



Warren County - Ohio

TELECOM Matters

June 2022

our monthly newsletter of things that matter all things Telecom.

ORDER YOUR RADIO FLASH KITS BEFORE THE JUNE 30TH DEADLINE

- \$163.75 XTS/XTL radio flash kits can be quoted by Dave Nieman (dnieman@mobilcomm.com)
- XT-Series radio users: if you don't think your radios will last until 2025, budget to replace them.
- Schools: you need to buy a \$63.75 APX radio flash kit before the price triples!
- APX radio users: purchase by June 30th before the flash price triples.
- Radios covered under the County Commissioners' Distribution Policy will be handled at Telecom's expense.
- We will get all 2,200+ radios updated in 2022-25 before the Link Layer activation.



Fire Departments | Advanced Dispatching of Mutual Aid

Telecom, in cooperation with Emergency Services, has done a lot of work to speed up the dispatch process for mutual aid agencies. We have known for years that the process to dispatch an outside agency can take up to 7 minutes... no fault of anyone, just a long slow process. By getting crews on the road quicker, we are drastically reducing response times, and we all know what that equates to.

We previously reported progress in setting up bordering agencies, not primarily dispatched by Warren County, to receive Warren County tones and/or CAD dispatch pages via Active911, IAmResponding, & eDispatches. We are sending CAD dispatch pages or tones to 15 neighboring agencies. Yet to be added: Blanchester, Germantown, and Middletown.

While touring other Comm Centers and stations for the AVD/FSA project, we started working to set up Warren County agencies to receive mutual aid dispatches.

Example: Harlan Twp, Hamilton Twp and Deerfield Twp are now receiving CAD dispatch pages from Clermont County Communications and Hamilton Twp is now receiving CAD dispatch pages from Lebanon when dispatched mutual aid.

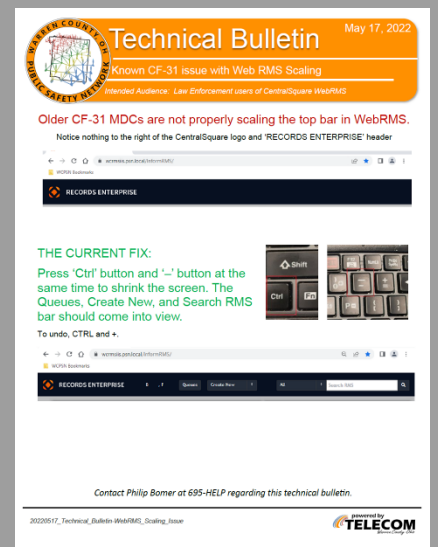
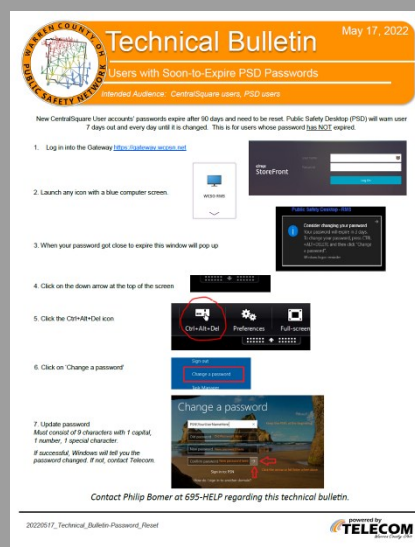
If you are interested in receiving CAD dispatch pages from other comm centers that you respond mutual aid with, we have contact information for the person that can help set you up or we can work with you to get this taken care of... just email paul.bernard@wcoh.net.

Additionally, we worked with Lebanon, Liberty Twp, and Deerfield Twp to receive CAD data over their stations' First Arriving dashboards. We recently learned that First Arriving has a partnership with Active911 to display CAD dispatch data received on Active911 to their dashboards.

IDEA: Because of this newer technology, something to consider is signing on with both dispatch centers. It is possible that a unit can almost be on scene before being dispatched a second time by their primary dispatcher. It is also important that all dispatch centers be aware that units are being dispatched prior to the dispatcher contacting another dispatch center by radio or phone and they should always contact the secondary dispatch center to cancel mutual aid units. Just because they didn't contact a secondary dispatch center, doesn't mean a unit isn't responding these days. Units signing on with the secondary center gives that dispatcher the opportunity to give updates and/or cancel your unit.

