Our Google Map Link Solution was Successful in the Field!

Wayne Township Fire Department was involved in rescuing a disabled boat several weeks ago on Caesar Creek. First responders asked Warren County Communications for the Google link and they were able to quickly find the boat. According to Wayne Twp Fire Captain Paul Bernard, "It was dead on where the boat was located on the lake! It was awesome!"

If your department hasn't trained on "The Google Link", now is the time! It's the quick solution to pinpoint cellular callers who can't identify or disclose their location. Dispatch utilizes the 9-1-1 systems ANI/ALI data to grab latitude/longitude coordinates and plug them into Google. This can be the difference between finding someone in minutes or hours… and we know time is crucial in emergency responses!

Never Forget 9/11

On September 11, Telecom joined hundreds of citizens, students, county coworkers, and public safety personnel for the 2019 Remembrance Ceremony, organized by Robin Kiley of Stand 2 Serve. Standout moments included Donovan Elementary students singing, "We Remember," Clearcreek Twp Fire Chief Steve Agenbroad's account of his cohort hiring his first firefighter who wasn't alive for 9/11, prayer by Springboro Police Chief Jeff Kruithoff, and poems from Lebanon & Kings students. Warren County is certainly doing its part to ensure this generation and future generations do not forget about the sacrifice and bravery exhibited that day by so many Americans.

September Monthly Reports

9-1-1:   https://warrencountytelecommunications.sharefile.com/d-s7e3230cdcf1469fa

CAD: https://warrencountytelecommunications.sharefile.com/d-s50efddfb5f64271a

Radio: https://warrencountytelecommunications.sharefile.com/d-s8fa5c5fe0294c6b9

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#ProjectTriTech

In September, David pushed out a new button for Law Mobile called "Incident Address Change" for testing.

On October 1st we had a CAD Upgrade, jumping our version from 5.8.23 to 5.8.34. Application Analyst Joshua Moyer distributed several release notes and Enterprise Upgrade Summary Report to CORE Project Implementation Team (PIT) members and Emergency Services Supervisors for their review. The Test and Training systems were also upgraded in late September.

In addition to these items, the New Mobile UI was included in the test system's upgrade. Once it is turned on, that is complete we will begin looking into this mobile and its functionality and present this to the PIT group for testing so we can decide which mobile we are moving forward with. Chuck is currently scheduled to get with us next week sometime.

On October 8th, our CORE Project Implementation Team (PIT) met to discuss a list of discoveries made during Dispatch's month-long training. Decisions were made and we're moving forward!

Fun Fact: As of 9/12/2019, Don Sebastianelli has entered more than 94,034 address points in the TriTech Map!

Telecom to Pursue State of Ohio Grant to Upgrade Recording System for 911 + Radio!

This upgrade from analog to digital will improve call quality issues with our recordings. We'll be able to record the source in digital format rather than the unbalanced analog output of the various systems.

This grant if approved, should return us 60% of the estimated $150K upgrade cost.

USE AN MDC? 2 REMINDERS

1. Telecom reboots VisionTek's server every Monday, Wednesday & Friday at 0715 hours to prevent unexpected outages. This scheduled outage normally lasts for 15-30 minutes if everything goes smoothly. That means Dispatch can't push CAD updates to your MDC during this window. Utilize radio for updates and communications.

2. Between midnight and approximately 0020 hours, the interface between CAD and the MDCs stops working for an unknown reason. Impact: MDC operators are not able to make status changes or any other interactions with CAD such as CAD queries.
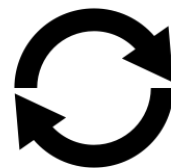
Proof that Public Safety Reports Can Be Exciting!

