



Have You Seen the Emergency Button video?

Chiefs & Training Contacts were given the private viewing link to share with their radio users. If you haven't heard about it or seen it, please ask your Chief or Training Officer. Thank you Mason Fire Chief Brumagen for following up and assigning it to your users!

Allison,
We have assigned this to all users in our training system. I looked on the Telecom YouTube page for videos. Do you have any more videos on there that aren't listed? I would like to add them to our online training system. The system allows us to track when [they] watch the videos and make sure that people are actually getting the training content. Thanks!
Bryan



Butler County Radio System Plans to Cut Over to a New Setup on Sunday, July 8th at 0300.

The following (3) items are of particular interest to Warren County agencies who border or mutual aid for Butler County agencies.

1. Warren County will share our 'capacity for 19 simultaneous conversations' with Butler County units during their cutover, likely resulting in a busier-than-usual radio system.
2. If a Warren County unit, using 83TACs, 83INQUIRY, or SWMATACs, roams to Butler County towers during site trunking, the unit could affiliate with Butler County's site and become isolated from other users on their incident.
3. Butler County will use 7TAC channels for Fire and 09MA channels for law enforcement communications.

700 MHZ channel locations:

- JEMS + Franklin Township = Zones L,M
- Mason = Zones M,N
- Carlisle = Zone N,O

09MA channel locations:

- Carlisle PD: Zone R // Franklin PD: Zone R
- Mason PD: Zone X // Springboro: Zone P
- WCOS: not in radio. Will need to utilize MATAC 11 in Zone E if mutual aiding into Butler County.

[June] Monthly Reports

CAD: <https://warrencountytelecommunications.sharefile.com/d-s8519b5e08754faa9>

RADIO: <https://warrencountytelecommunications.sharefile.com/d-sc135c61f955441d9>

911-Phone: <https://warrencountytelecommunications.sharefile.com/d-s59419a7f2a3432cb>

#ProjectTriTech **Go-Live has been pushed**

from November 6th to a TBD 2019 date. All previously scheduled events are being rescheduled to align with the new project timeline.

Other News

On June 8th, Erica Mathis, Product Manager for TriTech, announced that ideas for Property and Evidence demonstrated to her by the WCSO while she was on-site in April will be used in the product. This is good news for Law Enforcement Agencies planning to use P&E in TriTech.

Coming Up

July 9th at 9AM: Fire Work Session to discuss Dispositions, Cancellation Reasons, Change in Destination Reasons, Time Stamps, Capability Types, What will be visible on Mobile, Transport Types, Unit Timers, Out of Service Reasons, Station Delays and how we approach them, How we handle Squads clearing the Hospitals.

Effective messaging: In the age of social media messaging, high school or college English class writing rules no longer apply... The public now has an unlimited number of resources available in seconds via fast internet searches. Readers are looking for short, quick answers and easily-scannable writing. The main thing to keep in mind is most people don't read every word of every article anymore. Instead, they scan text and read what catches their eye. If your messaging doesn't fit that need, readers will move on to other outlets for their informational needs. Here are tips to make your writing more scannable:

- Identify your target audience and write directly to them.
- Begin with the main point or conclusion, don't bury it in the middle or at the end.
- Avoid big, blocky paragraphs and very long sentences.
- Use numbered lists, bullet points, headings/ sub-headings and hyperlinks.
- Choose shorter words and avoid redundant words or phrases.
- Use active voice and concrete language.
- Avoid using too many acronyms or jargon the reader may not know.

Last tip: address the reader as "you." It is more personal and direct. If you are constructing a preparedness message, for example, headlines like "How should you prepare your home for wildfire risk?" involves the reader and catches their attention, as opposed to "Homeowners should prepare for wildfire risk."

The InfoGram | June 14, 2018

Radio Interoperability In Action!

the ability of equipment or groups to operate in conjunction with each other.

