



# Warren County Ohio TELECOM Matters

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

April 2024

Pictured above: Telecom's Josh Moyer, Philip Bomer, Tommy Kramer, David Shiverdecker, Jeff Cepin, Rhonda Bernard, Joe Newton, Jeremiah Marcum and Jeff Boutell

**REMINDER: MONTHLY MAINTENANCE ~ Wednesday, April 17, 2024**  
 \*CentralSquare maintenance - 5:00am - 8:00am | \*Monthly maintenance - 5:00pm - 8:00pm <https://status.wcpsn.net/>

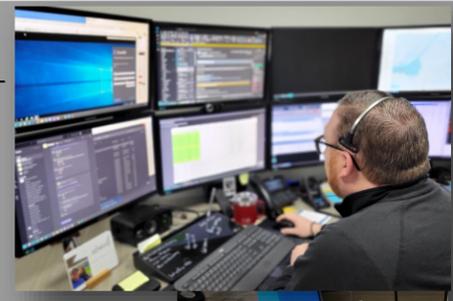
## ~IMPORTANT ESO UPDATE~

Telecom is still contacting remaining Fire Departments for historical data pickup.

- ESO is still reviewing corrections for 1 Fire Department.
- Telecom is planning on removal of the Zoll environment, time-line to be determined based on historical data handoff and ESO correction review.
- Please contact Joe ([joseph.newton@wcoh.net](mailto:joseph.newton@wcoh.net)) with any questions.

## Central Square Server Rehost

On Tuesday March 26th, Telecom, along with Central Square, performed the CAD Server Rehost on our Production system. This process went very well. CAD ended up being down for about 3 hours and Mobiles about 4. During the CAD Outage the ECC Crew worked flawlessly with the limited resources they have available to them.

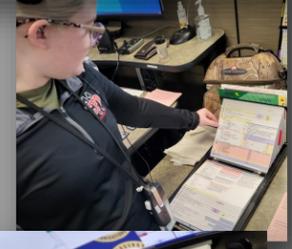


⇒ **Next up is RMS and JMS. Those Production Rehosts are scheduled for the week of April 22nd.**

These Rehosts will bring us up to newer hardware technologies and allow us to take future upgrades. It will also add more redundancies with the servers which should mean less CAD

Down time for upgrades and monthly maintenance.

*Thank you to all of our partners for your patience and understanding while we perform these much needed Rehosts.*



## ECC—New Supervisor Positions

Telecom's DELTA, BRAVO and CHARLIE Units work together to break down a dispatch console in preparation for installation for two new Supervisor positions!



## BAR Report (Benefit Assessment Report)

ALL Fire/EMS should have received this BAR on 3/18/24. Law Enforcement partners will receive their BAR FYE 2023 by the end of the day on April 1, 2024.



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'.

Thank you for helping us ensure our rosters are accurate to avoid unnecessary spending!  
**Questions? Please contact:**  
[Lisa.Hicks@wcoh.net](mailto:Lisa.Hicks@wcoh.net)

## GETS/WPS

As we prepare for the Solar Eclipse on April 8, 2024, please be aware that the cellular and telephone services may be congested due to the amount of people traveling in our area. We want to send out a reminder to our GETS/WPS card holders, that they have the ability for priority service by using the GETS/WPS Dialer App or the phone number listed on their GETS Cards.

Click on this link <https://www.gwids.cisa.gov/apps/> to download the Dialer App to make calls from your cell phone.  
 Even if you have firstnet you still need WPS and GETS. For questions regarding GETS/WPS cards, please contact Telecom.



## CRASH REPORTS—COMMON ERRORS

**1. Alcohol Test Results:** When reporting an alcohol test value on a crash report the decimal point is to be left out. According to the crash manual, page 35, the State is not allowing a decimal point to be recorded. The crash manual states that only the first three numbers should be recorded without the decimal point. Example of a .093% result would be recorded as 093. This is not a software issue this is how the state wants the result to be recorded.

**2. Model of Vehicle:** When pulling vehicle information into a report you must update / change the model of the vehicle from what the BMV/LEADS has to the model type that the Ohio Department of Public Safety is requiring on a crash report. The ODPS wants the model to be recorded as the actual manufacturer's model. When pulling from the LEADS return you are getting the model as a model type. Please make sure you are updating your report accordingly.

**3. Driver Distracted cannot be blank:** This is a required field on crash reports. Very simple to complete but passed over. Please be sure to complete.

• Error writing output:  
 System.InvalidOperationException:  
 HTTP Status:OK Messages:  
 • MOD01:MODEL reported is not found in the table provided by ODPS or does not match Make when UNIT TYPE is Motor Vehicle. Must be blank if unit type is 22-25. - UnitNumber: 1

## WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS

**Recommendation Tech Bulletin is updating soon!**

It is time to start thinking about Mobile Data Computer/MDC (MDC – any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion)) and their future with the upcoming Windows 11. The end date for Telecom's use of Windows 10 will be July 31, 2025. We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware.

As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.

