

TELECOMatters

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

for Public Safety

MONTHLY REPORTS

Telecom generates pre-canned reports for CAD, Phone/911, and Radio each month.

Moving forward, they will no longer be on the FTP site; which hasn't had much viewership. We've put all past reports and will upload all future reports to ShareFile. We already utilize this for #ProjectTriTech and think it will be a more dynamic experience for our Public Safety agencies. [The link](#) will be 'open', not requiring credentials to view the reports, as was the FTP site.

Some stats that agencies manually tally are already available in these reports so please check them out before resorting to meticulous hand counting.



March PTT's

SUN 45,586

MON 54,299

TUE 55,495

WED 79,457

THU 78,038

FRI 81,204

SAT 61,711

TOTAL 455,790

Fridays saw the heaviest traffic in March with more than 81,000 unique push-to-talks. *average of 2,613 PTT's/day or 109 PTT's/hour



| NAME | SIZE | UPLOADED | CRE |
|----------------|-------|-----------|-----|
| 911 - Phone | 8 MB | 4/25/2017 | G. |
| CAD | 83 MB | 4/25/2017 | G. |
| Radio | 0 B | 4/25/2017 | G. |
| Yearly Reports | 80 MB | 4/25/2017 | A. |



#ProjectTriTech



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

We are being purposeful and proactive in the building of this new system; pushing out the schedule a bit to make sure each component is designed to best serve Warren County Public Safety. Our original published go-live of September 2017 is delayed until 2018.

