for Public Safety

REMINDER: INQUIRY Works Statewide
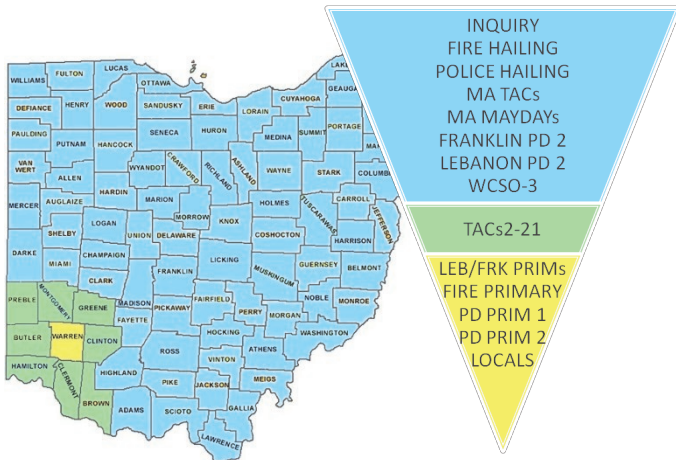
INQUIRY
FIRE HAILING
POLICE HAILING
MA TACs
MA MAYDAYs
FRANKLIN PD 2
LEBANON PD 2
WCSO-3

TACs2-21

LEB/FRK PRIMs
FIRE PRIMARY
PD PRIM 1
PD PRIM 2
LOCALS

Potential Verizon VoLTE Issue

Voice over LTE (VoLTE) treats voice and data the same, allowing data to process more efficiently. The problem: the software on some cell phone is programmed with a timer… the call drops after 20 seconds if it is not answered by Dispatch before then. To the caller it appears that Dispatch hung up on them. To Dispatch, it looks like an abandoned call.

There is supposed to be a way for the call handling equipment to stop the timer, but apparently that is not working properly. Verizon Wireless has requested an emergency patch from the handset manufacturers to address the issue. Until then, if a PSAP experiences the problem, Verizon Wireless can disable VoLTE on the towers in that jurisdiction to prevent this from happening. Disabling will be addressed by Verizon Wireless on a case-by-case basis.

Nationally, only two PSAPs have identified this issue so far though VoLTE service has been rolling out for several months. The other carriers should not be having the problem. AT&T and T-Mobile use a different flavor of VoLTE and Sprint is not yet implementing it.

FREE National Incident-Based Reporting System (NIBRS) Training REGISTER BY MAY 15, 2017

Co-hosted by West Carrollton and Centerville PDs
May 23-24, 2017 // Centerville Police Department // 155 West Spring Valley Road // 8a-4p both days
Conducted by Brad Zoladz, FBI Training Instructor
Registration is required as space is limited— contact bradley.zoladz@ic.fbi.gov. Include your name, agency, title/position, and e-mail address. Mr. Zoladz can be reached at (304) 625-4617.

Cincinnati LIVE with TriTech

In late January, Local 12 did a story on the City of Cincinnati's go-live on TriTech… the same program we are building for Warren County public safety agencies.

As the article states, "Every piece of Cincinnati fire apparatus is now equipped with a GPS locator and a cell phone modem. Dispatchers now know the exact location of every fire truck and ambulance. Assistant Chief Anton Turley said, "Before, we would dispatch fire units based on the location of the fire station. So neither the dispatcher or our dispatch system knew exactly where our firetrucks were located… So, what it means for the citizen is that we will get there faster. So, if there's a heart attack, a medical emergency, time is of the essence. Seconds count. Being able to get on the scene faster and render that aid faster will mean a better outcome for the patient."

POSTPONED
Telecom Open House
due to the continued renovations, we are rescheduling for when our offices are in a more final format.

ANDROID MOBILE PHONE OPTIONS so you don't get woken up all night... but still get high priority alerts.

Volume Toggle on side of phone: Press either button then tap the down arrow to show volume settings:
- Ringtone = for phone calls.
- Media = videos.
- Notifications = email and text messages.
- Systems = other sounds generated by your phone.

*tips apply to the Samsung Galaxy S6, maybe similar to other Android phones.

Settings > "Sounds and Vibrations"

RINGTONE: Set to silent then choose a unique ringtone to people you want to audibly call you after-hours.

