

# TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

## Digital Radio System Update



The Radio NOC, located at Telecom's main office is coming together nicely, thanks to Mobilcomm, Motorola, and our trusty Radio Systems Team!



Black Hawk Tower, formerly used for data and microwave links, has received a new building and is currently being outfitted with digital radio system pieces. On July 16th, remote site equipment was delivered to the following towers: Snider, Black Hawk, Lytle, and Washington Twp.



Check out Telecom's Radio Team, Glenn & Nick hard at work installing the components that will hold the racks of radio equipment. It may have been 90 degrees outside, but they kept cool in 65 degree temps (a must to keep the radio equipment from overheating).



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Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 adela.dingman@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

# ePCR Update

RELEVANT READER: EMS personnel

Telecom Contact: Paul Bernard or Scott Boschert

All three billing companies have indicated that they are finished developing their respective interfaces and are ready to receive real ePCR billing data electronically from Warren County agencies via the Zoll-provided "NEMESIS Billing Extract" into your respective billing software.

The plan to provide this data to you is for the county to automatically run the billing extract individually for each agency at the frequency you determine. We will place each agency's file in an agency folder on our secure FTP site. The options for when to run the extract are daily, weekly or monthly (one-time setup). We cannot currently grant access to each agency to the extract program because this gives each agency access to all other agencies' data. We eventually hope to automate the process so the agencies can run the extract themselves using a command line but we are not ready for this yet.

We will provide each agency administrator a user name and password for their agency. It will be up to each agency if they want to go get the file themselves and securely send the files to the billing company, give the billing company their user name and password, or a combination of the two. The files will only remain on the SFTP site for a limited amount of time due to the limited storage space on this site. You will be able to download the files and save them locally. The SFTP accounts have already been set up for each agency and the user name and password will be sent to agency administrators shortly. We are also working on a training document or video to assist each agency in understanding how to set this up and execute it.

TO DO: Each agency needs to contact its billing company and see if they have a web interface that allows agencies to upload files, or if not, how files should be sent.

# Have one of these talk groups in your radio? Mason Public Safety, InterTwp Harlan Morrow, PF Link

Did you know this talkgroup is shared between one or more of fire, law, public works, and government administration for that area? It saves you from having to request a TAC channel from Dispatch if the incident only involves your neighboring communities.

# Radio Channel Lineup Subcommittee Update

RELEVANT READER: Fire Service

Telecom Contact: Allison Lyons or Paul Kindell

Part of the Communications Work Group, this subcommittee met twice in July to decide programming changes that will affect all fire service radios. Features include button delays, switch allocations, and talkgroup layouts. An order form has been created by Telecom which will be voted on at the August Fire chiefs Meeting. This order form's completion will be required before a department can have their radios programmed this next time around.

# LAW OFFICERS: Use 'LG' Status When Creating Calls For Extra Patrols

RELEVANT READER: Law personnel

Telecom Contact: Paul Bernard

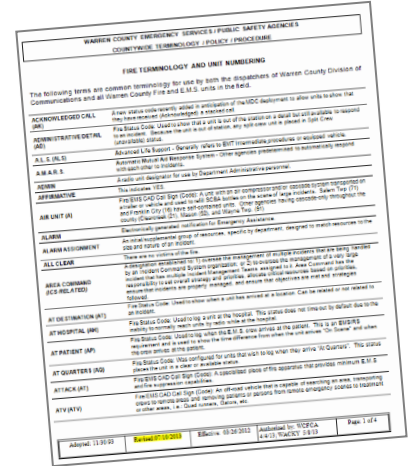
From your MDC, there is an 'LG' choice when doing a status change. This has been available for several years, for the use of keeping yourself available while still attached to an incident or detail. Remembering to put yourself in 'LG' status will save Dispatch the step of detaching you from an incident for the purpose of attaching you to a new incident.



The CWG, comprised of representatives from fire, law, Telecom, and Emergency Services meets bi-monthly to evaluate and improve the services we offer to public safety agencies. Tasks range from penning documents and policies to brainstorming ways for technology to further aid the fire and law agencies.

Some of our current projects / recent successes

- DES is drafting a Condition 3 document (degree of Storm Mode).
- Produce Incident Action Plan videos for the larger attractions / potential targets in the County.
- Created a 'UB' Unavailable Brownout Status Code in CAD for unstaffed departments.
- Reassembled the Radio Channel Lineup Subcommittee (fire-specific) to pre-plan radio layouts and button functions for the next round of programming.
- Finalized 2013 Fire Terminology document which included more than 10 additions.
- Discussion of auto-TAC assignment for particular incident types.

