

TELECOMatters

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

Did You Know?

If your APX6000 radio has a blue dot on the front speaker grill, it is Bluetooth capable after receiving a flash. This means you can connect a wireless microphone, earpiece, and accessories that make radio use easier.



Pricing from one vendor:

\$173 Bluetooth flash

Bluetooth APX Mission Critical Wireless Remote Speaker Microphone

with desktop charger: \$225.00



ATTENTION LAW ENFORCEMENT!

We are half way through our programming tour of law enforcement radios.

After your radio is programmed it will have this tag, directing you to use LAW1 for all INQUIRY purposes.



LAW1,2,3 are being added to your Zone C; so find LAW1 and get familiar. Probation and Warden will use it as their main line to Dispatch; law enforcement will use it to run plates, SOC's, etc. The temporary change is due to an encryption key transition that won't be complete until all radios are programmed.

DO NOT USE INQUIRY after being programmed. Telecom will announce the 'Return Normal use of Inquiry' to Chiefs and known Training Officers via email and post it on our social media and website once the last agency has been programmed.

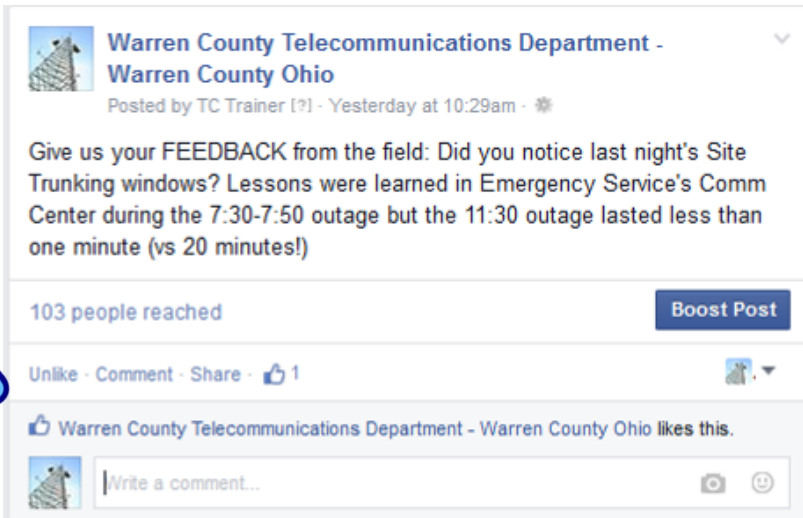


WE WENT INTO SITE TRUNKING LAST MONTH...

as Motorola upgraded the radio system from 7.13 to 7.15 statewide.

The 7:30 outage taught us a couple lessons from a dispatcher perspective—it may take the backup radios up to 30 seconds to re-engage with the consoles once Warren County enters site trunking. If the lag is too long, dispatchers can use portables to transmit on the (4) primaries until the backup console pulls up. This discovery is now reflected in a Technical Bulletin for the Warren County Communications Center. The 11:30 outage seemed to last less than one minute, requiring no change of action.

We requested feedback on our facebook page and the 103 of our 389 followers that saw the post had nothing to report; so it seems the outage did what we hoped in not interrupting our users.



Dispatch Procedure

Dispatch Backup Radio	Use in Site Trunking
83 BKUP 1	→ 83 SCHOOLS
83 BKUP 2	→ TACs, monitoring
83 Clermont 1	→ WC FD PRIM
83 Clermont 2	→ WC PD PRIM2
83 Montg Co 1	→ WC PD PRIM1
83 Montg Co 2	→ PD INQUIRY
83 MARCS 1	→ SO-83
83 MARCS 2	→

Your talkgroup with Dispatch	Use in Site Trunking
PD Primary 1	→
PD Primary 2	→
Inquiry	→
Fire Primary	→
Franklin PD	→
Franklin Fire	→
Lebanon PD	→
Lebanon Fire	→

Use in Site Trunking

NO CHANGE

Primary Domain Controller Update in Dispatch

On Tuesday, March 17th Motorola began upgrading the Primary Domain Controllers, which

- Controls the security of the radio system.
- Controls the security policies on the radio consoles for such things as username, password, and the lock down of the console to prevent tampering and additional software from being loaded.



