

Warren County Communications Center Operations Manager Jesse Madden helps Telecom's Josh Moyer and Paul Bernard transition dispatcher positions from 'Old CAD' to 'New CAD'



Warren County - Ohio
TELECOM Matters
 September 2020

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

#ProjectTriTech

WE'RE LIVE!

COVID-19 may have stopped our Vendor reps and Core Project Implementation Team from all being on site, but it didn't stop us from working together! We took a multi-site approach leveraging the productivity of Microsoft Teams, a phone bridge, and the radio system to bring people together from across the country.

Central Square reps from Florida, Missouri, Texas, Indiana, Kansas, California, and Iowa were all plugged in for multiple days to pounce on any issues that arose. The faces you've grown accustomed to seeing in our #ProjectTriTech updates were all representing their agencies and troubleshooting connectivity, feature availability, and relaying any issues from the field.

This Go-Live was multi-faceted, transitioning CAD, Mobile, Jail Records, and Law Records in one fell swoop! Clerks from various law enforcement agencies were logged into CAD reporting their experience. Telecom swarmed the Emergency Communications Center at 0800 to transfer each ECO position to the new system, while monitoring final calls that needed completed on the old CAD system. Nearly 2 hours after go-live, the last incident was closed on Premier CAD, putting to rest a seventeen year-long system that served our County well. Telecom had team members scattered between the basement, dispatch, and customer sites, and it was all being documented in Activity and Issue Logs.

We want to hear from the field units! How are the programs working? Report issues through your Supervisor or to help@wcoh.net. We can't troubleshoot what we don't know about!



Below: Paul Bernard has been here since Warren County's FIRST CAD system! Joining him for this launch was Analyst Joshua Moyer and Data Systems Supervisor Jeff Cepin.

Above: Dispatch Trainer Samantha Hall celebrated spirit week's Hawaiian theme!



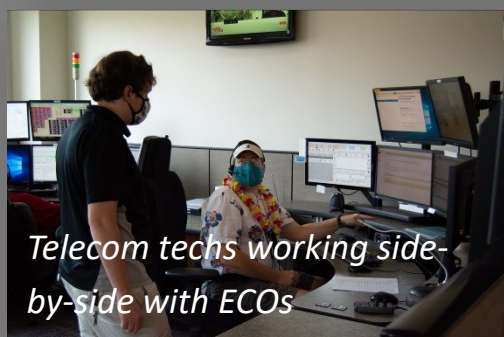
WCSO monitoring the cutover from their office



The 1st pictured live user of Enterprise Mobile



Rhonda survived!...



Telecom techs working side-by-side with ECOs



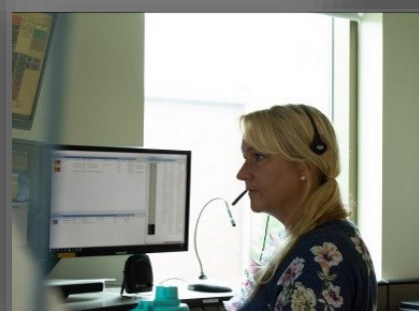
Dustin Flint all smiles under that mask!



... Don only kinda.



Transitioning dispatcher workstations from old to new CAD



ECO Kelly and her team members were confident, having trained on this systems for months!



GETS/WPS CAPABILITIES!

An email was sent to Chiefs, WC Department Heads, Essential Personnel, WCSO-All Staff, Emergency Services Staff, and Telecom Staff as notice for personnel on the Warren County phone system and an FYI for public safety agencies eligible to apply for CISA's GETS and WPS programs.

A 2-page technical bulletin (pictured right) was attached outlining GETS/WPS and what Telecom is doing to aid our customers in maintaining cellular priority despite heavy call volumes or limited service availability.



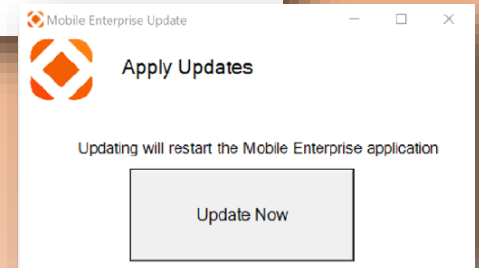
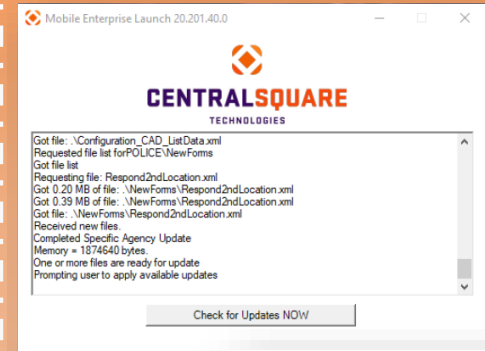
AT WARREN COUNTY

- 1) Telecom is adding WPS (priority) to public safety and elected officials' cell phones on the WC phone plan.
- 2) Telecom is adding Telecommunications Service Priority (TSP) to our public safety land lines.
- 3) Training documents at <https://warrencountytelecommunications.sharefile.com/d-sb5d46e45caf466c9>

SHARE WITH YOUR MOBILE USERS!

