

# TELECOMatters

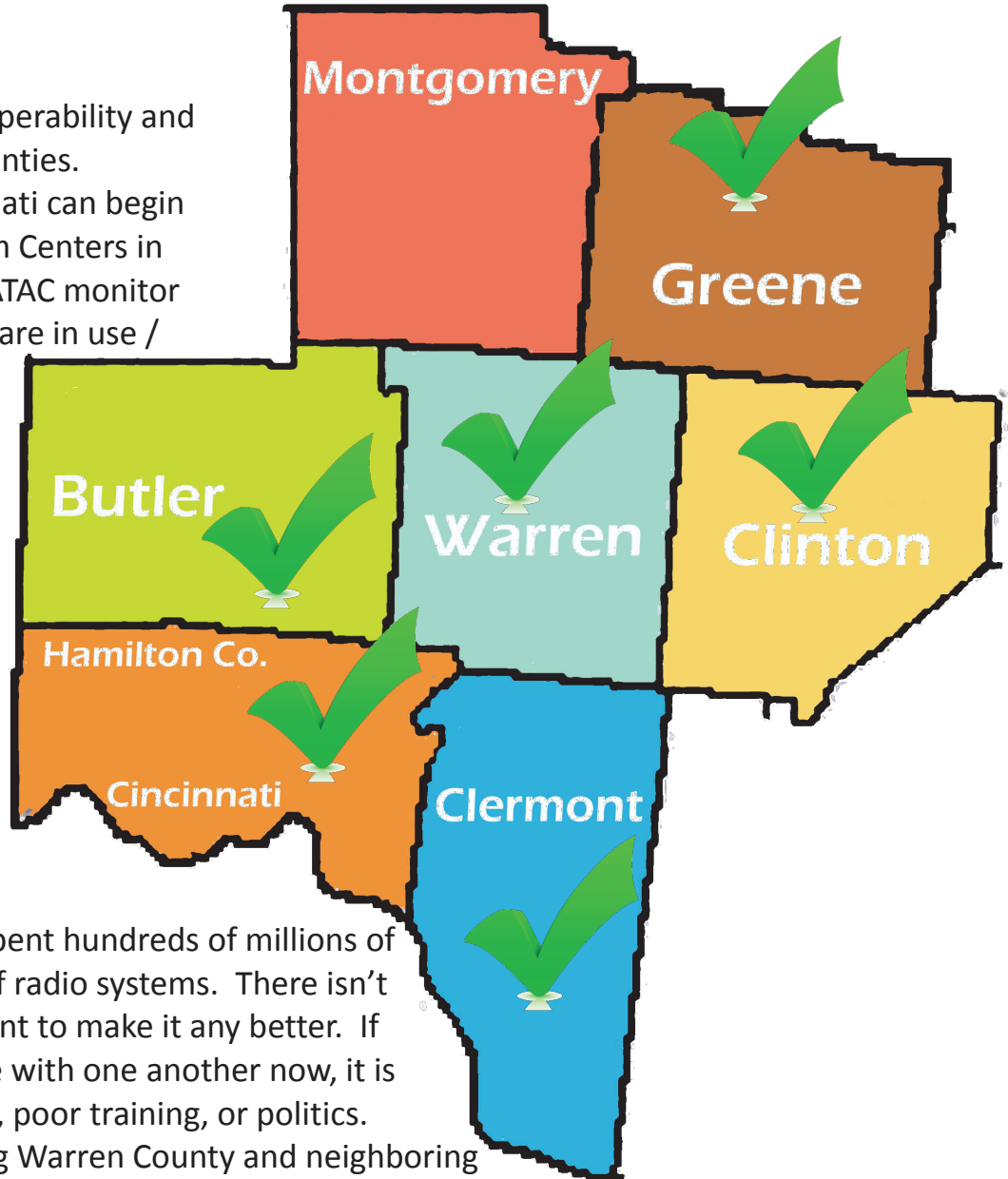
our monthly newsletter of things that matter. all things Telecom.

## Southwest Ohio Nearing 100% MARCS IP

With the recent addition of Hamilton County and Cincinnati to the Ohio MARCS radio system, we are only waiting on Montgomery County to flip the switch on their digital MARCS IP system this month.

