

for Public Safety Agencies

TELECOMatters

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



#ProjectTriTech Stakeholder Meeting Draws Large Crowd

On February 6th, Deputy Director Gary Estes hosted an internal stakeholders meeting to address the state of #ProjectTriTech and its future. We had an impressive turnout from our customer agencies who had the opportunity to ask questions and voice their recommendations for the schedule moving forward. We have a unified direction and Telecom, with the support and involvement of our customer agencies, is prepared to cross the finish line!

School Emergency Radio Testing this Month

Schools dispatched by Warren County and the City of Franklin will test their emergency buttons throughout the month of March. This



semi-annual test ensures the radio is working properly and equally important, ensures the staff understand how to properly use it. Testing instructions include a clear script for the school personnel to interact with Dispatch, practicing the proper button procedure and verbiage. All public school buildings and five private schools have this radio which offers a direct link to their Communications Center. As soon as the alert hits the dispatcher consoles, an SEB (school emergency button) incident type is initiated for that school building and the predetermined response is set in motion.

Pursuit Communications Plan

Director Paul Kindell is leading a multi-County team in preparation for a live pursuit drill. Included in the planning are the Counties of Butler, Clermont, Clinton, Montgomery, Hamilton, Warren; City of Cincinnati, Ohio State Highway Patrol, and Beaver Creek Twp.

[February] Monthly Reports

Phone/911 <https://warrencountytelecommunications.sharefile.com/d-s7bc275762f34deba>

CAD <https://warrencountytelecommunications.sharefile.com/d-s432ceceb0274d16a>

Radio <https://warrencountytelecommunications.sharefile.com/d-s6fc459de71a4c7eb>



#ProjectTriTech

Jail Management System

Functional Acceptance Testing (FAT)

occurred on January 30-31 and was attended by WCSO's Brian Payne, Katy Farmer, Jonathan Denniston, Kevin White, Jenny Ladrigan, and Telecom's Rhonda Bernard. The group walked through 130+ pages of functions the JMS should offer, ensuring things worked properly.



On February 22, DST Applications Analyst Josh Moyer was in the Training Room demonstrating features of TriTech CAD to representatives from Warren County Dispatchers tapped to make decisions on behalf of their department. This includes button layout, functionality, and other customizable features.



On February 8, Public Safety Systems Manager Paul Bernard & Josh Moyer hosted Franklin Fire Chief Jonathan Westendorf and Lieutenant Mike Perry to see their current P-CAD settings and future TriTech CAD settings. Although not a user of Warren County CAD, Franklin still need represented for when our agencies visit their territory on our map and mutual aid to their incidents.

NPSTC's EMS Working Group Publishes Sensor Based Medical Alarms: What Your EMS Agency Should Know!

There are a variety of medical and telemetry sensors being used outside of hospitals to monitor a patient's health status. While some devices must be taken to a physician's office to access the stored data, newer type devices are connected to the Internet and can transmit patient data daily or in real time. Many at home monitoring systems transmit medical telemetry for review by nurses or specialists.

Next Generation 9-1-1 (NG9-1-1) will allow sensors and devices to communicate directly with the 9-1-1 network. Public safety agencies may allow medical alert data to bypass a third party monitoring center and come directly to the PSAP. FirstNet will allow PSAPs to send patient telemetry data directly to EMS units and to hospital Emergency Departments.

What should your EMS agency do? Coordinate with your PSAP, law enforcement, fire departments, and other agencies to develop a comprehensive response policy for each of the various call types coming from third party monitoring centers (e.g., call with voice confirmation of an emergency, sensor alert indicating a fall with no voice contact, etc.). Add sensor based alerts to your agency's Quality Assurance monitoring program to ensure that these events are captured and receive adequate review.

