

## EPD IS LIVE

On April 6, (EPD) Electronic Police Dispatching went LIVE in the Warren County Communications Center! Telecom's CAD Manager and Data Systems analysts put the finishing touches on the Dispatchers' work stations before an approx 10:40AM go-live.

The First EPD Call was taken by long-time Dispatcher, Jan, for a missing person... one of the more in-depth, entry-heavy call types to take! Telecom remained in the WCDES Comm Center with ProQA reps ensuring the software correctly handled calls and the interface with CAD.

The back story: an offering like ProQA has been requested for years from the Comm Center, with the Fire Chiefs Association most recently requesting/supporting the implementation of EMD. The Director of Emergency Services approached the Board of County Commissioners receiving approval, then purchases the entire Paramount ProQA suite of EMD, EFD, and EPD. This call-taking method ensures every citizen receives the same relevant questioning, tailored to information that is useful to the responding units. It also allows calltakers to aid a caller with pulse calculating, aspirin administration, safety instructions, and other actions that offer the best possible outcome to a citizen's time of need.

## NEW TRAINING VIDEO

Specific to the CF-31 and with updated screen shots to reflect current applications and task bar icons. 6:00 duration available on our Data Systems Training Page or You Tube channel. Also see the CF-19 version!



Opinions in the field have been mixed as users adjust to the new display of information. Thanks to user feedback, we've been experimenting with different layouts of how key information is displayed to law enforcement, but are limited by the actual ProQA program from Paramount. Sending the answers of all "Key Questions" to the field units ensures the responders know everything the calltaker does. Not sending the information dilutes the purpose of gathering key question responses from the caller in the first place.

Please provide feedback on your EPD experience to WCDES or Telecom by following proper chain-of-command through your agency. This ensures we receive the suggestions in the most constructive way possible.



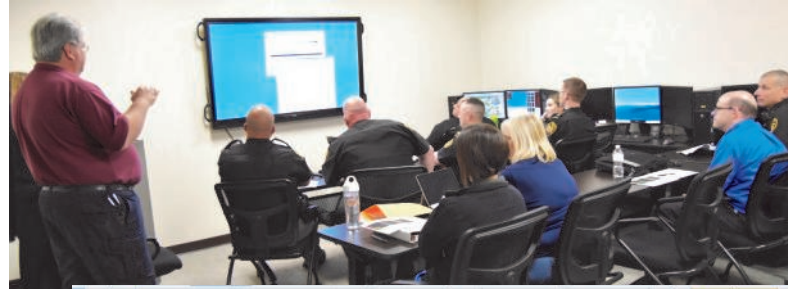
# #Project TriTech

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Tuesday Status Meetings keep the Project Implementation Team (PIT) on the same page as we inch toward the finished product. But there is progress happening every day as we work toward populating our future system with the necessary agencies, units, apparatus, terminology, incident types, dispositions, etc.

**4/21** The Core PIT gathered to dive deeper into the System Module Spreadsheet (SMS)—a multi-tabbed spreadsheet that Warren County must complete and submit back to TriTech before an initial build of our system can happen. Shown right are the 16 Tabs that allow us to customize TriTech to how Warren County does business—Incident Types, Priorities, Agency Rosters, Master List of Recommendable Vehicles/Apparatus, Statuses that units can be in, etc. CAD Manager, Paul Bernard is the keeper of this document with all agencies invited to contribute to its completion.



Completed	Tab / Code Name and Link	Qty #	Required by	Configuration Setting Type	Optional	Deployment/Ready in Release
	1. Hierarchy			System Wide	No	Green
	2. Priority Builder	Guide - 6	Pre-DOLP	Agency Specific	No	Green
	3. Incident Types	Guide - 7	Pre-DOLP	Agency Specific	No	Green
	4. Problem Incident Sub-Types	Guide - 11	Pre-DOLP	Agency Specific	No	Green
	5. Call Response Dispositions	Guide - 15	Pre-DOLP	Agency Specific	Yes	Green
	6. Cancellation Reasons	Guide - 16	Pre-DOLP	Agency Specific	No	Red
	7. User Functionality Groups	Guide - 17	Pre-DOLP	Agency Specific	No	Red
	8. Personnel Manager	Guide - 17	Pre-DOLP	Agency Specific	No	Red
	9. Station Post Manager	Guide - 22	Pre-DOLP	Agency Specific	No	Green
	10. Unit Names	Guide - 26	Pre-DOLP	Agency Specific	No	Green
	11. Resource Icon Assignments	Guide - 27	Pre-DOLP	Agency Specific	No	Red
	12. Vehicle Manager	Guide - 28	Pre-DOLP	Agency Specific	No	Green
	13. Shift Types	Guide - 36	Pre-DOLP	Agency Specific	Yes	Green
	14. Cardfile Categories	Pre-DOLP	Pre-DOLP	System Wide	No	Green
	15. Status Names	Guide - 38	Pre-DOLP	System Wide	Yes	Red

