CentralSquare Updates

Sneak Peek at Enterprise Chat, a 'must have' for our agencies who became accustomed to the feature in our previous Frontline VisionTek program. CentralSquare didn't have a chat tool in their product suite before engaging with Warren County but got to work designing one. The chat tool will be a separate website, likely accessible from a chat button that we will add to your Mobile Enterprise secondary toolbar. Users without Mobile Enterprise will simply visit the website and enter credentials to access the site.
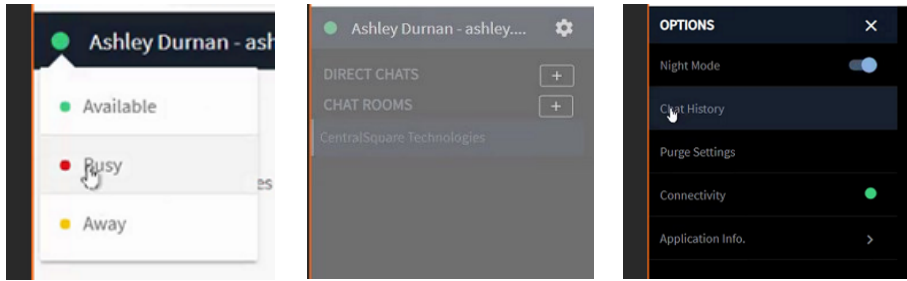
Field Ops
See the May Partner Report for estimating pricing and Telecom's intended rollout plan.

Key CAD & Mobile Changes that came in the 4/15/2021 Version Upgrade (compiled by Analyst Joshua Moyer)

CAD (for Dispatch)
− Units queue shows unit capabilities column, making dispatching faster.
− Incidents and Assigned Units queues have an Updates column to show when updated info has been added.
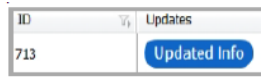
MOBILE (for field units)
− New Modify Closed Incident Settings lets you edit information about incidents that have already closed by adding comments, requesting case numbers, either adding or modifying supplement information, as well as modifying the incident's address, problem nature, priority, and incident disposition.
− New column options for active and pending incident queues: Caller Type, Primary TAC Channel, Problem Code, Response Area, Transport To Zip, UDF 1, UDF 2.
− Callers with an extension to their phone number will append in mobile.
− Customized icons on the map to better illustrate the type of vehicle you're driving.
− Out of Vehicle now renders all forms and buttons inactive.
− When the closed incident you are viewing is updated, a green notification box appears.
− When you open a new HTML form or an Add/Edit form in the supplemental information window, your keyboard now automatically focuses to the first editable field.
− You cannot configure any hotkey with a Shift + letter/number key combination.
− You can now be notified by audible alerts when you receive responses in the Records Check section. Audible alerts vary based on priority (Normal and High).
− New Back Up Unit window lets you quickly select a unit to back up.
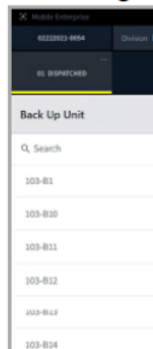
− More Comment Space— the VIEW MORE button below a lengthy comment is gone, allowing more comments to appear. Longer comments now have ellipses (...) to indicate that there is more to the comment than what is currently being shown. Select these comments to expand them.
− New font size options: Condensed, Normal, Large.
− Improved Keyboard Navigation in 'Clear Call', 'Clear All', 'Timestamp', 'Change Problem Nature', 'Set Incident Disposition' forms:
  • Space bar/down arrow key: Press either key when focusing on a highlighted and collapsed drop-down list to expand it.
  • Esc key/Tab key: Press either key to collapse an expanded drop-down list.
  • Enter key: Press when in an expanded drop-down list to select the highlighted value and remain on the current field instead of moving forward or backwards.

RMS
− A known issue with version 4.21 is your touchscreen signature pad not cooperating. Open WebRMS in internet explorer or edge. The issue is fixed in chrome on version 4.20.

