



[April 2018] for Public Safety

TELECOMatters

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

YOU'RE INVITED!



National Telecommunicators' Week

OPEN HOUSE 2018

Tuesday, April 10 ■ 10A-7P

10AM Text-to-911 ribbon cutting ceremony

tours ■ meet our team members ■ popcorn ■ games + interactive stations

ES: 520 Justice Drive // Telecom: 500 Justice Drive

General parking in front of the Common Pleas Court unless you have vetted access.

All guests are subject to the Sheriff's Deputy security station.

Renovations are complete and we're ready to host our customers, colleagues, county coworkers, and friends/family - come hang with Telecom & Emergency Services!

TELECOM ACTIVITY MAP

Receive stickers at a minimum of 5 stations then drop your map in Allison Lyons' door bin to be entered into a prize drawing!

FIRST NAME _____
 LAST NAME _____
 DEPT _____
 PHONE _____

OPEN HOUSE 2018
 Tuesday, April 10 ■ 10A-7P



500 Justice Dr. Lebanon, OH 45036 ■ (513) 695-HELP ■ HELP@WCOH.NET

#OnTheScene with TriCON2018

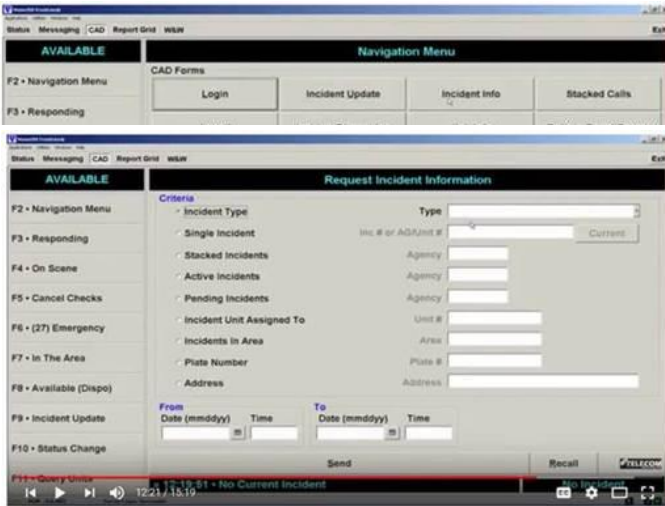
Members from Telecom, Emergency Services, and the Warren County Sheriff's Office were in Anaheim, CA for a conference of all things TriTech. The future product suite for Warren County's Computer Aided Dispatch, Records Management, Field-Based Reporting, Jail Management, and more; an in-depth knowledge of TriTech is essential for us to be successful in going live. This event offered peer-to-peer and agency-to-agency collaboration plus product demos and exposure to global best practices.



You Can Open Old CAD Incidents to Add Info!

1. From F2 CAD Forms, press <Incident Info> button
2. Check the 2nd bullet "Single Incident".
3. Enter the Incident # and press <Send>.

[Watch it](#) at the 12:16 mark of this video.



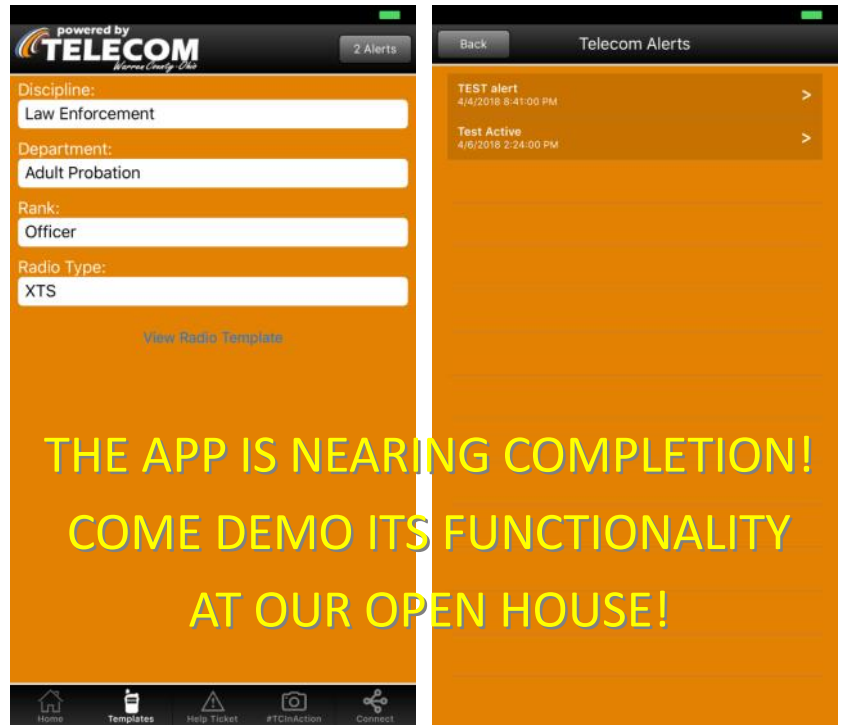
ePCR Invoices Coming

In a continuing effort to best serve our agencies, we're learning your purchase approval processes. To satisfy agencies who first need quotes to submit to their trustees/council, ePCR quotes went out March 2nd-5th. Now 30 days post, bills will sent the first week of April.