We are very close to connecting our CAD with Hamilton County's CAD via the TellUs CAD-to-CAD hub. Warren County purchased the regional hub with the intent of allowing any comm center in southwest Ohio to connect. **CAD2CAD** should be the ultimate time savings and will give both dispatch centers the ability to know the status of all units including mutual aid units from another dispatch center. Once CADs are connected, it is possible you will only be dispatched through the Comm Center requesting you. There is still a lot to be worked out with this new technology so stay tuned for more information.

Two new Technical Bulletins are on the website ref WebRMS Scaling Issue and Resetting your PSD Password!



Fire + EMS Records Management System

- RFP: Negotiations have begun with our highest scoring vendor. Project Manager: Allison.Lyons.wcoh.net
- Zoll is currently testing their latest version of FRMS (as of 5/19) to hopefully fix any remaining OFIRs/NFIRs validations. Updates once we know more. Continue to submit your OFIRs submissions and note any validation errors the state returns. Questions can be directed to joseph.newton@wcoh.net



help@wcoh.net

513-695-HELP

JUNE 2022

CentralSquare UX Team Visiting Warren County

On June 6-8, Telecom will be hosting CentralSquare UX team members who are conducting mobile product research. Analyst Josh Moyer has arranged ride-a-longs and site visits to include the Warren County Sheriff's Office, Mason Police, Kings Island, Clearcreek Fire District, JEMS, Deerfield Twp Fire, and Hamilton Township Police. Thanks to all agencies for helping us gather their field research and feedback!

Field Ops Update

In July, Telecom will end the proof-of-concept test and officially address each Partner that has Proof of Concept licenses. We'll ask for each Agency to affirm that the Field Ops license is installed on Agency-owned/managed devices. The Partner Agency will be responsible for any additional cost to implement security if the Field Ops application features warrant it in the future.

Partner Agencies can purchase Field Ops Licenses for use on Agency-owned/managed devices for a budgetary cost of \$120.00 per year per user.

Field Ops is an optional application. Questions? Contact gary.estes@wcoh.net.

Confirm or Update your Department Authorization Form

In 2023, this effort will be included in the annual Benefit Assessment Report release, but for 2022, please review your latest DAF submission and confirm with Allison.lyons@wcoh.net that your contacts are the same, or submit a new DAF by [downloading it from our website](#). Blank roles will be left blank. Don't miss out on important updates, emails, technical bulletins!

This form should be submitted as soon as possible for new staff who need access to Warren County Public Safety Network applications, websites, or a token. Once received, Telecom will build the necessary accounts and grant appropriate permissions. This form can be submitted to help@wcoh.net by any listed person on your Agency's Department Authorization Form.

Department _____ **Date** _____

User Information

First Name _____ M.I. _____ Last Name _____
 Email _____ Mobile # _____
 Division _____ Carrier _____

Complete if Law Enforcement

Need a Secure Token? No Yes Account ID: _____
 Badge # _____ What access is this user approved for?
 CAD ID _____ Law Mobile _____
 COW _____ Fire CAD Browser _____
 Title/Role _____ Field Ops _____
 Role(s) _____ RMS _____

Complete if Fire/EMS

Need a Secure Token? No Yes Account ID: _____
 Cert # _____ What access is this user approved for?
 Cert Level _____ Fire CAD Browser _____
 ePCR Password _____ Incident Web Reporting _____

Complete if Warren County Employee

Need a Secure Token? No Yes Account ID: _____
 CAD ID _____ What access is this user approved for?
 Cell Sign _____ Reports Site from the WCPNS Gateway _____
 _____ Interaction Centers (ICRIS) _____
 _____ Remote WCPNS Users _____
 _____ Remote WCPNS Management _____

User Agreement

By signing this document I agree to not share my user Accounts, Passwords or tokens with anyone, including Management. I understand my duty to notify Warren within 72 hours at 513-695-HELP (5463) if my token is lost, stolen, damaged, or malfunctioning. Replacement costs for my lost or damaged equipment will be billed to my agency.

Signature of User _____ Signature of Authorizing Party _____

rev 5.19.2022

Updated WCPNS New User Form

This form should be submitted as soon as possible for new staff who need access to Warren Co. Public Safety Network applications, websites, or a token. Submit this form to help@wcoh.net. Download it from our website if you're working off a previous version.