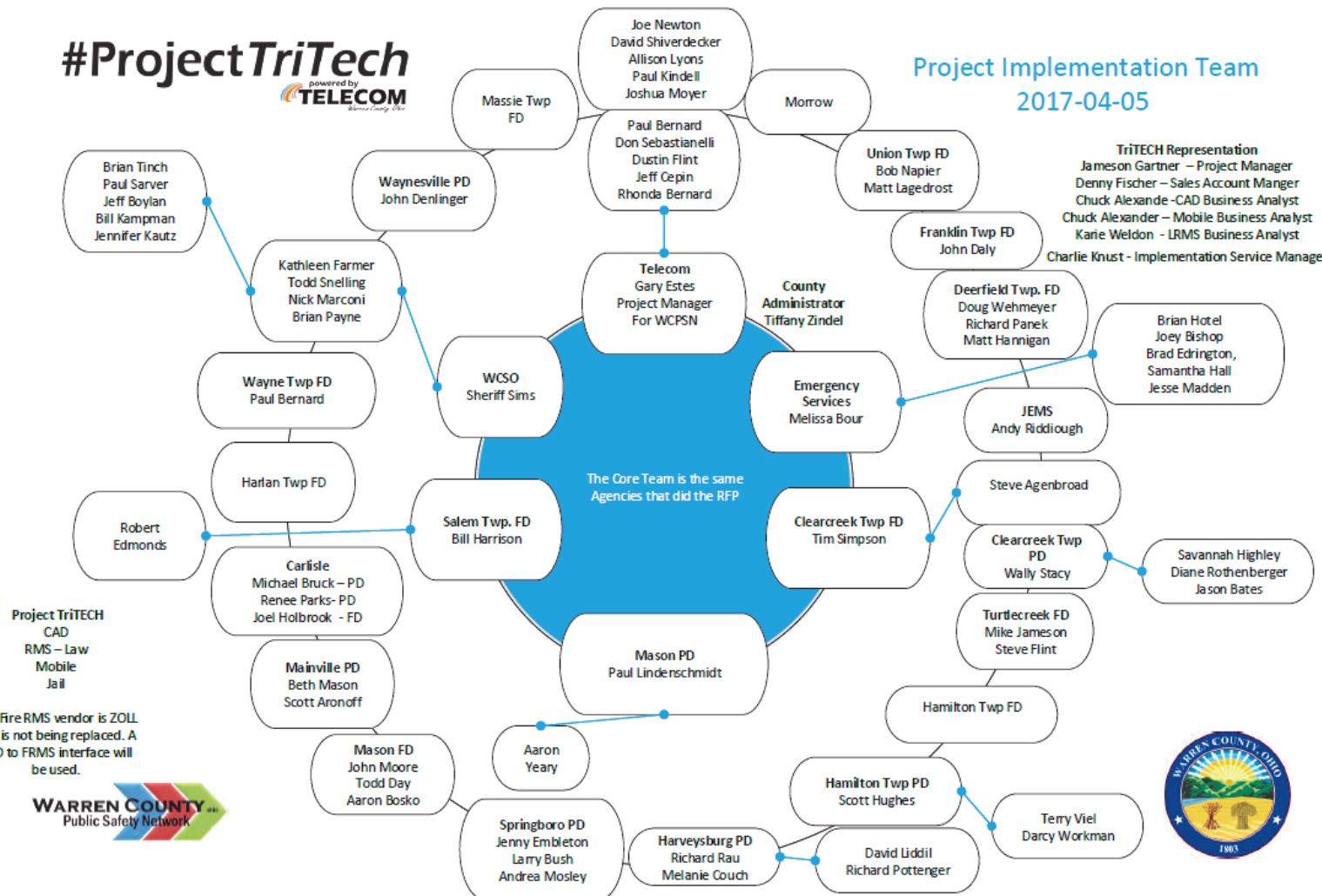
NEXT UP

- May 1: Warren County review of Jail DOLF Agenda & Statement of Work
- May 16-18: Jail DOLF (Demonstration of Licensed Functionality)



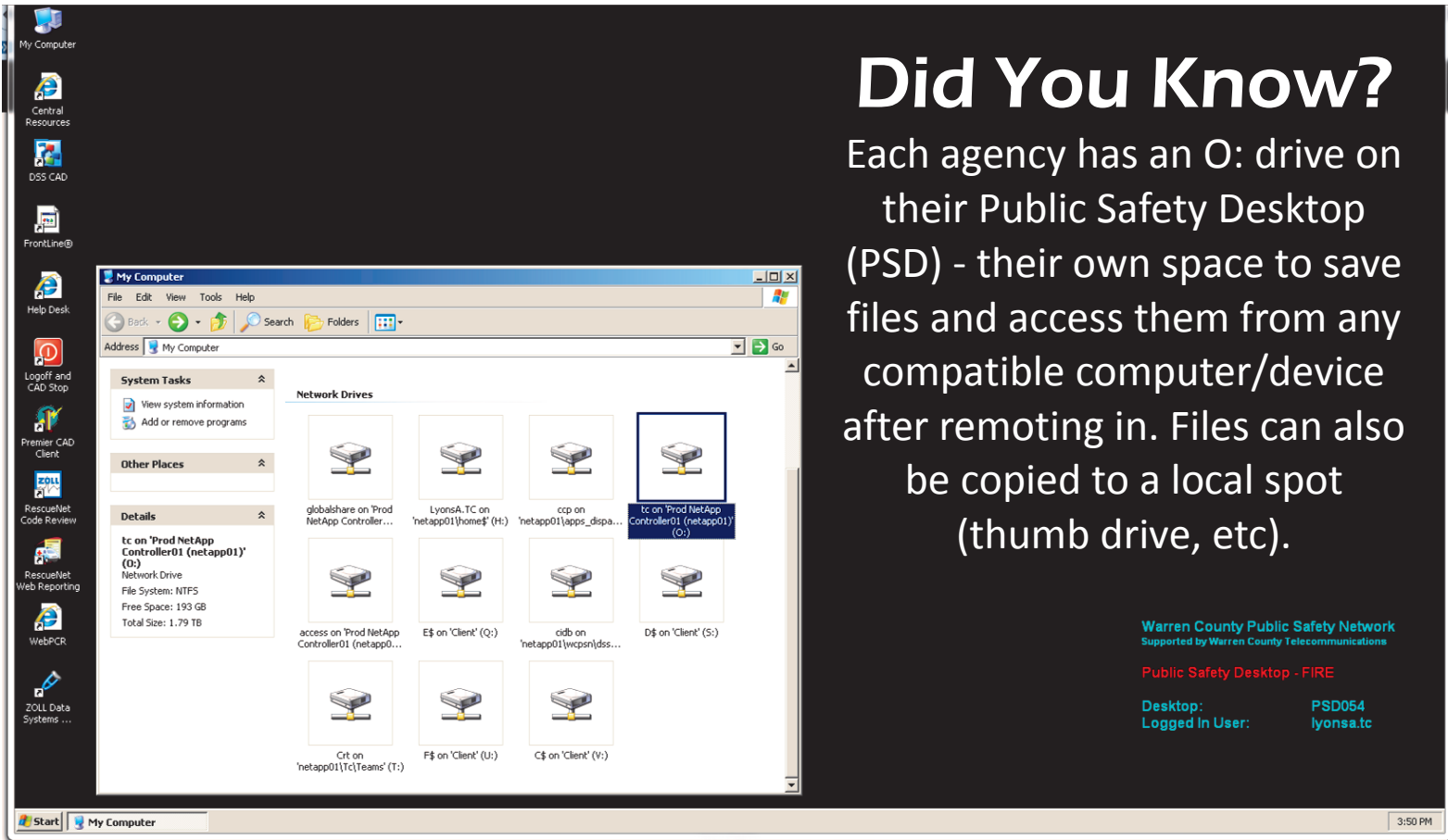
Project Implementation Team 2017-04-05

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



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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