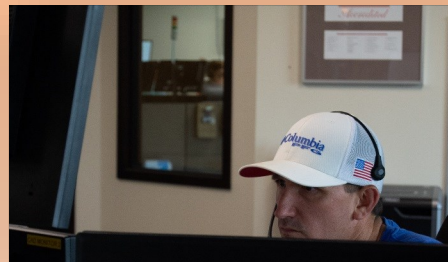
If you're having Enterprise Mobile issues, checking for updates is a great self-diagnoses step to take before reporting to Telecom. Only do this if you have time to 'step away' as applying updates WILL kick you out of the program and the update may be lengthy depending how outdated you are.

1. Ensure you're not on a call then logout.
2. Pull up your launch box (which should always be running in the background)
3. Click 'Check for Updates NOW'
4. If given the big 'Update Now' button, click it.
5. Your launch window will begin scrolling through every pulled-down update.
6. When successful, you'll be asked to log in again.



Warren County 9-1-1 Software Now Updates Cellular Caller's Location Every 20 Seconds!

The Auto Re-bid feature in our Communications Center's 9-1-1 software went live on August 31st. This enables the software to automatically re-bid the 9-1-1 callers location every 20 seconds as long as the call is active. In the past they have had to manually re-bid the callers location. This was done after testing of the new interface to Enterprise CAD magnified the benefits of having the Auto Re-bid feature enabled.



Phone Service for WC Fire Depts

Warren County has been given permission to offer Telephone Service to County Fire Departments for a monthly charge.

- Agencies save tens of thousands of dollars PER station!
- Telecom keeps the Voice over IP phone servers patched and updated.
- We built the phone system to public safety standards with no single point of failure and redundancy.
- You must have a reliable and reasonably fast internet connection plus a solid computer network.
- Office phones are \$32.70 per month
- Bay, meeting room, kitchen phones are \$15 per month.

Interested? Contact paul.kindell@wcoh.net.

Example

Fire Charlie
Fire Alarm - 52

276 Franklin Rd
Waynesville
N Main St/N 3rd St

91 - 9121 - E17
91 1S & 1E & 1R & 1BA
S91, E93, R91, C91, TAC3

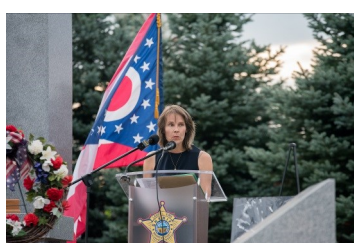
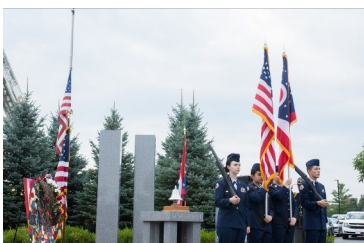
WCCADGIS
91200831-0009626
09:34
STx91_Group

HipLink Messages Got a Makeover!

We emailed agencies on 9/1 with a new sample initial dispatch message. The layout is cleaner, spaced out, and takes advantage of new ECAD field options.

VIRTUAL Warren County 9/11 Remembrance Ceremony!

This year's ceremony, organized by Robin Kiley of Stand2Serve.org will occur at the Warren County 9/11 Memorial from 8:30-9:00am but due to COVID restrictions, guests are asked to [watch remotely from the Warren County Board of Commissioners' Facebook Live](#) or later on Lebanon's Channel 6.



From the Editor

In the April 2011 issue of SafetyNet, I introduced myself as your new Training Specialist with the goal of adding excitement to the tech heavy subject matter while making it simple for all to absorb then utilize. I stayed true to my laid back approach and hope what I communicated made your job easier and safer. I was blessed to stay on board part-time after having children only 18 months into my employment and I worked hard to not drop any of my full-time balls or to let that stunt my ability to expand duties. I hope my customers and coworkers have felt well-served these past 9 1/2 years.

In this September 2020 issue of TelecomMatters, I announce my exit from Telecom with a new goal of remaining friends with the dozens of wonderfully diverse people I've met. Still a Warren County lifer, still living in Lebanon, still watching my husband drum at church, and still very much appreciative of the services you all provide, I leave with a deeper understanding of what it takes behind-the-scenes to maintain government and public safety services. I've taught my children that law enforcement and fire/EMS are the superheroes in the story... not the villains. I more-than-ever appreciate a well-run Comm Center after they stayed on the line with my mother this summer! I see how tax payer dollars are put to use. I better understand how politics work and what my responsibility as a citizen is. I understand how 'cool' Telecom systems are, how the average person simply can't understand its intricacies, and how fortunate Warren County is to have its own Telecom department. I hope the next 'Telecom Trainer' has a blast in this role and makes it their own!

Thanks for a wonderful ride!

Meet Allison Lyons, Telecom Training Specialist

A lifetime resident of Warren County, Allison attended Mason High School then continued onto Miami University where she received a BS in Marketing and Entrepreneurship. She lives with her husband Kevin in Lebanon where she spends her spare time videographing weddings, doing DIY projects around the house, and watching Kevin drum with his 3 bands at church and local venues.

Lyons' career began with Baker Concrete Construction, the nation's leading specialty concrete contractor. She handled Public Relations, sat on Action Committees, led a Skilled Trades Explorers post, and administered the corporate safety program. But it was during her time spent planning events and training classes that she realized the importance of dynamic teaching. Most importantly, she comes to all the county's public safety agencies with an appreciation for the services they provide. Paired with her experience in videography, it's Lyons' goal to add excitement to the "tech heavy" subject matter (including SafetyNet) and make it simple for all to absorb then utilize. You'll find she's a laid back trainer whose main goal is to spread the word and tools of telecommunications and how they can make your job easier AND SAFER.

