

# TELECOMatters

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

## From the Director



Another busy and productive year for Telecom, 2015 saw renovation and rejuvenation. We started the year with several divisions working tirelessly to move the Prosecutor's Office, Court Services, Emergency Services, EOC, and Board of Elections to their new homes at 520 Justice Drive. Our CAD/Records, Data Systems, Radio, and Telephone teams played integral roles in running lines, cables, outfitting dispatcher stations, and testing the numerous software applications they would run from their computers.

Through a lengthy and tedious RFP process, we also vetted and secured a new 9-1-1 System with INdigital catapulting Warren County into the NexGen (Next Generation) 9-1-1 era

where citizens will be able to text/picture message their concerns into our Dispatch center. We also completed the RFP process and chose a CAD system with the vendor TriTech. We crafted and released the RFP for a new phone system, and completed our first upgrade of the digital radio system from version 7.13 to 7.15.

2015 was also a year of transition for Telecom; saying goodbye to long-time coworkers and ushering in our next generation. Adela Dingman, Telephone Systems Supervisor retired and Garrett "Geezer" Wilson came back to assume her position. Scott Boschert, Data Systems Supervisor followed his calling to be a nurse, prompting promotions within Data Systems and a new Applications Analyst I hire. Nick Yeazel, Radio Systems Technician took an offer from P&R in Dayton, and in exchange we hired a former P&R programmer/technician to fill his role. We closed the year with promotions, tapping Gary Estes as Deputy Director and promoting Becky Trovillo and Jessica Johnson in the Telephone Systems division.

Paul Kindell, 2006-Present



**Thanks to all the agencies that visited or hosted our Telecom Trainer for Radio and MDC training!**

Franklin City Fire  
Mason Police  
WCSC Corrections Officers  
Adult Probation /  
Community Corrections  
Salem-Morrow Fire

## Fire/EMS Discuss Future of Mobile Environment

Panasonic Toughbook? Microsoft Surface? Tablet? Laptop? Cost? Ruggedized? HIPAA-Compliant? Waterproof? Battery Life? Is the Operating System supported and compatible with applications and programs such as ePCR, FRMS, Active911, MobileCAD, etc? All these questions and more were thrown around with great feedback from all in attendance.



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

**Data Systems Team | 4<sup>th</sup> Quarter Asset Reports** have been completed and emailed to all agency administrators. With this report you can assist us with the security compliance and cost containment by ensuring the resources that are provisioned are still being used. I have received a lot of feedback and appreciate all of it. Thanks to CAD/RMS division we were able to add the paging information. We hope to have that included every quarter.

-Rhonda Bernard, DST Applications Analyst

## Leaving the Country? Suspend HipLink Notifications and SAVE MONEY!

Email Don.Sebastianelli@wcoh.net or Paul.Bernard@wcoh.net with your "From" & "To" date and time to suspend your HipLink notifications while gone.