### What this means:

- Improved & expanded interoperability and communication between counties.
- Hamilton County and Cincinnati can begin using SW MATAcs. The Comm Centers in Hamilton Co can add the MATAc monitor screen to see which MATAcs are in use / available.
- Updated talkgroups: Telecom's radio team has been busy updating the radios of Warren County agencies who border Cincinnati, Hamilton County and Montgomery County.
- More MARCS partner tower sites in neighboring counties that we can use to roam outside Warren County.



The State and the region have spent hundreds of millions of dollars to provide this Cadillac of radio systems. There isn't another dollar that could be spent to make it any better. If Public Safety can't communicate with one another now, it is because of either poor planning, poor training, or politics. Telecom is committed to training Warren County and neighboring users with open ears to the concerns of our agencies and foresight into the future needs and opportunities that this system affords us as a region.



# #ProjectTriTech

powered by  
**TELECOM**  
*Warren County · Ohio*

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Status Calls 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.

Some large trainings and work sessions happened in August; offering an in-depth look at how the TriTech suite will function in Warren County. It also bolstered great discussion between attending agencies, and shed light on some automated features that will make how we dispatch and interact with incidents MUCH smoother.



- August 2nd - CAD was installed with help from Telecom System Administrator Dustin Flint. TCRs 1-4 were signed by Commissioners Resolution 16-1085 (Task Completion Reports).
- August 3-4th—TriTech onsite validating the PSN Data Center.
- August 9-12th was CAD DOLF—where TriTech offered a Demonstration of Licensed Functionality for the CAD product—field by field review, window-by-window walk through, mapping, etc.
- August 16-18, Telecom's Sebastianelli and Data Systems Tech walked through GISLink program with TriTech's GIS Analyst.
- August 23 & 30th, the Project Implementation Team was invited to attend in the weekly (or as needed) Status Call with great conversation regarding schedule and communication, class participation, CAD Response Plans, CAD SMS Submission, Application Install Schedule, User Authentication, eCitation.



## NEXT UP

- Sept 13-16: CAD Workshop #1 for Response Plan Building. 13th Subject Matter Experts // 14th Law Enforcement // 15th Fire // 16th All Disciplines
- Sept 27-28: Mobile System Orientation/Configuration
- October 4-6: RMS Demo of Licensed Functionality
- Nov 17: Mobile Configuration Review (Law Enforcement)
- Nov 18: Mobile Configuration Review (Fire)
- Dec 5-7: RMS Workshop #1
- Dec 8-9: Mobile Admin Training

E-Citation Subject Matter Experts  
Springboro – Jenny Embleton  
WCSO – Brian Payne  
WCSO – Nick Marconi  
WCSO – Kathleen Farmer  
Mason – Paul Lindenschmidt  
TC – Rhonda Bernard  
TC- David Shiverdecker



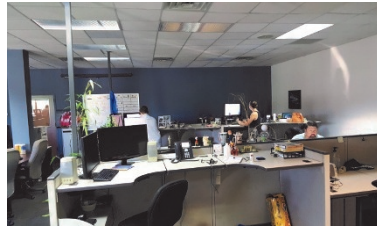
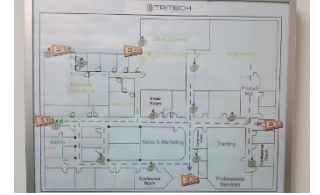
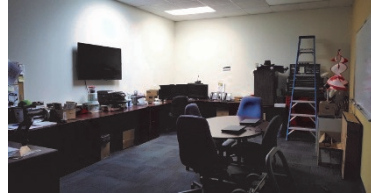
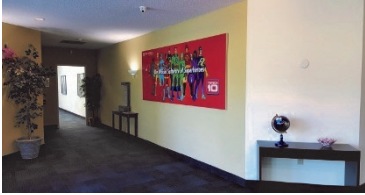
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Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

