

Warren County - Ohio

TELECOM Matters

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

NEW Department Authorization Form

Do you use Telecom services?
Please submit your **DAF** by Friday, March 12th!

We've redesigned and renamed our previous Agency Authorization (AA) Form to include all Telecom partners (public safety, county office, municipality, community organizations).

Key Purposes:

- The DAF feeds our email distribution lists, ensuring we're communicating with your department head's appointed system liaisons.
- Outage Notifications—we're trialing a new outage system with 24/7 web dashboard and email subscription. Individuals and the outage notification email address will be incorporated into that effort, set to go live on April 1st.
- The DAF allows a Department Head to indicate more authorized persons to make personnel and equipment changes. Feedback was that the previous AA form was too restrictive.

Central Square Updates

- 30 Field Ops licenses are being tested by police, fire/EMS, and Telecom members to learn app features and potential roll-out countywide. Agencies would be responsible to purchase licenses for their users.
- New Dispositions: (FIC) Incident Command, (FNDG) (NDG) No Disposition Given
- MKE/LOST GUN was added as hot hit in TTMS
- Alt+D hot key works as delete function in mobile message center
- CAD-to-CAD Interface: We will soon connect to Hamilton County.
- New OOS reason "Training (AV by Phone)" with unavailable status
- "Phone Call" is now a mobile-initiated problem nature for law enforcement
- February 10: Law reps met with Telecom for a Law Mobile Work Session to walk through new mobile setting options for law enforcement.
- March 17: Fire reps will meet with Telecom for a Fire Mobile Work Session to walk through new mobile setting options on the Fire side.
- Chat is coming but won't be CJIS compliant.
- 2 New LEADS forms – technical bulletin was emailed
- In mobile, click the address box to expand and see apartment details. Fix coming soon from vendor.
- Ensure your AVL antenna is plugged into your cradlepoint correctly!
- CAD Upgrade 20.4.2 will have audible alerts for hot hits!
- InformBrowser intro PowerPoint was distributed via email.
- The map, which CAD is based on, now has 63,306 street segments + 101,831 address points!
- Alan Miller, a new Account Exec with CentralSquare, visited Telecom to see us in action and to learn our opinions and use of the product thus far.

P-CAD Has Been Decommissioned

With our transition to Enterprise CAD (ECAD) complete, we have proceeded with dismantling/repurposing hardware from our previous Motorola Premier CAD (PCAD). We made sure all data was converted to the new product, we are maintaining CAD DSS abilities, and the Prosecutor's Office was consulted to ensure they have any needed case-related data.

Mobile Connectivity

Starting April 1, 2021, Telecom will no longer support NEW cellular non-public safety grade, in-vehicle devices for MDCs in dispatched vehicles (MiFis). Combining the MiFi shortage, many newer devices being lesser quality than previous generations, and MiFis having issues with in-vehicle heat, swelling batteries, we feel this is the safest and smartest choice. We will continue supporting existing devices in the fleet of dispatched units until they no longer work or become a support issue as determined by Telecom. Telecom will provide a list of updated requirements for computers, antennas, and connectivity soon.



COVID-19 PPE Report

Fire Chiefs, Fire Agency Administrators, and CAD SMEs were emailed a Technical Bulletin on 2/23/2021 explaining the report and how to access it. Contact Jeremiah.Marcum@wcoh.net with questions.

(BAR) Benefit Assessment Reports FYE 2020

will be released soon. We ask each head of department to review the report, mark any corrections, and submit back within 30 days. This will ensure Telecom keeps rosters and inventories up to date.

View Telecom's Annual Report here!



Warren County buildings have received enhanced Verizon coverage + data speeds

New cellular repeater system should offer greater coverage and data speeds for Verizon devices!

The old system relayed cell signals from outside towers into the buildings. If the towers were overwhelmed with use, our signal strength suffered.

The new system uses its own set of frequencies offering Warren County buildings dedicated bandwidth. If we have a big trial or disaster, we should have strong enough signal to keep Verizon phones + devices working inside and outside for both voice and data.

Caveat: If the internet goes down so will our indoor system. People will have to step outside to make a cellular call as the outside towers would still be working. We have been re-engineering and improving our redundant internet connections so the risk to have the additional Verizon cellular bandwidth for everyday use is worth it.

Verizon installed this new system at **no cost** to the County!