Department Authorization Form

Purpose: Identify your department's personnel with security plus maintain the particular area of responsibility. Submitted email addresses will be added to targeted distribution lists and the only address we will add to Telecom's Change Notifications group. This email must be checked Telecom's Website page for real-time updates. Unfilled roles will remain blank and your department may not receive these targeted communications.

Department: _____ **Date:** _____

Field Form Submission: - All names listed below should be the person of contact. Review old contacts that don't match this form.
Partial Form Submission: - The only changing the below marked roles. Incomplete fields should remain their previous submission.

Department Head: The Department Head is the only person who can modify the Authorization. And he/she has primary authority over their department's authorization with Telecom.

Administrator: The Department Head needs to designate their authority and Telecom must be notified. Administrator cannot modify Department Head.

Telephone Cellular: _____ **Phone:** _____ **Email (individual or group):** _____

Human Resources: _____

Reports: _____

Training: _____

Radio: _____

Paging: _____

Main Devices: _____

CAD: _____

LawRMS: _____

ePCR: _____

FireRMS: _____

User Account Agreement (to be signed by Department Head or Administrator)

I understand the purpose of this form is to identify the individuals from my department who are authorized to work inside Telecom to various roles and privileges. I understand that I have my own responsibility to my department and I will always notify my department (depending on my role) if my account, password, or phone token is lost or damaged. I agree to notify Telecom within 72 hours of any loss, theft, damage, or malfunctioning of my equipment. I will submit an updated Department Authorization Form to help@wcoh.net.

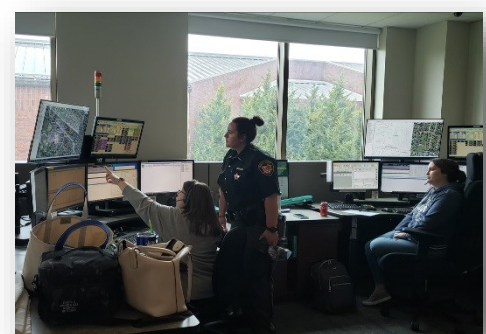
Signature: _____ Date: _____

HOT HITS + FORMS ON MOBILE

CentralSquare recently added the ability to add an Audible Speak-to-Text function within TTMS/LEADS, allowing it to read back important information from LEADS queries. The Law CWG representatives approved this and Telecom activated read-aloud when a High Hot Hit is attached to a query return. Example: If the return has an Active Warrant, you will hear the mobile say: "Wanted Person." There are plans to expand this, but we want to start small and make sure it works the way we believe it should. To accomplish this and clean up the audible alert, we had to make some changes to how these Hot Hits are triggered. Please monitor your returns closely and if you find that something did not hit on something it should have, please notify Telecom immediately so we can adjust it. On May 9, Telecom pushed out new updated mobile forms. While the look and layout changed, the functionality remained the same

Automatic Phone Greeting & Call Distribution

In May, we implemented automatic phone greetings for the Warren County Emergency Communications Center. When they answer a phone call, the recording automatically plays their recording, e.g. "Warren County 9-1-1, what is the address of the emergency" or "Police and Fire Dispatch, Kennard." This comes on the heels of Automatic Call Distribution (ACD), enabling the phone system to automatically answer the phone for call-takers in a rotating pattern, speeding up call times to less than 1 second and fairly distributing the calls between all call-takers.



Meet our Newest Hires Alex Wicker, Infrastructure Systems Analyst I

- Before coming to Telecom, I did freelance programming and worked for USPS while attending an adult education program at the WC Career Center.
- My education and industry training include CompTIA A+, CompTIA Server+ and the WCCC CCNA program.
- Key skills I plan to utilize at Telecom include networking, troubleshooting, and observing/asking questions to learn as much as possible.
- In my spare time, I go out to shows, peruse record stores searching for rare and interesting records and listen to a lot of different kinds of music.
- A fun fact about me is that I've been making electronic music since I was a teenager and recently got an analog synthesizer.



Steve Jennison, Communications Systems Analyst I

- Before coming to Telecom, I worked as an Archives Technician at the National Archives and Records Administration.
- My education and industry training include several IT classes at Sinclair Community College and FEMA training from Civil Air Patrol.
- Key skills I plan to utilize here at Telecom include my knowledge of radios, and my skills with programming and troubleshooting computer systems.
- In my spare time, I develop modifications for video games and other hobby-related programs.
- A fun fact about me is that I developed a simulated trunked radio system for a video game.