NOTIFICATION SOUND: All other sound levels can be individually controlled here.

- **Messages Notifications:** Make your global messaging notifications "SILENT" then set unique sounds under "Message Tone" for each contact that you want to audibly sound when they send a text message.
- **Email Notifications:** Make your global email notifications "SILENT". If you have more than one email account, you have to set this for each account.
  - Under global email notifications, enable "Priority Senders" and select an alert sound for priority senders under "Notification Sound" so that you receive a sound when they email you. You may also be able to assign a unique / specific sound to each contact instead of making them a Priority Sender if you like.
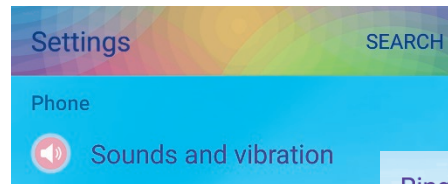
"Contacts"

FAVORITES: Make your preferred people "Favorites" to sort them to the top of the contacts list and **to audibly hear their calls/alerts even when your phone is set to "Do Not Disturb".**

DO NOT DISTURB: set certain days/hours that sounds are turned off. Then set custom settings for alarms, calls and messages from Favorite contacts, priority app notifications, and a really cool feature called Repeat Callers so that if some-one calls you more than twice in 15 minutes while in DND mode it will allow your phone to ring.

Helpful Apps
- Shush— When you set your phone to vibrate, the app pops up and lets you set a timer for when your ringer automatically comes back on.
- Fire Alert 2— allows you to configure triggers for very important messages, calls or emails that you can't miss such as pages from dispatch. There are a lot of custom settings in this app to tailor how you what it to work.

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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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#ProjectTriTech

FOLLOW #Project*TriTech* on our Facebook/ Twitter + our 'Projects + WorkGroups' webpage

Reps from Telecom closed out February by attending TriTech's annual TriCON event, a nationwide conference for TriTech users. Details from their trip will be shared on social media and in the April newsletter.
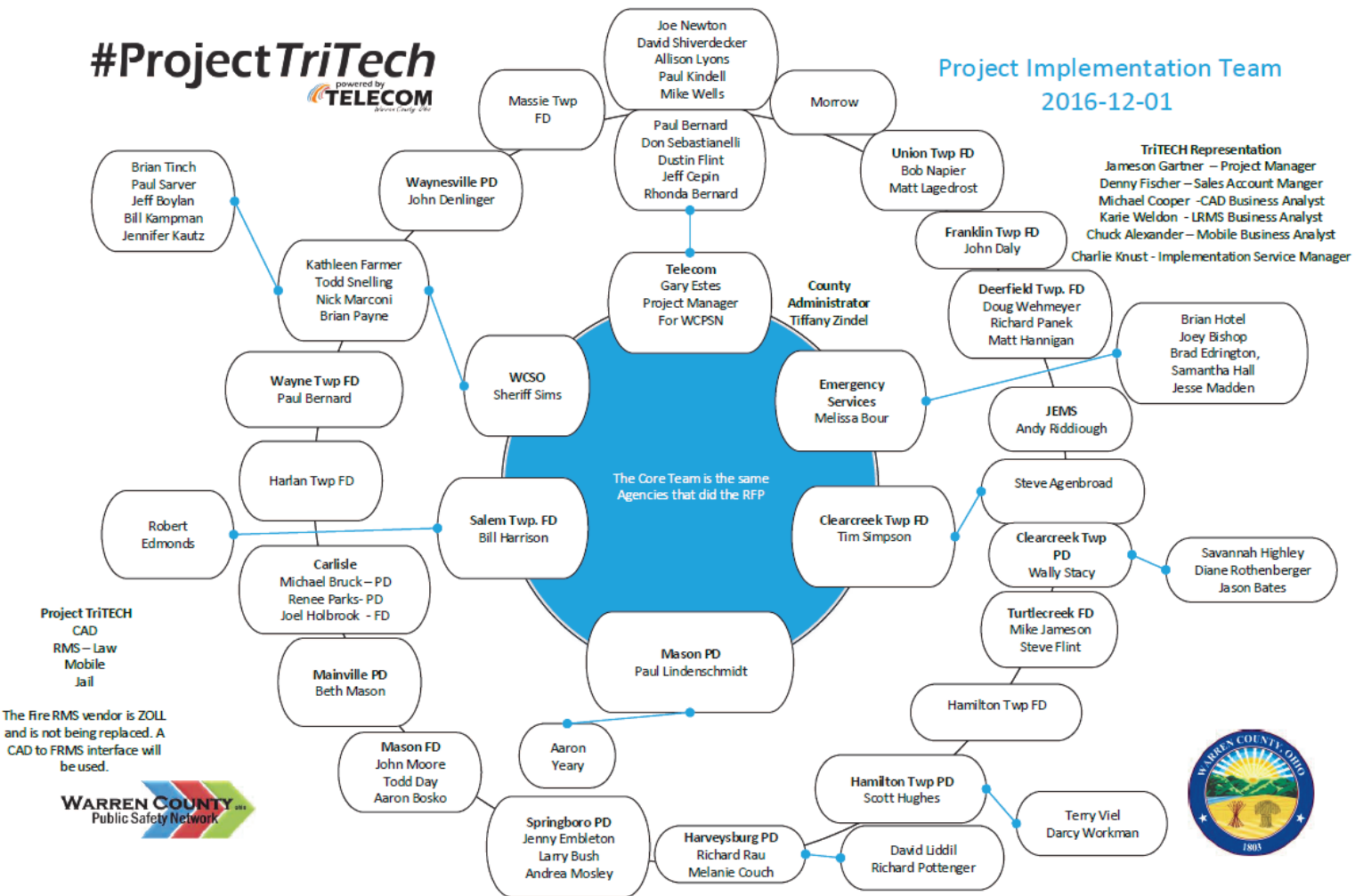
NEXT UP *(dates subject to change)*