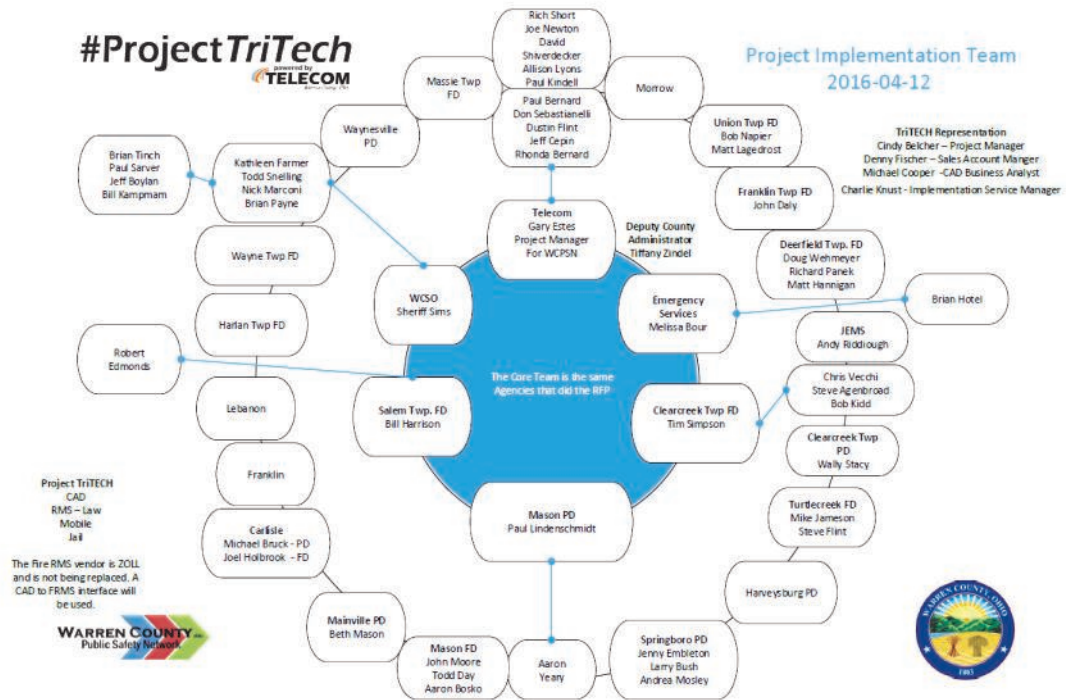
**FUN FACT:** We currently show 1,315 people in the Personnel Manager tab, plus 1481 Law & 1715 Fire/EMS Units on the Unit Names tab (raw data dumps from our current CAD.)

## NEXT UP:

May 23-26 & June 20-23: Inform RMS/FBR System Orientation with individual law enforcement agencies. Recommended attendees are current RMS Administrators; Subject Matter Experts from Dispatch, Investigations, Records, Property/Evidence, Patrol; Project Manager. Objectives include:

- Review the agency's current business processes and workflows, applicable configurations, and identifying areas of the operation that may need to be reviewed.
- Provide a high level overview of the Inform RMS and FBR products.
- Provide an overview of the implementation path for each product.
- Review the SMS and data collection steps.

## #Project TriTech



Village of Garfield—Village of Mansville—Village of Waynesville—Village of Morrow—Village of Harveysburg—Union Twp—Franklin Twp—Wayne Twp—Clearcreek Twp—Salem Twp—Harrison Twp—Union Twp—Harrison Twp  
Morrow Twp—Deerfield Twp—Turtletree Twp—Franklin City—Lebanon City—Mason City—Springboro City—Emergency Services—Warren County Sheriff's Office





# Maps + Large-Scale Prints BY TELECOM

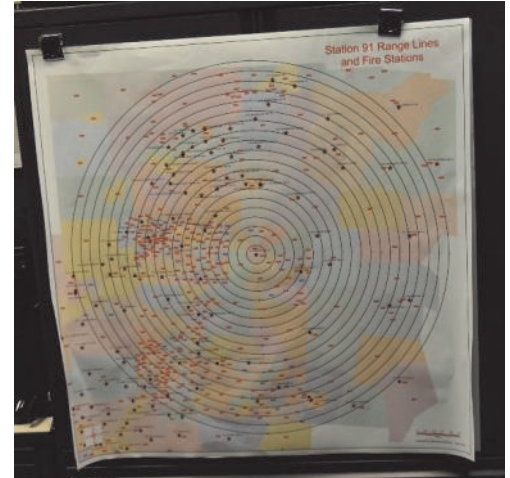


**24/7 Accountability with emphasis on address/feature accuracy.** Telecom's map data is a collective result of several sources. Telecom receives parcel, oddly shaped subdivisions, building footprints, updated city boundaries for annexations from the Warren County GIS Department. We then take that sometimes rough data and tighten it up for the purposes of public safety response needs. Don requests updated hydrant maps from the various sources, trusting their source data is up-to-date.