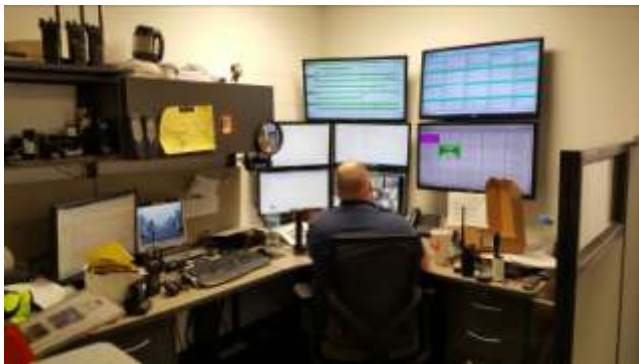




Current Leaders
 \$4198 Team Jordan S (Franklin Fire)
 \$2200 QJT (Franklin Fire)

\$2100 Team Jordan (Franklin Fire)
 \$1150 The Scooters (Franklin Fire)
 \$700 Officer Hart (Springboro PD)

\$5 Team Booth (Franklin Fire)
 \$0 Team Ramrod (Franklin Fire)
(no real money is awarded)



Law Enforcement Radio Programming:
 The Radio Team has been busy touch law radios adding the updated Zone B (Pursuit channels) and more MARCS talkgroups. Users will also notice the talkgroup naming scheme is different to satisfy the new character limit. Court services is completely done with the Sheriff's Office slated to visit Glenn & Corey at the WC Garage in coming weeks. Look for announcements from them.

Telecom Now Provides Full IT Services to Emergency Services

Effective since January 8th, Emergency Services transitioned to using Telecom for all things IT. While we have always supported their public safety technology, other items such as **printers and displays were handled by Warren County's IT Department.** The goal is that Emergency Services will rely on Telecom for all their technology needs and Telecom will leverage/engage IT when needed keeping them in the loop. This is for all technology for ES (Dispatch, EOC, EMA, Mobile, Phones, Radio, Displays, Clocks, printers.)
 #HappyToServe



Bad Weather Reminder

Warren County's Radio System can handle 19 simultaneous conversations with a user base of 77+ agencies. While a normal day doesn't max out our system, inclement weather days can put all 19 talk paths in use at the same time. We want to avoid someone getting a busy-signal when in a life-or-death situation because someone else is tying up a channel discussing non-work related stuff.

1. KEEP IT SHORT
2. USE YOUR MDC when safe to do so
3. MOVE SIDE CONVO TO YOUR PHONE.

Need a radio refresher? Schedule your class with Allison Lyons, our Community Manager, allison.lyons@wcoh.net or 513.695.2802.



[CLICK TO JOIN OUR TEAM!](#)

We're accepting applications for a full-time Infrastructure Systems Analyst I

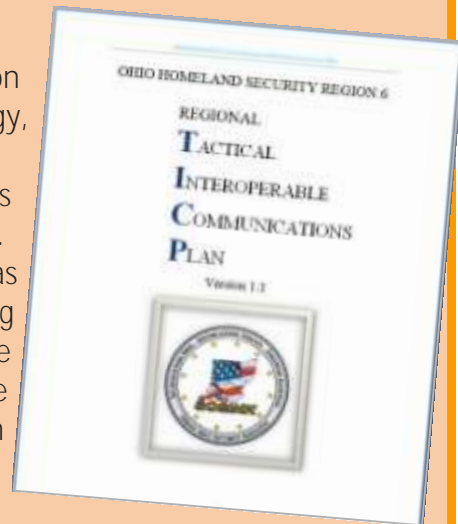
Pay Rate: \$18.53-26.00 hourly Scheduled Hours: 40 hours per week Civil Service Status: Classified

LICENSURE AND CERTIFICATION REQUIREMENTS:
CompTIA A+ Certification // CompTIA Network+ Certification // CCNA Routing and Switching // Microsoft Certified Systems Administrator (MCSA) // Valid Ohio driver's license

<http://www.co.warren.oh.us/county/jobs/analyst.pdf>

RTICP Receives WC Commissioner Resolution

The Regional Technical Interoperability Communications Plan is the go-to 100 page document to learn how counties in Ohio Homeland Security Region 6 can communicate with each other via radio. It spells out **talkgroups we're each willing to share**, programming rules, station and locations, terminology, Disaster Net Communications, Emergency Contacts and Resources, and more. Director Paul Kindell has spearheaded the updating of this document over the last year, with extensive input from (continued on page 5)



Team Member Spotlight



Debbie Griffith

Administrative Assistant
Serving Warren County since March 2003

I chose to Work for Telecom because...