Kudos For DST Tech, Brian Haney

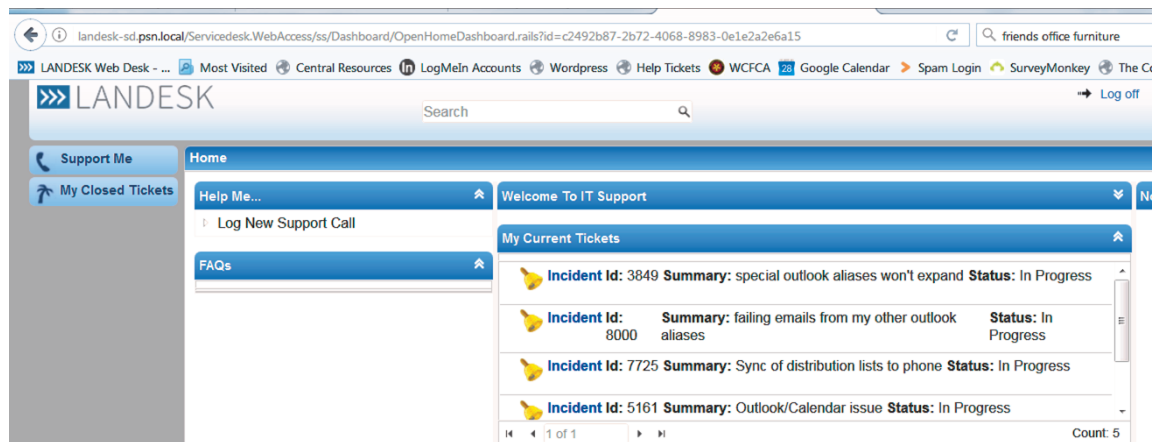
Good morning Jeff,

I just wanted to send you a note to let you know of an experience I had with Brian Haney. For years (no exaggeration) I have been having a problem with your help desk system where it would not show my current open tickets. In the past others have tried to fix the error without success. This was no easy task as he worked on it over a couple months and from my understanding had to look deep into the database to find the error. Along the way he communicated multiple times that he didn't forget and was still working on the issue. You have a very dedicated [employee] who doesn't easily give up, is very helpful and keeps you informed along the way.

Since Brian has taken on the challenge I am glad to report that he found and fixed the problem and the open tickets now show up.

Sincerely,

Aaron Bosko //
 Deputy Chief Mason Fire



NOTICE | ePCR Medicount Billing | NOTICE

“Treated, Transferred Care” does not equate to you taking a patient to the hospital and DOES NOT trigger Medicount to bill the patient. **You must choose “Treated / Transported by EMS” when taking a patient to the hospital and for your run to be billable.**

| | | | | | | | |
|-------------|----------------|-------------------|------------------|--------------------|----------------------|----------------|---------------|
| Trip | Patient | Subjective | Objective | Vital Signs | Interventions | Outcome | Review |
|-------------|----------------|-------------------|------------------|--------------------|----------------------|----------------|---------------|

| | | |
|--|-------------------------|-----------------------------|
| Outcome Times Signatures Exposures External Reports | Disposition | |
| | Patient Disp. | Treated, Transported by EMS |
| | Instructions Provided | |
| | Level of Care | |
| | Barriers To Care | |
| | Cancel Reason | |
| | Type of Service | 911 Response (Scene) |
| | Response Urgency | |
| | Standby Purpose | |
| | Required Report Cond. | |
| | Actions Taken | |
| | Casualties? | No |
| | Return to Service Delay | None/No Delay |
| | Transport | |
| | Pt Txed To Amb | |
| Pt. Position | | |
| Final Patient Acuity | | |

| | |
|-------------------------------------|---|
| Patient Disposition: | |
| <input checked="" type="checkbox"/> | Treated, Transported by EMS |
| <input type="checkbox"/> | No Patient Found |
| <input type="checkbox"/> | Cancelled |
| <input type="checkbox"/> | Dead at Scene |
| <input type="checkbox"/> | Field Termination |
| <input type="checkbox"/> | No Treatment Required |
| <input type="checkbox"/> | Patient Refused Care |
| <input type="checkbox"/> | Treated and Released |
| <input type="checkbox"/> | Treated, Transported by Law Enforcement |
| <input type="checkbox"/> | Treated, Transported by Private Vehicle |
| <input type="checkbox"/> | Treated, Transfer Care to Helicopter |
| <input type="checkbox"/> | Treated, Transferred Care |

The Bingo Map was Updated

[download it](#) from ShareFile

<https://warrencountytelecommunications.sharefile.com/d-s7a990c8441d45078>

