Telecom on Social Media

In 2 years, our Facebook reach has grown by 86%, with nearly 675 followers interested in our projects, services, and incident photography. We give our followers heads up about outages, tech tips & tricks, our monthly newsletter, project updates, images, and more!

Post Details

Warren County Telecommunications Department - Warren County Ohio added 14 new photos — with Doug Wehmeyer and 2 others.
Published by TC Trainer [?] · April 12 · ☼

Observing Warren County radios in action sometimes, and unfortunately, means there's a public safety emergency going on... today'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 sen... See More

Reported stats may be delayed from what appears on po

34,255 People Reached

797 Reactions, Comments & Shares

380 Like	**128** On Post	**252** On Shares
3 Love	**0** On Post	**3** On Shares
19 Wow	**4** On Post	**15** On Shares
27 Sad	**5** On Post	**22** On Shares
1 Angry	**0** On Post	**1** On Shares
169 Comments	**36** On Post	**133** On Shares
198 Shares	**195** On Post	**3** On Shares

15,146 Post Clicks

5,047 Photo Views	**29** Link Clicks	**10,070** Other Clicks *i*

NEGATIVE FEEDBACK

20 Hide Post	**4** Hide All Posts
0 Report as Spam	**0** Unlike Page

+11

Click here to follow us!

Prefer Twitter? Our Facebook posts are cloned over in the Twittersphere!

Interested in our training videos and highlight reels? Those are on our YouTube Channel!

Total Page Likes
361
Jun 11, 2014
Click or drag to select
2014

Total Page Likes
408
Jun 6, 2015
Click or drag to select
2015

Total Page Likes
672
May 31, 2016
Click or drag to select
2016

500
300
Feb Mar Apr May Jun
Feb Mar Apr May Jun

#ProjectTriTech

FOLLOW #ProjectTriTech on our Facebook/ Twitter + our 'Projects + WorkGroups' webpage

Status Meetings are held on Tuesdays and communicated via calendar invitation. These keep the core members of the Project Implementation Team (PIT) on the same page; with all members of the PIT invited to dial in.

June 20-23: Week #2 of InformRMS System Orientation with Springboro, Maineville, Hamilton Twp, Morrow, and Clearcreek Twp Police Depts.

Each agency had dedicated time with TriTech Business Analyst Patti Nichols and Telecom's Applications Analyst Rhonda Bernard to explain their internal workflow, request features for the new program, and better learn the software. Records Clerks, Patrol Officers, Supervisors and Chiefs were all involved as they kicked off the RMS portion of #ProjectTriTech. On the final day, all the agencies gathered in the Telecom Training Room for a demonstration of InformRMS Web:

- Logging in to the Landing Page and page layout
- Customizable windows including "In Progress" Reports, "My Reports", "Supervisor Approval", etc.
- Drag & Drop feature to quickly complete data fields including persons, property, location from a global master database.
- Validating fields & submitting the report through the Workflow

Feature for Supervisors / Report Approvers!! From your landing page you'll have a box of reports that have been submitted for your review. Once opened, you will have an 'accept' or 'reject' button above the report. If fields are missing or incorrect and you reject, there is also a COMMENT action where you can essentially attach a sticky note to your officer that does not get published with the actual report. Rather, it offers guidance to the officer to quickly and clearly correct their report before resubmitting.
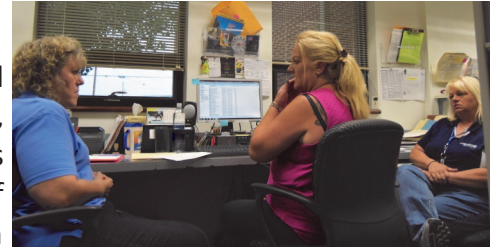
HOMEWORK: Each agency is encouraged to collect the outlined information in the "Inform RMS DOLF Client Preparation.pdf" document located on ShareFile. This includes User List/Security Roles, List of Officers, Document Numbering, Code Tables, Local Ordinances & Citation Codes, Property & Evidence.

