



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

Cover image of Inform RMS—SSRS Reporting Workshop attendees pictured left to right: Amy Scheeler (Hamilton Twp PD), Jenny Embleton (Springboro PD), Rhonda Bernard (Telecom), Joe Newton (Telecom), Kristen Eggers (Clearcreek Twp PD), James Grummons (CentralSquare), Savannah Highley (Clearcreek PD), Justin Hoskins (Mason PD)

CentralSquare Updates

Inform RMS - SSRS Reporting Workshop occurred July 27-29th in Telecom’s Training Room, providing an overview to the integration of the SSRS Report Manager tool and RMS Web. Learning objectives included:

- Create a Basic Report
- Explore Report Builder Design View
- Create a Shared Dataset
- Create an Embedded Dataset
- Create a Calculated Field
- Add a Total to a Table
- Add Groups to a Table
- Add a Row Group Header
- Create a Matrix Report
- Add a Filter to a Shared Dataset
- Add a Filter to a Report Dataset
- Add Parameter that Prompts User at Runtime
- Create and Add Sub report to Main Report
- Add Drilldown Functionality to a Report
- Add Interactive Sorting to a Report
- Add a Document Map to a Report
- Add a Placeholder to a Report
- Add a Gauge to a Report
- Create a Drill through Report

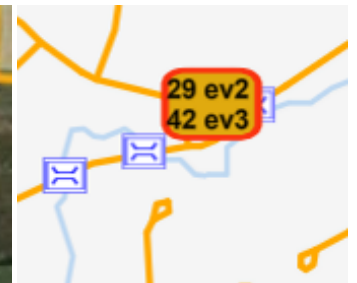
Mobile Mapping Bridge Limits Agencies recently requested a way to flag bridges with weight restrictions. Several ideas were discussed but the winning idea is a blue & white bridge icon on the map with an orange placard displaying the weight limit or height restriction. This icon becomes visible at a 5-mile zoom level and is a default feature of the “Fire CAD Map” or “Fire CAD Map with Aerial” themes. If you use another map theme, you can manually add the “Bridges” layer from the Operational Layers section. Four bridges (2 in Deerfield and 2 in Hamilton Twp) use the FAST Act EV Limits (EV = Emergency Vehicle).



11 s = 11-ton limit for single axle
12 t = 12-ton limit for tandem axle



A bridge with height restriction of 17' 9"



29-ton limit for ev2 apparatus
42-ton limit for ev3 apparatus

- EV2 = two single axles such as commercial and custom chassis pumpers, industrial foam pumpers, certain aerial ladders. Front single axle 24,000 lbs, rear single axle 33,500 lbs, wheelbase 15ft.

- EV3 = front single axle and a tandem rear axle such as commercial and custom chassis tankers, industrial foam pumpers with tandem axle, certain aerial ladders, aerial platforms. Front Single Axle 24,000 lbs, Rear tandem axle two 31,000 lb axles spaced at 4ft, wheelbase 17ft.

Note: We can do this for bridges on private driveways or access roads if your department provides us with the location and weight restriction.

Chat is installed on the Test System and the stand-alone client is working, however Central Square is troubleshooting an issue where the plugin within CAD and Mobile is bringing up a blank screen instead of loading the chat session. Telecom is developing user training with Central Square for once it’s fully deployed.

Ride Alongs Application Analyst Josh Moyer will schedule ride alongs with all Police and Fire agencies starting in August. Purpose: see Telecom products being used in real time and get feedback from field users on how we can make things better. He will reach out to agencies to schedule 1-2 per month. For agencies not staffed 24/7, he can attend their training day to get their feedback on all things Telecom.

Analytics Enterprise Initial reporting for the Sheriff’s Office archival data is available for a small test group. This will allow users to log into a reporting system for CAD and Law RMS that is based in Amazon Web Services (AWS). Read more at <https://www.centalsquare.com/public-safety/analytics>.

LINK LAYER AUTHENTICATION REQUIRED ON RADIOS BY JULY 2025

In an effort toward better security, the State of Ohio MARCS is requiring that all radios (portable, mobile, base station) have this feature added for security purposes. Motorola has released promotional pricing good through June 30, 2022 that we will be pushing out soon. We’re combing through our database to determine which radios are covered by the Commissioners’ Radio Distribution Policy and which will be at the financial responsibility of you, our partner. Partners who are financially responsible need to budget \$100-165 per radio into their 2022 budget to get this feature installed at the discounted promo rate. This figure is approximate because we’re also figuring out which tasks Telecom can potentially complete to save you money. Telecom has featured this in past newsletters and will release more targeted communications to affected partners.



August 1-31 Back to School time means MARCS-in-School Radio Testing Time!

