

Winter Antenna Care

Mobile radio antenna hardware is exposed to year-round elements, but the cold temps of late fall and winter are particularly brutal. *TIPS*

1. Layer a THIN gloss of lithium grease atop the black connector to reduce rusting and cracking.



2. See the thick glob on the underside of the black antenna mount? this is too much.



#GlossNotGlob

3. When possible, unscrew antennas before going through the car-wash.

4. Scrape snow, not antennas. Be conscious of your antenna when clearing the top of your vehicle.

5. The core of that coil will erode. Regularly inspect and get with Telecom for replacement parts.



School Notifications

Process Improvement by Paul Bernard after an officer asked dispatch to notify a school district of a road closing due to a crash.

Utilizing HipLink, road departments and school personnel receive a text notification anytime a FOCLOS incident type is created in their area. Bernard took this a step further by creating school district-specific groups (for personnel we already have in HipLink) to receive road department callouts and road closing notifications. With school officials knowing when their road crews are called out, they may make more timely delay and closure decisions. This also offers consistency and simplifies the process for the Warren County Emergency Communications Center.

Bernard also created an "All Schools" group to reach everyone at one time.

Radio Tips + Tricks

1. If Police Primary 1 or 2 is restricted due to an emergency button activation or high priority incident, lower priority calls get shipped to your MDC and other high priority calls shift to Inquiry.
2. DID YOU KNOW? Our radio system has a safety feature... even if dispatch is transmitting on a talkgroup, units can still key up and dispatch will hear them. No one else on the talkgroup can hear the unit but it still allows units to transmit important updates even when dispatch is giving an update.
3. Safety Checks: if multiple units are on a call and they all arrive at different times, if first unit times out and they say, "reset for all," dispatch can't do that. Each unit needs to hit his/her first timeout before any bulk reset can be done.

November Monthly Reports

9-1-1 <https://warrencountytelecommunications.sharefile.com/d-s10b470a3ff14b8ab>

CAD <https://warrencountytelecommunications.sharefile.com/d-s0ccec478b8645389>

Radio <https://warrencountytelecommunications.sharefile.com/d-s634e807820943989>

#ProjectTriTech

the countdown is on!

Our vendor, Central Square, has staff on site at Telecom until we reach the Telecom-imposed Technical Sign-off date of February 18, 2020.

Technical
Sign-off
Deadline

February 18,
2020

What is Technical Sign-off?

- It's Telecom's main focus! We'll pull in the Core PIT (Project Implementation Team) for various work sessions and meetings.
- It's a lengthy checklist of product features, databases, interfaces, forms, reports, screen layouts, failover test results, and more that must pass the PIT's standards for us to accept the product suite.
- It's the trigger that will prompt next steps.

If Technical Sign-off is Achieved...

- The clock will start for 8-10 weeks of end user training, clerk assimilation, and final testing, as requested by members of the CORE PIT.
- Telecom will create training content for our user agencies.
 - Law clerks will get individualized training from Rhonda Bernard for the Records Management System (RMS).
 - Train-the-trainers will be offered to department Training SMEs for those who prefer to conduct their own training.
 - For department heads that prefer Telecom conduct end user training, we'll schedule individual and multi-department classes.
 - Final loose ends will get tied up in anticipation of our current go-live goal: May 2020.

