

TELECOMatters

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

Case #: 211901000020 **TIME:** 1/31/2019 8:42:13 AM **PRI:** Medical Ec **AREA:** 21
NATURE: Non-Breather **LOC:** _____
ADDRESS: 355 S Main St **CITY:** Springboro
CROSS: W State St/W Factory Rd **APT#:** _____ **BLDG#:** _____
INFO: CALLER | CAUTION | PRIORS | PREM | 2ND LOG | TRANSPORT | HAZMAT | ATT
INC#: 21190211-0000314 **RESP AREA:** 22 **PRI TAC:** _____ **ALT TAC:** _____ **IC UNIT:** E22
DISPATCHED: 02/11/2019 14:08:52 **RESPONDING:** 02/11/2019 14:59:42 **ON SCENE:** _____ **MAP PAGE:** D11
MDC UNITS: M21 AC21

If you have TriTech on your MDC, stay logged in and test!

We need to test how the system responds to a large number of mobiles in use at the same time. We also want you to get your feet wet as we work toward go-live, with more comprehensive training to come this year.

TriTech Mobile is strictly a test environment at this time with Dispatch and Telecom able to send you test calls. Law enforcement can create their own calls with no intervention from Dispatch or Telecom. All data put into the TriTech CAD and/or Mobiles will be purged prior to go-live including all premises (common places) and Caution Notes (location flags). Dispatchers are beginning to sit rotations on TriTech CAD so mobile users may receive test calls.

VisionTEK FrontLine remains the current mobile software until TriTech Go's Live, and it is the only source for production mobile data. The Core Project Implementation Team is still tweaking InformMobile to make it the best possible experience for you. **Feedback is encouraged** so share your observations and recommendations with your department's TriTech rep.



[February] Monthly Reports

911 <https://warrencountytelecommunications.sharefile.com/d-s1dad26f2c034bb38>

CAD <https://warrencountytelecommunications.sharefile.com/d-s39eed810ad147cab>

Radio <https://warrencountytelecommunications.sharefile.com/d-s3f802eccc0d4be49>



#ProjectTriTech

CentralSquare staff were on site the week of Feb 20th for discussions with RMS' Core PIT reps. Thank you WCSO, Springboro PD, Mason PD, and Turtlecreek Twp Fire for representing your agencies.



Cancel Checks Once live on TriTech CAD, we will no longer have “cancel checks” as an available unit status. During the February Communications Work Group (CWG), it was decided that the Communications Center will reset a unit’s checks for 45 minutes if a unit advises to, “cancel checks.” The unit still has the ability to tell the dispatcher how long they would like their checks extended for, if they want them to come more frequently.

E.G. **Dispatcher**-“2C21 Safety Check”, **2C21**- reset for 20 (meaning we set the timer to check the officer in 20 minutes).

In mid-February, Dispatch implemented this new procedure so that dispatchers and field units can acclimate themselves pre go-live. Most responders will not even realize this is being done on the back end, but we want to get everyone familiar with the process of adding 45 minutes to a unit when that unit advises to “cancel checks”. This information has already been sent the to the Police Chiefs and via MDC mail.



MOTOROLA

Motorola’s Flat Rate
Repair Price Increase
will take effect
4/1/2019
APX - \$560
XTL mobiles - \$950

Are you ROUGH on Ruggedized Equipment?

Review the CF-20 PowerPoint: <https://telecom.co.warren.oh.us/TrainingCommunication/cf20.pdf>

Ruggedized does not mean indestructible. We are receiving broken, cracked, bent, and scratched MDCs. Please make sure you’re removing the tablet correctly, at an angle and after flipping the release latch. Keep port covers closed when no in use so they don’t snap off. Sending in equipment for repair means you go without thousands of dollars of communications tools.



TIC #2 Receives More Capabilities

The Telecom Integration Center #2 now has a 9-1-1 console integrated along with the MCC7500 radio console into the headsets. Three additional computer monitors will create a full functioning CAD console as well. The purpose of our (2) TICs is for training, troubleshooting, testing, and dispatch backup should they need to abandon the communications center.



Firefighter Communications

Three Warren County fire/ems agencies are enhancing their radio communications while wearing an air pack. Being able to clearly hear and talk when wearing a full face mask has always been a challenge for our fire/ems personnel, causing distorted or muffled audio. The full-face mask can also make it difficult for responders to hear radio transmissions or announcements from other people on the incident. Fortunately, technology has advanced with microphones and earpieces being integrated into face masks and air packs.



Pictured: Mason Deputy Chief Tom Wentzel who tested his equipment with Telecom Technician Corey Burton.



Wayne Twp and Deerfield Twp have the same air packs that boast a mask-mounted headset (easier to hear radio communications), team talk for crew-specific communications beyond the used incident talkgroup, and an in-mask microphone. Bluetooth technology is to thank for this communication improvement which allows the portable radio to wirelessly pair with the face mask microphone. Mason Fire has a similar setup also with an in-mask microphone which knows to activate when it experiences the personnel's breath. The benefit not only for the Communications Center but all other personnel working with these agencies is clearer, more understandable audio transmissions. There will be less second-guessing what the responder is saying, less repeating and tying up the radio talkgroup, and quicker aid if someone calls out for assistance, water, or a MAYDAY.

