

TELECOMatters

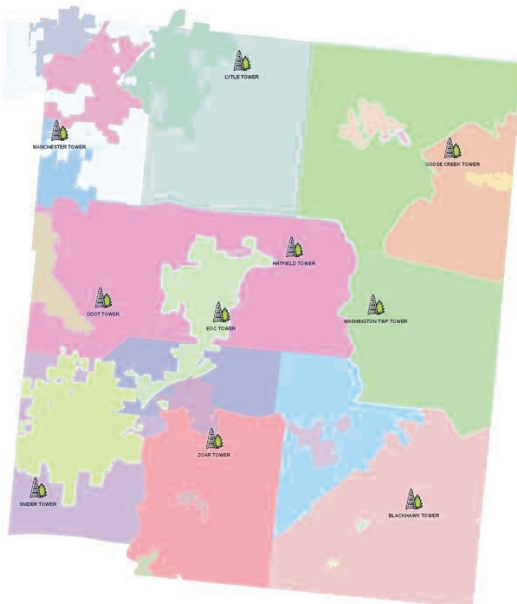
our monthly newsletter of things that matter. all things Telecom.

for Public Safety

Radio System 7.17 Upgrade

The date kept moving during a week-long, statewide upgrade, but part of it included the State of Ohio individually taking down each of our (9) towers for up to 1 hour per tower. Being one county of many receiving the upgrade, it was difficult to nail down when our turn was up. Agencies were sent notices as we were given dates and times in an effort to keep you informed.

User Impact: when a tower near your jurisdiction is taken down, your portables can't work as well in that tower's vicinity. They are resilient enough to reach out to the next nearest tower though. Car radios have a higher power antenna and should show no reduced coverage when nearby towers are offline. Should our entire site be disconnected from the larger Ohio MARCS system, we'd be in "Site Trunking" which requires no change from our agencies.



Emergency Service Sector Cyber Security Best Practices

The Department of Homeland Security released a 3-page article listing easy things you can do to keep your department safe from cyber attacks.

https://content.govdelivery.com/attachments/USDHSFACIR/2017/03/13/file_attachments/784757/Emergency%2BServices%2BSector%2BCybersecurity%2BBest%2BPractices.pdf

ePCR Workshop 3/23/17

Representatives from several fire/EMS agencies gathered in the Telecom Training Room to walk through TabletPCR... bubble by bubble... field by field. At the same time, Telecom walked through the corresponding backend settings to alter the fields to fit the agencies' preference. Below is a video released by Zoll explaining the new way TabletPCR handles Close Call Rules (CCRs).

<https://zolldata.wistia.com/medias/dc9hsi4yyn>



Notify Telecom of Addresses to Flag in CAD

We are able to notate addresses with citizens who are handicapped (deaf, blind, wheelchair bound, bed-ridden, etc), confrontational, etc. We can only do this for addresses that fall within our dispatching jurisdiction (not city of Lebanon or city of Franklin limits).



#ProjectTriTech



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

There has been a lot of backend work being done to prep the various lists used to populate future CAD—units, personnel, incident subtypes, etc. Dispatch Supervisors are being met with individually to familiarize themselves with the dispatcher view of TriTech.