Training + Onboarding

- Community Corrections’ CIP Officers radio overview
- Juvenile Probation Truancy Officer radio overview
- Carlisle’s new Fire Chief & Assistant Fire Chief full Telecom overview



help@wcoh.net

513-695-HELP

AUGUST 2021

NOTICE FROM MOTOROLA (source: MTN-0121-21-NA)

SCBA and Bluetooth APX Incompatibility Issues

Telecom has contacted the (3) fire departments affected by this notice and has made recommendations for removing them from frontline apparatus / SCBA user's kits.

TITLE: Distorted transmit audio from a Self Contained Breathing Apparatus (SCBA) with radio communications capability linked via Bluetooth only to 7/800MHz AN models of APX6000/APX6000XE/APX7000/APX7000XE model radio with either the XE RSM or XE500 RSM.

WORKAROUNDS AND CORRECTIVE ACTIONS: Motorola Solutions advises not to use Bluetooth as the audio communication link between an SCBA enabled with radio communications and an APX AN model radio that has an XE RSM or XE500 RSM attached. Users will need to use the facemask voice port capability of the SCBA apparatus to transmit audio with the XE and XE500 RSMs.



Hey Partners! The best way to request something from us is by emailing help@wcoh.net!

Send

Have a new hire who needs added to the phone system? Complete the County Coworker Phone Form from our website's FORMS page. It's electronically fillable with a submit button that auto-sends to help@wcoh.net!

Need radio or phone training? Request some dates & times from Allison by emailing help@wcoh.net.

Have someone that needs added to CAD or another WCPSN application? Complete the 'New WCPSN User Form' available from our website's FORMS page and we'll get them added ASAP! We just added a section for County Coworkers.

maintain in user accounts.

Complete if Warren County Employee

Need a Secure Token? No Yes Account ID: _____

CAD ID _____ What access is this user approved for?

Call Sign _____ Reports Site from the WCPSN Gateway

Hey Fire/EMS Chiefs & CAD Liaisons,

check your inbox for a July 20th email & submit this form to help@wcoh.net if you want phone calls and notifications set to your preference.



Please Complete & Submit to help@wcoh.net with subject line "CAD Notification"

Telecom & Emergency Services request a response from each Warren County-dispatched Fire/EMS Department. Only a person listed on your (DAF) Department Authorization Form can submit this form.

Department: _____
Submitted by: _____

- The 10-digit phone number to which 'phone calls' (previously called Public Services) should be directed for my department: _____
- (Check 1 box per call type) My department wants the below notification option for:

Controlled Burn	<input type="checkbox"/> Battalion	<input type="checkbox"/> ST## NO	<input type="checkbox"/> ST## PO
Phone Calls	<input type="checkbox"/> Battalion	<input type="checkbox"/> ST## NO	<input type="checkbox"/> ST## PO
Road Closures	<input type="checkbox"/> Battalion	<input type="checkbox"/> ST## NO	<input type="checkbox"/> ST## PO
Notifications	<input type="checkbox"/> Battalion	<input type="checkbox"/> ST## NO	<input type="checkbox"/> ST## PO
Alarm Test	<input type="checkbox"/> Battalion	<input type="checkbox"/> ST## NO	<input type="checkbox"/> ST## PO

Checkbox key

- Battalion = Tone, Verbalize, Acknowledge
- ST## NO = Tone, Verbalize, no Acknowledgement
- ST## PO = Page only with no verbalization and no tone

DID YOU KNOW?

Our towers get preventative paint jobs to avoid rust and premature degradation. Last month, Snider Tower in Deerfield Twp, got a face lift thanks to a 3-person climbing crew!



Monthly Stats

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

9-1-1 Call Volume	11,377 (807 Franklin + 585 Lebanon + 9,985 Warren Co)
Texts to 9-1-1	8 (1 Franklin + 0 Lebanon + 7 Warren County)
Warren County Radio User Push-to-Talks	273,283 (radios with an ID beginning in 83) 621,620 total (source: 2021 07 Radio PTTs.pdf)
Total Radio Calls	621,620 (source: 2021 07 System Usage.pdf)
Radio Call Time	853.5 hours (average of 27.5 hours/day) (source: 2021 07 System Usage.pdf)
HipLink Messages	138,869 with average time delivered to carrier .643 seconds

#TCMorale



August 1 - Jessica Johnson's 16th anniversary



August 29 - Mike Callahan's 28th anniversary

Mitel Phone Tip

How to Record your Voicemail Greeting

- Press #
 - Enter voicemail password, press #
 - Press 7 for mailbox options
 - Press 1 to record greeting
 - Press # to end recording
- Three Options: Press 1 to Review / Press 2 to re-record / Press # to accept recording

How to Create a Custom Greeting per State

- Press #
- Enter voicemail password + press #
- Press 7 for mailbox options
- Press 2 – phone will prompt you to press a corresponding # for the availability you want to configure: available, in meeting, out of office, vacation, custom, do not disturb
- Press 1 to record the greeting.
- Press #
- Repeat steps 4-6 for each availability status that you want a different voicemail greeting.