**USEFUL INDUSTRY WEBSITES!**

**MARCS** <http://das.ohio.gov/MARCS>

**SIEC** <http://siec.ohio.gov>

**Ohio First Net** <http://ohiofirst.net>

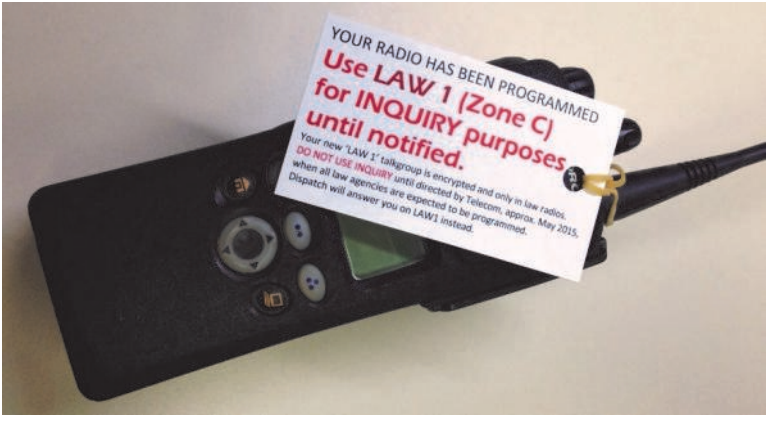
**Firstnet** <http://firstnet.gov>

**Ohio 911 Program Office** <http://911.ohio.gov>

## Radio Systems Team Annual Report Stats Team Lead: Gary Hardwick 3 employees

**1** Radio System Network Operations Center (NOC) hardened with layered redundancy and Emergency power. **10** Tower Sites with equipment, shelters & emergency power. **14** public safety grade microwave links for the Data Backbone. **44** Microwave links for Public Works Information Backhaul. **1180** handheld Portable radios. **754** Mobile radios (+54 from last year). **230** Fixed Base stations. **178** Control base stations including School Emergency radios (+17 from last year). In 2015, our radio subscription base of **70** agencies made **6,394,598** total calls with

**519,623** minutes of conversation (equivalent of continuous talk for **361 days!**)



# Computer-Aided Dispatch / Records Team (3 employees)

Team Lead: Paul Bernard

## The Proof is in the Numbers

### Customer Service

Took over maintaining and monitoring the WCSO Jail inmate phone calls recording program called ICSolutions (ICS) in August. **16** requests for **933** files (**383mb**) and **5** subpoenas (Radio and Phone Audio Record Requests.) **166** miscellaneous Emergency Services Requests. **44** Help Tickets resolved. **971** receiver devices and **399**

receiver groups maintained and configured within HiLink's **2** servers, sending an average of **2000** messages per day. HiLink 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

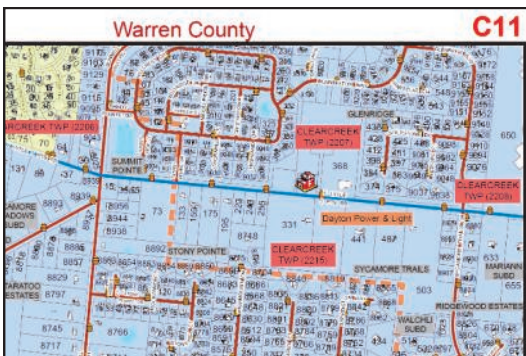
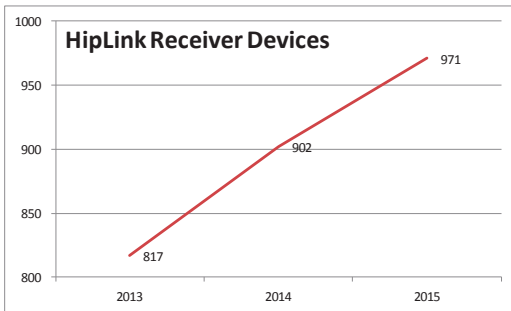
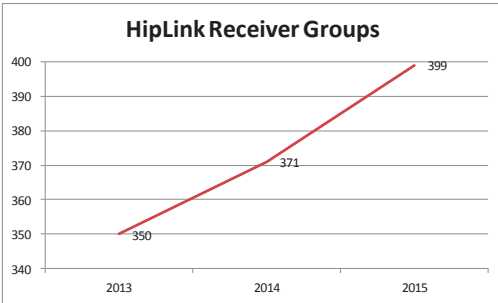
**6** Map Uploads to CAD System. **91** MSAG updates (Master Street Address Guide) Feature Changes/Additions: **2,248,640** including **716** Street Feature additions and **162** Common Place additions. **478** page "Bingo" map updated annually and available to everyone. Various requests for printed and pdf bingo/street maps to users.

### Reporting / Program Maintenance

**41** 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 of **14** cameras. Maintained, installed, and configured **7** new AudioLog servers and decommissioned **0** servers (captures traffic on dispatch radios and 9-1-1 calls).