NEXT UP [for RMS]

- October 6-8: RMS Demo of Licensed Functionality
- Dec 6-8, 2016: Workshop #1
- March 15-17, 2017: Workshop #2
- March 28-30, 2017: Functional Acceptance Testing
- May 2017: System Integration Testing

[rest of TriTech]

- August—GIS Link training / Response Area Import
- August—CAD Demonstration of Licensed Functionality (DOLF) & Response Plan Building

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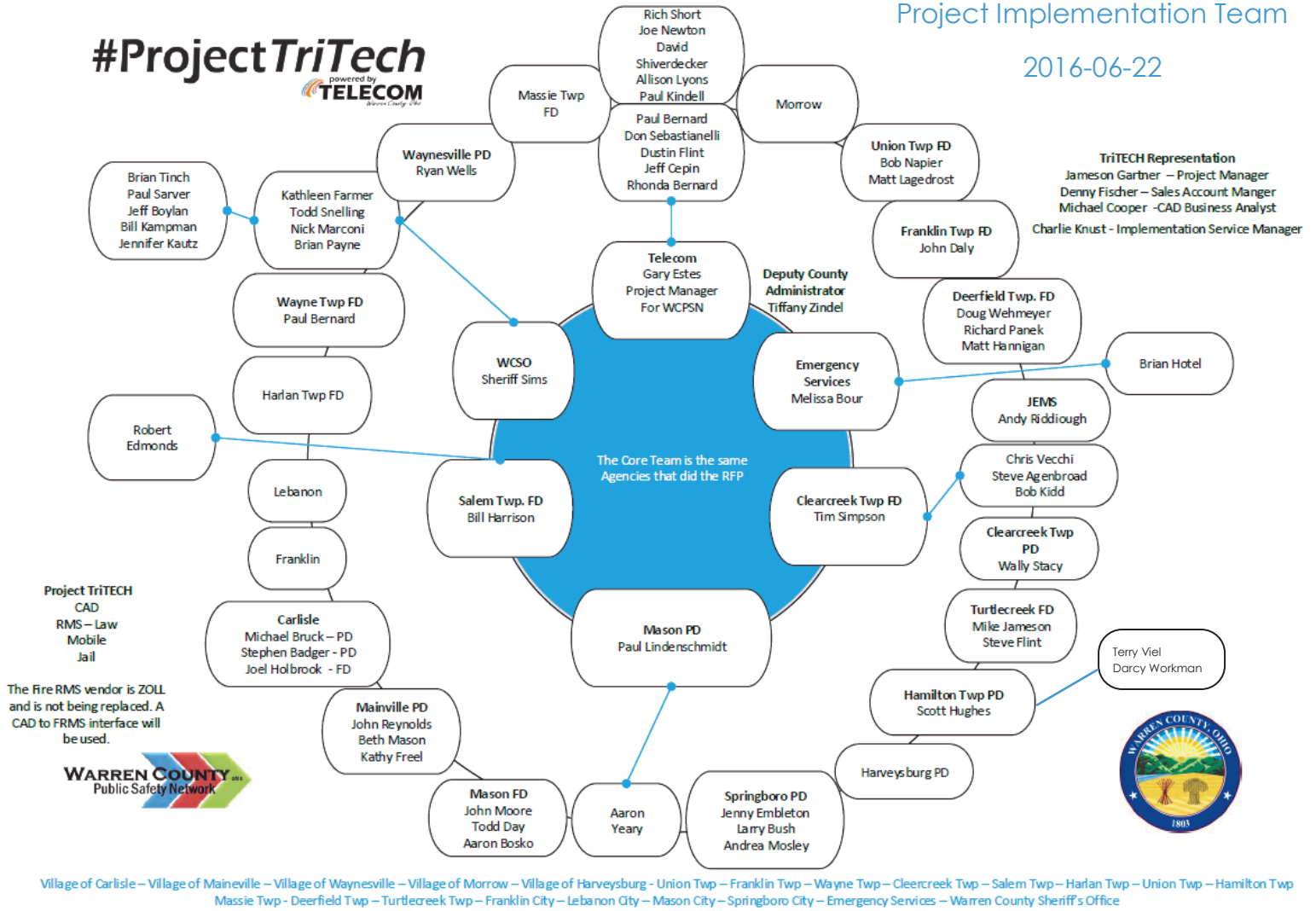
2

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 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

