

# Warren County · Ohio TELECOMatters

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

## for Public Safety Agencies

November 2017

# Did You Know?

Our Data Systems Technician, David Shiverdecker is responsible for making your MDC and Heart Rate Monitor work together. And did you know something called 'Bluetooth Stacks' are a make or break component?

Our County's EMS agencies use 3 different products: Zoll X-series, Phillips HeartStart, and LifePack 15. When all is setup properly, EMS personnel can pair their ePCR tablet to the heart monitor and within ePCR, tell it to pull a patient's data from the monitor. However, as agencies are upgrading devices, it's not always apples to apples.

For example, the Toshiba bluetooth chip set in Panasonic CF-19s (long-used model in Warren County) is different from the newer Panasonic CF-20's Intel Bluetooth chip set. Noticing the CF-20 not automatically talking with a particular agency's heart monitor, Shiverdecker and Paul Bernard had a lengthy call with the vendor to make it work properly. The solution? A custom FTP bluetooth server runs for another chipset so we use that as an in-between. Confusing? We know... that's why we handle it for you!

We experienced this same hurdle when the LifePack 15's first entered the county. They weren't compatible with Toshiba Bluetooth so Telecom had to uninstall the Toshiba and use the Microsoft bluetooth stack.

This is one reason we exist – to serve the County's public safety agencies with their technology and networking.



## Need Hotbox Radios?

We deliver! On 10/10 at 6:59PM, Radio Systems Manager, Gary Hardwick notified our Incident Response Group (yes, we maintain one of those!) of Turtlecreek's need. Going above and beyond, Hardwick left home, ran through our office, grabbed our always-ready APX batteries, XTS batteries, chargers, 4 XTS portable radios, and a cell charger kit in case phones and tablets needed charging. Within 60 minutes, Turtlecreek Twp Fire had what they were asking for.



[www.WarrenCountyTelecom.com](http://www.WarrenCountyTelecom.com) | [www.facebook.com/WarrenCountyTelecom](https://www.facebook.com/WarrenCountyTelecom)  
[www.twitter.com/wcoh\\_telecom](https://www.twitter.com/wcoh_telecom) | [www.youtube.com/warrencountytelecom](https://www.youtube.com/warrencountytelecom)

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# #Project TriTech

## Resources vs. CAPABILITIES

*What are the differences between Resources and CAPABILITIES and why should I consider them when building my response plans?*

Resource = a specific vehicle built into a response plan with a one-to-one option. A vehicle might have multiple resources attached to it. Most units will have their agency specific resource attached to it and also a countywide resource so it can be pulled mutual aid for other departments.

Examples:

- Clearcreek Twp Fire's Engine22 will have *Engine Clearcreek Twp* (agency-specific resource to pull it first for incidents in their jurisdiction) and *Engine* (countywide resource to recommend it for mutual aid).
- A Springboro PD Unit will have *Patrol ZP* (agency-specific resource) and *Patrol* (countywide resource).
- If a department wants 4 Engines for some incidents, they build the Response Plan to call for 4 Engines by Resources.

Example:

- Robbery response plan calls for 2 Patrols/Officers (resources) and 1 K9 (CAPABILITY).
- If one of the 2 Officers has a K9, that satisfies the CAPABILITY request and the 2 Officers will handle the call.

Initial Assignment - Incident ID [1419] Incident Number [171026-0000673]

Incident Type Law Alpha Plan ZP 2P 1K3 \*TEST\* Dispatch Level Law Normal Level 1

Dynamic Plan Plan  
Resource / Capability Order > Time Savings Substitute With... > Time Savings Respond With... > Time Agencies

Patrol ZP	1
Patrol ZP	2
K9 UNIT	3

What the incident is asking for

Additional Recommendation  
Resource  Capability  Resource Group

Vehicle	Status	E.T.A.	Location
ZP 2212	Available	00:01:31	SPRINGBORO PD
ZP 2213	Available	00:01:31	SPRINGBORO PD
UNIT 2213	Available	00:01:31	SPRINGBORO PD

What the incident is receiving. Z213 is a K9 officer.

Send Response  
Resource Status Meets Criteria E.T.A. Substituted For Responding With Location

Resource	Status	Meets Criteria	E.T.A.	Substituted For	Responding With	Location
ZP 2212	In Quarters	Engine	00:01:22	S121 Clearcreek Twp PD		
ZP 2213	In Quarters	Engine	00:01:22	S119 Franklin Twp PD		
ZP 2213	In Quarters	Engine	00:01:22	S119 Franklin Twp PD		
ZP 2213	In Quarters	Engine	00:01:22	S119 Franklin Twp PD		
ZP 2213	In Quarters	Engine	00:01:22	S119 Franklin Twp PD		

- If neither officer has a K9, CAD will recommend those 2 officers PLUS find the closest K9 to fill the requested CAPABILITY.