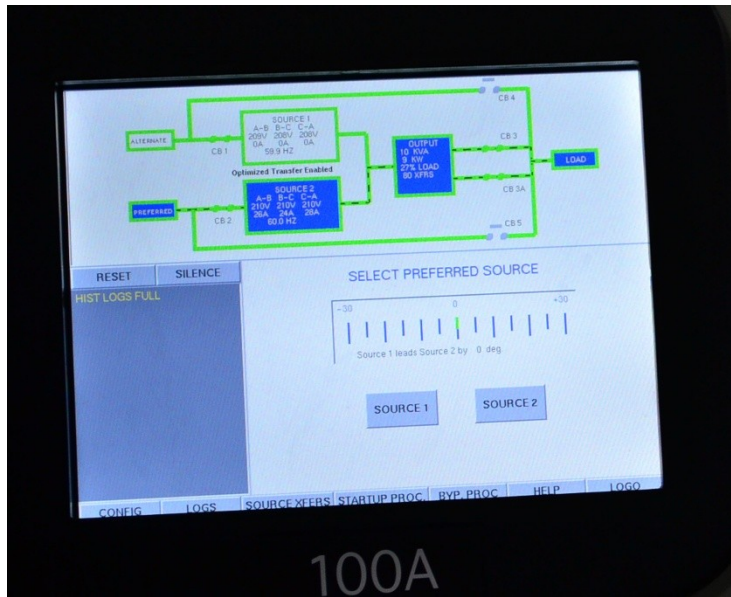


# Public Safety Network and Dispatch Center Receive UPS Power Upgrade

When the power goes out at home it means no television, no laundry, and you open the refrigerator as few times as possible. Well... a power outage just isn't acceptable for the PSN and County Dispatch. Calltaking, radio traffic, computer monitors, and building operations are critical at this very time, when the County's citizens may be experiencing storms and power outages.

An **uninterruptible power supply/source (UPS)** is an electrical apparatus that provides emergency power to a load when the input power source, typically mains power, fails. To keep it simple for our non-techy readers, a series of switches, generators, and UPS batteries ensure that should the power supply from everyday utilities fail, a generator or battery immediately takes over and there is virtually NO interruption in operation. Having more than 1 UPS also allows redundancy should a UPS fail in addition to the every day utility.

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# Telecom Training

RELEVANT READER: All Telecom subscribers

Telecom Contact: Allison Lyons, Trainer 695-HELP option 3

## Radio Use | MDC / VisionTek | Minitor V

- Wed, August 7th: Adult Probation Radio Training
- Thurs, August 8th: Coast Guard Radio Training
- Wed, August 14th: Franklin Fire Unit Radio Training
- Thurs, August 15th: Franklin Fire Unit Radio Training
- Thurs, August 22nd: Franklin Fire Unit Radio Training
- Wed, Sept 4th: Franklin Fire Unit Radio Training
- Wed, Sept 18th: Franklin Fire Unit Radio Training
- Thurs, Sept 19th: Franklin Fire Unit Radio Training

# Monthly Reports Online

RELEVANT READER: All Telecom subscribers

Telecom Contact: Paul or Don 695-HELP option 3

CAD, Phone, 9-1-1 and Radio monthly reports for July as well as all previous months and years reports can be found on the [FTP Site](#). Custom and agency-specific reports can be requested from the CAD/RMS Team.

# Coast Guard Joins Warren County Radio System

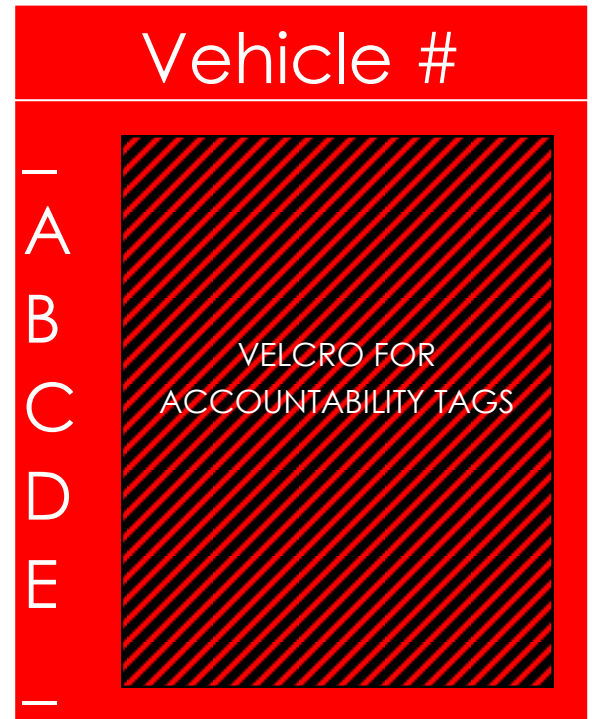
8 personnel from the United States Coast Guard (at Caesar Creek) have been added into the CAD database with radio call signs of '3 Ocean 90-94'. They will be sharing portable radios and their boat is equipped with a mobile. This will add another component of teamwork and assistance for incidents on the lake. Their liaison with Telecom, Gary Branstetter has received 'train-the-

trainer' radio training and will pass it on to his users. Additionally, Telecom's trainer will do a boat ride along to teach them the mobile radio while out on the water.