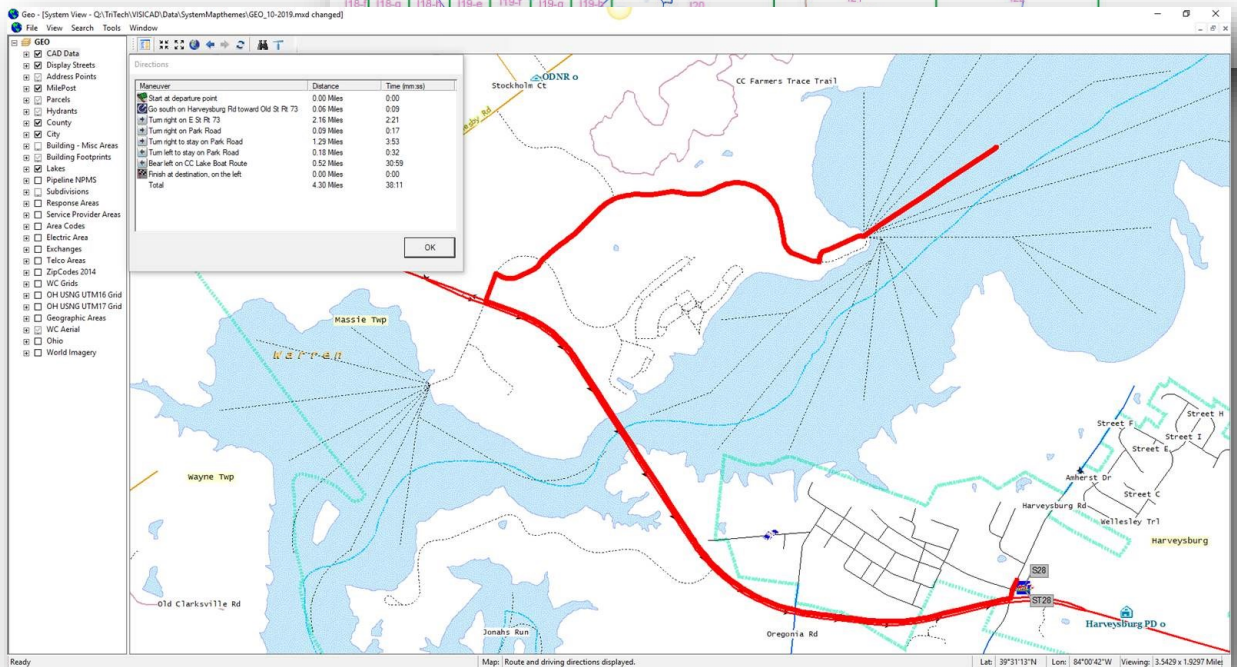
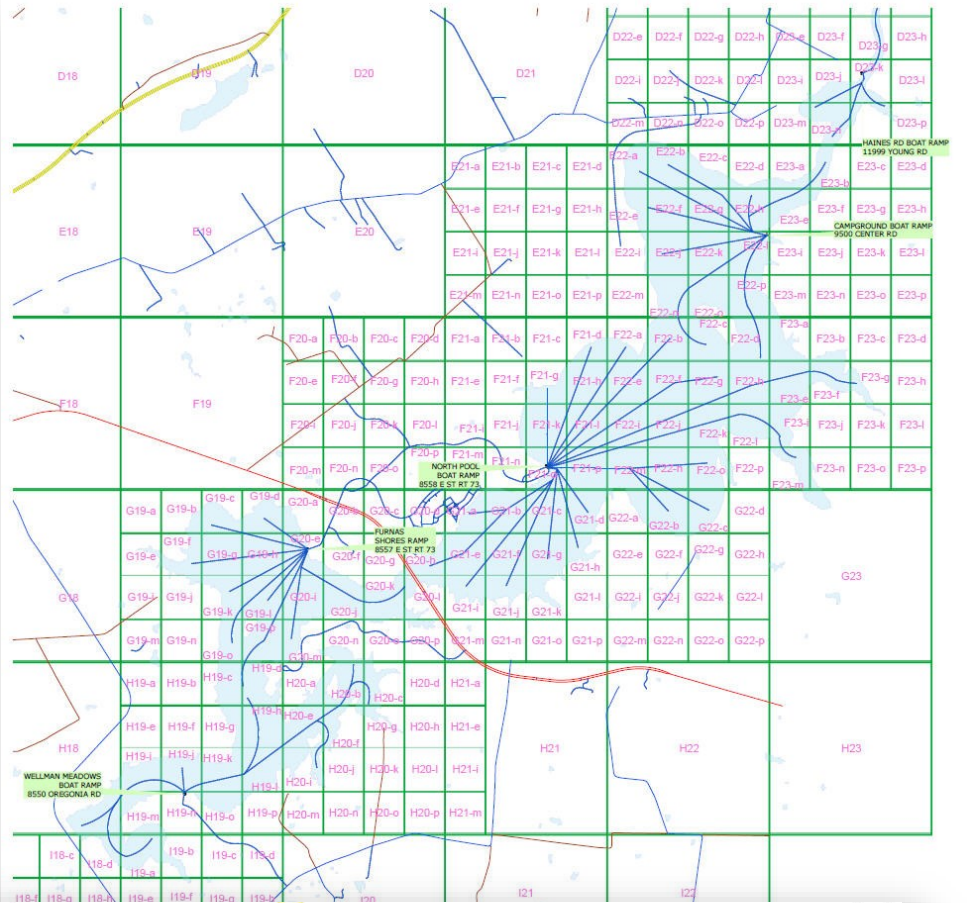