Initial Assignment - Incident ID [1419] Incident Number [171026-0000673]

Incident Type Law Alpha Plan ZP 2P 1K3 \*TEST\* Dispatch Level Law Normal Level 1

Dynamic Plan Plan  
Resource / Capability Order > Time Savings Substitute With... > Time Savings Respond With... > Time Agencies

Patrol ZP	1
Patrol ZP	2
K9 UNIT	3

What the incident is asking for

Additional Recommendation  
Resource  Capability  Resource Group

Vehicle	Status	E.T.A.	Location
ZP 2212	Available	00:01:31	SPRINGBORO PD
ZP 2213	Available	00:01:31	SPRINGBORO PD
UNIT 8P11	Available	00:07:27	Jeffery Dr / W St Rt 122

What the incident is receiving. The ZP units satisfy the 2 patrol resources. 8P11 provides the K9 capability.

Send Response  
Resource Status Meets Criteria E.T.A. Substituted For Responding With Location

Resource	Status	Meets Criteria	E.T.A.	Substituted For	Responding With	Location
ZP 2212	In Quarters	Engine	00:01:22	S121 Clearcreek Twp PD		
ZP 2213	In Quarters	Engine	00:04:47	S122 Clearcreek Twp PD		
ZP 2213	In Quarters	Engine	00:06:37	S116 Franklin Twp PD		
ZP 2213	In Quarters	Engine	00:07:06	S123 Clearcreek Twp PD		

Initial Assignment - Incident ID [420] Incident Number [171026-0000674]

Incident Type Fire Alpha Plan TC 4 Engines Dispatch Level Fire Normal Operations Level 1

Dynamic Plan Plan  
Resource / Capability Order > Time Savings Substitute With... > Time Savings Respond With... > Time Agencies

Engine	1
Engine	1
Engine	1
Engine	1

Additional Recommendation  
Resource  Capability  Resource Group

Vehicle	Status	E.T.A.	Location
E23	In Quarters	00:01:22	S121 Clearcreek Twp PD
E22	In Quarters	00:07:27	S119 Franklin Twp PD
E16	In Quarters	00:07:27	S119 Franklin Twp PD
E19	In Quarters	00:07:59	S113 Turtlecreek Twp PD

Send Response  
Resource Status Meets Criteria E.T.A. Substituted For Responding With Location

Resource	Status	Meets Criteria	E.T.A.	Substituted For	Responding With	Location
E23	In Quarters	Engine	00:01:22	S121 Clearcreek Twp PD		
E22	In Quarters	Engine	00:04:47	S122 Clearcreek Twp PD		
E16	In Quarters	Engine	00:06:37	S116 Franklin Twp PD		
E23	In Quarters	Engine	00:07:06	S123 Clearcreek Twp PD		

CAPABILITY = used for "special equipment or skills" a unit may have, (e.g. a Rescue having an Air System, or an Officer that is a Drug Recognition Expert.) CAPABILITIES can be filled by a resource if it has the CAPABILITIES asked for in the response plan... CAD will only recommend the one unit. But if the resource doesn't have the requested CAPABILITY, CAD will find the next unit that has that CAPABILITY and send it with the resource.

Another neat feature of TriTech is the ability to know Estimated Time Until Arrival for units that are AVL/GPS-equipped.

E.T.A.	Sub
00:01:31	
00:01:31	
00:07:27	

# #Project TriTech

## RMS 4.14 Review Workshop Happened October 31-November 2

The Tritech Project Implementation Team's Records Management Systems (RMS) experts were onsite with TriTech's Business Analyst Karie Weldon.

The Inform RMS 4.14 and P&E Workshop allows for the discovery of key points that will be used in the configuration of the client's Inform RMS Web.

Users will be trained on the new features released in Inform RMS Web 4.14.

Upon completion of this section of training, participants will be able to:

- Setup/Configure the features in 4.14 Inform RMS Web
- Apply the features in 4.14 Inform RMS Web to their workflow needs.