I was a single parent seeking employment closer to my daughter's schools and daily activities. Since this time, I have grown both personally and professionally through the daily interaction with my peers.

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

Warren County is a great place to be employed. It is definitely what I consider to be my "family" away from home. I am looking forward to continuing this wonderful experience doing what I enjoy and being surrounded by many special people.

My Job Duties are...

Payroll, accounts payable, accounts receivable, budget and am able to interact not only with coworkers but vendors on occasion.





#OnTheScene with our Community Manager Interruptions are part of the Telecom Trainer job because when a run comes in... the students go out. 'Twas the case with Franklin Fire Radio training when the whole class got dispatched to a 3-vehicle fender bender. A perfect opportunity for me to see our customers (and Telecom technology) in action, I hopped in the engine and tagged along. After a swift response, clear communications, and patient refusals, we were back to play [Telecom Jeopardy!](#) On February 1st, West Chester Hospital hosted the Warren County Fire Chiefs' Association which Telecom attends in an advisory capacity. It was also show & tell for the UC Health Air Care & Mobile Care helicopter. **POP QUIZ:** Which two frequencies in your radio are used to communicate with medical helicopters? *8TAC91D, 8TAC92D, 8TAC93D, 8TAC94D.* Email your answer to allison.lyons@wcoh.net and be entered into a gift card drawing!

Table 1: WPS (Wireless Priority Service) carriers for emergency responders. Also, contact information for WPS representatives.

Table 2: WPS Frequencies and Subscriptions

Carrier Name	Service Area	Frequency	Carrier Information	WPS Subscriptions
AT&T Mobility	Warren County	887-244-2210		Available
Cellcom	Warren County	888-770-2200		Available
C Spire	Warren County	847-278-2228		Available
GCI	Warren County	313-763-1300		Available
Southern Linc	Warren County	828-281-8822		Available
Sprint	Warren County	731-751-2222		Available
T-Mobile	Warren County	887-282-8877		Available
Verizon Wireless	Warren County	800-371-3471		Available
U.S. Cellular	Warren County	877-388-3827		Available
AT&T Mobility	Warren County	311-581-8844		View (Available)
Cellcom	Warren County	887-282-8877		Available
C Spire	Warren County	847-278-2228		Available
GCI	Warren County	313-763-1300		Available
Southern Linc	Warren County	828-281-8822		Available
Sprint	Warren County	731-751-2222		Available
T-Mobile	Warren County	887-282-8877		Available
Verizon Wireless	Warren County	800-371-3471		Available
U.S. Cellular	Warren County	877-388-3827		Available

(RTICP Continued) our neighboring Counties' radio representatives. Approved by the Warren County Police Chief and Fire Chief Associations at their February meetings, the document made its way to the Commissioners table where they passed a resolution on February 27th. This plan proves demonstrates the fruits of our labor and the level of interoperability possible, in part, to being part of the Ohio MARCS radio system. #FailingtoPlanisPlanningtoFail



GETS/WPS NewsNotes

Most WPS carriers now waive WPS fees for many subscribers. WPS subscribers whose carriers provide the option of WPS on Voice over Long Term Evolution (VoLTE) need to enable LTE Voice (HD Voice). Further information about GETS and WPS is at www.dhs.gov/gets and www.dhs.gov/wps.

