Warren County · Ohio
TELECOMatters

July 2020

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

#ProjectTriTech Goes Live Tuesday, Sept 1st!

We're in the home stretch with Warren County's new Computer-Aided Dispatch (CAD) / Records Management System (RMS) / Jail Management System (JMS) Suite.

COVID-19 has not stopped our progress! The Project Implementation Team has still been meeting and is now developing training content!

Through it all, Telecom's Training Room has been #ProjectTriTech Headquarters, hosting more than 200 work sessions, trainings, and product overviews since the start of this project!

RMS Team

On June 8/9, they completed the Property and Evidence Workshop and learned how to complete entry and processing, create evidence room locations, barcoding, generate evidence item labels, create inventory reports, form letters, labels, and receipts. Linked below for our agencies' purchasing consideration are the system-compliant barcode scanner, reader and signature pad suggested by our vendor, Central Square.

- *Signature Pad: HSB Pad Signature Gem 4x3 T-Lbk755-BHSB-R* https://www.topazsystems.com/siggemlcd4x3.html

- *Barcode Reader: Zebra LI3678-SR* https://www.barcodesinc.com/search.htm?search=zebra+LI3678

- *Barcode label printer: Zebra ZD420 or QLN420* https://www.zebra.com/us/en/products/printers/desktop/zd420-series-desktop-printers.html

While conducting tests on the scanners and barcode readers, WCSO's Kathleen Farmer discovered that polypropylene labels with a resin ribbon seem to have the best output.

In mid-June, the RMS Team cranked through Output Designer which fine-tuned the fields and formatting of forms to be used by our law enforcement officers! They closed out June with Jail Training.

Enterprise Mobile/CAD Team

On Thursday June 25, the environment was upgraded to version 20.2.4. This aspect of #ProjectTriTech has turned the corner from changing a ton of features to locking down design and moving forward with training documentation.

A recent success was formatting the map to work as end users desire, with Warren County-centric map views and layer options. They're also configuring the LEADS interface and streamlining forms to ensure proper returns for our officers. Clearcreek Twp Fire Assistant Chief Simpson has been setting up the new Fire Records Management System (FRMS) interface and has worked on the problem nature translation table to ensure that NFIRS codes are entered on the FRMS report.

End User Training

Enterprise Mobile training is coordinated by Allison Lyons and administered by Lyons, Paul Bernard, Josh Moyer, and David Shiverdecker. It is a hands-on, live product demo of how police and fire/EMS will interact with dispatch, their calls, and the map. Participants are encouraged to bring their MDC and power supply! For those wondering how this subject matter equates to current VisionTek... it replaces the CAD tab.

- July 7th 1230-1530: LAW Train-the-Trainer #1 at Telecom
- July 9th 1300-1600: FIRE Train-the-Trainer #1 at Telecom
- July 20th 0900-1200: FIRE Train-the-Trainer #2 at Telecom
- July 20th 1300-1600: LAW Train-the-Trainer #2 at Telecom
- July 21st 0900-1200: Unit Day Training at Salem-Morrow Fire
- July 22nd 0900-1200: Unit Day Training at Salem-Morrow Fire
- July 23rd 0900-1200: Unit Day Training at Salem-Morrow Fire
- July 28th 0900-1200: FIRE Train-the-Trainer #3 at Telecom
- August 4th 1800-2100: Hamilton Twp PD
- August 5th 1800-2100: Hamilton Twp PD
- August 13th 1900-2200: Waynesville PD
- August 17th 1900-2200: Joint Training for JEMS, Franklin Twp Fire, Carlisle Fire
- August 24th 1900-2200: Wayne Twp Fire
- August 25th 0900-1200: Clearcreek Twp Fire
- August 25th 1300-1600: Mason Fire
- August 26th 0900-1200: Clearcreek Twp Fire
- August 26th 1300-1600: Mason Fire
- August 27th 0900-1200: Clearcreek Twp Fire
- August 27th 1300-1600: Mason Fire

Records Management System Training is being coordinated and administered by Rhonda Bernard, reaching clerks and officers.

Property and Evidence Training will be scheduled for late July by Rhonda Bernard, reaching clerks and officers.

WWW | f | Twitter | YouTube

Google Link Helped Massie Twp Rescue Injured Hiker

Years ago we introduced our "Google Map Hack" that enabled the Dispatch Center to send the Latitude/Longitude of a caller's location to first responders. Responders click the link from their mobile device and can choose drive or walk directions to the location.
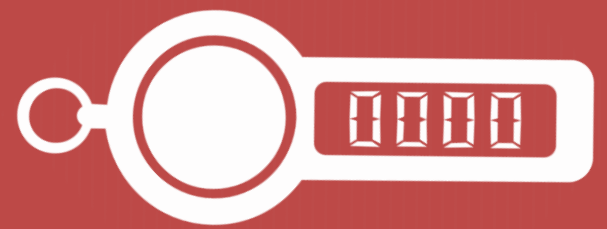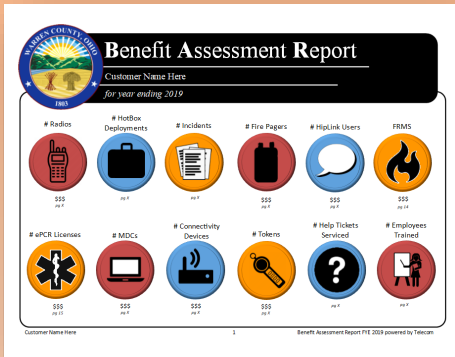
The goal? Find people quicker! Better utilize resources! Shorten response times! Save lives!

