



Warren County - Ohio TELECOM Matters

June 2021

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

CentralSquare Updates

Want to create a Custom Storm Mode Plan? Contact us!

Fire Chiefs & their CAD Liaisons received an April 26th email with the pictured Tech Bulletin and required action to schedule a session with Josh Moyer or declare your intent to not change response plans for Storm Mode operations. Please do this at your earliest convenience.

Technical Bulletin April 23, 2021
New CAD Option: Storm Mode Plan
Intended Audience: Warren County - Dispatched Fire/EMS Agencies

Concept Overview

Telecom & Emergency Services are implementing a new "Dispatch Levels" function in CentralSquare CAD System for when we enter Storm Mode (aka Condition 2).

BENEFIT: agencies can specify how they want their response plans to change when in Storm Mode.

PROCESS: When the decision is made to go to Storm Mode, by either a single agency or countywide, dispatch will change the "Dispatch Level" for that agency or the whole county. For the agencies that have different response plans built for Storm Mode, CAD will switch and pull up those plans in place of the Normal Operations Plans.

Example: Same Incident under both Normal Operations & Storm Mode Plan

Normal Operations

A Fire Alarm at Menards

Deerfield Twp Fire's normal plan is:

- 1 Engine,
- 1 Ladder,
- 1 Battalion,
- 1 TAC Channel.

Storm Mode Plan

Same Fire Alarm at Menards

Deerfield Twp Fire's Storm Mode plan is:

- 1 Engine,
- 1 TAC Channel.

New CentralSquare Dispatch Levels for Storm Mode
Intended Audience: Warren County - Dispatched Fire/EMS Agencies

Getting this Implemented for your Department

Dispatch is ready to implement for departments that have their Storm Mode Plan built.

We'll look at your Response Plans and determine how they'd be different if in storm mode.

Continuing Deerfield's example, we looked at each Normal Operations Plan and determined if it should stay the same in Storm Mode or be revised.

NOTE: You can have more than one Storm Mode Plan. Deerfield just chose to try 3 things on everything except Medic runs, Structure Fire and Technical Rescue type calls.

Normal Operations Plan	Storm Mode Plan
56 1BATT	Same
56 1ENG	Same
56 1ENG 1LAD 1BATT	56 1ENG (Storm)
56 1ENG 1MED 1BATT	56 1ENG (Storm)
56 1ENG 1RES 1MED 1BATT	56 1ENG (Storm)
56 1ENG 1RES 2MED 1BATT	56 1ENG (Storm)
56 1ER	Same
56 2ENG 1LAD 1BATT	56 1ENG (Storm)
56 2ENG 1LAD 1MED 1BATT	56 1ENG (Storm)
56 2ENG 1LAD 1RES 2MED 1BATT	56 1ENG (Storm)
56 2ENG 1RES 2MED 1BATT	56 1ENG (Storm)
56 2ENG 2MED 1RES 1BATT	56 1ENG (Storm)
56 2ENG 1RES 2MED 4BO 1BATT	56 1ENG (Storm)
56 EMS - Alpha/Bravo	Same
56 EMS - Delta	Same
56 EMS - Echo	Same
56 EMS - Echo +	Same
56 EMS - Charlie	Same
56 MCI	Same
56 MVC (No Inj) - Highway	56 1ENG (Storm)
56 MVC w/Inj - Highway	56 1ENG (Storm)
56 MVC w/Inj - Highway	56 1ENG (Storm)
56 Structure Fire (Long Lvs) 56/57	Same
56 Structure Fire (Long) 58	Same
56 Structure Fire (Long) 59	Same
56 Structure Fire Resp 56/57	Same
56 Structure Fire Resp 58	Same
56 Structure Fire Resp 59	Same

What's Next

Interested in setting up Storm Mode plans?

- Request a work session with Telecom by emailing Josh.Moyer@wcpsonet.net or Josh.Moyer@wcpsonet.net. We can hold it virtually on Teams or meet at Telecom on your Station.
- We'll review your Normal Operations Plan and establish your Storm Mode Plan.
- We can build / test these in our Test System similar to when we initially set up your agency in CAD.

