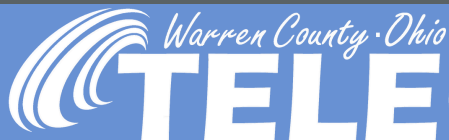


MARCH 2025



TELECOMatters

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



CAD AND MOBILE UPGRADE

On Tuesday January 28th, **TELECOM** took an *upgrade* to our CAD and Mobile Production Environment. This upgrade provided much needed fixes for several open items we had. Along with these fixes, it also introduced several new functions.

Telecom has been working to understand more about the new options and will meet with representatives once we are ready to implement them to get input.

If there are any questions or issues you have noticed with the upgrade, please email them to help@wcoh.net or contact Public Safety Systems Manager, **Joshua Moyer**.

PICTURED ABOVE: TELECOM'S PUBLIC SAFETY SYSTEMS MANAGER, JOSHUA MOYER

REMINDER: MONTHLY MAINTENANCE

**Wednesday,
MARCH 19, 2025**

**Central Square
maintenance**

5:00am – 8:00am

Monthly maintenance

5:00pm– 8:00pm

TELECOM SYSTEMS STATUS

GoCyber Collective & WARREN COUNTY TELECOM

The GoCyber Collective had a great meeting this February!

Gary Estes, Deputy Director of Warren County Telecom, shared how the Signal App and Slack are "must-have", critical communication resources to identify, intercept and neutralize cyber threats in real-time.

GoCyber Collective is tearing down walls of isolation and building a safety net of support and collaboration. Remember, cybersecurity is a team effort.

Take a moment to listen to Telecom's very own Deputy Director, Gary Estes, and his passion for Telecom and keeping Warren County's infrastructure safe.



ESO REVIEW *Coming soon...*

- Telecom will be sending out an email to *all Warren County Fire Departments* inviting them to an "ESO review" based on their previous usage.
- This will be an in-person meeting at Telecom.
- This will cover topics such as module usage, customer support experience and any additional items that need to be discussed.
- We will take all feedback into consideration going into our ESO renewal.




Questions can be directed to **Joseph Newton**

NEED HELP? HELP@WCOH.NET 513-695-HELP



Warren County Telecom BAR Report - update



BAR Benefit Assessment Report FYE 2024

Department: _____

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.

NOTE: Definitions of all products and services are on the tab.

Department Authorization Form No cost to Agency	Engravings No cost to Agency	Hot Box Deployments No Cost to Agency	Radios \$0.00 <small>Commissioner funded and agency owned</small>	CAD Incidents/Calls \$0.00	Fire Pagers \$0.00 <small>Commissioner funded and agency owned</small>	Cell Phones \$0.00 <small>Cost incurred by Agency</small>
Alerting and Mgt - HipLink \$0.00 <small>Commissioner funded</small>	Alerting and Mgt - HipLink ZPP \$0.00 <small>Commissioner funded</small>	ESO \$0.00 <small>Commissioner funded</small>	Mitel Phones \$0.00 <small>Cost incurred by Agency</small>	Mobile Data Computers (MDC) Licenses \$0.00 <small>Commissioner funded</small>	Connectivity Devices \$0.00 <small>Commissioner funded and agency owned</small>	Public Safety Devices (PSD) Licenses \$0.00 <small>Commissioner funded</small>
Field Ops Licences Cost incurred by Agency	Tokens No cost to Agency	Help Tickets No Cost to Agency	Employees Trained No cost to Agency	Law Records Management (LRMS) No Cost to Agency	Active Directories (ADA) No cost to Agency	Crime View Analytics (CVA) Users No cost to Agency

All FIRE/EMT & LAW have received their Benefit Assessment Report (BAR) in February. *Additional Warren County partners and agencies will receive their BAR in March.*

This report will come via email from Lisa.Hicks@wcoh.net and will have an excel document attached with the 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 all provided products and services as we continually find new ways to account for applicable expenses and components.