#ProjectTriTech powered by TELECOM

TriTECH Representation
Jameson Gartner – Project Manager
Denny Fischer – Sales Account Manger
Michael Cooper - CAD Business Analyst
Charlie Knust - Implementation Service Manager

Rich Short
Joe Newton
David Shiverdecker
Allison Lyons
Paul Kindell

Massie Twp FD

Morrow

Paul Bernard
Don Sebastianelli
Dustin Flint
Jeff Cepin
Rhonda Bernard

Waynesville PD
Ryan Wells

Union Twp FD
Bob Napier
Matt Lagedrost

Brian Tinch
Paul Sarver
Jeff Boylan
Bill Kampman
Jennifer Kautz

Kathleen Farmer
Todd Snelling
Nick Marconi
Brian Payne

Franklin Twp FD
John Daly

Wayne Twp FD
Paul Bernard

Telecom
Gary Estes
Project Manager
For WCPSN

Deputy County
Administrator
Tiffany Zindel

Deerfield Twp. FD
Doug Wehmeyer
Richard Panek
Matt Hannigan

Harlan Twp FD

Brian Hotel

WCSO
Sheriff Sims

Emergency
Services
Melissa Bour

JEMS
Andy Riddiough

Robert
Edmonds

Lebanon

The Core Team is the same Agencies that did the RFP

Chris Vecchi
Steve Agenbroad
Bob Kidd

Salem Twp. FD
Bill Harrison

Clearcreek Twp FD
Tim Simpson

Clearcreek Twp PD
Wally Stacy

Franklin

Project TriTECH
CAD
RMS – Law
Mobile
Jail

The Fire RMS vendor is ZOLL and is not being replaced. A CAD to FRMS interface will be used.

Carlisle
Michael Bruck – PD
Stephen Badger - PD
Joel Holbrook - FD

Mason PD
Paul Lindenschmidt

Turtlecreek FD
Mike Jameson
Steve Flint

Terry Viel
Darcy Workman

WARREN COUNTY
Public Safety Network

Mainville PD
John Reynolds
Beth Mason
Kathy Freel

Hamilton Twp PD
Scott Hughes

Harveysburg PD

Mason FD
John Moore
Todd Day
Aaron Bosko

Aaron
Yeary

Springboro PD
Jenny Embleton
Larry Bush
Andrea Mosley

Village of Carlisle – Village of Maineville – Village of Waynesville – Village of Morrow – Village of Harveysburg - Union Twp – Franklin Twp – Wayne Twp – Cleercreek Twp – Salem Twp – Harlan Twp – Union Twp – Hamilton Twp Massie Twp - Deerfield Twp – Turtlecreek Twp – Franklin City – Lebanon City – Mason City – Springboro City – Emergency Services – Warren County Sheriff's Office

June #TBT WINNERS!
An image/event is posted to our Facebook page every Thursday with followers able to guess the correct date or description! Here are June's winners!

- June 9th Post: Warren County's 1st Mobile Data Computers. The images were from 2003—congrats Andy Ryerson & Brian Payne!
- June 23rd Post: Images of the EOC's Tower Dismantle—the correct date was September 24, 2011 over the span of 10 hours. Battalion Chief Doug Wehmeyer was close with a guess of 2010! View the entire video here:
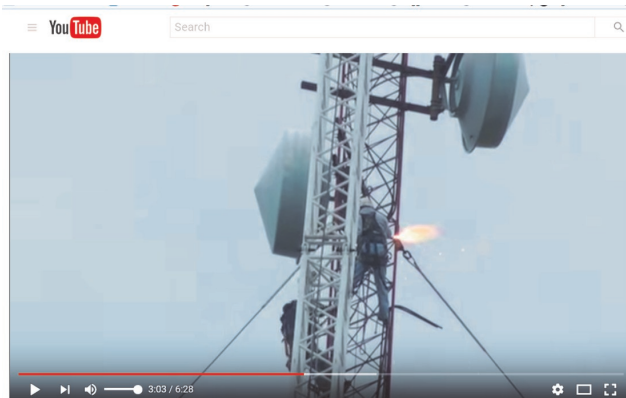
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Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

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ODOT Traffic Advisories are

emailed to all personnel within Telecom & Emergency Services via a Telecom-maintained WCPSNInfo distribution list. These road closures and construction notices are vital to ensuring that citizens receive the quickest emergency response, recommending the nearest units which may not come from the usual station. Flip to page 5 to see an example of the CAD work done to temporarily adjust responses based on road closures and construction. This will be invaluable to Warren County in September 2017 when we go-live on the #ProjectTriTech CAD/RMS suite. This state-of-the-art software will offer our agencies mobile mapping and AVL, providing public safety responders turn by turn directions in their vehicles. We will have to stay on top of every road closure going forward so they aren't directed through a road closure.