Don't want a separate Storm Mode Plan? If you are happy with your plans and do not want them to change in storm mode, you don't have to change anything. Just let us know that so we can consider you handled.

WebRMS Report Training

On June 9th & 10th, Professional Services Consultant, Carrie Hatfield, is teaching a 2-day re-fresher course for field officers via WebEx. According to Analyst Rhonda Bernard, this is a great time to have any questions answered and review your agency processes. Course objectives: create reports in the training module with the newest version of WebRMS. This offers a sneak peak at what is changing and will also give officers the opportunity to create items without the worry of harming anything in production.

InformRMS - Report Writing Class

Training will occur July 27-29th in Telecom's Training Room, facilitated by CentralSquare's James Grummons.

New Outage Notification System

We've been utilizing Status.io for one month—what do you think? Give feedback to Allison.lyons@wcoh.net and help us make it the best it can be!

Noticeable changes:

- The sender is always TelecomStatus@wcpsonet.net
- Targeted communication—only persons and emails listed on your Department Authorization Form (DAF) get notified for systems with a noted liaison. If you did not provide an 'all staff' outage notification email, someone listed on your DAF will need to forward any maintenance or incident notices to staff.
- A 24/7/365 status page shows the health of 40+ Telecom systems. Curious if something is down or being worked on? Check <http://status.wcpsonet.net>.
- 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.wcpsonet.net/pages/5fc1120ee54e8205402c1091/calendar/all.ics

[PRODUCTION] Central Square CAD/Mobile Upgrade

TelecomStatus@wcpsonet.net <noreply@status.io>
To: Allison J. Lyons

Scheduled Maintenance Reminder
Telecom Systems Status

Time: [PRODUCTION] Central Square CAD/Mobile Upgrade
Planned Start: April 15, 2021 08:00 EDT
Expected End: April 16, 2021 02:00 EDT

System	Status
Radio System	Operational
Telecom Help Desk / Tickets / Work Orders	Operational
Telephone Systems	Operational
TEST Environment - CAD - Computer Aided Dispatch	Operational
TEST Environment - JMS - Jail Management System	Operational
TEST Environment - MDC - Mobile Data Computers	Operational
TEST Environment - RMS Law - Records Management System	Planned Maintenance
TRAINING Environment - CAD - Computer Aided Dispatch	Operational
TRAINING Environment - MDC - Mobile Data Computers	Operational

Resolved: Issue with Mobiles Crashing on 10+ Unit Calls

Since the first day it was reported from field units, Telecom worked with CentralSquare, pushing for answers and a solution as to why mobiles were crashing when 10 or more units were on a call. Our analysts communicated with CentralSquare daily, reviewing logs, offering potential fixes, and submitting screenshots from field units experiencing the issue. As of June 9th, we believe the issue is resolved with a hot fix that was pushed out. Make sure you're pulling down all updates at the start of your shift!

Known Issue: VisiNet Error crashing the map portion of the mobile or completely closing the mobile program. This mostly happens on the Panasonic Toughbook FZ-55 but has happened on other models a couple times. Users are able to hit continue on the error and continue using the mobile program, however the map no longer functions. Eventually though, if you hit continue from the error, the mobile will freeze up and have to be force closed. Telecom exhausted potential issues from Panasonic's side before submitting a ticket with CentralSquare, who is now troubleshooting with us.

Black Bars on the FZ-55: We have a ticket in with CentralSquare for black bars that keep showing up on the Mobile Program operating on Panasonic Toughbook FZ-55s.

Warrant Training

On May 5th, Rhonda Bernard and the City of Mason's Katherine Pohl & Aaron Shaffer completed Warrant training. They learned how to enter Warrant records for reporting, tracking service activities, and disposition history. They now understand the workflow process for automatically generating warrant alerts and modifications that trigger updates to the master name record.

www.WarrenCountyTelecom.com Are you using Telecom's website to the fullest?