Our Core Law reps met with CentralSquare on April 22nd to discuss Citations and OH NIBRS Engineering. The training environment will get upgraded May 3rd. PDF Tip: if trying to print the Ohio Citation PDF and the background is anything other than white, try these steps:

1. From Adobe Acrobat Reader DC, press Ctrl+K or select Edit > Preferences.
2. Select Accessibility under Categories.
3. Check the Replace Document Colors box.
4. Select Custom Color radio button. Click the box to the right of Page Background and pick white.
5. Press OK.
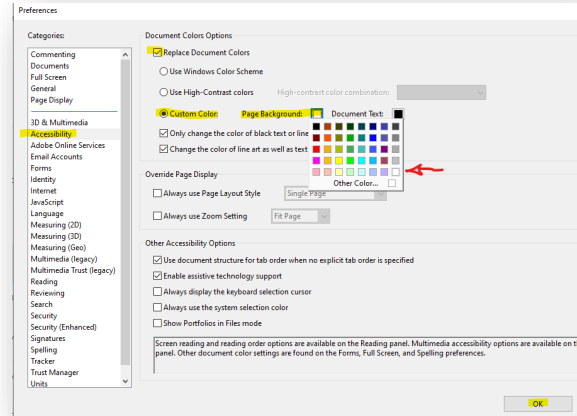
RMS Progress
On April 23, reps from the Warren County Sheriff's Office joined Telecom and CentralSquare to discuss Warrant Entry issues as the method they're using from RMS is unique to them. The goal of this meeting was to clean up fields either not auto-populating, not feeding from RMS, or not formatted properly, and to ultimately create a customized combo query form that matches the WCSO's work flow and preferred order of fields.

On April 27-29, several law enforcement and Telecom reps attended a virtual training for InformRMS—Output Designer. When designing a report or form, the user specifies where to get the data, which data to get, and how the data will be displayed when users hit the Print button. Users learned how to create forms while using SQL Server Reporting Services (SSRS) and Report Builder 3.0. We created field expressions, formatted data, and quickly learned that the back end of a pretty report is quite ugly. *Attendees: Clearcreek Twp PD Records Administrators Kristen Eggers & Savannah Highley, Mason Police Officers Justin Hoskins & Matt Kimbrell, Springboro PD Customer Service Managers Andrea Mosley & Jennifer Embleton, Hamilton Twp PD Records Administrator Amy Scheeler, and Telecom's Rhonda Bernard, Joseph Newton, Joshua Moyer, and Jeremiah Marcum.*
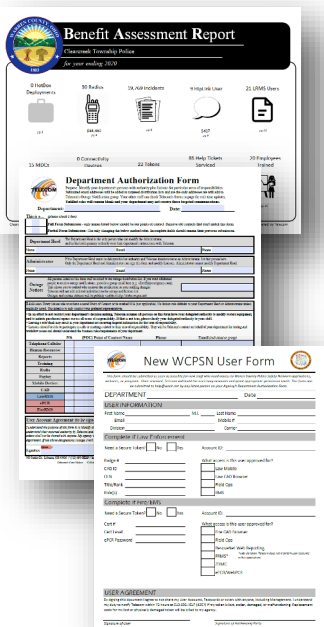
(BAR) Benefit Assessment Reports FYE 2020
were released to all police and fire chiefs with response deadlines of Friday April 2nd for police & Friday April 9th for fire. If you've not submitted your review, please contact Allison.Lyons@wcoh.net to coordinate a new deadline or to discuss why it hasn't been submitted.

Department Authorization Form
Thanks to all Telecom partners that have submitted their DAF. We've redesigned and renamed our previous Agency Authorization (AA) Form to include all Telecom partners. It feeds email distribution lists and our upcoming Status.io outage notification system. The DAF also allows a Department Head to authorize more representatives to make personnel and equipment changes on their behalf.

