Warren County · Ohio
TELECOMatters
our monthly newsletter of things that matter. all things Telecom.

Public Safety Radios

The Radio Team is continuing to write templates with the help from Mobilcomm. Programming has begun on several departments' mobiles as we enter the home stretch before the digital cutover.
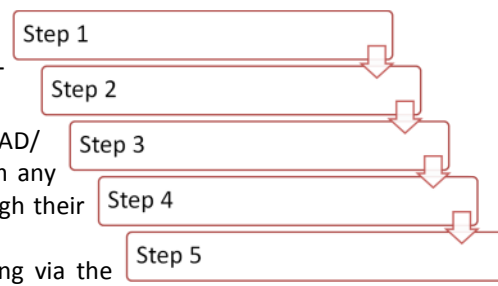
THE PLAN (as shared last month): Once a department's programming is written, Telecom will contact its Chief to arrange drop-off of up to (12) portable radios at a time here at Telecom. Please get them to us ASAP to keep our programming schedule on track. Because of an added step to the programming/configuring setup (never done before), the time to update each radio is significantly longer than in times past (10-20 minutes each vs. 2 minutes). We only want to take small quantities of your radios at a time so that you can use the rest of your fleet for daily operations. The benefit to this is that you are not stuck at Telecom waiting around for your radios to be finished. You can continue on with your day and we will notify you when they're ready for pick-up.

Telecom will be utilizing every spare employee we can get to program and align these radios. All hands will be on deck to turn these radios over as quickly as possible for our subscribers. Please be patient with us as we physically program 3000 radios.

Digital Cutover Plan

We continue to flesh out the cutover plan, taking into account the various departments it impacts: fire, law, non-public safety, departments not dispatched by Warren County, and those with radios that can only be analog or digital.

We are now aiming for a Tuesday in May at 10AM to cut over, barring any large-scale incidents or technical obstacles. The current plan includes (3) three, simultaneous conference calls to corral representatives from the various disciplines to allow instant sharing of any hiccups or questions:

1. Technical Conference Bridge for tower crews facilitated by Mobilcomm.
2. Agency Conference Bridge for End-User Chiefs/Supervisors facilitated by Telecom's DST Manager. He will give a cutover play-by-play and field issues from the user agencies.
3. Dispatch Conference Bridge for the (3) Communications Centers facilitated by Telecom's CAD/RMS Manager. He will ensure before the go-live, that all dispatch centers are free from any incidents that would cause safety concerns during the cutover and will guide them through their conversion from analog equipment to digital.

Step 1
Step 2
Step 3
Step 4
Step 5

In addition to the conference bridges, Telecom's Trainer will be available for troubleshooting via the 695-HELP line, MDC Chat, MDC Email, and regular email. An easy-to-follow, step-by-step guide will be distributed so that everyone is comfortable with the process. The PIN codes for the conference calls will not be shared until closer to the event and not via public postings so that media and unrelated parties don't join in on the conference call.

We can not emphasize enough

—*PLEASE* read the literature we put out via email, social media, and this newsletter so that you know the cutover status. We are looking at this from every angle possible to cover every potential point-of-failure so that no one is confused or unrepresented.

School Security Radios

APX 4500   Model STS 573077-0-1

All of Warren County's public schools have now applied for the State of Ohio's MARCS-in-Schools Security Radio. Telecom is scheduling our final work session with the last of the schools to ensure all County users are on the same page and aware of operational policies/programming/usage. The consistent response plan continues to be a Countywide All-Call for law enforcement and for fire departments to follow their Mass Casualty Incident plan which allows for incident growth up to 5 alarms. The MARCS-in-Schools radio program will go live at the start of the 2014-2015 school year.

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

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4/2/14 TESTING NOTICE

Fire Minitor Pagers

Tornado Sirens

This is the first tone test on the digital radio system's MCC 7500 Dispatch Consoles, a crucial step before the digital cutover. Tones go over UHF activated from radio consoles.

Test 1: Tornado Siren activation

Departments are responsible for verifying their sirens activated.

Test 2: Fire/EMS Minitor Pager Tones

Procedure *(starting with Station 11 and working numerically down the station order)*

1. Your department needs an assigned person to acknowledge the tone (and house alarm if applicable) - identify this person to Paul.Kindell@wcoh.net beforehand.

2. If you have **multiple minitor setups** (battalion, firefighter), **you need one of each on hand** to confirm they opened and received the page.

