Digital Radio System Update
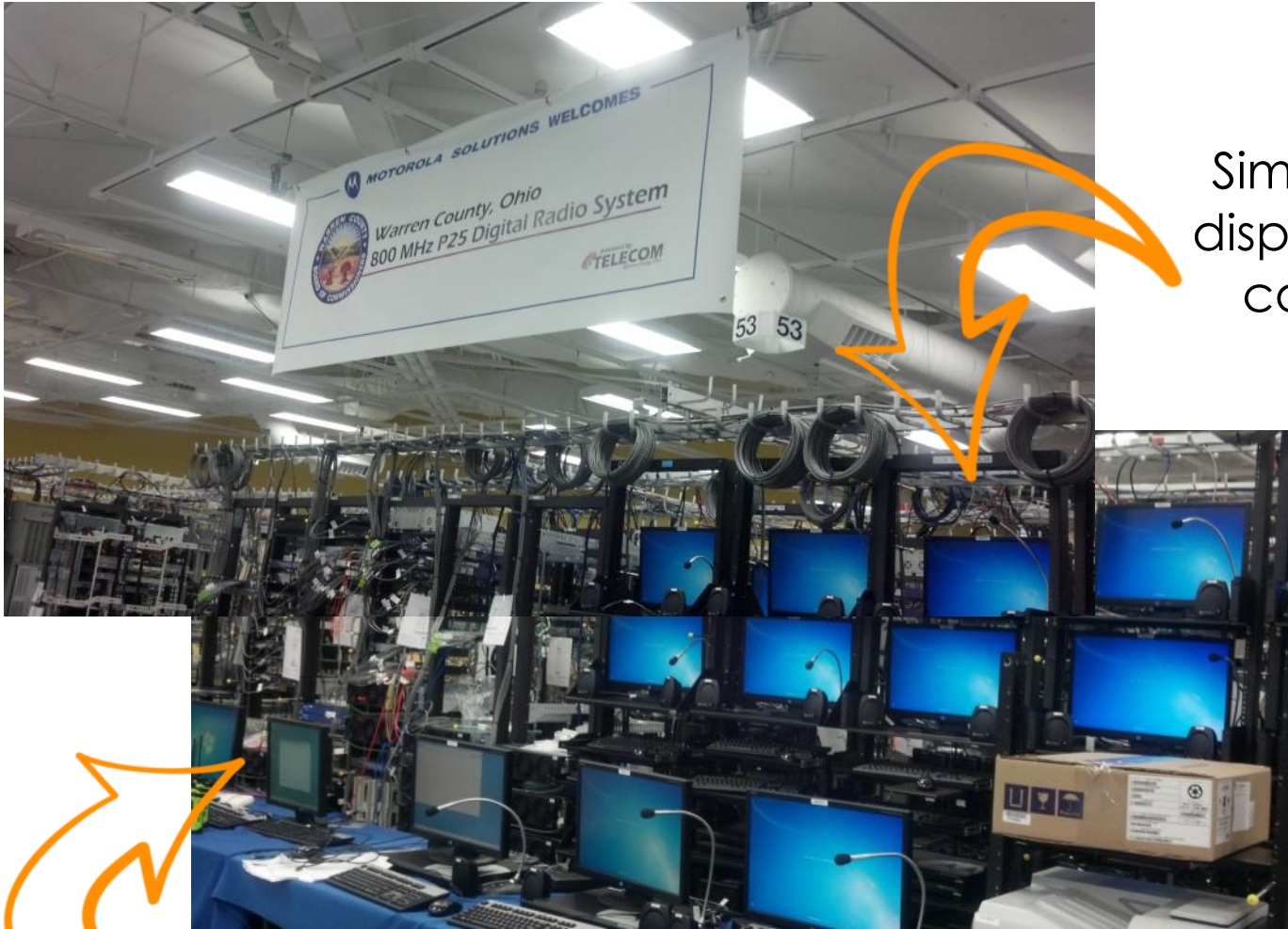
Simulated dispatcher consoles

MOTOROLA SOLUTIONS WELCOMES
Warren County, Ohio
800 MHz P25 Digital Radio System
TELECOM

The first step before final configurations and testing from June 10-17 then Telecom's trip to Schaumburg, IL for staging on June 20 & 21. We will actually bring some portable radios with the digital Police Primaries and Fire Primary talkgroups programmed into them and test on the digital system.