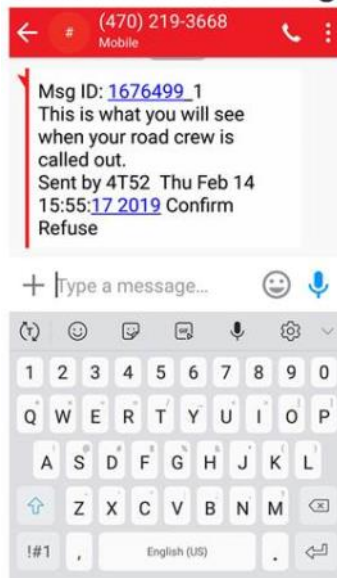


Grant program that assists Ohio employers with ensuring the safety and security of staff in Pre-K through 12th grade schools

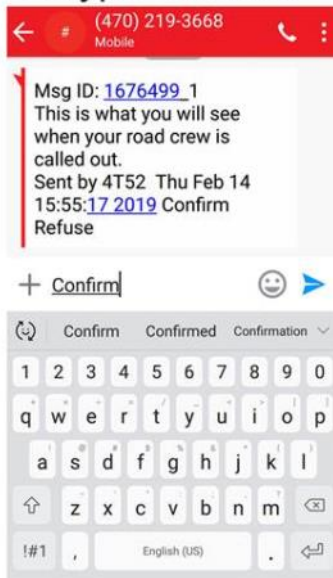
Road Crews!

To date, dispatch has called each of your personnel by phone when called out for adverse weather / trees down / etc. Going forward, dispatch will text message and/or email you with the ability for you to reply CONFIRM or REFUSE. CONFIRMING stops the escalation call-out procedure, indicating that you're acknowledging the callout and acting on it. REFUSING tells the software to try the next person in your callout list until someone eventually CONFIRMS.

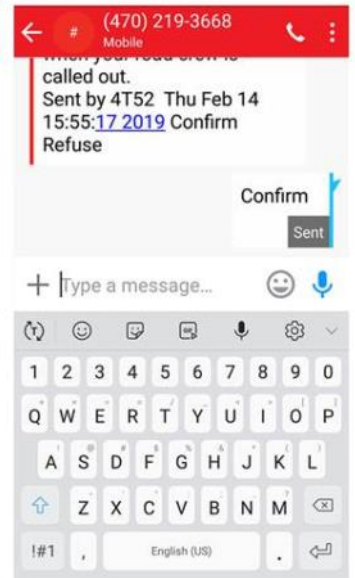
1. Receive Message

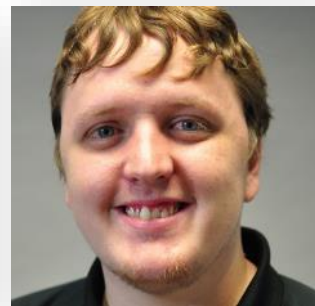


2. type 'Confirm'

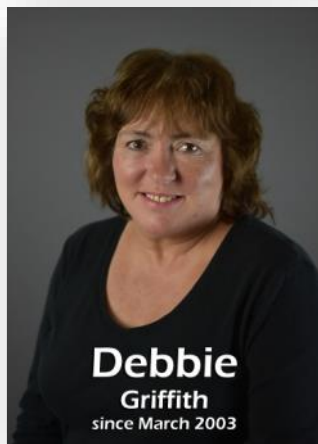


3. Send





Anniversary



Continuing Ed Team Members Joshua Moyer, Don Sebastianelli, and Jeremiah Marcum recently completed the *Programming in C#* class to expand their knowledge of code and programming within the new Central Square (TriTech) Inform CAD System. David Shiverdecker can add 'Installing and Configuring Windows 10' to his list of skills and Marcum is in the midst of completing a multi-day "Implementing an SQL Data Warehouse" class.

Did a Telecom Team Member go Above & Beyond? Tell us about it in a [#TCKudos!](#)

Team Member Spotlight

Garrett "Geezer" Wilson
Infrastructure Systems Supervisor *10 years of service*



I Chose to Work for Telecom because...
I like the work and it's close to home. It's a good atmosphere and chemistry of people.

What I Like About Working for Telecom / the County is...
the people (here at Telecom and other county employees,) when we complete a task, and making people happy. You will learn something new every day here.

My Job Duties include...
Ensuring the Infrastructure (formerly Telephone) team performs all of our duties whether it be programming a new phone, answering the switchboard, cell phones, billing. We respond to help tickets, run data and phone lines, keep 911 phones running. We maintain phone switches and the UPS backup power to these switches on and off campus. We do everything from simple tasks like replacing handset cords to technical tasks like programming and installing new phone switches.