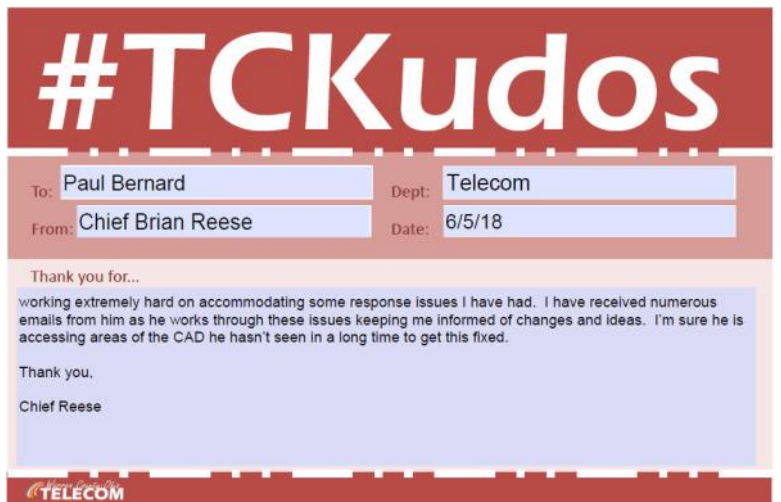
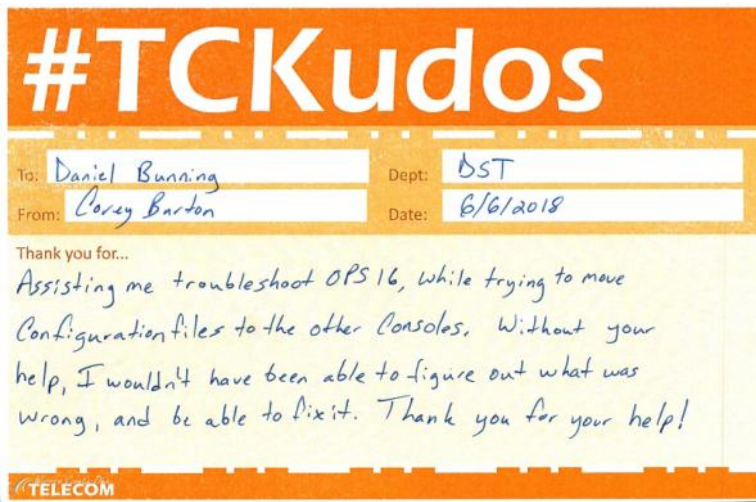
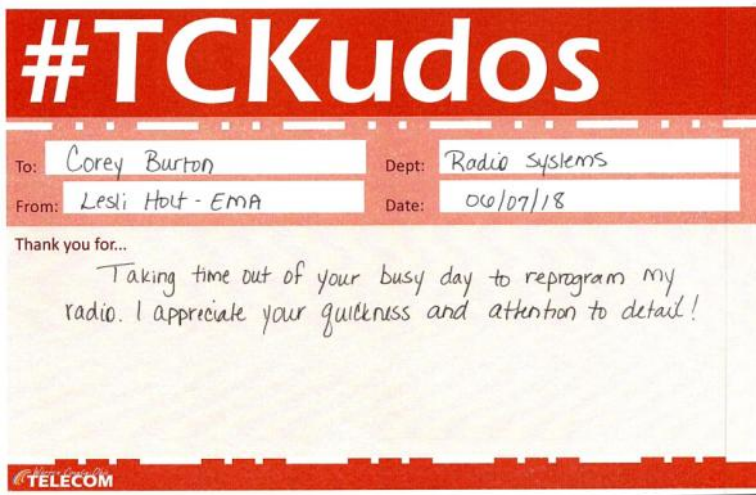
Chester Township Fire PIO requested tones for use in a regional fire pager. Public Safety Systems Mgr, Paul Bernard, quickly replied with the info PLUS additional notification options!

Tankers from Harlan Twp, Massie Twp, and Turtlecreek Twp mutual aided into Scioto County for a Water Outage. Thanks to being part of a statewide radio system, Dispatch and public safety agencies were able to monitor and interact with the operations on MARCS talkgroup, XECOMM 11 from anywhere in the state.



