Warren County · Ohio

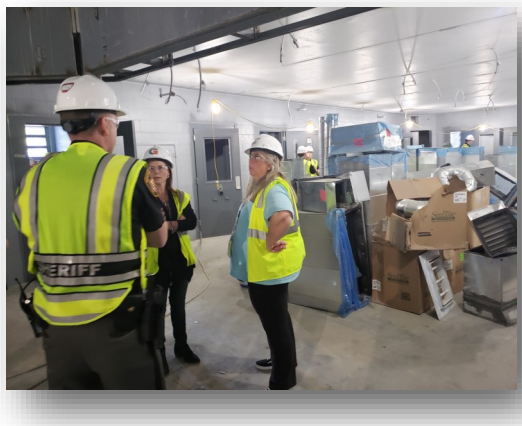
TELECOMMatters

November 2021

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

Pictured above: left image (Jail Groundbreaking), right image (Jail Ribbon Cutting).

Congratulations to the Board of County Commissioners, Facilities Director Trevor Hearn, Sheriff Larry Sims, and his staff on the opening of the new Warren County Sheriff's Office & Jail. Telecom has enjoyed watching and participating in the progress of this under budget / ahead of schedule project!

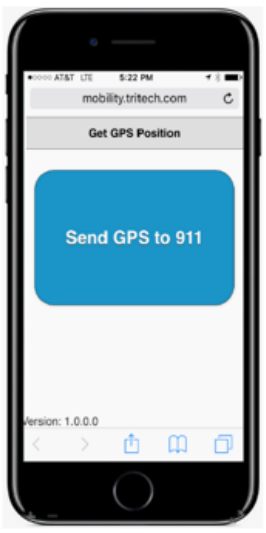


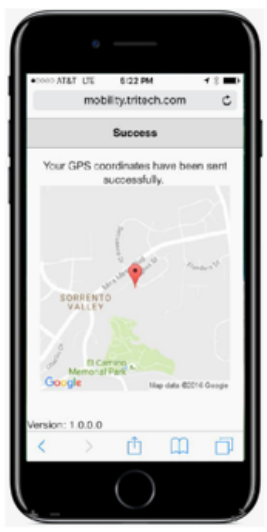
CentralSquare

Reference our monthly Partner Report for several more CentralSquare updates!

Caller Location Query (CLQ)

Application Analyst Moyer as well as other Telecom Team members recently worked with Central Square and Emergency Services to implement a new tool for the Dispatchers to use when trying to locate a caller. Caller Location Query (CLQ) allows ECC to send a message to a cellphone number that will allow the person with that cell phone the ability to grant the ECC permission to see that their location. Once they grant access to their location, the ECC will get a message in CAD telling them there is a new location for that caller and they will be able to map and/or create an incident right where that caller is located. All of this can be done without the need of having an open line with that cell phone.





TTMS (LEADs) Return Format

There has been a lot of feedback from the law road units on how the TTMS (LEADs) returns populate on mobile and how it makes it difficult to effectively navigate returns to see important information. Telecom along with several agency partners met with Central Square's David Tawadras (Mobile Product Manager) and Amy Mitchell (Development Manager) to review our concerns with the way the returns are displayed. Central Square acknowledged that there were issues with the way the returns appear and informed those on the call their intent to improve this usability. The Warren County team provided useful suggestions on how we would like to see this improved and Central Square also shared their plans for the product. Since then Application Analyst Josh Moyer has been in contact with both David and Amy to make sure they know the importance of this usability change. Central Square has stated that they plan to work with the Warren County Team and share ideas and mock ups of how the new returns would look before they implement them to insure they are on the right track. Note that since this is a significant change for Central Square and they are needing to navigate all customer needs, some of which would like to keep the current function, we are looking at First or Second Quarter of 2022 before we could see these changes in our Production System. If you have any questions on this or would like an update at any time please reach out to Josh Moyer joshua.moyer@wcoh.net. Also keep an eye on the partner report as any updates we receive will be added to that report.

Fire/EMS AGENCIES: Prepare for pen & paper reports on Tuesday, Nov. 9th at 0800 for an anticipated downtime of 10 hours, when Zoll migrates/upgrades the EPCR & FRMS environments.

ACTION REQUIRED: YOUR CREWS NEED TO BRING TABLETPCR MDCS INTO TELECOM DURING THE DOWNTIME FOR NEW CLIENT INSTALLATION.