Radio Systems Manager, Gary Hardwick monitored the progress of the update & provided feedback to the Motorola team when they reached milestones in the process. Upgrading the PDC & security policies was just another step to prepare for the big step of upgrading the statewide System software on March 24th. Contingency plans were in place in the event we had an unforeseen circumstance occur during the upgrade. The only expected interruption to dispatch was the rebooting of one console at a time.



CAD CORNER

After approval at the December Communications Work Group, March Police Chiefs, and March 11th Communications Advisory Board meeting, Domestic Complainant (DO) and Juvenile Complainant (JC) incident types have both been changed from priority 2 to priority 3 incident types. This was to better segregate them from the higher risk incidents in their subset (JU) and (DOI).

Impact on Law Enforcement: (DO) Domestic Complainant gets a 1-officer response, instead of two. (JC) already had a 1-officer response. **Note that (JU) Unruly Juvenile holds the higher priority 2 and (DOI) Domestic In Progress has a higher priority 1 - getting 2 officers)*

Impact on Dispatch: This affects the sort order in Dispatch's pending queue if they have more than one incident with different priorities, and automatic paging groups by priority in HipLink and reporting. There are no response messages for these incident types in CAD telling the dispatchers how many officers to dispatch so no change was required here. Only incident types requiring an all-county broadcast / 2 officers + area broadcast / 2 officers + OIC have response messages. The latest list of Law Enforcement Incident Types is below.

CAD Code	Call Description	Priority	How Many Officers?	CAD Code	Call Description	Priority	How Many Officers?	CAD Code	Call Description	Priority	How Many Officers?
44	Emergency Button Activation	0	All County	AB	Abduction	3	1	FO	Forgery	4	1
SEB	School Emergency Button	0	All County	AS	Assault	3	1	FA	Fraud Complaint	4	1
ABI	Abduction In Progress	1	2 + Area Broad	ATL	Attempt to Locate	3	1	AL	General Alarm	4	1
AI	Accident with Injuries	1	2	BU	Burglary	3	1	HC	Hunting/Hunters Complaint	4	1
ASI	Assault In Progress	1	2	DO	Domestic Complainant	3	1	LA	Larceny (Theft)	4	1
BT	Bomb Threat	1	2	DV	Disabled Vehicle	3	1	LC	Littering Complaint	4	1
BUI	Burglary In Progress	1	2	FI	Fire Traffic	3	1	LO	Lockout Vehicle/Residence	4	1
DB	Dead Body	1	3 (2 & OIC)	HW	High Water	3	1	MC	Motorcycle/ATV Complaint	4	1
DOI	Domestic In Progress	1	2	ID	Intoxicated Driver	3	1 + Area Broad	NA	Narcotics/Drug Complaint	4	1
FG	Fight	1	3 (2 & OIC)	JC	Juvenile Complaint	3	1	NT	Neighbor Trouble	4	1
ALH	Holdup Alarm	1	2	JR	Juvenile Runaway	3	1	ND	Noise Disturbance	4	1
HO	Homicide	1	2	LT	Landlord/Tenant Dispute	3	1	NOTI	Notification	4	1
JB	Jail Break	1	All County	LI	Livestock on Road	3	1	HP	Phone Harassment	4	1
MD	Mental Disorder	1	2	MP	Missing Person	3	1	RP	Recovered Property	4	1
NU	Nature Unknown	1	3 (2 & OIC)	MA	Mutual Aid	3	1	SC	Solicitor Complaint	4	1
PE	Prisoner Escape	1	All County	AP	Property Damage Accident	3	1	TH	Threats	4	1
PU	Pursuit	1	All County	RH	Road Hazard	3	1	HV	Verbal Harassment	4	1
ROI	Robbery In Progress	1	3 (2 & OIC)	RR	Road Rage	3	1	WC	Warrant Confirmation	4	1
SH	Shooting	1	3 (2 & OIC)	SO	Sexual Offense	3	1	AV	Abandoned Vehicle	5	1
SU	Suicide/Attempted Suicide	1	2	SF	Shots Fired in the Area	3	1	AN	Animal Complaint	5	1
SW	Suspect with a Weapon	1	2	SP	Suspicious Person	3	1	CA	Citizen Assist	5	1
TD	Train Derailment	1	2	SV	Suspicious Vehicle	3	1	OCONT	Controlled Burn	5	1
VTI	Vehicle Theft In Progress	1	2 + Area Broad	TO	Traffic Offense	3	1	DU	Dumping Complaint	5	1
91H	911 Hang-up	2	1	TP	Traffic Problem	3	1	FR	Fireworks Complaint	5	1
91S	911 Silent	2	1	TR	Trespassers	3	1	GA	Gambling	5	1
ALB	Burglar/Intrusion Alarm	2	2	UI	Unknown Investigation	3	1	LP	Lost Property	5	1
CDI	Criminal Damaging In Progress	2	2	VT	Vehicle Theft	3	1	PC	Parking Complaint	5	1
CW	Criminal Warrant Service	2	2	WB	Well Being Check	3	1	PT	Prisoner Transport	5	1
DC	Disorderly Conduct/Subject	2	2	BAR	Bar Check	4	1	19	Public Service	5	1
IS	Intoxicated Subject	2	2	BC	Business Check	4	1	REPO	Repo	5	1
LAI	Larceny (Theft) in Progress	2	2	CP	Civil Paper Service	4	1	OCLSE	Road Closing	5	1 + Area Broad
NTI	Neighbor Trouble in Progress	2	2	CD	Criminal Damaging	4	1	SRO	School Resource Officer	5	1
OP	Open Door/Window	2	2	DEX	Dangerous/Exotic Animal	4	1	13A	Special Detail - Available	5	1
OD	Overdose	2	2	EN	Emergency Notification	4	1	13U	Special Detail - Unavailable	5	1
ALP	Panic/Duress Alarm	2	2	ME	EMS Assist	4	1	UFO	Unidentified Flying Object	5	1
PR	Prowler	2	2	ES	Escort	4	1	UP	Utility Problem	5	1
RO	Robbery	2	2	EP	Extra Patrol	4	1	13V	Vacation House Check	5	1
SOI	Sexual Offense in Progress	2	2	ALF	Fire/Medical Alarm	4	1				
TS	Traffic Stop	2	1	FUI	Follow Up Investigation	4	1				
JU	Unruly Juvenile	2	2								