Ohio Department of Transportation - District 8 <noreply@dot.state.
ODOT Traffic Advisory: Interstate 71 lane closure scheduled
To WCPSNInfo
Bing Maps

OHIO DEPARTMENT OF TRANSPORTATION
JOHN KASICH, OHIO GOVERNOR   JERRY WRAY, ODOT DIRECTOR
Ohio Department of Transportation • Traffic Advisory

DISTRICT 8 • TAMMY K. CAMPBELL, P.E., DISTRICT DEPUTY DIRECTOR
505 S. State Route 741 • Lebanon, Ohio 45036
http://www.transportation.ohio.gov/dist8

Interstate 71 lane closure scheduled

Warren County (*Tuesday, June 7, 2016*) – Bridge work requires closing the left lanes of southbound I-71 between State Route 48 and SR 741, beginning at 11 p.m. Thursday, June 9 with all lanes reopening at 5 a.m. the following day.

Traffic will be maintained.

Arrow boards and/or signs will be in place to alert motorists of the upcoming work zone and lane closures.

To help ensure the safety of the construction workers as well as the traveling public, motorists should remain alert, reduce their speed and watch for stopped traffic while passing through the work zone.

INdigital 911 End User Training occurred in anticipation of the July 7th go-live! Dispatchers and call-takers from Warren County, Lebanon, and Franklin gathered at Telecom for end user training the week of June 27th. One of the biggest changes dispatchers will notice is how they interact with the audio from 911 calls. On the previous system, they utilized a separate handheld phone to hear phone callers, and used their headsets for radio communication. This could be quite the juggling act while also typing notes and utilizing a computer. On the Solacom system, the telephone audio ties into their headsets, completely eliminating the need to pick up a phone. An answered incoming call will automatically override the dispatcher's radio traffic in their headset. If the dispatcher presses PTT on their radio console, their in-audio will automatically switch back to the radio instead of the phone. This learning curve lasts for 2-4 weeks for most end users; then it's reported that users never want to live without it.

The interface includes large buttons and tabbed sections to forward calls to other local PSAPS, police stations, fire stations, and other dispatchers within the user's Comm Center. There are also quick buttons to mute a party in your call if their audio is a nuisance (background sirens, incoherent mumbling while you're trying to relay information to another party) or to deafen a party if you need to include an update you don't want them to hear.

A status bar at the top of the screen lets a dispatcher know the call status of their coworkers—whether another position is on a call, away from desk, etc.

The main difference between Warren County and the other 2 dispatch centers in the County is that Franklin & Lebanon don't have administrative lines connected to the system for citizens to dial into. They will answer those calls on a separate phone. On Solacom, they will interface with 911, their speed dials, fire and law enforcement stations, and the inter-PSAP calls.

See How CAD/GIS Can Adapt to Road Closures

Ever wonder what CAD looks like from Telecom's side? In June, the below mapping changes were made to Ireland Rd, Red Fox Trl, & Grey Fox Trl due to the road closing / bridge replacement in Salem-Morrow Fire's response area. This construction was expected to cause a longer than normal response time to the west side of the bridge in Zone 7103, making these changes a must!