- Can't find that technical bulletin we emailed? It's on the site!
- Can't find a talkgroup in your radio? Download your template!
- Want the latest info? View newsletters back to 2006!
- Hire someone new? Download & fill out the 'New WCPSON User Form'!
- Change in Leadership? Download & fill out the (DAF) Department Authorization Form!
- Need engraved accountability tags or passports? There's a form for that too!
- Need to access a public safety desktop or get remote support? Click the Connect tab!
- Need monthly or yearly reports? Click the Training/Communications > Reports tab!
- Want to submit a #TCKudos? Click the Connect tab!
- Need to change phone service? Download & fill out The County Coworker Phone Form
- Can't find that Telecom training video? It's under the Training/Communications tab.

A big thanks to Ben Clift & his team at Warren County Information Technology for acting as webmaster and for making our site so mobile-friendly!

Warren County, Ohio

Home About Connect Forms Training/Communications

Reports
Data Systems Training
Newsletters
Radio Training + Templates
Telephone Training
Technical Bulletins
Highlight Reels

Technical Bulletins

Public Safety

- May 03 2021 - Recommended APX6000 Accessories
- April 27 2021 - Recommended XTS5000 Accessories
- April 27 2021 - Recommended XTS2500 Accessories
- April 27 2021 - Recommended Data Systems Hardware
- April 23 2021 - Technical Bulletin-Storm Mode Dispatch Levels Explanation
- April 16 2021 - Technical Bulletin-Mobile Enterprise Changes With Upgrade
- April 15 2021 - Technical Bulletin-Caution Notes Mobile Enterprise
- March 19 2021 - Technical Bulletin-New Law Mobile Enterprise Forms
- March 11 2021 - Technical Bulletin-Radio User Procedure Site Trunking-Tower Failure
- March 02 2021 - Technical Bulletin-Downloading Bingo Map 2021v2
- February 25 2021 - Coworker Department Authorization Form Explanation
- February 23 2021 - Technical Bulletin-PPE Reports
- February 23 2021 - Department Authorization Form Explanation
- December 31 2020 - How To Reach Telecom Help System



Radio System: Site Trunking / Tower Failure Explained

If you've attended Telecom's radio training or played #TelecomJeopardy, you've learned about Site Trunking & Tower Failure, the two "uh oh" situations that our radio system can enter. For everyone else, here's a simple overview to explain what they mean and what you need to do as a radio users. After entering Site Trunking for a short time on June 3rd, we noticed many did not know what these terms mean. A tech bulletin was released on 3/11/2021 and is available on our website.

Site Trunking (Our towers work but imagine a dome is placed over Warren County)

- Warren County gets disconnected from the State of Ohio controller in Columbus and neighboring MARCS towers, putting us in a standalone mode that allows us to continue operation on our nine Warren County towers. We're essentially limited like we were when analog pre-2014.
- Dispatchers operate on backup radios with limited talkgroups and capabilities.
- End users operate on their normal Primary and Local Talkgroups; realizing you will go "Out of Range" if you leave the nine Warren County towers.
- If on a talkgroup affiliated to another county's tower when site trunking begins, you will be 'on an island' unable to speak with people using that same talkgroup but from a Warren County tower; until site trunking ceases.
 - Example: you're on Inquiry but down in Hamilton County, affiliated to one of their towers when we enter Site Trunking. Imagine a dome comes over Warren County, only those within the dome can hear each other. Your radio will let you talk out, but only others on Inquiry via neighboring MARCS towers will hear you. Persons, including Dispatch, and your team members affiliated to a Warren County tower won't hear you / be able to talk to you.

Tower Failure (One or more of our towers cease working due to damage or technology challenge).

- Warren County's system of nine radio towers is damaged or 'goes black' altogether, user radios will not work on them.
- Since most Warren County primary talkgroups are locked down to only transit on our (9) towers, with the exception of Inquiry, you must use an alternative talkgroup to communicate with Dispatch. These backup talkgroups will latch on to MARCS towers in neighboring counties, allowing you to continue radio communication with dispatch.
- The Dispatch Centers will adjust which talkgroups they monitor to match. Warren County Communications Center will broadcast over the backup talkgroups that backup procedure should be followed; with updates as available.
- Direct/simplex channels don't require towers and are a great option for on-scene communications (blue talkgroups in your template).
- Situation depending, Telecom will work toward opening up primary talkgroups to work on neighboring county's towers but this can take 30 or more minutes.

