Warren County·Ohio TELECOMatters

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

Telecom Powers Board of Elections on Election Day!

It paid to be the 'techy people' on Election Day 2016 when an undetermined source cut power to pockets of Lebanon, OH, including Warren County's Board of Elections offices. Telecom and Emergency Services Dispatch/EOC are backed up by a 500 kW generator, so Telecom quickly dispatched most of its department to run power to BOE during this critical election day. In a matter of 10-15 minutes, extension cables were stretched from multiple circuits powered by generator and across the building, allow BOE workers to resume operations on their computers and software. All the while, citizens were entering BOE casting ballots, asking questions, and receiving service! An additional crew of Telecom members visited affected polling places within Lebanon, offering generator power. Panic buttons throughout County offices were also being monitored.
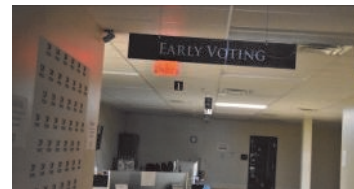
In a letter from Board of Elections Director Brian Sleeth & Deputy Director Shari Huff, they wrote:

> *"Thank you to the Telecom workers who banded together, assessed the problem, and served our fellow Warren County workers! The staff of Warren County Board of Elections would like to commend and thank the Telecom department for their rapid response and their ingenuity during the power outage on Election Day. Having a power outage any day is stressful but to have it on Election Day during a Presidential election could have had serious repercussions. The cooperation of all involved enabled our office to maintain the essentials we would need to comply with the state laws for Election Day reporting and still serve the voting residents of Warren County.*
>
> *Thank you for all you did to make that possible!"*

You're welcome, Board of Elections! Happy to serve!

Mark Your Calendar!
Wednesday, April 12
9:30-3:00
Telecom Open House

www.WarrenCountyTelecom.com | www.facebook.com/WarrenCountyTelecom | www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom

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

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

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.

Status / Location Updates are IMPERITIVE on this System!

It's been announced in demos and work sessions but we want to clearly connect the dots—this new TriTech CAD does not operate off 'RUN CARDS' that fire agencies are accustomed to on our current CAD. The recommendations will be based off the CAD map and AVL (Automatic Vehicle Location) if vehicles are outfitted with GPS. Otherwise, their last-reported location will determine if they're the best response choice. This means when you leave the hospital or incident, you need to change your location to "To Quarters" and when arriving at your station, change your status/ location to "At Quarters". For agencies who don't use MDCs, update your status/location via radio for Dispatch to accurately track you.

NEXT UP (dates subject to change)
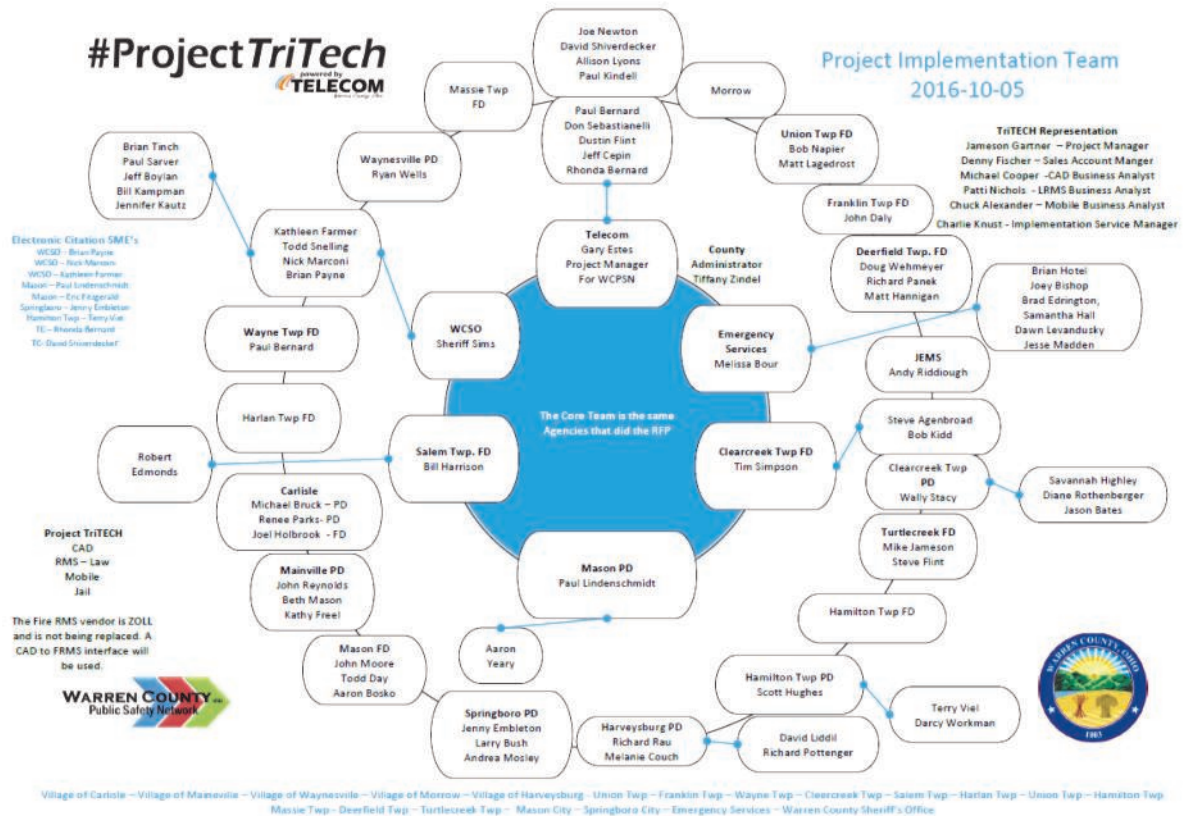
Dec 6-8: Mobile Admin Training
Dec 13-15: RMS Workshop #1: Template Design
Jan 10-12: Jail System Orientation