**Here are the current systems from Panasonic Toughbook line:**

- G2 - CF20 replacement [CLICK HERE](#)
- CF-33 [CLICK HERE](#)
- FZ-55 [CLICK HERE](#)
- CF-40 - Fully-rugged FZ-55 (No one has yet) [CLICK HERE](#)





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## Be a part of our Team

### WE ARE HIRING!

Here's your chance to shine!

Positions:  
➤ Communications Systems Analyst I

Apply online:  
➤ Click [here](#) to apply



## March's NWS Weather Spotter Class

Warren County Telecom attended the 2024 National Weather Service (NWS) Weather Spotter Class. 15 Telecom Team members attended the training (10 Telecom Team Members and 5 Auxcomm). This class was led by a National Weather Service meteorologist, who discussed techniques and safety for severe weather spotting.



2024 NWS Weather Spotter Class



## Years of Service

### Anniversaries

- Philip Bomer - 5 years
- Tim Simpson - 1 year
- Charles Zugaro - 1 year
- Kristy Oeder - 13 years
- Tyler Blair - 2 years

## Birthdays

### Happy Birthday to:

- William Cornett - 4/6
- Paul Kindell - 4/8
- Josh Moyer - 4/27



## Reunion for all Warren County Firefighter / Life Squad Volunteers

Attention all Former Warren County Fire/EMS Department Members! We're currently planning a Countywide Volunteer Fire-Life Squad-Auxiliary pot luck luncheon / get-together for those who served their communities.

The event will take place on Sunday May 5th 2024 from 1pm-4pm! Chief William Harrison has graciously offered to host this event which will be held at the Salem-Morrow firehouse, 5270 East US Route 22 & 3 Morrow Ohio 45152.

Attendees shall bring a meat / main dish / side dish or dessert to the event. **Absolutely NO ALCOHOL** at the event and Water will be provided.

Ideally we'd like a couple representatives from each Warren County Fire/EMS department for the Organization Committee to assist in the preparations.

If you'd like to be on the organizing committee, contact Perry Denehy @ [PDenehy@masonhistoricalsociety.org](mailto:PDenehy@masonhistoricalsociety.org)

Check out the Web Page below or scan the QR Code from your Phone or Tablet for more details.



<http://www.masonhistoricalsociety.org/wc-firefighterems-reunion.html>

## Congrats William Cornett!

He Successfully completed his Windows Forensic Analysis Course!



## Continuous Improvement

Members of Telecom attended a CAMEO class demonstrating our Core Value of Continuous Improvement. The staff learned a great deal on how to use the CAMEO software to help support our EMA Partners. *In attendance: Tommy Kramer, Tyler Blair, David Shiverdecker, Lisa Hicks and Tim Simpson.*



## #TCKudos

**MARCH #TCKudos—what a busy month!** 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 the employee and their Supervisor/Department Head. **If you know of someone from Telecom that has gone over and above, please take the time to nominate them!**

**Well done Tyler, Joe, Kim (2), Jeremiah, David and Rhonda!**

## #TCKudos

To: Joseph Newton Dept: Telecom - Delta  
From: Rhonda Bernard Date: 03/13/2024

Thank you for... Today was not a good day for me to be on a computer. Joe until a resolution was found. I appreciate him and he also k Again, thanks for your time and patience.

## #TCKudos

To: Kim McKinney Dept: ALPHA  
From: Lisa Hicks Date: 3/13/2024

Thank you for... I submitted several tickets on the wrong day for a new employee. And after it was brought to my attention, Kim graciously showed me how to correct it, and then offered to make all of the updates for me! Thank you Kim! You ALWAYS help everyone with such grace and with a smile!

## #TCKudos

To: David Shiverdecker Dept: Telecom  
From: Joshua Moyer Date: 3/27/24

Thank you for... On the morning of the CAD Rehost, David came published a new tool to allow the ECC staff to input addresses and not only map the address, but provide them with the Agency and Response Zones that the address was in. This allowed the Dispatchers to very quickly pull up the correct agency and get the correct units dispatched faster. This was a HUGE help to the dispatchers during the stressful time of CAD being down. I also received several positive comments about David's tool directly from the ECC Staff. This is just another example of David seeing a problem and coming up with a unique solution.

## #TCKudos

To: Jeremiah Marcum Dept: Telecom  
From: Joshua Moyer Date: 3/25/24

Thank you for... Jeremiah has been a huge help and asset during the prep for the CAD Rehost. With the implementation of SQL Always On and App Service High Availability, Jeremiah has provided both his knowledge and valuable recommendations during the setup. He has also stepped up and helped with escorting vendors and watching their work. I really appreciate his help!

## #TCKudos

To: Kim McKinney Dept: Telecom  
From: Jordan Snyder Date: 03/21/2024

Thank you for... For going above and beyond! Kim created engraved nameplates for new AC/UPS equipment. Thank You!

## #TCKudos

To: Rhonda Bernard Dept: DELTA  
From: Lisa Hicks Date: 3/27/2024

Thank you for... While working on the LAW Benefit Assessment Reports, I needed some assistance with LRMS. Rhonda took the time to help me with portions of the BAR while providing some education! Grateful!