Warren Co, OH vs. Sarpy Co, NE Dispatch Times

Our CAD/RMS Manager stumbled across a very interesting article about Sarpy County, Nebraska's 9-1-1 Center and dispatch times. Sarpy County (near Omaha) is a Motorola Premier CAD customer just like us. They have 4 less dispatchers than Warren County and their website says they dispatch 150,000 calls a year compared to our 210,000 calls.

http://www.omaha.com/article/20130505/NEWS/705059895/1016
http://www.co.sarpy.ne.us/E911/

This prompted us to calculate our County's 2012 average 'create-to-dispatch' times :

Fire = 1.68   Law = 1.60   Sarpy = 1.43

For the full DSS report that breaks the create-to-dispatch times down by agency and incident type, click here to access it from our website.

May 1st CAD Upgrade

RELEVANT READER: CAD Users
Telecom Contact: Paul Bernard, CRT 695-HELP option 3

The CAD upgrade was completed in 1 hour and 50 minutes. Everything came back up including all interfaces without any issues. We have identified one minor coding change that changed which tab CAD defaults to on the incident dispatch (ID) form but users can quickly click back to or use a hotkey to get back to other tabs. Motorola is working to see if this can be changed back to the previous operation for us.

All incidents created during the outage have been entered in CAD and the data should have already crossed to the respective records management systems and reporting systems.

Thank you to everyone involved or affected by this outage for your patience and cooperation.

Training! Training!

RELEVANT READER: All Telecom subscribers
Telecom Contact: Allison Lyons, Trainer 695-HELP option 3

Our Telecom Trainer has been busy with various trainings this past month including 11 Adult Probation officers, Harlan Twp Fire, and a new Sheriff's Deputy! Already on the calendar for June are 3 separate radio refresher courses for Clearcreek Twp Fire and a Warren County Jail Corrections Officer. With the new APX radio hitting some departments, and the programming changes that took place in recent months, it would be very beneficial for your department to schedule a 60-90 minutes training session to get everyone on the same page. Contact Allison at x2802 or email allison.lyons@wcoh.net to compare calendars.

Sprint Ends Nextel iDEN Network in June

Sprint is decommissioning the Nextel National Network (iDEN) on June 30, 2013 and positioned for new ownership.

On Wednesday April 24, the wireless provider reported a first-quarter loss of $643 million, or 21 cents a share, compared with a loss of $863 million, or 29 cents a share, from a year ago. It lost a net 415,000 subscribers in the period, primarily caused by the departure of about 771,000 Nextel customers, but also by the weaker Sprint business, which only saw a net 12,000 new subscribers sign up for the business. Sprint anticipates that the iDEN network will be completely shut down as early as June 30, 2013 and has been looking to convert customers to the Sprint service. Sprint CEO Dan Hesse again warned that the remaining 1.3 million Nextel customers will be kicked off when the network is shut down. He also stated: "We're particularly focused on recapture." Last quarter, Sprint reported a 46 percent recapture rate of Nextel customers.

portion of article from Mobilcomm's May 2013 newsletter

http://www.mobilcomm.com/newsletters/may13/

Motorola PremierOne Demonstration

A big 'thank you' to Motorola and all our subscribers who joined a 2-day demonstration of Motorola's new PremierOne program. More than just a software, this intuitive multi-faceted offers solutions for dispatchers, users in the field, those responsible for field-based reporting, and even jail management.


ePCR Work Session

Now that EMS agencies have been using the new Electronic Patient Care Reporting tablets/software for several months, another work session was held on May 29th to discuss glitches, best practices, and configuration requests. Thank you to the agency representatives that came to share their findings and voice their requests.

Established 40 years ago, the Ohio Utilities Protection Service (OUPS) is a nonprofit organization that serves as a communication link between utility companies and individuals planning any digging activity. Though OUPS does not physically mark lines, they do relay digging and excavation requests to a network of utilities and underground facility owners. This network includes, but is not limited to: cable television, natural gas, electrical, water, sewer and telecommunications companies. **Call 1-800-362-2764**

Calling before beginning any excavation projects prevents damage to underground facilities and ensures minimal service interruptions. You should always call before any type of excavation, as lines may be more shallow or deep than original placement due to erosion and/or grading.

If your phone lines are on the Warren County Telecom system, call us at 513.695.3663 at least 48 hours before you dig. We will come out to mark the approximate location of our lines at your excavation site.