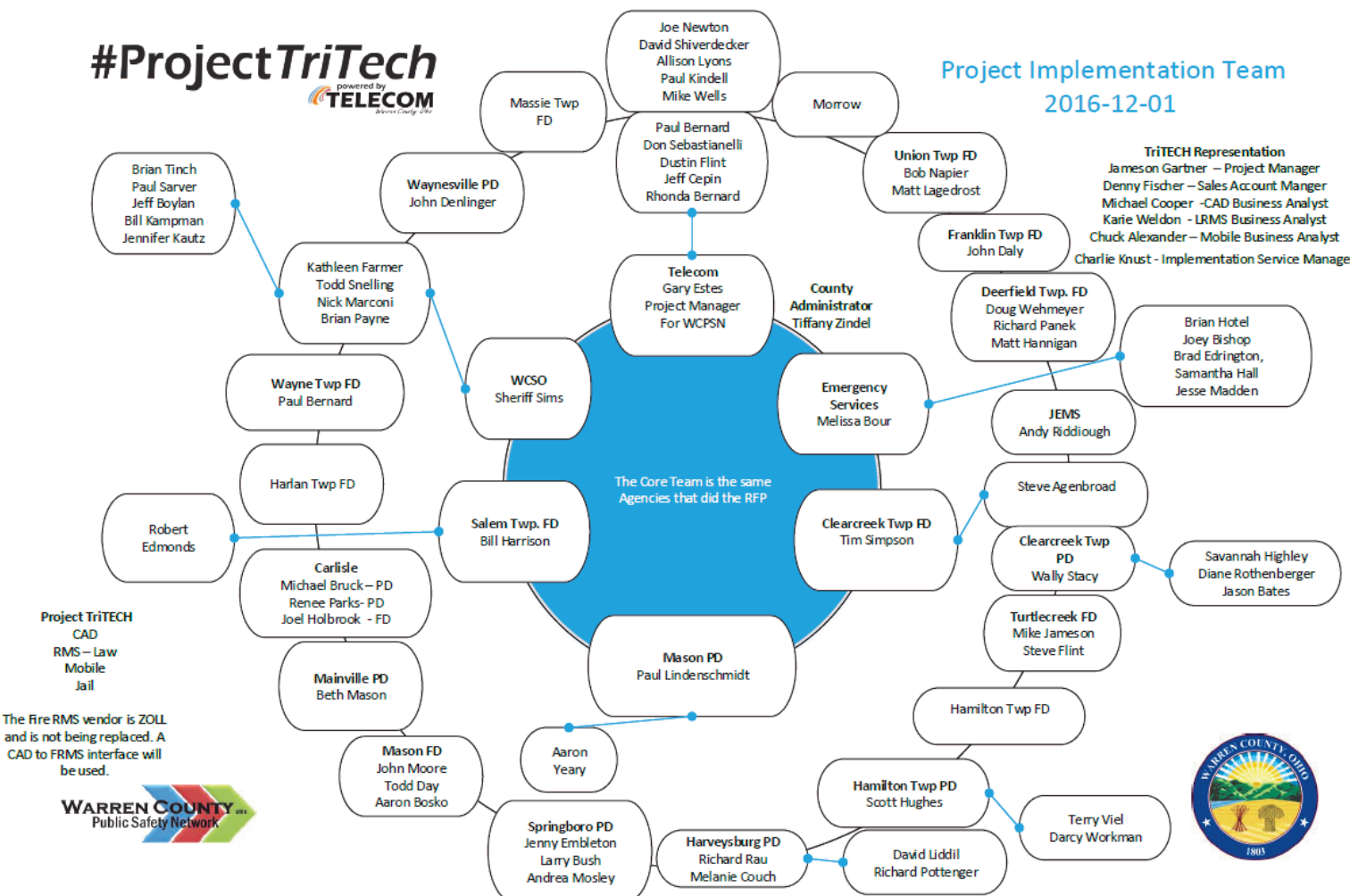
NEXT UP (nothing firm on the calendar)

#ProjectTriTech



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



Village of Carlisle – Village of Maineville – Village of Waynesville – Village of Morrow – Village of Harveysburg – Union Twp – Franklin Twp – Wayne Twp – Clearcreek 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



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

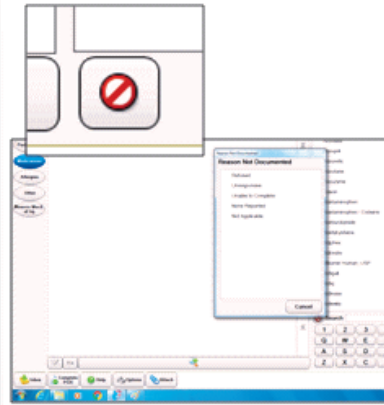
ePCR Upgrade

Shown are a few new features our EMS providers will find when using Tablet PCR. We appreciate your patience as Tablets were on our workbench longer than expected. Now that they're back in the field:

- Test your monitors
- Test your printers
- Check your ePCR Rosters
- Runs being QA'd will not archive and will show an error

REMINDER: Do not call dispatch for ePCR issues, unless you have a system down and require the on-call person to be paged out.