### Training & Marketing

**2,040** minutes spent training fire, police, probation, courts, schools, etc. **10** hours of in-house fire department radio/ePCR/Telecom Suite training. **9** newly hired WCSO Corrections Officers trained on radio. **4** Adult Probation employees trained on radio. **4** newly hired WCSO Deputies. **10** monthly TelecomMatters newsletters, **2** less than usual due to the arrival of **1** baby. **13** Technical Bulletins. **2** training sessions with the United States Army Corps of Engineers. **4** MARCS-in-Schools Radio Training Sessions for newly approved private schools. **43** web pages maintained. **31** website posts. **1** renovated and customized training room. **12** promotional posters in the Telecom offices. **2** Telecom logo murals. **1** striped feature wall in training room. **21** professional in-house headshots at no cost.



# Telephone Systems Team Team Lead: Garrett Wilson | 6 employees

Purpose	5-Year Goals
<ul style="list-style-type: none"> <li>▪ <b>Work Orders</b> - installation, operation, configuration, maintenance and repair of all county-owned telephone / communications equipment and circuitry.</li> <li>▪ <b>Telephone Service</b> - Voice Mail, Fax Lines, Automated Attendant, Automatic Call Distribution, and interactive informational Recordings. These are billed to the agencies.</li> <li>▪ <b>Telecommunications Equipment/Services Invoicing</b> and recording of accounts receivables for all related equipment and services billed by Telecom's divisions.</li> <li>▪ <b>Cellular/Pager Service Receivables</b> - non-commissioner funded, billed directly to the agencies.</li> <li>▪ <b>IC Solutions Inmate Services</b> - 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.</li> <li>▪ <b>Engraving</b> - accountability tags, signs, radios, fire passports and miscellaneous engraving for County and Public Safety Departments.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Replace 9-1-1 Phone System in 2015 (end of life is Q1 - 2015).</li> <li>✓ Replace current County phone system with VoIP, including new switchboard.</li> <li>▪ Convert Warren County's government buildings to new VoIP system as funds allow.</li> <li>▪ Be IP (internet protocol) and NexGen ready for when state is able to support it in 3-5 years.</li> </ul>

The Telephone Division of Telecommunications processes the majority of its work orders as an On-Call basis serving over 100 County, State, Federal and Private Agencies. The Telephone Division wires all telephone and data drops in all County buildings as well a manages all moves, changes and installing of temporary service to those displaced by construction.

The division also provides all cellular and alpha paging services to county offices as well as assists Fire and Police Agencies of Warren County in obtaining contracts and maintenance of existing units.

**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.*

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

*These projects were ongoing throughout 2015 along with some new projects.*  
*Kicked off the new 911 system and got Started on the VOIP RFP for phase one.*  
*Started remodel of The Telecom Office area Phase 1 completed*  
*Moved Dispatch center from 500 Justice to 520 Justice*  
*Add cell services to 520 Justice, 430 Justice, 410 East and 900 Memorial Dr*  
*Assisted Radio in adding repeaters into 520 Justice*  
*Pulled multiple fibre through out 500 Justice and 822 Memorial Dr for Data up grade*  
*Rewired and reprogramed Mason title office*  
*520 and 500 Justice dr Panic buttons installed*  
*Cat-6 Drops Pulled and terminated 5 extra drops to Board of Elections*  
*Weather Radio Antenna and cabling ran for EMS at 520 Justice Dr*

Mobile Data Receivables	
QUARTER	AMOUNT
1st Quarter	\$24,240.00
2nd Quarter	\$24,181.50
3rd Quarter	\$23,503.35
4th Quarter	\$23,708.90
<b>TOTAL:</b>	<b>\$95,633.75</b>

EQUIPMENT	
DEVICE	COUNT
Smartphones	247
Aircards	42
Cell Phones	81
Tablets	79
<b>TOTAL:</b>	<b>449</b>

**Telecommunications Equipment/Services Invoicing**

The Telephone Division is responsible for the invoicing and recording of accounts receivables for all related equipment and services billed by Telecommunications Divisions.