3. We drop the first of your minitor tones, you acknowledge receipt/failure on Fire Primary.

4. Repeat Step 3 for all remaining minitor tones.

This test is contingent on weather and radio traffic. We expect each department to only take 1 minute.

The *"Not Yet Digital"* Fire Radio Template EXPLAINED

Nick & Glenn have to program 2,500 radios BEFORE the 2014 cutover, putting digital talkgroups in your radio before you can use them. This explains the 'limbo' template before going digital.

ABC Switch on the top of your radio is either Quick Zone Access to A-B-C or a keypad lock (whichever your Chief selected for programming.) If quick zone access, your buttons likely have a delay.

Mutual Aid TACs (MATAC) channels are a future solution for mutual aiding with neighboring counties. Greene County (MATAC 3 & 4) can be used right away once we're digital. Clinton County (MATAC 5 & 6) and Butler County (MATAC 11 & 12) are planned for late 2014. Clermont County (MATAC 7 & 8) planned for 2015. MATACs are ONLY FOR USE when mutual aiding with another county. Our Warren County TACs 2-21 are for internal mutual aiding— after this round of programming, all law enforcement will also have the new, higher TACs.

Current Analog System			Digital A	Digital B	Digital C	X MATAC Z1	X MATAC Z2	Interops
3 back (old C)	**2 back (old B)**	**1 back (old A)**	**Zone A**	**Zone B**	**Zone C**	**Zone D**	**Zone E**	**Zone F**
USER DEFINED	Fire Prim	Fire Prim	X Fire Prim	X Fire Prim	USER DEFINED	X MATAC 1 (warren)	X MATAC 15	Fire Prim
	FD Ops	FD Ops	X FD Ops	X FD Ops		X MATAC 2 (warren)	X MATAC 16	FD Ops
	Pub Safety	Pub Safety	X Pub Safety	X Pub Safety		X MATAC 3 (greene)	X MATAC 17	8CALL 90 D
	NIMS	FD Hailing	X FD Hailing	X NIMS		X MATAC 4 (greene)	X MATAC 18	8TAC 91D
	TAC 12	TAC 2	X TAC 2	X TAC 12		X MATAC 5 (clinton)	X MATAC 19	8TAC 92D
	TAC 13	TAC 3	X TAC 3	X TAC 13		X MATAC 6 (clinton)	X MATAC 20	8TAC 93 D
	TAC 14	TAC 4	X TAC 4	X TAC 14		X MATAC 7 (clermont)	X MATAC 21	8TAC 94 D
	TAC 15	TAC 5	X TAC 5	X TAC 15		X MATAC 8 (clermont)	X MATAC 22	8CALL 90
	TAC 16	TAC 6	X TAC 6	X TAC 16		X MATAC 9 (hamilton)	X MATAC 23	8TAC 91
	TAC 17	TAC 7	X TAC 7	X TAC 17		X MATAC 10 (hamilton)	X MATAC 24	8TAC 92
	TAC 18	TAC 8	X TAC 8	X TAC 18		X MATAC 11 (butler)	X MATAC 25	8TAC 93
	TAC 19	TAC 9	X TAC 9	X TAC 19		X MATAC 12 (butler)	X MATAC 26	8TAC 94
	TAC 20	TAC 10	X TAC 10	X TAC 20		X MATAC 13 (mont)	X MATAC 27	8TAC 94 D
	TAC 21	TAC 11	X TAC 11	X TAC 21		X MATAC 14 (mont)	X MATAC 28	8TAC 92D
	MAYDAY 2	MAYDAY 1	X MAYDAY 1	X MAYDAY 2		X MA-MAYDAY1	X MA-MAYDAY 3	UNPROG
	Fire Prim	Fire Prim	X Fire Prim	X Fire Prim		X MA-MAYDAY 2	X MA-MAYDAY 4	UNPROG

The current Analog talkgroups have been relocated. Analog Zone A will be "1 back", Zone B is "2 back", and Zone C is "3 back" from Digital Zone A. Your Chief selected if the Home button directs to Fire Primary in Digital Zone A, B, or C so test and **practice muscle memory of 'Home + ZnDn' to reach the analog zones during these interim 'limbo' months.**

You'll see "X" before all digital talkgroups - they can NOT be used until the cutover!

System Cutover Details!

We plan to conduct the cutover at 10AM, date TBD.