Jan 31-Feb 2: Output Designer Class
Feb 14-16: JAIL DOLF
Mar 7-8: JAIL Advanced Workshop

Five Telecom staffers visited **Verizon's Innovation Center** in Hilliard, OH today, accompanied by Warren County's Water/Sewer Department, Health Department, and Mary Haven Youth Center. Verizon was able to showcase several pieces of technology, 'smart' devices, innovative solutions, and the 'internet of things'. All attendees walked away with ideas to improve their operations, increase efficiency, and ensure return on investment.

PCAD Upgrade's Effect on Reporting

On Nov 8th, Warren County underwent a major PCAD upgrade (Premier Computer Aided Dispatch software). Days later, agencies began telling us that reports were not crossing into FRMS and TabletPCR. Telecom's CAD guru Paul Bernard realized that due to the way incidents, created during the CAD upgrade, were re-entered in CAD after the upgrade, no report numbers were issued for those incidents and therefore, those incidents were not sent to FRMS and TabletPCR. This was no fault of the Comm Center. They were entered this way to prevent toning and paging from activating during the re-entry process and to help streamline the process. Instead of waiting for each individual agency to realize this and report the issue, PB went ahead and created report numbers for all fire/EMS incidents created during the outage that were re-created after CAD came back up. Incidents re-entered after CAD came back up will have a date of 161109 since that is the date they were created. The report numbers will be out of sequence but there is nothing we could have done to prevent these issues.

Key Point: incidents created during the CAD outage that may have originally been missing have now been assigned report numbers and will be sent to FRMS/TabletPCR.

Because of the slowness issue with UDT, the program that transfers all data from CAD to all of the various applications such as FRMS, TabletPCR, HipLink, ect, there was a slight delay for a couple weeks until November 23rd when Motorola corrected the issue that was causing data to process slowly.

Warren County Telecom [Mannequin Challenge]

We did a Mannequin Challenge!

Hello Mike & Kristy!

Due to one retirement and in anticipation of another, Telecom welcomes 2 new team members this month!

Kristy Oeder, a former Telecom employee is back in an Administrative Assistant role after the retirement of Rebecca Morton. Christy left Telecom to raise her children then later returned to the County's Human Services department. We're happy to have her back and to see how things have changed since she was last on our team!

Mike Wells joins the team as an Applications Analyst, set to learn the ins and outs of Don Sebastianelli and Paul Bernard's positions. He comes with a wealth of knowledge and eagerness to join the team!
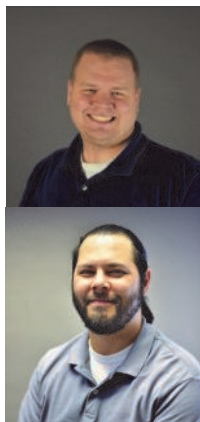
Anniversaries

Radio Tech, Corey Burton hits the 1 year milestone on Dec 1st with Data Systems Analyst Joseph Newton close behind, celebrating 1 year on December 28th.