MONTH	TST	DST	RST	CRT
January	\$1,431.00	\$189.00	\$995.00	\$0.00
February	\$452.07	\$168.00	\$2,476.00	\$0.00
March	\$1,907.24	\$84.00	\$1,705.00	\$27,745.08
April	\$3,319.62	\$122.00	\$6,808.60	\$6,726.08
May	\$857.58	\$588.00	\$881.00	\$0.00
June	\$1,211.90	\$9,000.00	\$327.00	\$0.00
July	\$12,619.32	\$885.00	\$1,835.00	\$0.00
August	\$337.70	\$927.00	\$2,111.00	\$0.00
September	\$866.14	\$0.00	\$16,249.85	\$0.00
October	\$5,065.88	\$726.00	\$980.00	\$0.00
November	\$2,005.85	\$905.15	\$7,724.45	\$20,178.24
December	\$817.39	\$0.00	\$788.00	\$0.00
<b>TOTAL:</b>	<b>\$30,891.69</b>	<b>\$13,594.15</b>	<b>\$42,880.90</b>	<b>\$54,649.40</b>

**Cellular/Mobile Data /Pager Service Expenditures**

Although the quantity of wireless devices increased for Commissioner-funded agencies, we once again implemented a new service plan resulting in a savings for the county.

MONTH	CELLULAR	MOBILE DATA
January	\$16,857.95	\$11,406.97
February	\$16,881.79	\$10,489.08
March	\$18,380.82	\$10,960.30
April	\$20,675.96	\$10,941.87
May	\$16,842.02	\$10,986.41
June	\$17,097.91	\$11,007.72
July	\$30,913.65	\$10,299.86
August	\$18,142.16	\$10,695.09
September	\$18,689.48	\$10,415.10
October	\$23,790.97	\$10,764.57
November	\$19,280.05	\$10,658.08
December	\$19,712.61	\$10,638.43
<b>TOTAL:</b>	<b>\$237,265.37</b>	<b>\$129,263.48</b>

**Work Orders**  
installation, operation, configuration, maintenance and repair of county-owned telephone/communications equipment and circuitry.

<b>Telephone</b>	1,048
<b>Cellular</b>	797
<b>E911</b>	63
<b>Data Drops</b>	106
<b>Voice Mail</b>	93
<b>Call Records</b>	8
<b>Mobile Data</b>	258
<b>Total</b>	<b>2373</b>

**IC Solutions Inmate Services - Warren County receives commission revenue based on the total amount of calls completed by inmates at the County Jail. We have significantly increased our call volume and revenue without impacting the family and friends of our inmates by switching to IC Solutions in 2004.**

January	\$9,721.39	July	\$11,829.43
February	\$10,243.75	August	\$10,700.14
March	\$9,942.24	September	\$10,108.99
April	\$10,224.10	October	\$11,397.66
May	\$12,716.76	November	\$11,129.26
June	\$11,242.78	December	\$12,203.24
<b>TOTAL:</b>	<b>\$131,459.74</b>		

**Telephone Service - Voice Mail, Fax Lines, Automated Attendant, Automatic Call Distribution, and interactive informational Recordings to solve our customer's needs. These are non-commissioner funded and billed to agencies.**

January	\$24,956.15	July	\$21,617.44
February	\$25,131.99	August	\$21,913.26
March	\$25,236.86	September	\$21,724.83
April	\$26,734.43	October	\$21,507.83
May	\$22,023.83	November	\$21,510.85
June	\$22,113.31	December	\$21,457.48
<b>TOTAL:</b>	<b>\$275,928.26</b>		

**Cellular/Pager Service Receivables**  
Non-commissioner funded and billed directly to the agencies.

MONTH	CELLULAR
January	<b>\$5,884.10</b>
February	<b>\$6,124.32</b>
March	<b>\$6,046.09</b>
April	<b>\$6,381.00</b>
May	<b>\$6,761.68</b>
June	<b>\$6,397.24</b>
July	<b>\$7,965.65</b>
August	<b>\$7,206.03</b>
September	<b>\$7,178.63</b>
October	<b>\$7,332.87</b>
November	<b>\$7,146.84</b>
December	<b>\$7,168.53</b>
<b>TOTAL:</b>	<b>\$81,592.98</b>