STAY IN THE KNOW: All can monitor the maintenance status at https://status.wcpsn.net/ in addition to the emails that will be sent to persons on your Department Authorization Form 72 hrs before (to catch all crew days), 1 hr before (to prompt saving & closing out) and at start time.

BENEFIT: This maintenance will bring your crews up to the latest versions of EPCR(v6.6) and FRMS(v5.09). This also allows us to move Zoll applications over to https://gateway.wcpsn.net along with the RMS-FIRE Public Safety Desktop (PSD.)

Release notes for both products have been provided for your review; any new settings or features can be explored when both systems are back up and running.

EPCR

- **PCRs CREATED IN v6.3 MUST BE COMPLETED USING v6.3 before the upgrade!**
- **PCRS generated in v6.3 are not guaranteed to complete in v6.6.**
- **All PCRs must be completed and saved to server / action-required PCRs must be cleared.**
- Multiple departments have multiple action-require PCRs. This will be Newton's priority up until Nov 9th and he'll contact each Department's EPCR Liaison for assistance
- MDCs with TabletPCR must be brought in for the new client/SQL version. Drop off TabletPCR MDCs the morning of Nov. 9 - coordinate w/ DELTA Techs Philip & David 513-695-HELP
- MDCs running TabletPCR that are not brought in will be quarantined until brought in for the new client.
- EPCR will not be accessible during the outage
  - TabletPCR, WebPCR, ZDMC (WCPSN Portal)
  - RMS-Fire PSD (WCPSN Gateway)

FRMS

- FRMS will be inaccessible during the outage
- FRMS incidents during the outage will be re-sent from CAD
- This FRMS version addresses changes made to NFIRS resulting in errors when submitting each month's incidents
- Runs receiving errors due to mutual-aid (field: assistingFireDepartmentId)
- Runs receiving errors relating to number of sprinklers in a structure (field: numSprinklers)
- You will need to go back and re-submit any months affected by these NFIRS changes.

LINK LAYER AUTHENTICATION REQUIRED ON RADIOS BY JULY 2025

The State of Ohio MARCS is requiring that all radios (portable, mobile, base station) have Link Layer added for security purposes. A price for Warren County agencies is being coordinated between Telecom and Mobilcomm for radios that require Mobilcomm's touch, but Telecom is offering to handle as much of the labor as possible at no cost to you. No work is scheduled yet.

- Public safety radios provided by Telecom under the Board of County Commissioners' radio distribution plan will be flashed or replaced with radios that have Link Layer Authentication at Telecom's discretion and at little to no expense to the department.
- Public safety departments who own additional radios beyond the scope of the BOCC's radio distribution plan will be financially responsible for purchasing the flash kit and if an X-series radio (XTS, XTL), will be financially responsible for Mobilcomm installing the flash kit.
- Public works and road department radios will be at the agencies' expense.
- You can opt to wait until 2023, 2024, or 2025 to upgrade your radios.

Use 695 when Calling Warren County!

In the old days we had (513) 261, (937) 425, (513) 925, and (513) 695 to reduce long distance when calling the government offices. Since the days of long distance, we have eliminated many prefixes to save confusion and money.

- (513) 261 was local from Middletown
- (937) 425 was local from Franklin, Springboro, and Dayton
- (513) 925 was local from Mason, Loveland, Cincinnati

TODAY: (513) 695 is our local Lebanon number and the number that you should call when trying to reach Warren County offices. It's designed to fail over automatically to our backup system in Indianapolis in the event of a cable cut, storm damage, or our provider's facility failure. We even use different fiber companies for our connections to Cincinnati and Indy to keep the service robust. 695 is designed to handle over 200 simultaneous calls.(513) 925 is a backup in the unlikely event that (513) 695 goes down. 925 is not designed with the safeguards that 695 and can only handle 46 simultaneous calls.

BDA Improves Indoor Coverage!

Many schools and businesses are installing BDAs or "Building Distribution Amplifiers" that pull signal from the County radio towers into the building, amplifying portable radio signal. This improves first responder safety when inside your buildings! Correctly installed BDAs are designed with internal batteries to keep the system operating even if the power to the building is cut off.