# Site Visit to TriTech's Castle Hayne, NC facility – July 2016

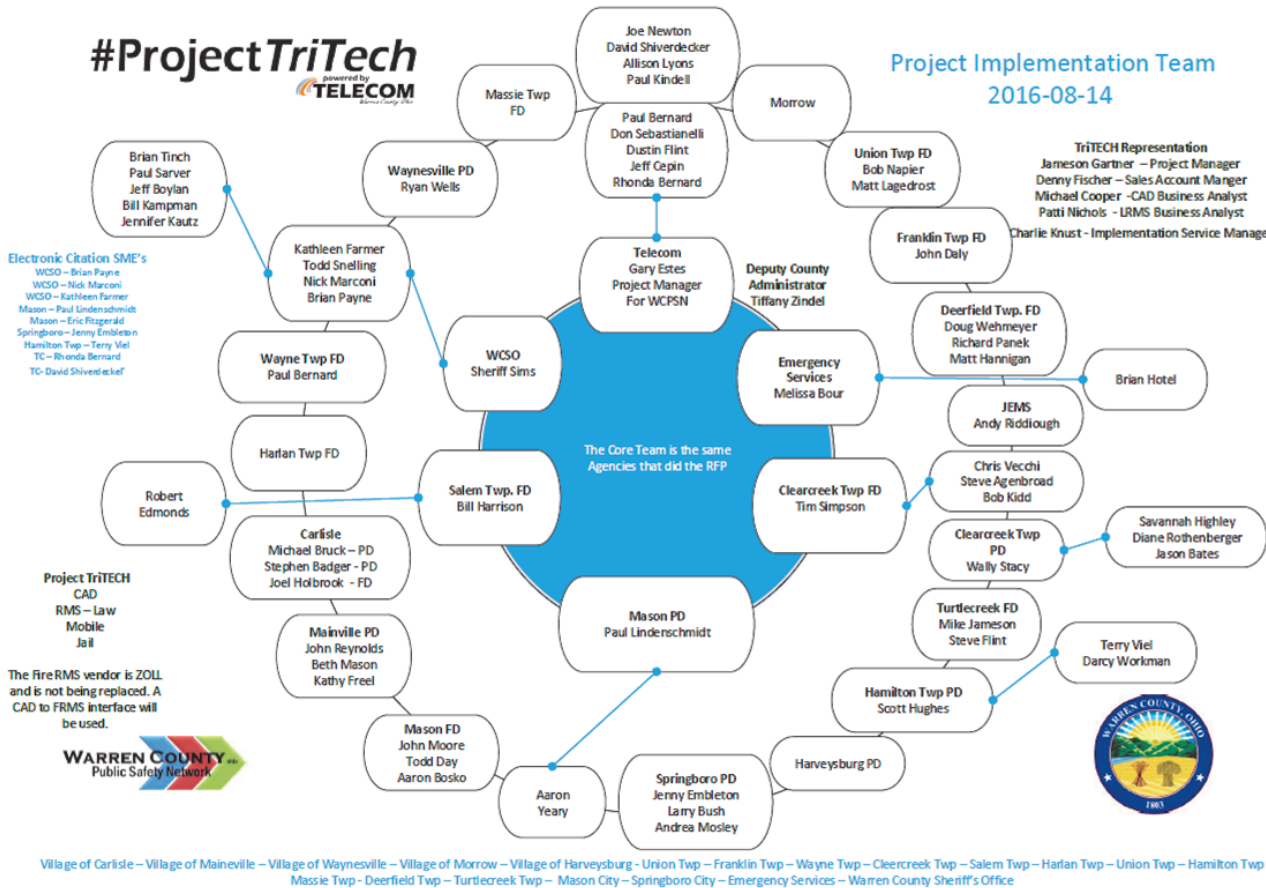
By Gary Estes, Deputy Director, Telecommunications

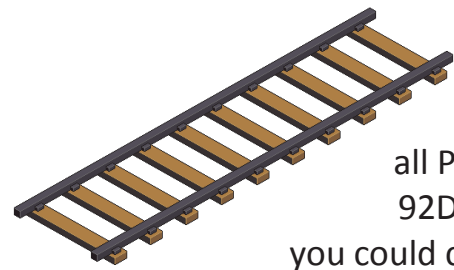
I made arrangements to be in Castle Hayne, NC to tour the site to ensure we were not dealing with people working out of their garage. I was met by Bobbie Costin, Project Management Coordinator. I was happy to see the double entry locked doors with CJIS physical security requirements in place and being used. Camera, sign in and ID checked, Visitors Badge issued and escort assigned. This location was VisionAIR, TriTech acquired them in 2011. VisionAIR specialized in providing mission-critical Computer-Aided Dispatch, Law and Fire-EMS Records Management, Mobile, Jail Management, Civil Processing and multi-agency data sharing solutions to public safety agencies. A large part of what we purchased is supported out of this office. Bobbie was extremely proud of the TriTechIQ.com, as if it was her pet project. The Lobby and a Lab below:



The Floor plan gives you an idea of the layout. The Data Center, I was not able to enter – CJIS rules being enforced so photo was taken through the door window.