	Activation Fee	Monthly Service Fee	Usage Fee
AT&T Mobility	0	\$1.99	\$.75 per min.
Cellcom	0	0	0
C Spire	0	0	\$.75 per min.
GCI	0	0	0
Southern Linc	\$10	0	\$.75 per min.
Sprint	0	0	0
T-Mobile	0	0	0
Verizon Wireless	Up to \$10.00*	Up to \$4.50*	\$.75 per min.*
U.S. Cellular	0	0	\$.75 per min.

* Verizon Wireless waives fees for public sector (Federal, State, local, tribal, and territorial government organization)

ePCR Cleanup *submitted by Applications Analyst, Joseph Newton*



Agencies have requested new or updated CCRs (Closed Call Rules). Working through this with Zoll, I came across instances of the same criteria being validated multiple times. This happens when old CCR overlap the new schematron rules, or new CCRs overlap old CCRs. These instances can vary from agency to agency and may even include some countywide CCRs. Removing this duplication of validation effort will reduce the load on our system for each and every PCR that your crews complete. I'm asking EMS Subject Matter Experts to contact me and we'll do some spring cleaning.

215: Chief Complai...	***** *	*****	Required	
3-0215-A: Chief C...	eSituation.07	REQ/FEATURE	Required	N3-0215-A: Chief Complaint
3-0215-B: Chief C...	eSituation.08	REQ/FEATURE	Required	N3-0215-B: Chief Complaint
210: (PATIENT D...	*****	*****	Required	
3-0210-A: Number...	eScene.07	LOGIC	Required	N3-0210-A: Number of Patie
3-0210-B: Patient ...	ePatient.02-04	STATE	Required	N3-0210-B: Patient Name is
3-0210-C: Patient ...	ePatient.13	REQUIRED	Required	N3-0210-C: Patient Gender i
3-0210-D: Date of ...	ePatient.15-17	REQUIRED	Required	N3-0210-D: Date of Birth or
3-0210-E: Patient ...	ePatient.14	REQUIRED	Required	N3-0210-E: Patient Race is
3-0210-F: Patient ...	ePatient.12	BILLING	Optional	N3-0210-F: Patient SSN is F
3-0210-G: Patient ...	ePatient.05	STATE	Required	N3-0210-G: Patient Home S
3-0210-H: Patient ...	ePatient.05-09	REQUIRED	Required	N3-0210-H: Patient Home A
3-0210-I: Possible ...	eSituation.02	REQUIRED	Required	N3-0210-I: Possible Injury is
3-0210-J: Patient ...	eDisposition.12 *	REQUIRED	Required	N3-0210-J: Patient Dispositi
3-0210-K: Barriers ...	eHistory.01	REQUIRED	Required	N3-0210-K: Barriers to Care
205: Patient Dispo...	***** *	*****	Required	
3-0205-A: On-Sce...	eTimes.06	REQUIRED	Required	N3-0205-A: On-Scene Time
3-0205-B: At Patie...	eTimes.07	REQUIRED	Required	N3-0205-B: At Patient Side
3-0205-C: Suspect...	eOther.05	REQUIRED	Disabled	N3-0205-C: Suspected EMS
200: Mass Casualt...	*****	*****	Required	
3-0200-A: Number...	eScene.06	LOGIC	Required	N3-0200-A: Number of Patie



Organized by FEMA, the Integrated Public Alert and Warning System (IPAWS) is the Nation's alert and warning infrastructure. It provides an effective way to alert and warn the public about emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), NOAA Weather Radio All Hazards, and other public alerting systems from a single interface. IPAWS is used to send notifications for three alert categories—Presidential, AMBER, and Imminent Threat.



The NOAA Weather Radio All Hazards, or NWR, is a nationwide network of radio stations broadcasting forecasts, warnings, and emergency information 24 hours a day. It is a comprehensive weather and emergency information service available to the public. All-hazards messages include weather events, technological incidents like chemical spills, AMBER alerts, and national emergencies. NWR also broadcasts EAS notices.