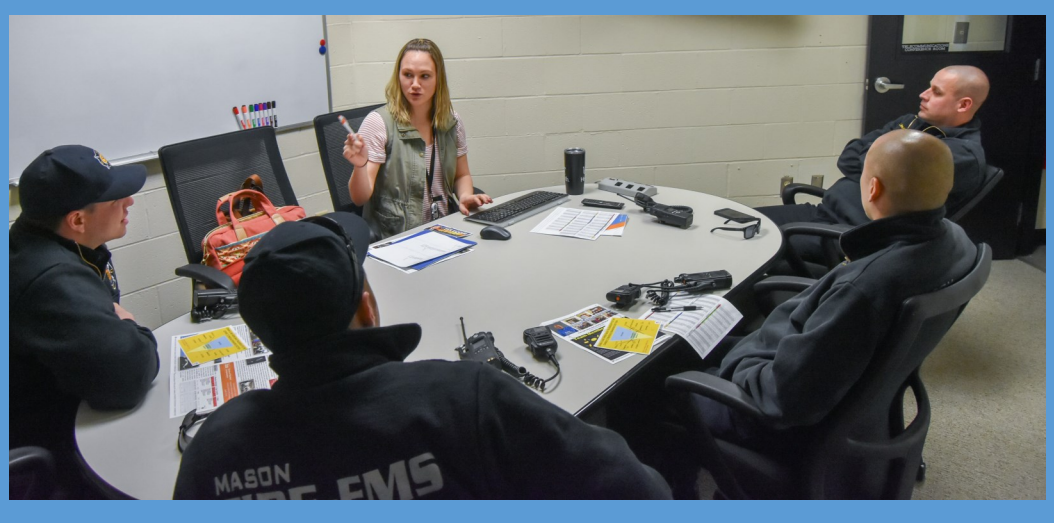
Because the BDA operates on the same frequencies as the County towers, the building owner must obtain permission from the County to operate the BDA. Further, the Federal Communications Commission (FCC) requires all BDAs be registered. Building owners can do this at https://signalboosters.fcc.gov/signal-boosters/

For new BDAs, the Authority Having Jurisdiction (the fire department) must inspect the BDA and deem its adherence to Ohio Fire Code. The installer must supply Warren County Telecom with the test results of the BDA conducted under the watch of the AHJ. Together with the registration number from the FCC and the test results, Telecom will issue a letter authorizing the building owner permission to operate the BDA. The building owner is required by the FCC to have the County's permission before operating the BDA. Because the BDA is a life safety device, all BDAs should be included in the fire inspection process and the batteries replaced every 5 years. Because the signals from BDAs can be harmful to the County radio system, it is important that 24/7 emergency contacts be obtained during the registration process in the event a BDA is causing interference to the radio system and needs to be turned off / repaired.

Abbreviation Decoder

- **AC** Area Command
- **AVD** Automated Voice Dispatch
- **CAD** Computer-Aided Dispatch
- **CFS** Call for Services
- **CJIS** Criminal Justice Information Services
- **CLQ** Caller Location Query
- **CS** CentralSquare
- **ePCR** Electronic Patient Care Reporting
- **ES** Emergency Services
- **HDE** Health Data Exchange
- **LEADS** Law Enforcement Automated Data System
- **PCR** Patient Care Report
- **PSAP** Public Safety Answering Point
- **RMS** Records Management System
- **TC** Telecom

Need radio, Mobile Enterprise, or phone training? Email help@wcoh.net!



#TCMorale

Anniversaries

Paul Kindell
32 yrs of svc

David Shiverdecker
8 yrs of svc

Birthdays

Don Sebastianelli

Allison Lyons

Joe Newton

Paul Bernard

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

9-1-1 Call Volume	9,026 (655 Franklin + 617 Lebanon + 7754 Warren Co) source: 2021 All PSAPs 911 Calls By Date.xlsx)
Texts to 9-1-1	70 (1 Franklin, 12 Lebanon, 57 Warren Co) source: 2021 All PSAPs Texts by Date.xlsx
Push-to-Talks	263,695 by Warren County Radio IDs; 398,581 total source: 2021 10 Radio PTTs.pdf)
Total Radio Calls	550,128 source: 2021 10 System Usage.pdf
Radio Call Time	19.7 million seconds (inflated due to Oct 31 anomaly) source: 2021 10 System Usage.pdf
HipLink Messages	145,331 with average time delivered to carrier in 21 seconds