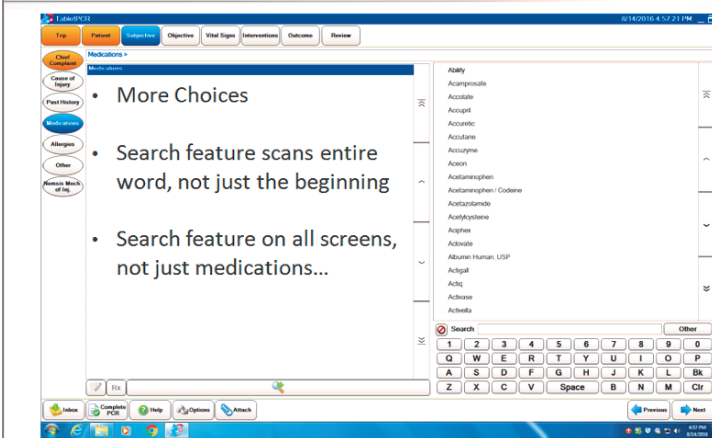
Pertinent Negative Button



- Allows you to select options like "None Reported" or "Refused"
- Will also be used in place of the "Not Applicable" option

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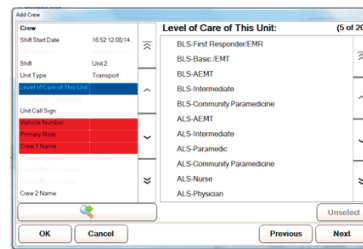
Medication List Updated...



- More Choices
- Search feature scans entire word, not just the beginning
- Search feature on all screens, not just medications...

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Changes...

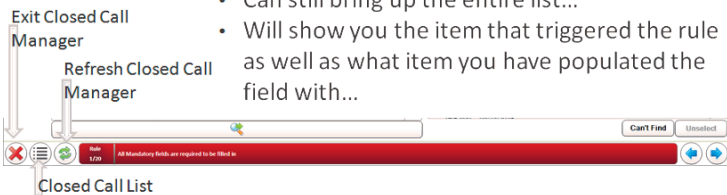


- This update brings us into compliance with Ohio EMS EMSIRS v3 reporting which is based on NEMSIS 3 reporting...
- There is more data that needs to be provided, sorry!

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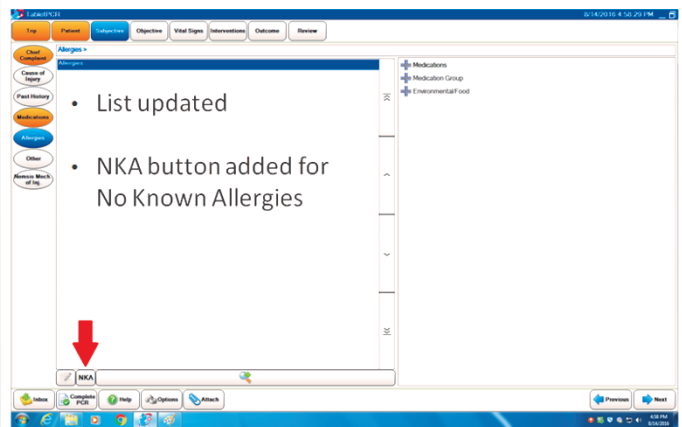
Closed Call Rules

- Closed call menu has been updated...
- Can still bring up the entire list...
- Will show you the item that triggered the rule as well as what item you have populated the field with...



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Allergies...



- List updated
- NKA button added for No Known Allergies

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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.



Lytle Tower Shelter



On March 23rd, a new shelter was delivered and craned into place at Lytle Tower near Clearcreek Twp Fire station.

A Disaster Recovery site has been a vision for more than 15 years and the team is very excited to have it coming to fruition!