Last Month's Training [Get on the list!]



- Mar 11: St. Susanna School Radio
- Mar 11: Technical Bulletin - Redistributed the 520 Gate Access Steps
- Mar 17: Technical Bulletin - Dispatch Procedure during Site Trunking
- Mar 18: Technical Bulletin - Using LAW1 as Inquiry during radio programming
- Mar 26: Technical Bulletin - Updated the 3/17 Dispatch Procedure during Site Trunking
- Mar 26: Technical Bulletin—Clearing Emergency Activation on Dispatcher Console
- Mar 26: Fire 1 Class Tour of CAD/RMS, Radio, Data, Telephone

2014 RADIO STATS

The Radio System consists of **1** Radio System Network Operations Center (NOC) with layered redundancy and Emergency power. **10** major Tower Sites with equipment, shelters & emergency power. **13** major Microwave links for the Data Backbone. **38** minor Microwave links for Backhaul. **1200** Handheld Portable radios. **700** Mobile radios. **230** Fixed Base stations. **161** Control base stations (including School Emergency net). From the inception of our digital system on **May 13, 2014** through 2014's end, our radio subscription base of **70** agencies made **3,024,491** total calls with **250,174** minutes of conversation (equivalent of continuous talk for **174** days!)

Purpose	5-Year Goals
<p>Radio Shop We continue our daily focus to provide 'state of the art' communications capabilities for our Public Safety and Public Works radio users. By maintaining a stock of repair parts and batteries, we provide outstanding 'in house' service and support. Our 'always ready' cache of 'Hot box' portable radios provide 'instant' communications support for disaster remediation or special event direction & control.</p> <p>Systems Management, Infrastructure Provide 24/7/365 'first call' response to Maintain/ Improve Systems & capabilities at our 10 tower sites & provide dependable Voice communications (Radio, Telephone) & Data backbone & backhaul (IP, ROIP, VOIP & TDM) with maximum reliability & minimum downtime. (communications path availability exceeding 99.999%) Support Emergency power capabilities for all RST crucial systems.</p>	<ul style="list-style-type: none"> Continue to upgrade Microwave Data distribution network to provide more links & better bandwidth for Water, Wastewater, WCPSN, County Data, Radio & Telephone users that depend on fast, reliable, Ethernet, Internet, Scada, RoIP, VoIP & TDM service connections. Continue to expand the County wide School Emergency network to saturation. Maintain & adapt our digital radio systems capabilities to mesh with our Regions developing communications technology . Stay cognizant of changes in the State & Region, continue to provide support & programming to keep our subscribers radios current with the changing interoperable communications environment.