In 2018, out of 146 structure fire calls that came into the Warren County Communications Center, 142 were dispatched in <60 seconds and all were dispatched in <106 seconds. Average processing time: 22 seconds!!!
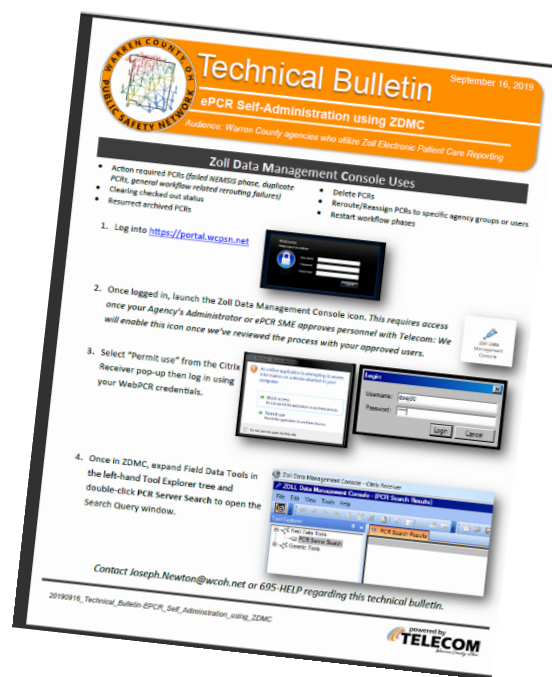
In 2018, out of 110,728 received 9-1-1 calls, 49% were answered in under 15 seconds and all were answered in under 35 seconds Due to the implementation of automatic call distribution (ACD) in 2019, Warren County's Communications Center is blowing the old stats out of the water with **31% of 9-1-1 calls being answered in under 1 second** and 50% of 9-1-1 calls being answered in less than 15 seconds! Congrats Emergency Services on a job well done!

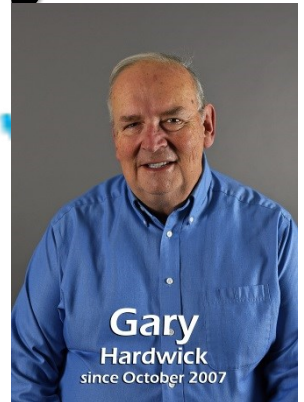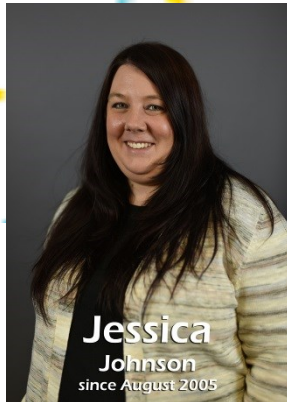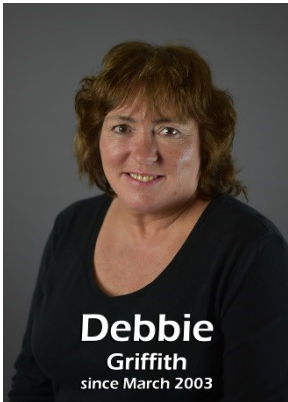## ePCR Billing Extract Reminder from Joe

Version 2 billing extracts have stopped as planned and communicated in various Technical Bulletins. We've been running Version 3 tandem for the past year but have officially made the switch. Also— Zoll Data Management

Catch yourself up here!

Anniversaries & Birthdays

Debbie Griffith
since March 2003

Jessica Johnson
since August 2005

Garrett Wilson
Jan 2006-2013 + Since July 2015

Jeff Cepin
since February 2008

Gary Hardwick
since October 2007

Team Member Spotlight

Don Sebastianelli
Applications Analyst II *31 years of service*

I have been employed by Warren County since January 1988. I was with Emergency Services for 20 years until August 2008 when I was transferred to Telecom. Since I did a lot of background work on the Computer Aided Dispatch (CAD) system, it was more practical for me to be here!

I prefer being a behind-the-scenes employee and excel at working on projects that are never ending (e.g. maintaining the Master Street Address Guide (MSAG) and the CAD mapping system. These are constantly being updated with new information and are always works in progress.)

My title is Applications Analyst II but I am also the Warren County 9-1-1 County Coordinator. I create and maintain mapping for the County's CAD System. I enter new streets and update existing entries in the MSAG for the entire county which allows the public to have access to 9-1-1. I oversee and monitor various computer subsystems including records management systems for phone, 9-1-1, and radio. I was the Custodian of Records for Emergency Services for nearly 20 years and was the Custodian of Records for the ICSolutions program through 2017. I create and produce monthly reports available to all agencies and the public for the radio, telephone, 9-1-1, and CAD systems. Most recently, I've begun training my successor on all things CAD, mapping, and 9-1-1.