At 9:55AM, all portable radios should hold down their home button to navigate to digital 'X Fire Primary' talkgroup... but do NOT transmit. Mobile radios should be left on the old analog system during cutover as a backup in case of unforeseen problems. At 10:00AM, Dispatch will drop a countywide all-call and announce the cutover. There will be teams at the tower sites physically unplugging antennas from the analog system and plugging them into the digital system. Dispatches during the cutover will happen on the Paging system (approximately 9:55-10:15). The 800MHz 'Fire Primary' may not be available, making the monitoring of the Paging System crucial for your department! Do not transmit on any digital talkgroup other than 'X Fire Primary' until the 'Return to Routine Radio Traffic' announcement is made by Dispatch. Then mobile radios are safe to switch to the digital talkgroups.

Please read Telecom's emails + newsletters, and visit our website, facebook, twitter to stay up-to-date as this plan develops!

The *"Not Yet Digital"* [Your Dept Here] PD Radio Template EXPLAINED

Nick & Glenn have to program 2,500 radios BEFORE the 2014 cutover, putting digital talkgroups in your radio before you can use them. This explains the 'limbo' template before going digital.

Mutual Aid TACs (MATAC) channels are a future solution for mutual aiding with neighboring counties. Greene County (MATAC 3 & 4) can be used right away once we're digital. Clinton County (MATAC 5 & 6) and Butler County (MATAC 11 & 12) are planned for late 2014. Clermont County (MATAC 7 & 8) planned for 2015. MATACs are ONLY FOR USE when mutual aiding with another county. Our Warren County TACs are for internal mutual aiding—notice they now extend TAC 2-21, instead of TAC13, adding more mutual aid capability.

Current Analog Zones			Digital (won't work until digital switch in 2014 but placed into their 'forever homes')					
old ZONE A (3 back) Zone S	TACS (2 back) Zone T	TACS (1 back) Zone U	ZONE A	ZONE B	ZONE C	ZONE D	ZONE E	ZONE F
PD PRIM 1	PD PRIM 1	PD PRIM 1	XPD PRIM 1	XPD PRIM 1	XPD PRIM 1	XPD PRIM 1	XMA TAC 1	XMA TAC 15
LOCAL 1	INQUIRY	INQUIRY	XINQUIRY	XINQUIRY	XLOCAL 1	XLOCAL 1	XMA TAC 2	XMA TAC 16
INQUIRY	LOCAL 1	LOCAL 1	XLOCAL 1	XLOCAL 1	XINQUIRY	8CALL 90 D	XMA TAC 3	XMA TAC 17
PUB SAFETY	PUB SAFETY	PUB SAFETY	XPUB SAFETY	XPUB SAFETY	XPUB SAFETY	8TAC 91 D	A TAC 4	XMA TAC 18
ROAD	NIMS	HAILING	XHAILING	XNIMS	XROAD	8TAC 92 D	A TAC 5	XMA TAC 19
LOCAL 2	TAC 12	NIMS	XNIMS	XTAC 12	XHAILING	8CALL	A TAC 6	XMA TAC 20
HAILING	TAC 13	ROAD	XROAD	XTAC 13	XNIMS	8CALL	A TAC 7	XMA TAC 21
FIRE PRIM	TAC 14	LOCAL 2	XLOCAL 2	XTAC 14	XPD PRIM 1	8LOCAL 1	A TAC 8	XMA TAC 22
LEBANON PD	TAC 15	TAC 12	XTAC 12	XTAC 15	XINQUIRY	8CALL	A TAC 9	XMA TAC 23
FRANKLN PD	TAC 16	TAC 6	XTAC 6	XTAC 16	XFRANKLN PD	8TAC 92	XMA TAC 10	XMA TAC 24
TAC 2	TAC 17	TAC 7	XTAC 7	XTAC 17	XTAC 2	8TAC 93	XMA TAC 11	XMA TAC 25
TAC 3	TAC 18	TAC 8	XTAC 8	XTAC 18	XTAC 3	8TAC 94	XMA TAC 12	XMA TAC 26
TAC 4	TAC 19	TAC 9	XTAC 9	XTAC 19	XTAC 4	8TAC 94 D	XMA TAC 13	XMA TAC 27
TAC 5	TAC 20	TAC 10	XTAC 10	XTAC 20	XTAC 5	8TAC 92 D	XMA TAC 14	XMA TAC 28
PD PRIM 2	TAC 21	TAC 11	XTAC 11	XTAC 21	XPD PRIM 2	XLOCAL 1	XMA MYDY 1	XMA MYDY 3
PD PRIM 1	PD PRIM 1	PD PRIM 1	XPD PRIM 1	XPD PRIM 1	XPD PRIM 1	XPD PRIM 1	XMA MYDY 2	XMA MYDY 4

Current/familiar Analog talkgroups have been relocated to the back end of your zone lineup. Your "Old Zone A" is now "3 back" from Zone A.