The Proof is in the Numbers

Customer Service

361 requests for **533mb** of files - Radio and Phone Audio Record Requests.

171 Emergency Services Requests. **100** Help Tickets. **902** receiver devices and

371 receiver groups maintained and configured within Hiplink's 2 servers. Hiplink allows incidents from CAD to be automatically sent to subscriber's mobile phones or emails to stay in-the-know even when not on shift or on premise.

Assists users with CAD-DSS and LRMS-DSS questions, problems, and custom reports

Mapping

6 Map Uploads to CAD System. **79** MSAG updates (Master Street Address Guide)

628 Mapping Street Feature changes/additions. **361** Mapping Common Place

Feature changes/additions. **28** Mapping City/Fire/Police/EMS Feature changes/additions. Various requests for printed and pdf bingo/street maps to users.

Reporting / Program Maintenance

59 9-1-1 Call Problem Reports. Creates monthly and yearly reports for CAD, 9-1-1, Radio System, and Dispatch telephone. Axis Cameras Maintenance and configuration including moving to new server. Maintained, installed, and configured **7** new AudioLog servers and decommissioned **2** servers (captures traffic on dispatch radios and 9-1-1 calls).

Training

3,030 minutes spent training fire, police, probation, courts, schools, public works, etc.

1 Public Works department trained. **16** hours of in-house fire department radio/ePCR training. **1** Public Works department trained. **10** newly hired WCSO Corrections Officers trained on radio. **4** Adult Probation employees trained on radio. **4** newly hired WCSO Deputies. **12** monthly newsletters totaling **72** pages of content.

12 Technical Bulletins. **1** Human Services employees on radio. **3** WCSO ridealongs. **3** Juvenile Probation Officers on radio. **90** minutes with Kings Island Police. **12** MARCS-in-Schools Radio Training Sessions. **44** webpages maintained. **43** website posts. **53** public schools individually trained on their MARCS-in-Schools emergency radio.

Purpose

- **Work Orders** - installation, operation, configuration, maintenance and repair of all county-owned telephone / communications equipment and circuitry.
- **Telephone Service** - Voice Mail, Fax Lines, Automated Attendant, Automatic Call Distribution, and interactive informational Recordings. These are billed to the agencies.
- **Telecommunications Equipment/Services Invoicing** and recording of accounts receivables for all related equipment and services billed by Telecom's divisions.
- **Cellular/Pager Service Receivables** - non-commissioner funded, billed directly to the agencies.
- **IC Solutions Inmate Services** - Warren County receives commission revenue based on the amount of calls completed by inmates at the County Jail. We have significantly increased our call volume and revenue without impacting the family/friends of our inmates by switching to IC Solutions in 2004.
- **Engraving** - accountability tags, signs, radios, fire passports and miscellaneous engraving for County and Public Safety Departments.

5-Year Goals

- Replace 9-1-1 Phone System in 2015 (end of life is Q1 - 2015).
- Replace current County phone system with VoIP, including new switchboard.
- Convert Warren County's government buildings to new VoIP system as funds allow.
- Be IP (internet protocol) and NexGen ready for when state is able to support it in 3-5 years.

Telephone Division 2014 Stats

EQUIPMENT	
DEVICE	COUNT
Smartphones	230
Aircards	34
Cell Phones	89
Tablets	51
TOTAL:	404

Engraving - The Telephone Division engraves various types of signage and identification badges/plates for County Agencies, Police and Fire Agencies as well as other Political Subdivisions.

AGENCY	ACCOUNTABILITY	SIGNS	RADIOS	PASSPORTS	MISC
COUNTY		44			38
FIRE	1131		23	145	
POLICE	80				
CITY/TWP/VIL	390			112	
1963 TOTAL	1601	44	23	257	38

520 Justice Drive Work Completed

We were kept busy at end-of-year with the the building's communications needs. Cable had to be pulled and terminated in the telephony closets in order to supply communication needs for Warren County Court Services, Prosecutors, Board of Elections, Emergency Services and the 9-1-1 Dispatch Center.