Be Aware of Spam + Malicious Emails



Several have recently been reported locally re: invoices and ACH payments. Double check the sender's email address. All Telecom and Emergency Services staff end with @wcoh.net. Second guess opening any attachments and when in doubt, call the presumed sender FIRST to ensure they truly sent the email.



[March] Monthly Reports

CAD <https://warrencountytelecommunications.sharefile.com/d-s10145173c604e6e8>

911-Phone <https://warrencountytelecommunications.sharefile.com/d-s073e5d406de4d019>

Radio <https://warrencountytelecommunications.sharefile.com/d-scbd89fa030545b4a>



	Zone B
1	PD PRIM1
2	LEBANON
3	PURSUIT 6
4	PURSUIT 3
5	XSO83
6	NIMS
7	JAIL
8	TAC 17
9	TAC 18
10	TAC 19
11	TAC 20
12	XSO83
13	PURSUIT 3
14	PURSUIT 6
15	LEBANON
16	PD PRIM2

Law Enforcement has a New Zone B
 Glenn and Corey have been busy updating law enforcement radios with a new Zone B, aimed at better interoperability with OSP and neighboring counties.

- Lebanon = OSP's Lebanon Post for monitoring their Dispatch channel.
- PURSUIT 6 = if joining a pursuit coming from Hamilton County.
- PURSUIT 3 = if joining a pursuit coming from Montgomery County.
- XSO83 = a MARCS channel our Dispatch center is required to monitor, and where WC units and OSP can connect. SO83 can also be patched to a TAC or LAW channel if a state unit doesn't have our interoperability package of talkgroups.

Internet Failover Test Occured March 26th 0600-0645

Law enforcement, Telecom, and Emergency Services was notified on March 21st that this would occur with the purpose of testing failover for Internet Access. Performing it early in the morning was intentional to avoid high volume times when LEADS and portal access is common. The impact on connected units was intermittent access between the PSN and outside internet, both in and out; including portal.wcpsn.net, email, LEADS access (Dispatch and Mobiles including Main Terminal and Open Fox), MDCs, web browsing.

Did You Know?

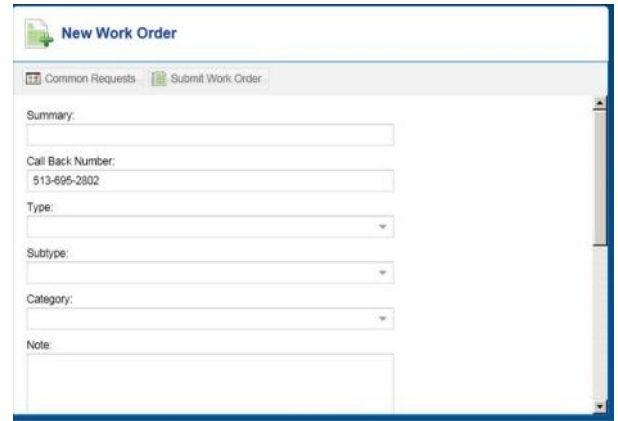
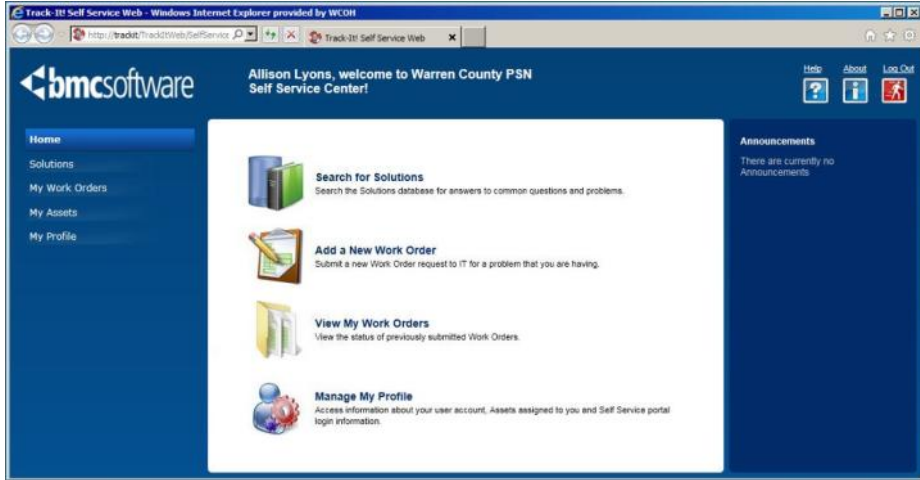
We test generators and conduct load tests at our tower sites each year? Should our tower shelters lose direct power, all have a generator backup that will kick-in, keeping our radio system online.