March 7-9: Jail System Orientation
March 13: Demo of Geo on Mobile (phone conference)
May 9: Mobile System Integration Testing

May 12: RMS System Integration Testing
May 15: Jail System & RMS System Integration Testing
May 23-25: RMS Base End User Training
May 26: RMS Imaging Training

#ProjectTriTech powered by TELECOM

Project Implementation Team 2016-12-01

TriTECH Representation
Jameson Gartner – Project Manager
Denny Fischer – Sales Account Manger
Michael Cooper -CAD Business Analyst
Karie Weldon - LRMS Business Analyst
Chuck Alexander – Mobile Business Analyst
Charlie Knust - Implementation Service Manager

Joe Newton
David Shiverdecker
Allison Lyons
Paul Kindell
Mike Wells

Morrow

Massie Twp FD

Paul Bernard
Don Sebastianelli
Dustin Flint
Jeff Cepin
Rhonda Bernard

Union Twp FD
Bob Napier
Matt Lagedrost

Waynesville PD
John Denlinger

Brian Tinch
Paul Sarver
Jeff Boylan
Bill Kampman
Jennifer Kautz

Franklin Twp FD
John Daly

Kathleen Farmer
Todd Snelling
Nick Marconi
Brian Payne

Telecom
Gary Estes
Project Manager
For WCPSN

County Administrator
Tiffany Zindel

Deerfield Twp. FD
Doug Wehmeyer
Richard Panek
Matt Hannigan

Brian Hotel
Joey Bishop
Brad Edrington,
Samantha Hall
Jesse Madden

Wayne Twp FD
Paul Bernard

WCSO
Sheriff Sims

Emergency Services
Melissa Bour

JEMS
Andy Riddiough

Harlan Twp FD

The Core Team is the same Agencies that did the RFP

Steve Agenbroad

Robert Edmonds

Salem Twp. FD
Bill Harrison

Clearcreek Twp FD
Tim Simpson

Clearcreek Twp PD
Wally Stacy

Savannah Highley
Diane Rothenberger
Jason Bates

Carlisle
Michael Bruck – PD
Renee Parks- PD
Joel Holbrook - FD

Turtlecreek FD
Mike Jameson
Steve Flint

Mainville PD
Beth Mason

Mason PD
Paul Lindenschmidt

Hamilton Twp FD

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.

