



# Warren County Ohio TELECOMatters

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

**FEBRUARY 2023**

Pictured above: Telecom Team Members (from left to right) Jeff Cepin, Phillip Bomer, Jeff Boutell, Rhonda Bernard, Joe Newton, Josh Moyer, Jeremiah Marcum, and Alex Wicker.

## ESO | Zoll Update

- Zoll Access removed as of 1/24/23 except to specified personnel per FD.
- ESO Project will be coming to a close as of 1/31/23. FDs are still working on Assets & Checklists, as well as Scheduling.
- FRMS Incident & PCR Historical Import process has just been approved by ESO. Telecom will begin exporting FD data and will be sending it to ESO.

Please direct any questions to [joseph.newton@wcoh.net](mailto:joseph.newton@wcoh.net)

## REMINDER: MONTHLY MAINTENANCE

Wednesday, February 22, 2023

- \*CentralSquare maintenance 5:00am - 8:00am
- \* Monthly maintenance 5:00pm - 8:00pm

<https://status.wcpsn.net/>



## Police Pursuit Communications

Police Pursuits are somewhat rare events that are extremely demanding of law enforcement. The driver has little to no time to look away from the road. These officers bear a significant amount of liability when it comes to these pursuits and the safety of the public must also be priority.

Complicating the pursuit, is the radio system has been designed to limit the range of Primary Dispatch Talkgroups to not overburden the surrounding Counties with unnecessary radio traffic. Depending on the design and condition of the cruiser 800 antenna, you may drive out of range on your dispatch talkgroup in Downtown Dayton, Downtown Cincinnati, or in the middle of any of the other surrounding Counties. Saying it another way is, your radio may be unable to reach the 9 towers inside Warren County once you leave the County, giving you an "Out of Range" display on your radio.

The Primary Dispatch Talkgroups are limited in range but Inquiry and the Pursuit Talkgroups are not. 83 Inquiry, xPursuit 6 and xPursuit 3 are statewide talkgroups. To make it easier for law enforcement to change radio channels without taking their eyes off the road, Telecom has found a microphone with "Talkgroup Shortcut Buttons" on the face of the mic. Just like shortcuts on your computer's desktop, pressing one of the 3 shortcuts can take you to pre-programmed talkgroups just by feeling the face of the mic. Switching to 83 Inquiry, xPursuit 6 (for Southwest Ohio) and xPursuit 3 (for Dayton North) will allow the radio to roam anywhere in Ohio and communicate back with Dispatch. By using the Pursuit Talkgroups, any other law enforcement in the State that has these talkgroups can join and assist with the pursuit while in contact with our Dispatch and the lead car in the pursuit.



Telecom can assist with an agency purchasing the microphones at their expense and program the microphone for you.

**Call 513-695-3251 for a quote and to schedule installation.**

## BAR Report (Benefit Assessment Report)

Fire/EMS and Law Enforcement partners will receive their BAR FYE 2022 by April 1, 2023.

Our expectation is that you will review it for accuracy within 30 days of receipt and submit needed changes to [help@wcoh.net](mailto:help@wcoh.net) with subject line 'BAR REVIEW'.