Workshop Agenda	
Time	Topic
Day 1	<b>Property and Evidence</b> <ul style="list-style-type: none"><li>• Review Property and Evidence Permissions</li><li>• Review new fields for Property and Evidence</li><li>• Review Property Intake</li><li>• Review Print Evidence Labels</li><li>• Review Evidence Queue</li><li>• Review Evidence Tracker</li><li>• Review Property and Evidence Configuration</li><li>• Review Form Letter Designer and Permissions</li></ul>
Day 2	<b>Searching</b> <ul style="list-style-type: none"><li>• Review of Search Feature<ul style="list-style-type: none"><li>○ Quick Search</li><li>○ Global Filters</li><li>○ Field Search</li></ul></li></ul> <b>Data Entry</b> <ul style="list-style-type: none"><li>• Review of Existing Address Fields</li></ul> <b>Queues</b> <ul style="list-style-type: none"><li>• Review of Template Field/Column</li></ul> <b>Impound Vehicle Module</b> <ul style="list-style-type: none"><li>• Review of Impound Vehicle Module</li></ul> <b>Data Entry Designer/Templates</b> <ul style="list-style-type: none"><li>• Review Copy/Export/Import/Share Templates</li><li>• Review Add Multiple Sections</li><li>• Review Creating Menu Selection Custom Fields</li><li>• Review Deleting Templates and Custom Fields</li><li>• Review Allow Supplements</li><li>• Review Generate Reporting Views</li></ul>
Day 3	<b>Reporting</b> <ul style="list-style-type: none"><li>• Review the Reporting Module</li><li>• Review Reporting Module Permissions</li></ul> <b>Case Management</b> <ul style="list-style-type: none"><li>• Review of Case Note Permissions</li><li>• Review of Case Notes</li></ul> <b>Case Number Validation</b> <ul style="list-style-type: none"><li>• Review of Case Number Validation</li><li>• Review of Case Number Validation Permissions</li></ul> <b>Generate Next Supplement Number</b> <ul style="list-style-type: none"><li>• Review Generate Next Supplement Number</li><li>• Review Generate Next Supplement Number Permission</li></ul>

# 253 YEARS

Our team members have a combined **of SERVICE** to TELECOM!

**Paul Kindell**

Telecommunications  
Director

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**28 YEARS** at  
**TELECOM** on November 13th  
Warren County Ohio



**David Shiverdecker**

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**4 YEARS** at  
**TELECOM** on November 12th  
Warren County Ohio



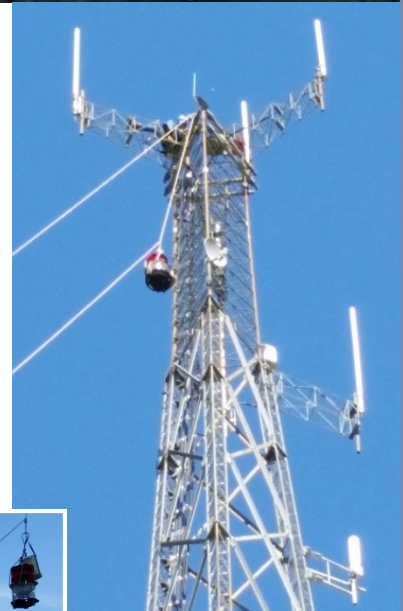
## PURSUIT TABLE TOP

**DRILL** On Sept 21, [we tabletopped two scenarios](#) with our region's Pursuit Communications Plan. With those learnings, we did another on October 31st with the participants in their own Communications Centers. Next Step: a full scale "On the Air" drill in November. Watch our social media for more details.

## Telecom To Host Lebanon Student Govt

For as long as Paul Kindell can remember, Telecom has welcomed Lebanon's StuGo leaders into our little world, offering a glimpse of ONE aspect of their local government. Watch for photos on our social media.

Ever wondered how the beacon gets replaced on top of a radio tower? One climber, some ground spotters, and an old-fashioned pulley system. Top image shows the Snider's new beacon being raised. Bottom image shows the burned out beacon being lowered.



## Monthly Reports

### Phone/911

September: unavailable from vendor

October <https://warrencountytelecommunications.sharefile.com/d-s5781a65be6a44e9b>

### CAD

September <https://warrencountytelecommunications.sharefile.com/d-scf5a26cd8ca4de69>

October <https://warrencountytelecommunications.sharefile.com/d-s404f7c6da814752b>

### Radio

September <https://warrencountytelecommunications.sharefile.com/d-s83a0ff4e6b24f789>

October <https://warrencountytelecommunications.sharefile.com/d-s87fa337460648e8a>

# Team Member Spotlight



Jeff.  
Cepin



Serving you since February 25, 2008

Data Systems Applications Analyst II & Team Lead

## **I Chose to Work for Telecom because...**

*I was looking for employment close to home. Previous employment was becoming unstable due to [the company's] pending bankruptcy filings.*

## **What I Like About Working for Telecom / the County is...**

*[I like] being a part of something where the goal is not 'for profit', but 'for safety'. Making sure the agencies (Dispatch, Police, Fire) have the tools technology can provide to help make our county safe. Being part of a team of great people who are passionate about the services/support we offer because we know how important our piece is to the 'big picture'.*

## **My Job Duties are...**

*[Lead] and assist in the daily operation, support, and configuration of applications used by the Warren County Public Safety network (WCPSN) and Telecommunications. Develop and maintain processes that offer the best user experience, customized for their role and the system or device they are logging into.*

*[I'm] an escalation point for technicians and analysts. [I'm] part of a rotation for 24/7/365 On Call support. [I] oversee Help Desk Daily Operations [and personnel issues within the Data Systems team].*