Mason FD
John Moore
Todd Day
Aaron Bosko

Aaron Yeary

Hamilton Twp PD
Scott Hughes

Terry Viel
Darcy Workman

WARREN COUNTY
Public Safety Network

Springboro PD
Jenny Embleton
Larry Bush
Andrea Mosley

Harveysburg PD
Richard Rau
Melanie Couch

David Liddil
Richard Pottenger

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 – Mason City – Springboro City – Emergency Services – Warren County Sheriff's Office

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NEW 695-HELP Prompts

- For Data Systems: tokens, MDCs, Law or Fire RMS, and password resets, PRESS 1
- For Phone assistance including mobile phones, desk phones, voice mail, data drops, PRESS 2
- For CAD related issues including Mapping, Reports, and Alerting, PRESS 3
- For the Radio team, PRESS 4
- For our Community Manager: training, newsletter, website, or social media, PRESS 5
- For billing questions & our Support Services Team, PRESS 0.

Call box access at Telecom's door: no more team prompts. Simply press the CALL button to request access and someone will escort you through the hallway to your intended team.
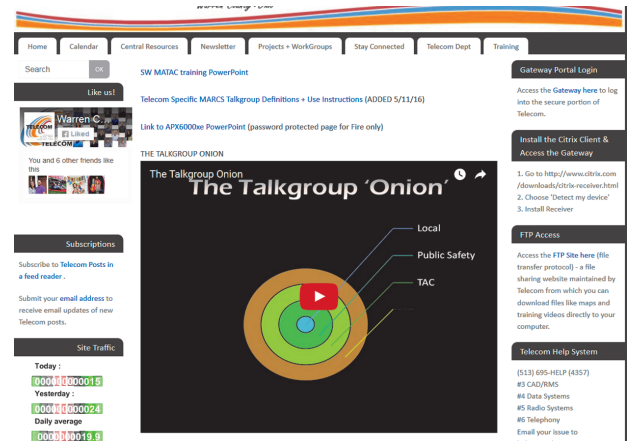
Wally & Geezer's New Office Locations

You can now find our Radio Systems Manager, Wally Hardwick at the opposite end of the hallway behind the telephone techs. Geezer will soon move next door to him, thanks to renovations completed by Warren County Facilities Management.

Where Does My Emergency Button Go on County's Talkgroups?

- **Butler Co:** Mutual Aid/TACS – stay where you are   //   Law/FD – Revert to 09HELP
- **Clermont Co:** Law – Revert to 13 Dispatch   //   FD – TACS stay where you are, all others revert to 13CCHELP
- **Clinton Co:** Law – Revert to 14 Wilm Help   //   FD – stay where you are
- **Hamilton Co:** FD – stay where you are   //   Mutual Aid – Revert to 31 FD East
- Law – Revert to 31 LE East
- **Montgomery Co:** Law – Revert to 57RDCSOUTH   //   FD – stay where you are
- **Warren Co:** TACs, MATACs, LAW1,2,3 stay where you are. All other Fire radios revert to FIRE HAILING. Northern PD agencies revert to 83 PD PRIM 1. Southern PD agencies revert to 83 PD PRIM 2. Probation & Dog Warden revert to 83 INQUIRY.

Q1 - 2017 P25 TRADE-IN PROMOTION

MOTOROLA SOLUTIONS

XTS / XTL / ASTRO SPECTRA

Equipment issued by Telecom is property of Warren County and CAN NOT be traded in. Radios you purchased on your own can be traded in.

$650 OFF OH STS
APX 6000/6500/8000/8500

$450 OFF OH STS
APX 3000/4000/4500

$250 OFF OH STS
APX 1000/1500

FINANCING PACKAGES AVAILABLE THROUGH MOTOROLA CREDIT COPORATION

TERMS AND CONDITIONS

Promotion applies to new APX Radio orders, Jan 24 through March 25, shippable by March 31, 2017 • Promotion cannot be combined with any other promotional offer or special pricing • Promotion does not apply to existing backlog orders and one liners • This offer is applicable to users of the OHMARCS System only • Promotional discount requires the trade in of existing portable or mobile unit on a one-for-one basis • Motorola Solutions, Inc. reserves the right to modify this promotion in whole or in part without prior notice • All decisions made by Motorola Solutions are final

This is a promotional flyer from Mobilcomm

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