# Fire Chiefs Approve Newer Smaller Passport

Telecom offers engraved passports and accountability tags for the fire service. Recently, some fire chiefs requested a revamping of the Passport, to which accountability tags are affixed during an incident, keeping track of firefighter's whereabouts.

The new design is smaller, simpler, and easier to incorporate into the incident management board.



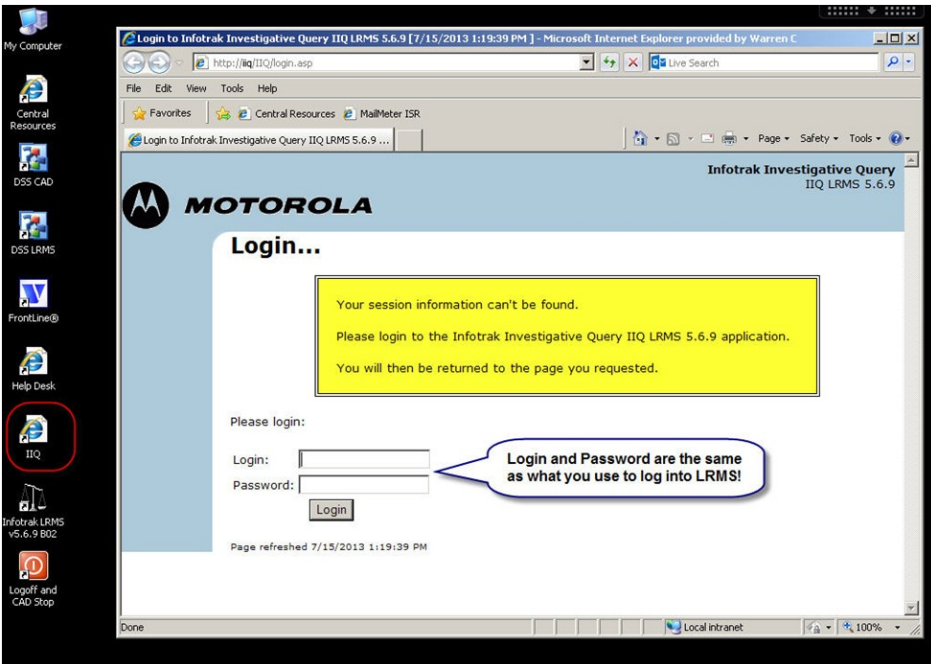
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Servers with double plugs have one connected to UPS A, and the other to UPS B so it has two options of power.

All single plugs are currently connected to UPS A but will eventually transfer to static switch C, which samples the loads on A & B to best allocate the power load. (that's the cool monitor on page 3 that's always monitoring energy loads).



# Psst... Hey Law Folks... Have you heard about the new program that searches EVERYTHING in LRMS?? It's on your PUBLIC SAFETY DESKTOP. TRY IT one time – YOU'LL BE HOOKED!



It is also located in Central Resources --> Law Resources --> Records --> Infotrak LRMS Records Search --> IIQ.

INFOTRAK INVESTIGATIVE QUERY (IIQ) is a data base records search engine that searches LRMS entries. It has been available to users from day one when agencies started entering reports. However, in my visits to different agencies I still find those handfuls of folks that have never heard of it. If you enter reports into the

Law Records Management System – I encourage you to log in and search your most “frequent flyer”. Don't know your login or password? Email DST at [help@wcoh.net](mailto:help@wcoh.net)

## Phonetic Alphabet

When spelling out words over the radio, each letter of the word is replace with a code word to reduce ambiguity between similar-sounding letters.

A   Adam	H   Henry	O   Ocean	V   Victor
B   Baker	I   Ida	P   Paul	W   William
C   Charles	J   John	Q   Queen	X   X-ray
D   David	K   King	R   Robert	Y   Young
E   Edward	L   Lincoln	S   Sam	Z   Zebra
F   Frank	M   Mary	T   Tom	
G   George	N   Nora	U   Union	