PCR Archiving

In mid-November, DST's Joseph Newton emailed fire departments notifying them that in preparation for the PCAD upgrade, he was manually archiving PCRs dated Dec. 31st, 2015(or older) and still showing in 'Complete' status. We have PCRs that have remained in this status ranging from 1-4+ years, archiving them will allow us to preserve them yet still allow us the ability to resurrect them at a later time if needed. This will bring us all up to only having this current year to organize/sort through. If anyone has any questions or concerns please email or call DST.

Outage Schedule

Telecom initiated 2 scheduled maintenance outages on Nov 8th and Nov 23rd.

- Nov 8th: CAD Outage starting at 10PM to fix ProQA Issues.
- Nov 23rd: Planned Monthly Maintenance for patch and infection management.

911 Circuit Maintenance

In a notice from Lightower Change Management, Telecom was made aware of a planned maintenance event on the Lightower network.

Location of Work: Syracuse, NY / Indianapolis, IN / Philadelphia, PA / Wilmington, DE

Scheduled Start Date & Time: 12/8/2016 12:00 AM EST

Scheduled End Date & Time: 12/8/2016 6:00 AM EST

Expected Impact Duration: Up to 15 minutes

Work Description: Lightower engineering will be performing maintenance at the above-listed location. This work is required for a network element reboot to improve reliability. Your circuits listed below may experience up to a 15 minute outage during this maintenance window. Lightower apologizes for any inconvenience this may cause.

Did you Know?

Our Data NOC & Radio NOC require tight temperature regulation! These rooms which hold networking, data, and hardware have a sweet spot just like we do in our homes! Too hot and you're sweating! Too cold and you're shivering! Similarly, the Data NOC is regulated by 2 HVAC units aimed to stay at 68 degrees, keeping equipment from overheating.

Kindell at IEMC Drill

Director Paul Kindell had the opportunity to present at the Integrated Emergency Management Course on Radio Communications in and around Warren County. Highlights included the capacity and sophistication of our radio system structure, mutual aid, "The Talkgroup Onion", and local resources available to agencies including Towers on Wheels, Incident Command Vehicles, Radio Caches, and Hot Boxes.

TELECOM
Warren County • Ohio

Intended Audience: Warren County Public Safety Agencies, OSP, Dispatch

Warren County agencies and Ohio State Highway Patrol can talk to each other on SO83!

- It may appear as XSO83 or SO83 depending on when your radio was programmed. They both point to the same talkgroup.
- Warren County Communications + OSHP Dispatch Centers monitor this talkgroup.
- You can switch to XSO83/SO83 and talk directly to any state agency.
- XSO83 can be patched to an existing TAC or incident talkgroup for OSP to join the existing conversation.

WC Law Enforcement WILL receive a new set of talkgroups in Zone B on their next round of programming:

- XSO83—MARCS talkgroup in WC and OSHP radios.
- Lebanon —OSP's Lebanon Post / Primary talkgroup. Don't confuse this with Lebanon Police's "Lebanon PD" or "Lebanon FD"
- Pursuit 6— countywide for Warren County Region.
- Pursuit 3—countywide for Montgomery County Region.

OSP Radio Zone	NEW WC Law Zone
Zone-8 WILMINGTON	**Zone B**
WILMNGTN	1 PD PRIM1
*P14-TAC	2 LEBANON
POST-08	3 PURSUIT 6
*P08-TAC	4 PURSUIT 3
LEBANON	5 XSO83
*P83-TAC	6 NIMS
POST-09	7 JAIL
*P09-TAC	8 TAC 17
BATAVIA	9 TAC 18
*P13-TAC	10 TAC 19
POST-31	11 TAC 20
*P31-TAC	12 XSO83
D08-EVT1	13 PURSUIT 3
D08-EVT2	14 PURSUIT 6
D08-AV1	15 LEBANON
D08-AV2	16 PD PRIM2
MCALL3	
HELPDESK	
PRSUIT6	
PRSUIT3	
SO Talkgroups	
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SO Talkgroups	

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