The PAMR Form is now the New WCPSN User Form
With our Help System gaining traction in recent years, we've noticed fewer partners utilizing the PAMR form for user deactivations and account changes. In response, we've simplified and rebranded the PAMR form into the "New WCPSN User Form." This form must be submitted for any NEW personnel to a law enforcement or fire/EMS department that utilizes the Warren County Public Safety Network. You will indicate what programs the person should get access to, account IDs, certifications, etc. Like our other forms, you can download it and electronically complete it from our website www.WarrenCountyTelecom.com.

WWW | Facebook | YouTube | ?

View Telecom's Annual Report here!

SAFETY CHECK
When you're called for a safety check, replying 'Okay' prompts the Emergency Communications Center to reset your timer to the default 15-minutes. The maximum you can push out a safety check is 45 minutes. There is no 'cancel checks' option.

UPDATED REFERENCE DOCS

– Mobile Hardware Recommendations

– Motorola-Recommended Accessories for XTS2500

– Motorola-Recommended Accessories for XTS5000

– Motorola-Recommended Accessories for APX6000
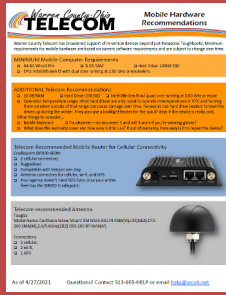
It's that time of year again: Telecom and Emergency Services are completing the Leads Technical Security Audit.

LEADS Law Enforcement *Ohio* Automated Data System

New CAD Option: Storm Mode Plan

Telecom emailed Fire/EMS department's with the option to create separate Storm Mode responses. Review the bulletin on our website + contact Joshua.Moyer@wcoh.net if you want a work session to build your plan.
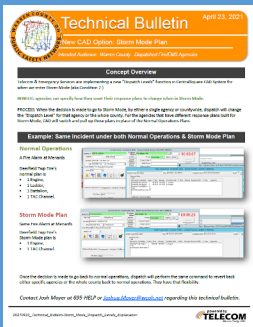
NEW OUTAGE NOTIFICATION SYSTEM

Goodbye PDF email attachments —Hello Status.io! We've heard our partner's requests for a way to know the status of Telecom-managed systems and have spent the last few months fine-tuning our solution. Effective May 1st, Telecom began use of the online tool, Status.io, to communicate outage and maintenance notifications.

Noticeable changes:

- System-generated emails from one sender (TelecomStatus@wcpsn.net). You can create an inbox rule to catch all Telecom Systems Status emails.
- No more PDFs. Scheduled maintenances will be emailed at preconfig-ured times with all details in the body of the message.
- Targeted communication—only persons and emails listed on your Department Authorization Form (see page 1) will get notified for systems marked relevant on your Department Authorization Form (DAF). If you marked N/A for radio system, no one from your department will receive radio system Status.io updates. Have a Telephone Liaison? All persons on your DAF will get Telephone System maintenance notifications via Status.io.
- 24/7/365 online status page shows the latest status of 40+ Telecom systems—curious if something is down or being worked on? Just check http://status.wcpsn.net . We'll add more infrastructure as our systems grow or we identify better ways to separate notifications.
- Maintenance History—at the bottom of the status page, you can click 'History' to see past maintenances and outages with timestamped progress / discovery updates.

As communicated in recent months, we will not add people a la cart to the Status.io Subscriber list. You must be a listed person on your Department Authorization Form or be included in the mass Outage Notice email address indicated on your DAF.

Want a calendar view? Add this iCAL address:
webcal://status.wcpsn.net/pages/5fc1120ee54e8205402c1091/calendar/all.ics

(Cover Image) Thank you Warren County Fire Chiefs' Association for including Telecom in your National Telecommunicators Week Lunch! Pictured on this issue's cover are Kristen Osborn (Emergency Services), Deputy Chief Doug Wehmeyer (Deerfield Twp), Chief Brian Reese (Hamilton Twp), Allison Lyons

Monthly Stats
Monthly + yearly reports are always available at www.WarrenCountyTelecom.com > Training/Communications Tab > Reports