POP QUIZ: How many total towers does Telecom maintain, both radio and data -equipped infrastructure? Email your answer to allison.lyons@wcoh.net and be entered into a gift card drawing! Congrats to March's random drawing winner, Michael Dulovich for knowing 8TAC92D + 8TAC94D are used to speak with medical helicopters.

Warren County - Ohio
TELECOM
JEOPARDY!
 Schedule your agency's radio training today!
 695-HELP Option 5

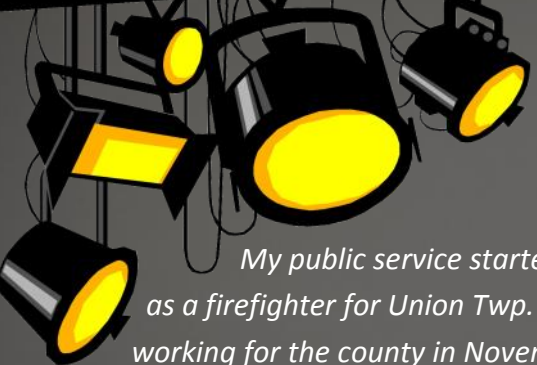
BMC Track-It!

New Help System Coming! All of Telecom is jumping on the help ticket wagon to better service you! For the agencies and customers who Self-Service and create their own tickets, we'll be getting with you soon to learn the new web-based Track-It program! Training materials will be provided in the coming months.



Team Member Spotlight

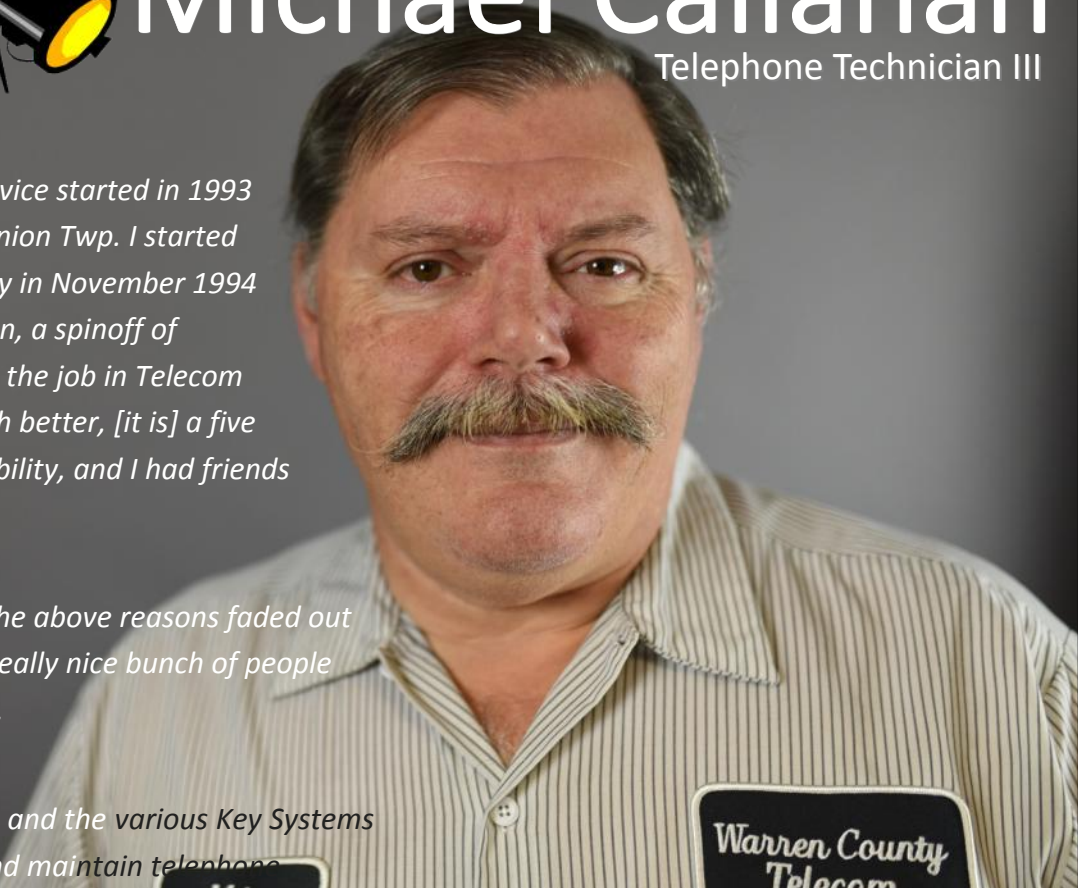
Michael Callahan
Telephone Technician III



My public service started in 1993 as a firefighter for Union Twp. I started working for the county in November 1994 coming from Xetron Corporation, a spinoff of Cincinnati Electronics Co. I took the job in Telecom because the benefits were much better, [it is] a five minute drive to work, more stability, and I had friends already working here.

After I had been here a while, the above reasons faded out and it became working with a really nice bunch of people who know what they are doing.

I program the telephone switch and the various Key Systems at all county offices. I install and maintain telephone



Warren County
Telecom