WINDOWS AND MOBILE DATA COMPUTERS/LAPTOPS TECH BULLETIN UPDATE - [CLICK HERE](#)

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. Philip Bomer 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 [CLICKHERE](#)
- CF-33 [CLICK HERE](#)
- FZ-55 [CLICK HERE](#)
- CF-40 - Fully-rugged FZ-55 (No one has yet)



NEED HELP? HELP@WCOH.NET 513-695-HELP

SOUTHWEST OHIO CAD ADMINISTRATORS MEETING




On Wednesday, February 26th, the **Southwest Ohio CAD Administrators Group** met at the Warren County EOC. This meeting was led by Telcom's Public Safety Systems Manager, Joshua Moyer, and this group meets once a quarter. Here, CAD Administrators and PSAP Managers from across Southwest Ohio, come together to discuss current trends, projects, shared ideas, and experiences.

This month's meeting specifically focused on the regional CAD-to-CAD Project. CentralSquare also sponsored and attended this meeting which allowed CAD Admins to share key feedback with the vendor, whom most in attendance used, and gave the vendor a chance to fill everyone in on "what's coming" with CAD-to-CAD and other products.

"This group has proven to be invaluable for our region" said Joshua Moyer "It gives us a chance to talk through issues we have with our neighbors and collaborate on important projects. Before this group was formed, many of us would only see each other at conferences in other states, even though we worked right next to each other."

The next meeting will be virtual and in late Q2.

On Thursday, February 27, Telecom representatives Gary Estes, Deputy Director; William Cornett, Chief Information Security Officer; and Lisa Hicks, Community Manager, participated in the **Warren County Veterans Suicide Prevention Coalition Meeting**. This coalition is a community-based initiative focused on supporting veterans and promoting suicide prevention. For more information about the coalition's efforts and ways to provide support, please follow them on [Facebook](#).

Veterans Crisis Line

 DIAL 988 then PRESS 1

If you're having thoughts of suicide:
 Call **Dial 988 then Press 1**
 Chat **VeteransCrisisLine.net/Chat**
 Text **838255**



Warren County Veterans Suicide Prevention Coalition

NEED HELP? HELP@WCOH.NET 513-695-HELP



Paul Kindell
Warren County Telecom
500 Justice Drive
Lebanon, Ohio 45036

Dear PK,

I hope this message finds you well. I want to take a moment to express my heartfelt gratitude for the incredible hard work and perseverance demonstrated by you and your team during the recent Probation Renovation project.

As we all know, even the best-laid plans can encounter unexpected challenges. From dealing with holes in the floor from the previous layout, that would not fit the new design, to the complications of working with data trays that weren't quite the right size, this project certainly had its fair share of hurdles. However, your team faced these obstacles with remarkable determination and creativity.

I would like to especially acknowledge Tyler Blair, Charles Zugaro, Brandon Fluharty, and Jordan Snyder for their exceptional efforts. Their ability to adapt and find solutions, even when things got tough, played a crucial role in getting the job done. It's this kind of dedication that not only ensures the success of our projects but also strengthens our Warren County Team as a whole.

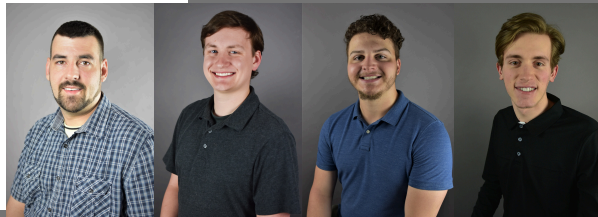
Thank you all for your hard work, resilience, and commitment to excellence. I truly appreciate everything you've done to see this project through to completion. It's a privilege to work alongside such a talented and determined group of individuals.

Warm regards,

Michelle Tegtmeier
Deputy Director, Warren County Facilities

TELECOM INFRASTRUCTURE UNIT ASSISTS FACILITIES MANAGEMENT

Telecom's Infrastructure Unit worked with Warren County Facilities Management on the Probation renovation project. This Telecom unit took time in the EOC to pull down old tangled cable (pictured below left) to help kick start an EOC project. The existing data drops in the Warren County Probation office were removed and re-ran through their new cubicles. A patch panel was also added for twenty-four data drops to extend the reach of existing cables (pictured below right). Each cube has two drops: one for a phone connection and one for a desktop.