Site Trunking = Our County towers still work but we got disconnected from Columbus and neighboring County towers.

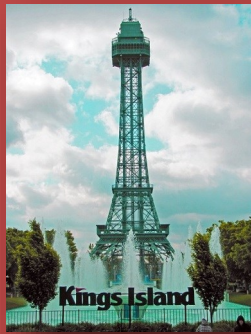
Tower Failure = Our County towers are DOWN and we're reliant on neighboring MARCS towers.

Radio User Procedure

Your talkgroup with Dispatch	Use in Site Trunking	Use in Tower Failure
83PDPRM1	NO CHANGE	83PDHAIL
83PDPRM2		83PDHAIL
83INQURY		83INQURY
83 F PRM		83FDHAIL
83 FRKPD		83FRKLC2
83 FRKFD		83 TAC17
83 LEBPD		83LEBLC2
83 LEBFD		83 TAC19

Mason Police + Telecom Enhance Kings Island Response

In swift response to the increase of unruly behavior at Kings Island on May 22, Mason Police worked with Telecom to enhance response plans during park hours. Our Computer-Aided Dispatch program's dynamic scheduling tool will automatically toggle to this response plan for park hours then revert back to normal operations when the park is closed.



Additionally, Mason's KI Detail Supervisors will begin utilizing Field Ops, making CAD and incident updates accessible from their mobile phones. Whereas most officers lose CAD insight once they leave their vehicle & mobile data computer (MDC), Field Ops will retain this insight as supervisors make their way through the park on foot.

If your department has a special detail or event that might benefit from an adjusted Response Plan, submit your changes or schedule a work session with Josh.Moyer@wcoh.net to ensure the changes are made before your detail / event.

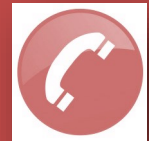
#TeamTelecom is Hiring!

Upcoming retirements and the growing need for security measures has Telecom growing once again! If you or someone you know is looking for a fast-paced environment with purpose and passion, Telecom is the place for them! We work hard to foster a family feel, recognize team members for their contributions, and build team morale! Click to view the role descriptions and to apply!

<https://www.co.warren.oh.us/Jobs/Default.aspx>

Warren County Telecommunications

- Infrastructure Systems Analyst I
- Communications Systems Analyst I
- Cyber Security Analyst I ✓ filled



Warren County's Emergency Communications Center averaged 214 daily 9-1-1 calls in May 2021. Not surprising, May 22nd marked their highest daily call volume with 381 calls.

Monthly Stats

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

9-1-1 Call Volume	7,952 (665 Franklin + 636 Lebanon + 6,651 Warren Co)
Texts to 9-1-1	11 (4 Franklin + 1 Lebanon + 6 Warren County)
Warren County Radio User Push-to-Talks	267,266 (radios with an ID beginning in 83)
Total Radio Calls	436,407 total PTTs (source: 2021 05 Radio PTTs.pdf)
Radio Call Time	618,193 (source: 2021 05 System Usage.pdf)
HipLink Messages Sent	845 hours (average of 27 hours/day) (source: 2021 05 System Usage.pdf)
	93,682 (average delivery time of .86 seconds)

HOW TO Reset Your Own Password

Download the April 28th Technical Bulletin from our [website](http://www.wcoh.net).

#TCMorale

- Jimmy Hollin - promoted to Infrastructure Systems Analyst 1. Completed MiVoice Connect UC Installation and Maintenance Core Parts 1 & 2 training.
- Corey Burton - promoted to Communications Systems Supervisor.
- Jeff Cepin - promoted to Data Systems Manager.
- Gary Hardwick - position updated to Communications Systems Manager.
- Garrett Wilson - position updated to Infrastructure Systems Supervisor.

Thanks for Visiting, Turtlecreek Fire!



Chief Mike Jameson and Assistant Chief Brian Elleman joined Telecom's Paul Bernard & Joshua Moyer for a CAD Work Session, reviewing response plans and what they have entered into CAD.

All departments are encouraged and invited to review their response plans! Fire/EMS agencies are in the middle of modifying Storm Mode responses, if you've not scheduled your time or waived your option to do that.