**Dispatcher-facing maps:** Telecom maintains the source map used by Computer-Aided Dispatch which directs the program to the appropriate responding agencies, aids in address verification, and is customized by agency and beat/response region.

**Agency-facing maps:** The Bingo Map is accessible from MDC desktops and for download from the FTP site. Dispatch mentions the incident's cell correlation for each call and if using an MDC, the map zone is notated in the top right corner. Notice the layer options, shown left, offering varying views such as hydrants, parcel outlines, agency borders, waterways.

**Printable maps:** Telecom has an in-house plotter/printer capable of printing up to 42" wide. We provide wall maps, radius maps, pinpoint maps, incident command boards, and anything else a department can find useful.





# Telecom on the Fire Ground



Observing Warren County Telecom products in action sometimes, and unfortunately, means there's a public safety emergency going on... April's structure fire in Lebanon was definitely one of those.

Telecom takes pride in supporting the backend technology that public safety agencies rely on to get on scene, stay in communication, and stay safe. Computer-Aided Dispatch and mapping handle the recommendations for host and mutual aid agencies. HipLink paging allows incident details to be sent to personal devices. Mobile Data Computers offer in-car mapping, viewing of incident updates, and quick key Status Changes. Radios allowed the tones to drop at fire stations and for the incident to be hosted on TAC 19, with updates being heard on Fire Primary and Lebanon FD.



Incident Command and the firefighters did an excellent job communicating, maintaining accountability, and extinguishing the rapidly spreading fire. All human inhabitants made it out safely, reportedly thanks to an observant neighbor who noticed smoke and rushed into their home notifying them to get out. News media including Fox19 was on site and interviewed the neighbor.

The following agencies had representation on this nearly-3 Alarm Structure Fire: Lebanon Fire, Deerfield Township Fire Rescue, Turtlecreek Township Fire, Monroe Fire, Mason Fire, Union Township Fire, Salem-Morrow Fire, Hamilton Township Fire, Lebanon Police.



# 20 Channel Radio System

We've been talking for over a year about the eventual expansion of our radio system's capacity. On April 14th, Ohio State Highway Patrol moved their final district over to their new MARCS IP system, officially freeing up the 3 frequencies/channels we've been waiting on from the State. We now have 20 channels, with 19 different talkgroups capable of being active at one time on our system!



**Quarterly reports** have been emailed to Chiefs and administrators. For the purpose of asset inventory and decision making, the Telecom Data Systems Team is providing each Agency with a quarterly report showing the assets and the personnel provisioned of the Warren County Public Safety Network.

With this report you can assist us with the security compliance by ensuring only current staff have access and cost containment by ensuring the resources that are provisioned are still being used.

The report has a summary of the subsystems used by your agency, mobile data computers, cellular modems, and 2-factor token devices.

If you have any questions or discrepancies regarding this report, please contact Rhonda Bernard, Applications Analyst at 513-695-3250 or [rhonda.bernard@wcoh.net](mailto:rhonda.bernard@wcoh.net).

## ProQA feed to CAD

For Warren County Dispatchers, do not re-open ProQA from the taskbar,

- Ctrl 1 bring forward/re-establish connection with Police
- Ctrl 2 bring forward/re-establish connection with Fire
- Ctrl 3 bring forward/re-establish connection with Medical/EMS
- Ctrl 4 manual pull if you think information isn't automatically pulling into CAD
- Ctrl 5 brings a call back from being put on hold

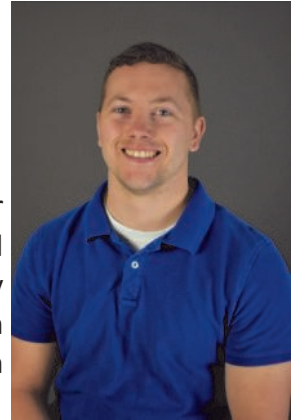
## GET ON THE TRAINING CALENDAR! TUES-THUR 9A-6P!



Last month included 2 new Corrections Officers AND Supervisors at the WCSO Jail. June brings around the annual radio refresher for the Army Corps of Engineers at Caesar Creek.

## Telecom Personnel

To put a name to a face, meet our newest employee and Telephone Technician, Jimmy Hollon. Data Systems is also in the process of hiring an addition to their team.



## TELECOM Technology Aids in Baltimore, MD Response

Back in our March issue, we shared a statewide roaming testimony from Deerfield Twp Fire's Battalion Chief Doug Wehmeyer. We're expanding on that experience so be on the lookout for a video featuring an interview and images as he recounts his deployment following a snow storm and how his Warren County radio and data systems technology came to his rescue.