“Think Outside the Box”? How about “Think Outside the Boat”?

Most Telecom customers are familiar with map grids; primarily used as the page reference for the PDF “Bingo Map” and verbalized in Fire/EMS dispatches. They help narrow down an incident’s location to approximately 1 sq. mile. To help locate boaters on Caesar Creek Lake, we are implementing more detailed map grids in the upcoming Enterprise CAD (ECAD) system. Each grid on the lake has been subdivided into (16) smaller 1200x1300 ft squares which will allow a dispatcher to announce a more exact location of the Call for Service.

“Roads” were drawn on the lake itself connecting each of the smaller grids to a boat ramp. Using ECAD’s routing function, a responding unit will be routed to the boat dock closest to the incident location. Once at the boat dock and in a boat, the routing will continue to guide the responder to the location by showing the route on their MDC.

With the improvement in 9-1-1 Phase 2 caller location features, the incident can be plotted on the map with greater accuracy. With a better location, help can be directed more efficiently and quickly.





Want to submit #TCKudos?

Anniversaries & Birthdays



Jeremiah Marcum
since January 2018



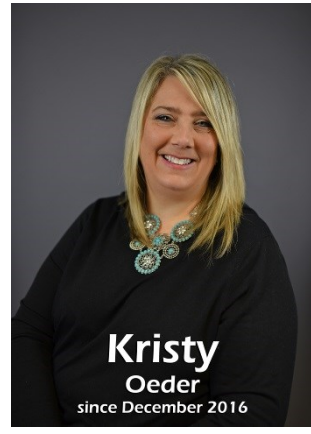
Dan Bunning
since May 2018



Joseph Newton
since December 2015



Corey Burton
since December 2015



Kristy Oeder
since December 2016

Team Member Spotlight

Jeremiah Marcum

Database Administrator *almost 2 years of service*



Before coming to Telecom, I worked at Belcan Engineering as an Enterprise application/system support analyst. Maintaining JD Edwards both hardware and software operations, I was responsible for data transmissions and validation for the company, as well as an application owner for the Time and Expense systems. I have a decade of hands-on IT experience including various hardware and software implementations.

My education and industry training include Sinclair Community College, graduating with a degree in Applied Sciences. I have several certifications in Information Builders Server and Security Administrator, Linoma Administrator, VMware and Linux. Since coming to Telecom, I've added to that list. Key skills I utilize or will utilize at Telecom include SQL Database / warehousing, VMware, Citrix, and Business Intelligence.

A fun fact about me is I helped build a Toyota mr2 for 2 Fast 2 Furious.

In my spare time, I spend time with my wife, Bri and our daughter, Gianna. We are an active family that spends a great deal of time outdoors, hiking and rock climbing. I also enjoying riding my motorcycle and fixing anything I can get my hands on.