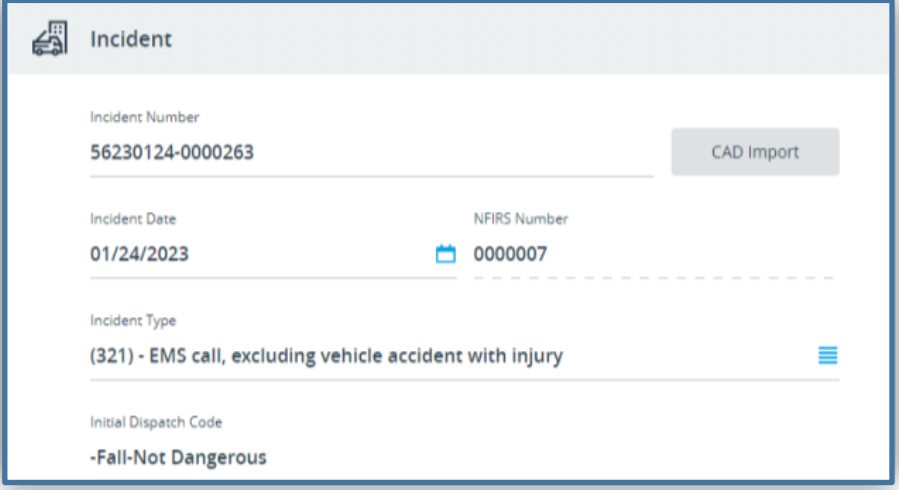
This report ensures rosters are accurate and avoids unnecessary spending. Questions? Contact [Lisa.Hicks@wcoh.net](mailto:Lisa.Hicks@wcoh.net)

## Incident Numbers in ESO

As we discussed in the ESO Trainings, ESO uses the CAD Master Incident Number for its Incident Number in both Fire Incidents and EHR. We made the switch to use this number, formally using the Case Number in Zoll, so that we could get the additional benefit of pulling in Mutual Aid times and units into the incident reports. This change has seemed to cause some confusion from agencies, so we wanted to make sure everyone understood how these numbers work in CAD. Anytime a dispatcher verifies an address in CAD a Master Incident Number is assigned to that incident, even if they don't complete the call and send it to be dispatched. Once the Incident number is assigned, CAD "reserves" that number for that Incident. If the dispatcher uses this to just verify the address, and then canceled out that Call Taking Screen, the Incident number is then assigned in the database and moves on to the next. They use this same process when verifying an address for alarm companies. What does this mean for agencies? You may see missing Incident Numbers, or gaps between your last and next Incident. If at anytime you want an explanation for a missing number, you can contact Josh Moyer or Paul Bernard and they can look into the missing numbers.

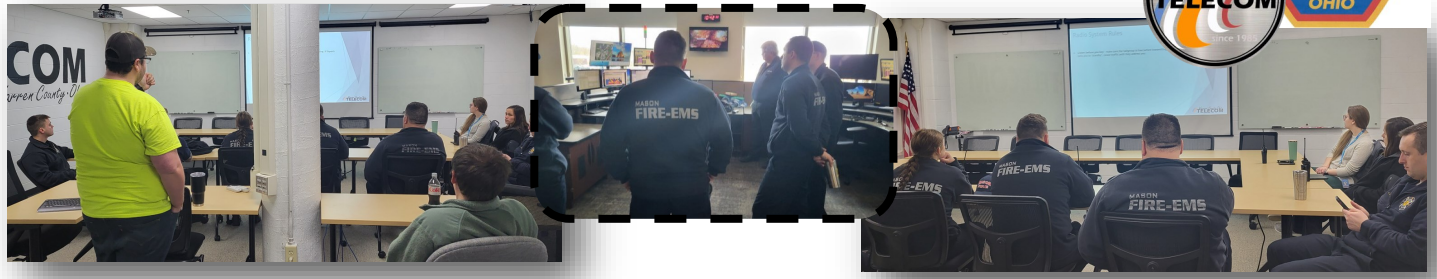
The NFIRS Number is created by ESO each time an Incident is imported into Fire Incidents.

**Note:** Once these numbers are created, both Incident and NFIRS numbers, telecom cannot control or alter these numbers.



## TC Radio Training

Our communications systems team had Mason Fire Department's new hires in January to get their APX Fire Radio Training completed. If any department would like to request radio training, please contact [Paul.Bernard@wcoh.net](mailto:Paul.Bernard@wcoh.net) to schedule.