Call TELECOM before you dig

Warren County · Ohio
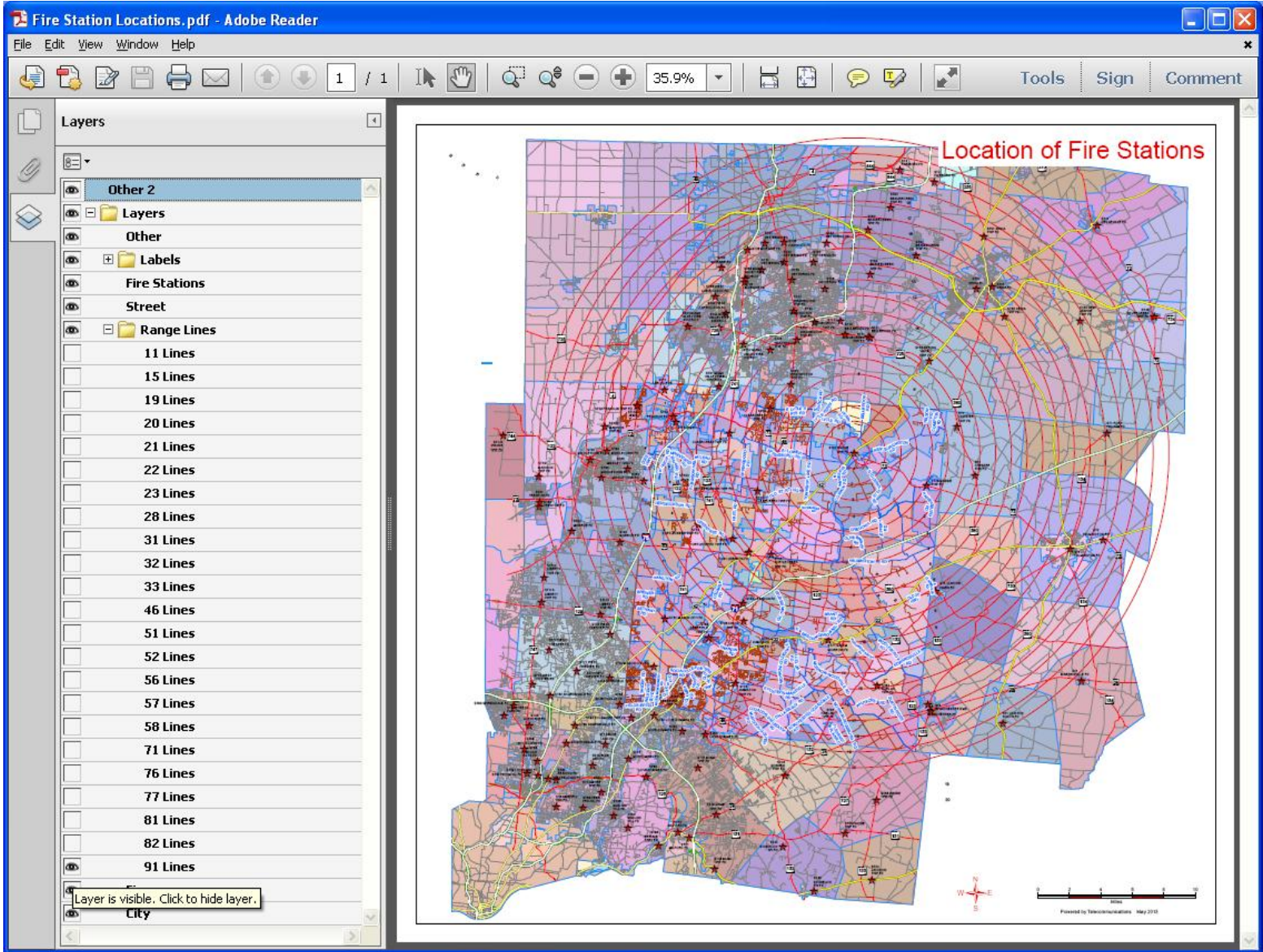
Updated Fire Station Location Map

Don has added 1 mile increment radius lines from each fire station. To see the radius lines,

Step 1: Open the layers tab in the upper left corner of Adobe Reader (the 2 transparent squares)

Step 2: Expand the layers folder (click the plus sign)

Step 3: Click the Range Lines folder (click the plus sign)

Step 4: Click the station number for which you want to see radius lines. An eye ball will appear for those layers turned on.

Remember that you can zoom in and out a couple different ways in Adobe Reader to be able to see things easier.

The map was emailed to the chiefs on May 8th but it is also publicly available on our website's Fire Resources page - http://warrencountytelecom.com/wp/central-resources/fire-resources/