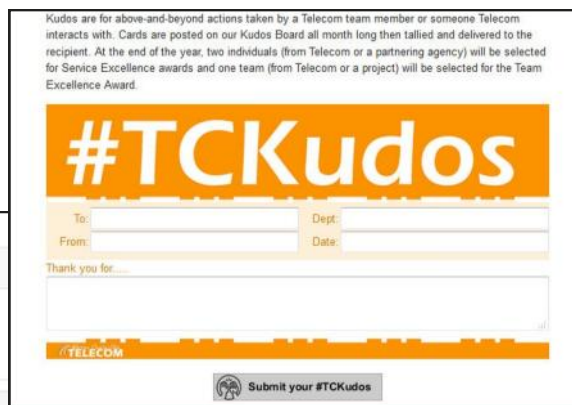
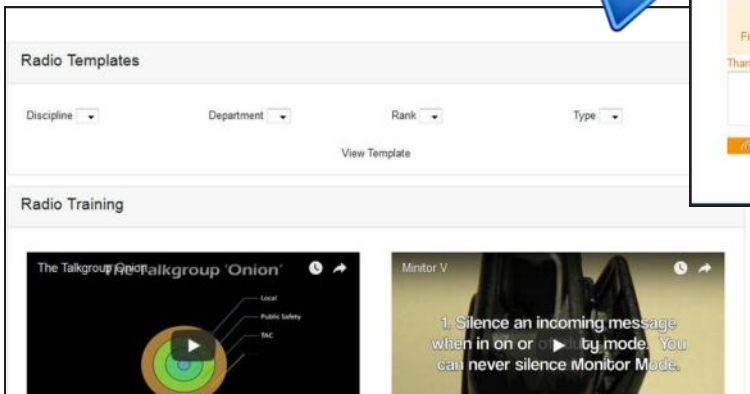
You can send and receive #TCKudos for above and beyond actions!

Post your own card while visiting Telecom or email your nomination to allison.lyons@wcoh.net! Once our website is live, there will be an easier online form option!



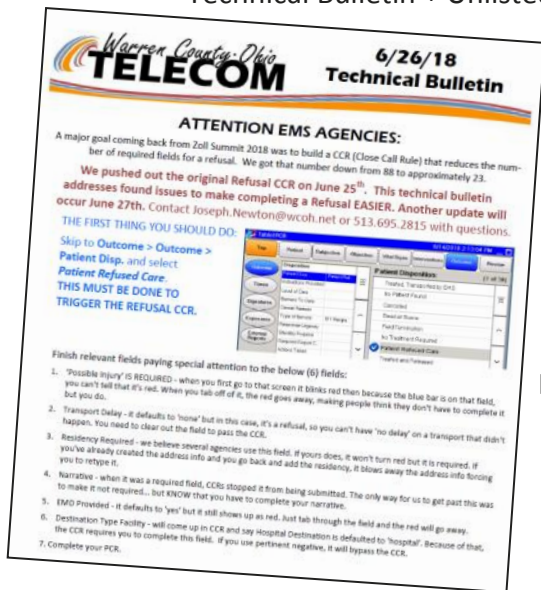
Our New Website & App are close to complete!

Radio Template Search!



ePCR: Handling Refusals

Several emails were sent in recent weeks regarding a new Refusal CCR setup. Chiefs & Training Contacts were sent a Technical Bulletin + Unlisted YouTube video

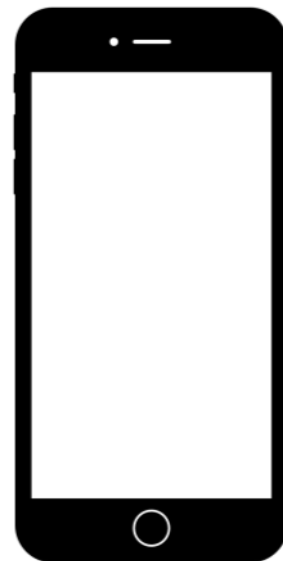


link to watch a full walkthrough of completing a Refusal, pointing out the reduced number of required fields. Have questions? Contact Joe!

Hey Schools & Public Works! We're improving Dispatch's Communication with you!

Look for an email explaining enhanced options for Snow Callouts and School Communications. It will also request contact information for individuals you wish to receive mobile notifications.

- Mobile Text and Emails can be sent in lieu of or in addition to the existing phone tree.
- Administrators can receive alerts when incidents occur at their schools or when their public works departments are called out for snow.



Team Member Spotlight

Rhonda Bernard

since September 2007

Data Systems Applications Analyst / RMS Queen

I Chose to Work for Telecom because... *I have always had a soft spot for the smaller departments and feel that I can give them the assistance and guidance to enhance their operations.*

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

I love living and working in Warren County and to know that I can be a part of the big picture is very satisfying personally and professionally. Not to mention that we all here take a lot of pride in what we do. I have formed many friendships with my co-workers and the people we serve that will last a life time. Knowing that when an agency is in need of assistance; this team will be there for them.

My Job Duties... *Maintain and support law applications in the field and in the offices. Available to support Public Safety Applications 24/7. Prepared Quarterly Cost Containment for user agencies of the Warren County Public Safety Network. Assist with training new police clerks when requested. Assist with law agencies record compliance requirements. Provide support for all Public Safety Network applications.*