A recent example of this process in action was an injured hiker at Caesar Creek who called 9-1-1. He was off the trail, fallen, and unable to walk. WC Communications Center generated the google link and sent it to 5 Massie Twp Fire Department responders who plotted it on the map and routed directly to the man.
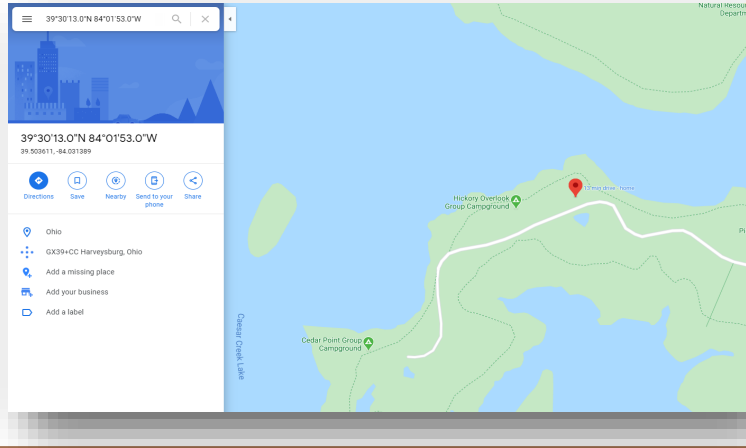
Has your Agency Submitted its BAR Review?

In the spring, Telecom released a customized Benefit Assessment Report to each police and fire/ EMS agency, outlining your rosters and inventories for radios, pagers, tokens, MDCs, HipLink recipients, and more. Agencies were asked to return a marked up BAR with any needed changes. We still want you to submit yours! Just email it to help@wcoh.net with 'BAR Review' in the subject line. Thank you to the following agencies who have submitted their review: Clearcreek Twp Police, Drug Task Force, Franklin Fire, Hamilton Twp Fire, Hamilton Twp Police, Harlan Twp Fire, Harveysburg Police, Mason Fire, Ohio Dept of Natural Resources, Salem-Morrow Fire, Springboro Police, Turtlecreek Twp Fire, Union Twp Fire, Waynesville Police, Warren County Sheriff's Office.

Telecom has a Challenge Coin!

Telecom Team Members can nominate a recipient by outlining how the candidate personifies our 6 Core Values: Collaboration, Continuous Improvement, Innovation, People, Service, Transparency. All Telecom Team Members get a vote and majority rules. If the nominee receives majority yea, a Challenge Coin Certificate is printed and packaged up with the nomination form and a challenge coin for the sponsoring Telecom Team Member to present! Voted-on Recipients to date: Emergency Services Director Melissa Bour; Clearcreek Twp Assistant Fire Chief Tim Simpson; Deerfield Twp Fire Lieutenant Matt Hannigan; Turtlecreek Twp Fire Chief Mike Jameson; Warren County Facilities Management's Trevor Hearn, Mark Harrison, Mark Zindel; EMA Manager Lesli Holt; Ohio Department of Administrative Services' Richard Schmahl, Rob Jackson, Dick Miller; and Central Square's Ashley Durnan.

Telecom Helps DTFR Achieve Station Toning

When a fire or EMS call comes in, Dispatch transmits audible tones over the loud speakers of a fire station and to the pagers worn by first responders. This quickly gets their attention and announces incident information such as problem nature, location, and responding units. The predominate method of toning is the 'General Tone' or 'Department Tone' which alerts ALL of a department's physical stations, even if some aren't recommended for the call. In Deerfield Twp Fire Rescue's case, this tone hits 3 physical stations (pictured below.) At night, it results in personnel being awakened for one or more calls being handled by their other station across town. In an effort to reduce overnight toning fatigue and to increase personnel's sharpness, Telecom's Paul Bernard and Cory Burton just implemented a station toning plan, spearheaded by Deerfield Twp Fire Rescue's Battalion Chief Doug Wehmeyer, to fine-tune WHO gets alerted for each incident... something also practiced by Hamilton Twp. Now, if apparatus from only one station is needed for a run, Deerfield's other stations won't get alerted (or awakened) unless they become needed.

- General tone: activates all stations for multi-station responses or expanded awareness.
- Station tone: activates one specific station being dispatched to an incident.
- All-call tone: adds in off-duty personnel for higher priority calls like structure fires.

Station 56

Station 57

Station 58

#TakeTen
Update your Token!

Find 10 minutes and call 695-3250 BEFORE your agency trains on #ProjectTriTech so that you can authenticate into CAD and participate in the product demo (and access the program when we go live on September 1! You just need your token and a computer with access to the internet and your department email.

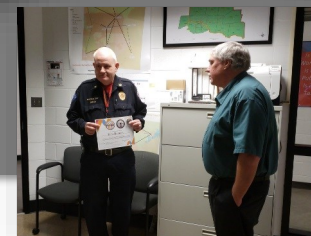*Thanks WCSO, Mason PD, Waynesville PD, and Clearcreek PD for getting a jumpstart on this!*

Visiting Telecom this month? Per Warren County building rules, **masks are required** in common spaces and hallways or when 6' distancing isn't possible. #ProjectTriTech Training is being set up to achieve 6' distancing.

Did you catch Panasonic's April discontinuation of their CF-31 Toughbook? On January 16, Telecom also posted about this and included our below-listed recommendations. For those with existing CF-31s, parts replacement support is 7 years from time of purchase, but if you're looking to add MDCs to your stock...

- Next best / closest replacement: CF-33
- If you want to go smaller: CF-20
- Cheaper / semi-rugged plus: FZ55 – getting (2) demo units – this plus dock would be the price of a typical CF model.

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