDE)

Want more interaction with your Telecom Help Tickets? Ditch the email to help@wcoh.net and generate a ticket directly in the service desk! Available from your Public Safety Desktop, simply open the 'Help Desk' icon and you should automatically be taken to your account (having already authorized yourself onto the PSD). Click 'New' to create a help ticket, double click an Incident in your queue to see details, check the Status, verify your issue was received, see who from Telecom is working on the issue, etc!

For a complete PowerPoint tutorial, contact Rhonda Bernard at 695-2813 or Allison Lyons 695-2802