Your Home Button takes you to your Zone __ DIGITAL 'Primary' talkgroup. Learn the muscle memory to reach the analog zones you'll work off in these interim "limbo" weeks/ months.

Notice the "X" before digital talkgroups - they can NOT be used until the physical cutover!

System Cutover Details!

We plan to conduct the cutover at 10AM, date TBD. A detailed cutover plan will be distributed to all Chiefs and departments as the time nears.

At 9:55AM, all portable radios should hold down their home button to navigate to their digital Primary talkgroup... but do NOT transmit. Mobiles remain on the old system as a backup.

At 10:00AM, Dispatch will drop a countywide all-call and announce the cutover. There will be teams at the tower sites physically unplugging antennas from the analog system and plugging them into the digital system. Dispatches during the cutover will happen on your MDC (approximately 9:55-10:15). Do not transmit on any digital talkgroup other than your police primary until the 'Return to Routine Radio Traffic' announcement is made by Dispatch. Then mobile radios are safe to switch to the digital talkgroups.

Please read Telecom's emails + newsletters, and visit our website, facebook, twitter to stay up-to-date as this plan develops!

Telecom Announcements

Microsoft + Telecom End XP Support this Month! Tuesday, April 8th

What does this mean for your agency? Devices with WinXP on them (older MDC's) go out of service.

Which MDC's need replaced? CF-18 & CF-29

Which MDCs can move forward with a $140 license upgrade to Windows 7 if agencies choose? CF-30 & CF-19 models. CF-31 MDC's that currently have XP will be upgraded to Windows7 free of charge.

***MDC's without Windows7 installed by April 14th will be quarantined by DST (locked and unable to connect to the WCPSN).**

CAD Map Upload

CAD/RMS' Don Sebastianelli pushed out the latest and greatest map updates to the Warren County Dispatcher Consoles on March 5th. Improvements include:

- New fire beat around Miami Valley Gaming Complex
- Added an alert layer that is currently in testing mode
- Common Place updates (new businesses, corrected addresses)

These periodic uploads ensure that the maps and data that dispatchers reference are the most accurate when pushing out incidents and runs. And with all the development that continues within Warren County, the map uploads will only continue to keep our emergency responders in-the-know on the latest roads, businesses, and buildings in our communities!

695-HELP Extension Guide

Option 3 CAD/Records/Training = record requests, training, mapping, CAD ID/Call Sign Setup, FRMS, DSS reports.

Option 4 Data Systems = password resets, ePCR, computer equipment, RSA Tokens, MDC repair, IT, LRMS.

Option 5 Radio Systems = radio programming, radio accessory orders, template requests.

Option 6 Telephone = county mobile phones, county office phones, installs, engraving, switchboard.

CAD UPGRADE!

Motorola will be on-site the week of April 7th to upgrade Warren County's existing CAD software from version 7.0.0.10.0 to version 7.0.0.12.1. The crucial reason for the upgrade is to make possible the auto-toning interface between CAD and the new digital system's MCC7500 radio consoles used by Warren County Dispatch. It also accomplishes the typical bug fixes you find with any upgrade.

APX Portable Radios
are still available for
testing the new digital system
before we actually go live!
Call Radio at
695-3251 to reserve!

"Medications Given" in ePCR

We made several changes to the "Medications Given" list and specifically the state and billing extract code translations. This was done due to having issues with CCR's and finding several incorrect codes.

Ativan   02900 changed to 53145
Atrovent 02982 changed to 52883
Cardizem 05789 changed to 51803
EPI Pen Adult 52040 changed to 11548
EPI Pen Jr 52040 changed to 11548
Haldol 14000 changed to 52520
Morphine 70398 changed to 53760
Normal Saline 428000 charged to 42800 (typo)
Nubain 21550 changed to 53855
Phenergan 23755 changed to 54860
Prednisone 24890 changed to 54775
Versed (Midazolam) 61570 changed to 53716
ZoFran 92105 changed to 92141

Brand names were also added in parenthesis to the generic names in several cases.

THING TO THINK ON: Roaming! Certain disciplines and talkgroups will maintain range/communication even when crossing County borders—thanks to joining the State's MARCS radio system!

Have Telecom questions?

We want to answer them! Send a help ticket to help@wcoh.net and It will be assigned to the subject matter expert!