Enhanced Buildings: 520 Justice, 500 Justice, 406 Justice, 416 East, 822 Memorial, 900 Memorial

9-1-1 Disaster Recovery

On February 24, our 9-1-1 Disaster Recovery equipment was moved to its own dedicated building. Facilities Management (Trevor Hearn) supported in many ways, most importantly having an electrician on stand-by in case something unforeseen comes up. Our 9-1-1 vendor provided

technicians to ensure all call traffic was properly rerouted, to verify we stayed fully operational, and to make test calls. The purpose of this move was to take the 9-1-1 system out of the Radio Building and move it to the computer building. The Radio Building is full and we need the space opened up to move additional microwave equipment into the Radio Building. The Computer Building is also better suited environmentally to support the 911 computers. We also upgraded the Text-to-911 cellular radios from 3G to 4G at both sides of the 911 system - Primary and Redundant.



New Station Who Dis?

When you move houses, you take most of your stuff with you. Likewise, when a new fire station is built, equipment tends to move around... and it's important to know where it ends up.

Turtlecreek Twp recently opened Station 33 just south of the SR741/Greentree intersection and stocked it full of units. To ensure the correct apparatus is recommended for emergency calls, Telecom worked with Chief Jameson to relocate the pictured units to ST33 and update response plans for the department.



10-Digit Dialing in the 513

On April 24, start dialing 10 digits (area code + telephone number) for local calls. If you forget and dial 7 digits, your call will still be completed but this becomes MANDATORY on October 24, 2021 for customers in the 513 area code. Update your phone contacts to include their area code! This is being ordered by the FCC to aid in citizens being able to reach the National Suicide Prevention Lifeline. All PSAP equipment speed dialers and call forwarding equipment with a number from the



513 area code must be reprogrammed to dial 10 digits also. Other equipment that may need updated: life safety systems or medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, fire or burglar alarm and security systems or gates, speed dialers, mobile or other wireless phone contact lists, call forwarding settings, voicemail services, and other similar functions.

Key Up or Box Up

Each year, Telecom runs a report to identify radios that were not used the previous year. For 2020, we found nearly \$250,000 worth of equipment that had not transmitted. After filtering out radios that are only meant to receive traffic, Director Kindell emailed Department Heads asking the status of the equipment. If not being used, we'll reallocate to those in need.

Safety warning: Radios that have not transmitted in over a year should not be assigned to first responders until they have been aligned, tested, and the batteries replaced.



Five Neighboring Fire Departments Now Receiving CAD Incident Pages

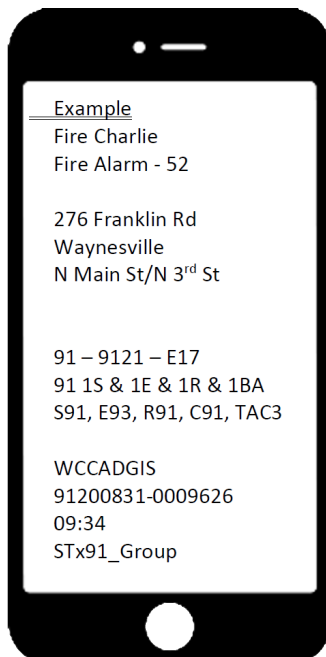
Always aspiring for more interoperability, Telecom has setup (5) routine mutual aid fire departments to receive advanced notice of Warren County incidents. They now receive CAD incident pages directly from our CAD/HipLink to their Active911 account. They'll see the incident type, address, initial dispatch comments, and enough info to get them moving out the door and to the emergency.

Advanced notice of a mutual aid call = quicker service to our citizens!

Because these departments are staffed 24/7, we have also removed the previous 5 minute "In Station ETA Modifier" (delay). This delay accounted for the fact that outside agencies didn't hear of the emergency at the same time as Warren County units, so they'd only be recommended if a 5-minute handicap still put them at the top of the list. So far, Wayne Twp has reported a vast improvement in response times from Spring Valley and Sugarcreek Twp!

The new participating agencies include:

1. Miami Valley Fire District - regular mutual aid to Clearcreek Fire
2. Spring Valley Fire Dept - regular mutual aid to Wayne Twp
3. Sugarcreek Twp Fire Dept - regular mutual aid to Wayne Twp
4. City of Bellbrook Fire Dept - regular mutual aid to Wayne Twp
5. Washington Twp Fire Dept —regular mutual aid to Clearcreek Fire



The 695-SHOT Call Center

In January, Telecom assisted EMA and the Health Department in establishing the COVID-19 "695-SHOT" phone system. Telecom's Task Unit Bravo set up a phones and extension workgroup while our Community Manager created instruction sheets for call-takers. Last we heard, more than 1,200 citizens got assistance in scheduling their vaccine.