- Changed street segment of 3400-3899 Ireland Rd into two temporary segments.
- Created new street segment named "Bridge Out".
- Created temporary Run Card of 71X3E and 71X3F. This Run Card is the same as 7103 except Station-77 is the first due station followed by 71.
- Created a temporary zone of 71X3 & Response Class X3.
- Created Response Types for each of SMFD's RT's with the Response Class of X3.
- 3554 to 3898 Ireland Rd is still in zone 7103 and not affected.
- 3400 to 3552 Ireland Rd as well as Red Fox Trl and Grey Fox Trl in Salem Twp are temporarily in Zone 71X3. All of Zone 71X3 has a response Class of X3. Any call in Zone 71X3 will use the Response Class of X3. The Response Types with the X3 RC are as follows:

Station-71 will be recommended on all station recommendations along with a Medic out of ST77, if available. If not available, CAD will go back to ST71 for a Medic and then mutual aid and so on, based on card 71X3. The 2 station and 2 and 3 Engine recommendations will pull from 77 first then 71 and so on in 71X3. The 1 station recommendation will pull ST71. Battalion recommendations will pull BA71. The 71 capability is on Station-71. The 72 capability is on BA71.
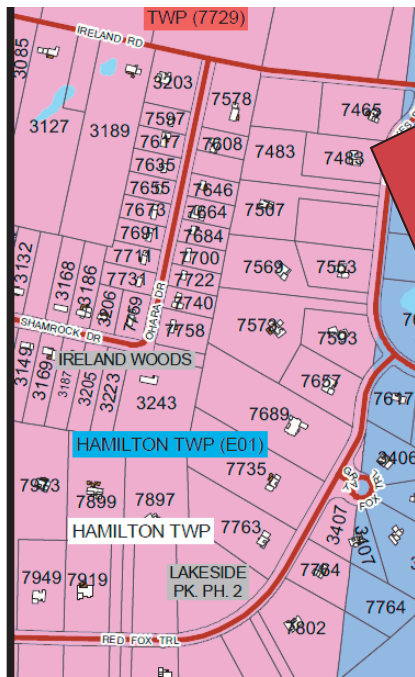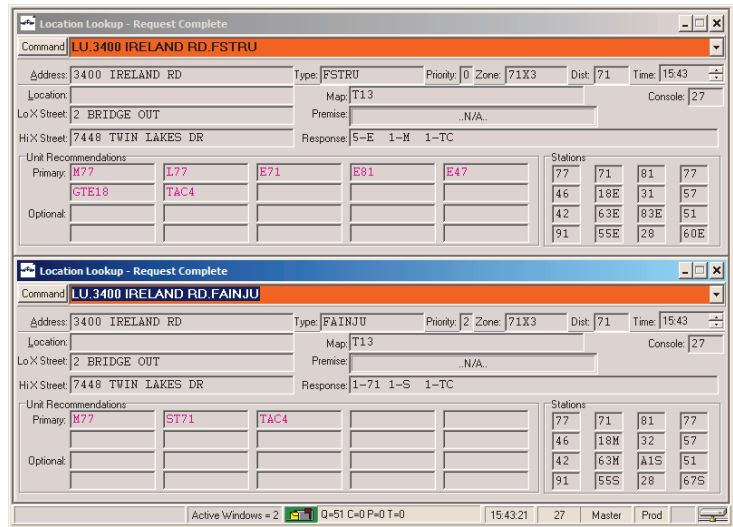
MAP UPDATE!

On June 28th, the year's 2nd map upload was conducted, pushing feature updates to Dispatcher workstations and CAD. Coinciding with this, Union Twp Fire updated their response tables in CAD, so Dispatch will notice different recommendations when incidents occur in that community.

VOIP Phone System Coming to Warren County Departments

We recapped the vendor demos in our March 2016 issue and are excited to announce that on Thursday, June 23rd, the Warren County Commissioners signed the contract and PO for the VOIP Telephone System. We are anxiously waiting to receive the PO and contract so we can send it on to our vendor and get the process started!

We go live with our new 911 system on July 7th so, the week of July 11th, we will start working with BCS to develop a VOIP deployment roadmap and schedule. Our expectations are to begin deploying phones on desks sometime this fall.

We were able to expand the first phase of the project that included Human Services and the 520 Justice Drive Building to include the entire 416 East Street Building, 406 Justice Drive, and Disaster Recover capability to keep the phones working in the event something happens to our building or systems. Additional buildings will begin with the new budget in 2017.

Thank you to the County departments (WCSO, Prosecutor's Office, Health Department, Human Services, and others) for participating in the demos and meetings this past year! We will soon begin the process of installing, configuring, and deploying the system! We will keep you informed as dates firm up as your input is required in configuring the system, training, and go-live!