This is the Customer Service Area. The facility supports approximately 83 people. I did not take photos of the many conference areas, team areas, and workout room, break rooms, etc.





# Radio Communication with Rail Road Police

The FCC has allowed Rail Road Police to access interoperability channels in all Public Safety Frequency bands. For most of us they are 8CALL90D, 8TAC91D, 92D, 93D and 94D and the 700MHz interop channels. It is possible in the future you could communicate with them on those direct/simplex channels at a rail incident.

**JOIN US | September 11<sup>th</sup> 2016 at 7:00pm**

**Warren County 9/11 Memorial Ceremony**  
**on Memorial Drive - Lebanon, OH**

**Keynote Speaker: Sheriff Larry Sims**  
**Colors presented by the Warren County Honor Guard**  
**Music performed by the Lebanon High School Marching Band**  
*Parking available at the 406 Administrative Building*

## **ALERT: INTERNET OUTAGE 0400 TO 1000 GMT FOR A 10 MINUTE DURATION ON 9/9/16**

Level 3 will implement scheduled maintenance as part of a global standardization project, across multiple locations, to reconfigure logical connections on IP VPN and Internet routers. This project will deliver more optimal routing and upgrade the software to the current approved version. Multiple routers will be impacted during a window, but will not be impacted simultaneously. The outage time on each router will be approximately 10 minutes.

More information on this project can be found at [http://www.level3.com/~media/files/customer\\_center/en\\_custcomm\\_bgpmerge.ashx](http://www.level3.com/~media/files/customer_center/en_custcomm_bgpmerge.ashx)



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# VOIP County Phone System

**THEN:** the Harris 20-20 Integrated Network Switch... a giant box full of tiny wires, racks, and connectors that power Warren County's legacy digital phone system, now in the process of being phased out. As explained in our [previous newsletter](#), WC departments will begin moving over to the new ShoreTel Voice Over IP (VOIP) system. **NOW:** The ShoreTel core maintained in Telecom's back room, much smaller in footprint, and now with all GREEN LIGHTS!



## Warren County Telecommunications Department - Warren County Ohio

Published by TC Trainer [?] · August 11 at 10:06am · ✨

GUESS THE YEAR! #TBT to when we bought this then-state-of-the-art-equipment and began offering engraving of accountability tags, passports, and County name plates. We anticipate operating system requirements and replacement cost will eventually phase out this service but it's been a great asset and cost-savings for our public safety agencies to this point, ensuring consistency in color scheme and size.



535 people reached

Like Comment Share

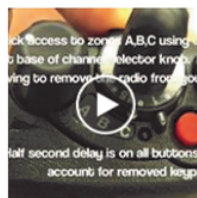
Eddie Haag, Matt Hannigan and 3 others

## Warren County Telecommunications Department - Warren County Ohio

Published by TC Trainer [?] · August 2 at 11:47am · ✨

St. Luke's Hospital - St. Louis likes our XTS2500 training video! Every few months we are contacted by an agency from another part of the country asking to share our material with their users. Why reinvent the wheel, if our rolls just fine, right? We're all in this effort together and Telecom is more than willing to share our knowledge and training ideas with fire/EMS, law enforcement, schools, and hospitals around the U.S. Our TC Trainer also sent the PowerPoint outline to St. Luke's Voice Services Technology Manager to assist them in laying out their own training material.

Warren County folks - help us hit 4,300 views by checking out the video yourself!! (There's also a law version on our YouTube channel)



(2013 fire edition) XTS2500 Anatomy

(2013 fire edition) XTS2500 Anatomy

YOUTUBE.COM

## Warren County Telecommunications Department - Warren County Ohio added 4 new photos — with Rhonda Inlow-Bernard and 2 others.

Published by TC Trainer [?] · August 4 at 9:22am · ✨

#tbt to one of the many years Telecom assisted the WCSO at the Hill Climb motorcycle event. Telecom set up a radio repeater to support interoperability between agencies as well as data support for deputies to execute on-site booking by accessing their jail program in the field. With the advancement of our digital radio system and cellular network, plus field users becoming more trained on MDC usage, Telecom was able to step away from on-site assistance in recent years.

WHAT YEAR & TOWN?



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