9-1-1 Call Volume	6,315 (614 Franklin + 596 Lebanon + 5,105 Warren Co)
Texts to 9-1-1	9 (0 Franklin + 0 Lebanon + 9 Warren County)
Warren County Radio User Push-to-Talks	239,837 (radios with an ID beginning in 83)
Total Radio Calls	557,770
Radio Call Time	758 hours (average of 25.28 hours/day)
HipLink Messages Sent	88,040 (average delivery time of .544 seconds)

New Phone, Who Dis?
Are you a Warren County Mitel System desk phone user and haven't received training for it? Schedule a walk-through with Allison or download the 485 PowerPoint from WarrenCountyTelecom.com! If you need to work remotely, check out the Desk Phone Take Home Instructions & Business Continuity Mitel Phone Instruc-tions! Pro Tip: When transferring, hit <Transfer> enter extension, then immediately hang up. Don't delay.
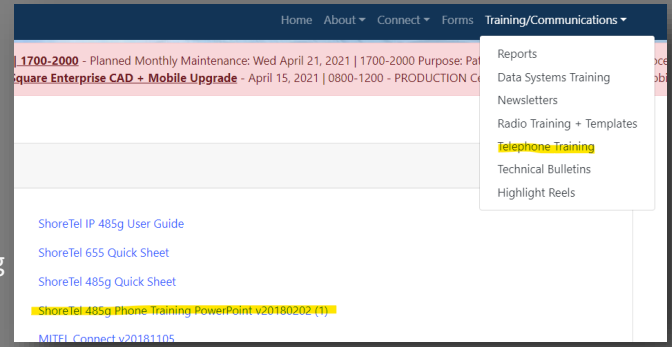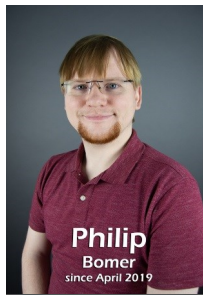
#TCMorale

Congratulations to our latest Challenge Coin recipient, Andy Russell with the Warren County Garage, nominated by Corey Burton! Russell shared how his department has grown from serving (20) '79 Buick LeSabres to more than 500 vehicles for 40 agencies. The Warren County garage installs Telecom-maintained radios into first responder vehicles and keeps Telecom vehicles road-ready!

Congratulations Deputy Director Gary Estes & wife Angela on becoming PopPop & Mimi to twin grand-daughters Maven & Stella! We think this preparedness kit & camper toy will come in handy!

Congratulations Philip Bomer on 2 years of service to Telecom! When handed his anniversary card he replied, 'It's already been two years?!' Time flies when you're having fun, Yogi!

Philip Bomer since April 2019

Congratulations Jimmy Hollin on your 5-year milestone service anniversary!

Jimmy Hollin since April 2016

Telecom said 'Goodbye' to Infrastructure Systems Analyst Dan Bunning who accepted a role with UC Health as a network administra-tor. Dan was an asset to our team having recently earned his CCNA + CCNARS certificates which he'll put to good use in his new position.

Dan Bunning since May 2018

#TCTraining

Our team members have been busy achieving certifications and gaining industry expertise!

- Paul Bernard—COML Communications Unit Leader Training
- Mike Callahan— MiVoice Connect US Installation and Maintenance Core Parts 1 & 2
- Rhonda Bernard—CentralSquare InformRMS Output Designer 3 day course
- Joseph Newton—CentralSquare InformRMS Output Designer 3 day course
- Dustin Flint—Splunk Data Administration, Splunk Fundamentals 1 & 2
- Allison Lyons—CentralSquare2021 annual user conference attendee, MS Exchange Security via Secure Cyber Defense
- Kristy Oeder—Keys2Success Planner
- Jessica Johnson—Remote Support for Android Devices via Beyond Trust
- Joshua Moyer— CentralSquare InformRMS Output Designer 3 day course
- Jeremiah Marcum— CentralSquare InformRMS Output Designer 3 day course

TELECOMMatters
Warren County · Ohio
our monthly newsletter of things that matter. all things Telecom.

help@wcoh.net   513-695-HELP

May 2021