250 Pr Cable	Pulled and terminated from 500 Justice to lower level telephony closet at 520 Justice
Cable TV	Pulled cable from 500 Justice to 520 Justice to supply service for 21 TV's (ES/DISP/EOC/PROS)
100 Pr Cable	Pulled and terminated from lower level telephony closet to Dispatch Data Closet
100 Pr Cable	Pulled and terminated from lower level telephony closet to 2nd floor telephony closet
50 Pr Cable	Pulled and terminated from the lower level telephony closet to 3rd floor telephony closet
CAT-6 Drops	Pulled and terminated drops for 19 Network Controlled Clocks in Emergency Serv/Disp/EOC
CAT-6 Drops	Pulled and terminated/Moved 41 lines for Court Services
CAT-6 Drops	Pulled and terminated/Moved 28 lines for Emergency Services and 9-1-1 Dispatch Center
Cable TV	Installed (4) 8-port Cable TV Amplifier's for Emergency Services/Dispatch/EOC/Prosecutor's
CAT-6 Drops	Pulled and terminated 16 drops for phones/time clock/etc for Emergency Services
CAT-6 Drops	Pulled and terminated 13 drops for Prosecutor's Office
CAT-6 Drops	Pulled and terminated 12 drops for wireless access points for 520 Justice Drive
CAT-6 Drops	Pulled and terminated 14 drops/Moved 16 drops for Board of Elections
CAT-6 Drops	Pulled and terminated 5 extra drops/Moved 36 drops for Court Services



2014 DATA SYSTEMS STATS

Wide
Area

MDC RSA Law Law Fire Remote Network
QTY Token RMS FBR RMS ePCR Access Support

Law Enforcement								
CARLISLE Police	6	8	x	x			x	
CLEARCREEK Police	13	21	x	x			x	
FRANKLIN City Police	8	26					x	
HAMILTON Twp Police	11	22	x	x			x	
HARVEYSBURG Police	2	2	x				x	
LEBANON Police	11	21					x	
MAINEVILLE Police	3	5	x	x			x	
MASON Police	20	24					x	
MORROW Police	3	4	x	x			x	
SPRINGBORO Police	16	36	x	x			x	
WAYNESVILLE Police	4	20	x				x	
WCSO	80	121	x	x			x	
Fire								
CARLISLE Fire	0	2				x		
CLEARCREEK Fire	21	55				x	x	x
DEERFIELD Twp Fire	15	28				x		x
FRANKLIN Twp Fire	5	2				x	x	x
HAMILTON Twp Fire	10	19				x	x	x
HARLAN Twp Fire	4	3				x	x	x
JEMS	9	15				x	x	x
LEBANON Fire	2	1						x
MASON Fire	15	18				x	x	x
MASSIE Twp Fire	2	3				x	x	x
SALEM Twp Fire	5	7				x	x	x
TURTLECREEK Twp Fire	4	14				x	x	x
UNION Twp Fire	5	15				x	x	x
WAYNE Twp Fire	10	6				x	x	x
Non-Public Safety								
Clearcreek Admin								x
Clearcreek Road								x
Clearcreek Twp Admin								x
Warren County Departments								
Commissioner's Office							x	
Educational Service Center		x						
Emergency Services		x					x	
Garage								x
Telecom		x					x	
Water/Sewer							x	x

MDC: mobile data computer in vehicles used for one or more of the following: receiving dispatched incidents from Emergency Services, messaging, wants & warrants, mapping, RMS, FBR, ePCR, etc.

RSA Token: a two-factor authentication keychain with a 6-digit code required to access certain files.

Law RMS: Law Records Mgt System - program to retrieve incident details, report to State.

Law FBR: Field-Based Reporting software maintained by Telecom.

Fire RMS: Fire Records Mgt System - program to retrieve fire incident details, report to State.

ePCR: Electronic Patient Care Reporting software for EMS workers.

Remote Access: a money-saving measure allowing communities to access the WCPSN without expensive infrastructure.

Area Network Support: the canopies and data systems that ride on the County's microwave system.