**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		56			5
FIRE	1043			9	
<b>1963 TOTAL</b>	<b>1043</b>	<b>56</b>	<b>0</b>	<b>9</b>	<b>5</b>

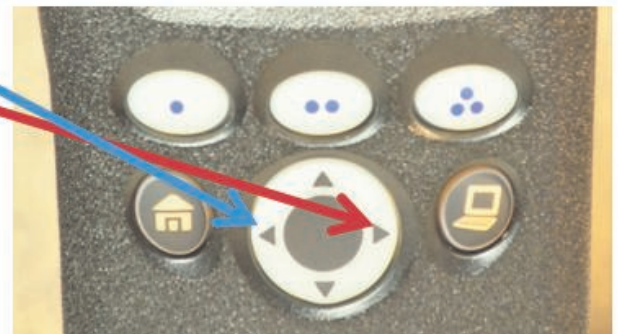


# Scanning Myth Debunked!

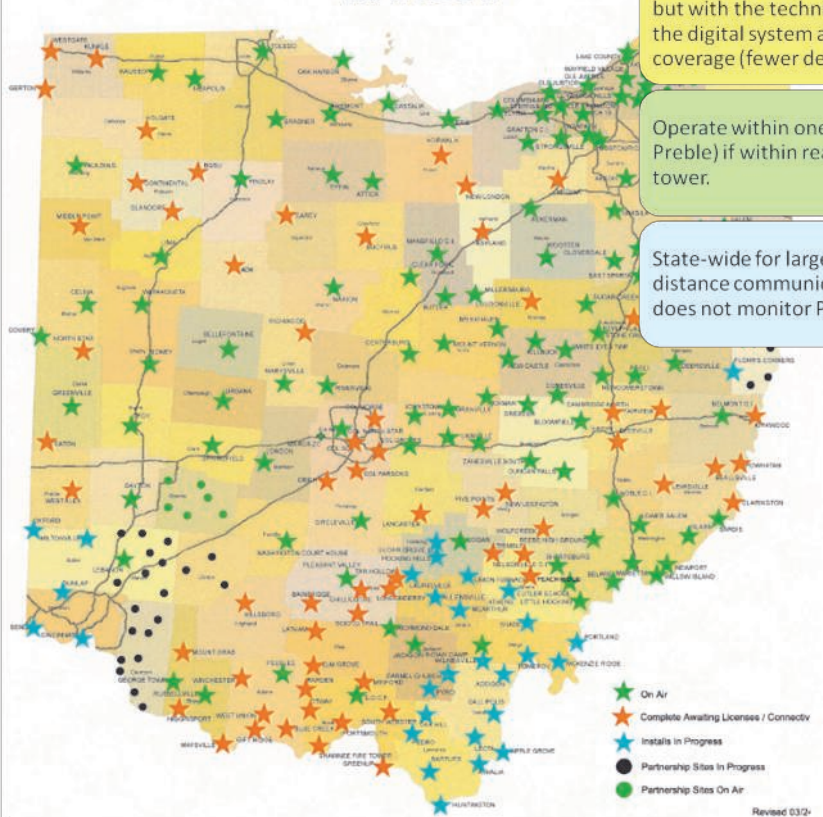
You can scan from more than 1 zone!!



Arrow left to Zone  
Down or arrow right to Zone Up  
and retrieve talkgroups from  
other zones.



## MARCS IP



Same limitations as the old analog system, but with the technical improvements of the digital system and added tower coverage (fewer dead zones!)

Operate within one-county surround (plus Preble) if within reach of a MARCS IP tower.

State-wide for larger incidents or long-distance communication needs. Dispatch does not monitor Police Hailing.

