

# TELECOM Matters

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



# Google Maps



## Telecom Develops Time-Saving Process For First Responders Attempting to Locate Cellular Callers

In early August, Telecom's Public Safety Systems Manager Paul Bernard identified an information breakdown when attempting to locate a cellular caller, especially in remote or infrequent response areas. Deputy Director Estes led a white board session with Bernard, Kindell, and other Telecom staff to outline a process for dispatchers to translate caller's latitude/longitude into a google map link, sharable with first responders. On the heels of two incidents where finding callers in remote areas proved difficult, we expedited the tech bulletin distribution to all fire/EMS, law enforcement, and the Warren County Communications Center. The project continues forward as we will meet with our 9-1-1 provider, InDigital, on November 8th to discuss the configuration of a Google button on the dispatcher's 9-1-1 screen. One click would generate the google link and drop-down fields would let dispatch select recipient groups.

**Warren County - Ohio TELECOM** 8/16/18 Technical Bulletin

**Intended Audience: Warren County Communications Center Sending Lat/Lon to Field Units via Google Map**

- From the Dispatch Incident screen, highlight the 311 Caller Lat/Lon coordinates from the Caller Address field, and copy (CTRL+C)
- From your desktop's Internet Explorer, click the Google Map bookmark icon from your google.com (do not attempt this from T37)
- Paste coordinates into the top left "Search Google Maps" field <CTRL+V>
- Replace all colons (:) with spaces to meet google formatting standards then press <ENTER>
- Once the coordinates are pasted to the map, click share button then click <Copy Link>
- Open HiLink, select the appropriate Dept Group(s) or All Call(s), including all agencies on the call, paste the Google link into the Message body, press <Send>

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**Warren County - Ohio TELECOM** 8/20/18 Tech Bulletin

**Intended Audience: Warren County Field Units Receiving Incident Coordinates via Google Map**

**PLAN A\***

- You receive a text, or email on your cellphone from Warren County Dispatch, with link to click.
- Click the hyperlink and the dropped pin as revealed. Tap the Directions button.
- Field Units can select car or walking route and see time estimate to reaching the destination.
- Field Units press Start button to begin turn by turn directions.

**PLAN B**

Dispatch pastes the coordinates into CAD Comments and you navigate to https://maps.google.com. Screenshots are from the Android app.

- Open the Google Maps app on your phone or from your internet browser.
- In the search bar, type the coordinates as you read them from the CAD comments. Dispatch is supposed to replace colons with spaces to meet Google formatting standards. If they forget, replace colons with spaces while transcribing.
- Press here.
- Press the Directions button.
- Press START for turn by turn directions, utilizing car or walking route buttons above the map image.

**DISPATCHER PLAN B**

If the field units are not in HiLink but do have MDC access, your next best effort is to:

- Copy the lat/lon coordinates from the Caller Address field
- Paste the lat/lon into the incident CAD Comments
- Replace the colons (:) with spaces
- Send updated comment to units.

Units will then:

- Copy the coordinate string.
- Open https://maps.google.com.
- Paste the coordinate string and search.

\*Their MDC won't give them turn-by-turn directions, but it will plot the exact incident location.

**DISPATCHER PLAN C**

Send the coordinates via VisionTek mail or chat

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**Intended Audience: Warren County Field Units Receiving Incident Coordinates via Google Map**

**PLAN C:** Dispatch copy/pastes the coordinates into the CAD comments field. Field units can copy/paste the coordinates into https://maps.google.com from their MDC.

**PLAN D:** Dispatch sends the coordinates to you via VisionTek mail message. You can manually transcribe them into your smart phone's Google Maps as explained in Plan B, enabling turn-by-turn directions in hand once you exit your vehicle... or on your MDC.

- Click the VisionTek message
- Highlight the coordinates
- Right click <copy>
- Open Google Maps in your internet browser & paste the coordinates
- Press magnifying glass or press <enter>
- Locate the plotted location on the map

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**PLAN C:** Dispatch copy/pastes the coordinates into the CAD comments field. Field units can copy/paste the coordinates into https://maps.google.com from their MDC.

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- Click the VisionTek message
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- Locate the plotted location on the map

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## [September] Monthly Reports

CAD: <https://warrencountytelecommunications.sharefile.com/d-s51b094595b9485ca>

RADIO: <https://warrencountytelecommunications.sharefile.com/d-s9f62d1aa4fd4c06a>

911-Phone: <https://warrencountytelecommunications.sharefile.com/d-s2fcbcbcab9e4411a>







# Radios in Action!

On September 21st, the Homeland Security Region 6 / SOSINK Interoperability Committee met at Warren County. Paul Kindell presented a Strategic Roaming document explaining various roaming scenarios that can negatively impact public safety communications, urging neighboring counties to agree on a common plan and programming scheme. A lot of discussion was had but no regional agreement was made. The next step is for the State of Ohio to formalize a plan introducing the concept to users across the State.