**BAR Benefit Assessment Report FYE 2021**

Department Name

The below graphics illustrate the total calculatable value of products & services you receive from the Board of Warren County Commissioners via Warren County Telecom, either solely funded by the Commissioners, solely funded by your Department, or a combination of the two. Financial breakdowns are noted within the report. This report is not a complete picture of provided products and services as we continually find new ways to account for applicable expenses and components.

Department	# HotBox Deployments	### Radios	### Incidents	## HiLink Users
### LRMS Users	# CVA Users	## AD Users	## MDCs / OS Licenses	
### Field Ops Licenses	## Connectivity Devices	## Tokens	## Mitel Phones	
## Cellular Phones	### Help Tickets	## PSD Licenses	## Employees Trained	



[Help@wcoh.net](mailto:Help@wcoh.net) 513-695-HELP

February 2023

## #Telecom 2022 Excellence Award

The Telecom Excellence Award is presented annually to (1) team member in January of the following year. Telecom Team Members nominate someone who had sustained and had exceptional contributions. They had also been recognized for going over and above their job descriptions at Telecom. This years **Honorable Mentions** were: Jessica Johnson, Alex Mokrycki, David Shiverdecker, Tommy Kramer, Phillip Bomer and Jeremiah Marcum. Telecom is pleased to announce that the **2022 Excellence Winner** was awarded to **Rhonda Bernard!**



Rhonda Bernard  
 Excellence Winner



## SECURITY HINTS & TIPS: Stay Safe While Working on Mobile Devices

Cybercriminals know that mobile devices contain all sorts of information about you, and they will try to trick you to gain access to that information. That's why it's important to practice good security habits when using your personal and work mobile devices.

Follow the tips below to protect your mobile devices from the cybercriminals:

### Protect sensitive information on your mobile device.

- Clean out your inbox. Delete text messages and emails that contain sensitive information. If cybercriminals steal your mobile device, they won't have access to this information.
- Don't use note-taking applications or photography applications to store sensitive information. If you need to take pictures of important documents such as your social security card, delete the image immediately after use.
- Set up passwords on your devices. If you have the option, you can also use facial recognition or fingerprint recognition technology for an extra layer of security.

### Make safe mobile payment transactions.

- If you use a mobile wallet application, be sure to set up a mobile device password and enable payment notifications. Passwords protect your mobile wallet if your device is stolen, and notifications alert you to any suspicious activity.
- Only use trusted mobile payment applications, such as Google Pay or Apple Pay. Beware of untrusted or fraudulent mobile payment applications. cybercriminals can use these apps to steal your payment information.
- Even when using a trusted mobile payment application, it's important to verify payment information before completing a transaction. Confirm that you know who the recipient is before transferring any money.

### Make sure your applications are safe and up-to-date.

- Only use trusted applications. cybercriminals can use untrusted applications to upload malware onto your device. Only download applications from verified application stores such as the Apple App Store and beware of applications that require excessive permissions.
- Don't "jailbreak" your device or download software that changes the intended use of the device. This software can damage your device and prevents automatic updates.
- Keep your applications and operating system (OS) up-to-date. Updates fix bugs and other security issues, so it's important to install them when you're prompted.

<https://www.co.warren.oh.us/jobs/default.aspx>

## #TCKudos | Congratulations Josh!

Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to you and your Supervisor/Department Head. If you know of someone from Telecom that has gone over and above, please take the time to nominate them! [VOTE](#)

## #Important TELECOM dates



Paul Bernard 38 years!      Jeff Cepin 15 years!

Alex Wicker 2/11      David Shiverdecker 2/16

**February Work Anniversaries**

**February Birthdays**

## #TCKudos

To: Josh Moyer      Dept: DELTA  
 From: Lisa Hicks      Date: 1.12.2023

Thank you for... Thank you for taking the time to come to my home office to make sure that everything was set up properly and to also, do checks and balances to make sure that everything worked properly. Thank you for also taking the time to explain everything to me, make suggestions and do it all in an effective and efficient manner.