The Ohio Department of Rehabilitation and Correction's Adult Probation Authority is receiving programming and training assistance from Warren County Telecom. They operate in Warren/Clinton/Greene Counties and currently rely on cell phones when in our region. Their radios have state talkgroups but no local channels. Once updated with the three counties' interoperability channels, ODRC will have a call sign of 3Adam in our CAD system and will have access to the communications centers when needing to request assistance.

**Fire Programming:** next up is FTFD then Turtlecreek Twp. See September's issue to see details of programming changes.

On September 17th, WCDES Jesse Madden and Samantha Hall, equipped with Dispatcher feedback met with Telecom to rearrange the resource layout on their MCC7500 consoles. It



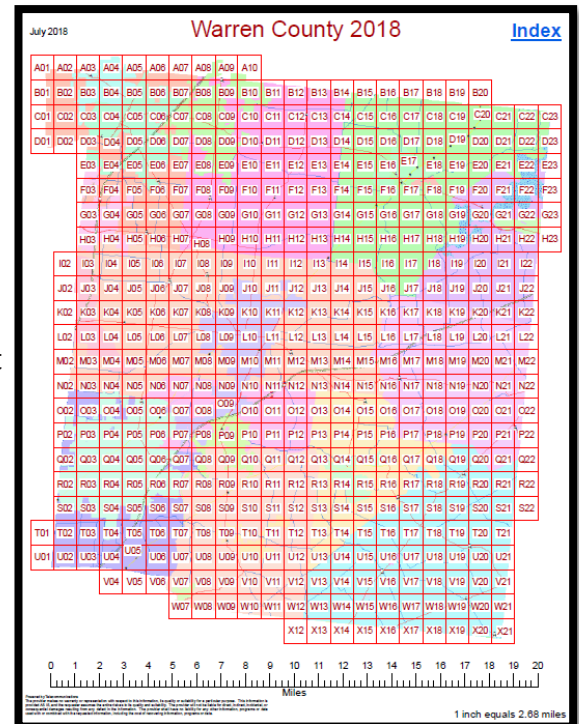
included adding more interoperability channels and better organized talkgroups based on discipline and situation. See image on previous page.

Warren County Amateur Radio Emergency Services (ARES) has over 42 men and women interested in helping others with auxiliary communications should it become necessary. Their first meeting is **Wed, Oct 17 from 1900-2030** at 520 Justice Drive. The group is even completing FEMA courses which qualifies them for Limited Liability Insurance, a confidence booster for government officials if ARES is called to serve. Leading the charge is Nick Valentine (kd8eup@gmail.com)!

## Download the Latest BINGO MAPS to Your MDC

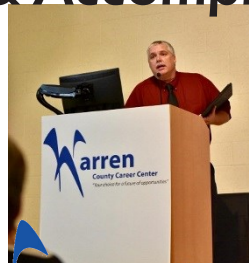
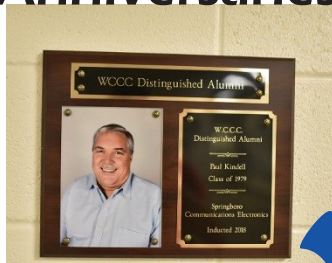
An August 27th email to several public safety agencies outlined the steps to update the BINGO Map on your MDC. (hint: you'll need a thumb drive / USB stick)

1. From a desktop computer or laptop (not your MDC), click <https://warrencountytelecommunications.sharefile.com/d-s5ea02f6a5f64e80a>
2. Click the green Download button
3. The "Preparing Download" window will appear then you'll be prompted to Save File.
4. Get a thumb drive/USB stick and save the file to it.
5. Once the file downloads, take the flash drive to each MDC that you want the 2018 Bingo map on. Drag the file into your MDC's E:/ drive. Then from your E:/ drive, double click the file and choose Run.
6. Extract to: [SELECT YOUR E:/ DRIVE] as this is the only place the self-extracting file will properly work.
7. A 2<sup>nd</sup> prompt will ask if you want to replace files. Press 'yes to all'
8. Once the executable file self-extracts, the updated MAP should appear in your E:/ drive. You can create a shortcut to your desktop if you wish.





# Telecom Anniversaries & Accomplishments



Paul Kindell received  **arren** Distinguished Alumni Award  
County Career Center



You can send and receive #TCKudos  
[straight from our website!](#)

## Team Member Spotlight



**Corey Burton**  
since December 2015 *Radio Technician*

I chose to Work for Telecom because...

*I have family that do public safety in Warren County and it makes me feel good to be a part of the team that helps keep them safe through communications.*

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

*working with a knowledgeable team, everyone is willing and able to help the other. Having the necessary tools/equipment, or being able to get them, in order to accomplish the mission.*

My Job Duties include...

*Creating and programming radio templates, tracking the status of the trunked radio system and assisting in troubleshooting, repairing mobile and portable radios.*