Pictured above (left to right): Jordan Snyder, Tyler Blair, Charles Zugaro and Brandon Fluharty



Pictured above: newly installed patch panels



Pictured above (left to right): Charles Zugaro and Jordan Snyder "removing tangled cable"





TELECOM YEARS OF SERVICE!



Jeff Boutell




Tommy Kramer




Debbie Griffith

22 years!



On February 21, 2025, the leadership from Warren County Telecom and senior staff from Warren County Information Technology convened to discuss shared elements and operating environments. It was an outstanding meeting!

TELECOM IS HIRING!

- Communications Systems Analyst 1
- Infrastructure Systems Technician
- Data Systems Tech 1

APPLY NOW

NEED HELP? HELP@WCOH.NET 513-695-HELP

JERSEY DAY FUN! RAISING MONEY TO WEAR JERSEYS FOR A CAUSE!

On the 3rd Thursday of the month, for one full year (July 2024 through June 2025), we wear Jerseys and donate a \$1 (or more) to an organization that we choose to support. This year we chose the **Warren County Peer Support Team!** This team provides peer support services to Law Enforcement, Fire, EMS, and other Public Servants who are exposed to critical incidents and trauma in their daily work lives. We decided, since "Love your Pet day" was the same day as Jersey day, we would have a "pet themed day"! We raffled off a dog toy basket and a cat toy basket. Our Telecom Team raised \$80 for the Warren County Peer Support Team! **THANK YOU TELECOM!!!!!!**

To learn more about the **WC Peer Support Team** and how you can support them, click [here](#)



Pictured above (left to right): Kim McKinney and Tyler Blair who won the "Cat Toy Basket" and "Dog Toy Basket"



**LOVE
YOUR
PET
DAY!**

Just a little something fun to celebrate the companionship, positive impact, loyalty, and joy that pets bring into our lives!



#TCKUDOS

#TCKudos Recognition! 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!

Congratulations Joshua (3), David Shiverdecker, Philip Bomer and Joe Newton!

#TCKudos

To: Joshua D Moyer Dept: TC
From: Samantha Hall Date: 2-19/2025

Thank you for...

Josh deserves a spotlight for the job he does well day in and day out! His workload just for Emergency Services is enough for a full time position. He is always available when needed and is quick to respond, help, fix, or explain anything that arises. This "help" ranges from from initial dispatch hiring and setting up accounts, CAD related reports/dpr's, upgrades, and searching for issue resolutions with Central Square or community groups, builds custom response plans for all Law and Fire agencies, EMD/EFD updates with configuration changes, part of the Location implementation, completes field agency training, Indigital recordings/setup/meetings for improvements, radio questions and explanations, and many many more. He makes sure to include Emergency Services anytime there is talk or discussion of changes that could impact us. He takes his job to heart and gives 150% every day, sometimes to the extreme. We (and Telecom) are beyond lucky to call him part of our "TEAM".

#TCKudos

To: Josh Moyer Dept: Telecom
From: Sherri Holliday - EMS Date: 2/13/2025

Thank you for...

Always willing to help with records request that require you to pull together data into an Excel Spreadsheet. You are always more than willing to help and explain along the way and it is very appreciated. Thank you so much!

#TCKudos

To: Joshua Moyer Dept: Telecom
From: Daniel Bunning(Behalf of UC Health) Date: 2/21/25

Thank you for...

Appreciate the assistance on the walkthrough and follow up questions from UC Health on the Dispatch Center tour. It has helped on our new build out of our command center. Josh went above and beyond and embodies the Telecom Creed and Core Values.

#TCKudos

To: Philip Bomer Dept: Telecom
From: Daniel Bunning(Behalf of UC Health) Date: 2/21/25

Thank you for...

Appreciate the assistance on the walkthrough and follow up questions from UC Health on the Dispatch Center tour. It has helped on our new build out of our command center. Philip went above and beyond and embodies the Telecom Creed and Core Values.

#TCKudos

To: David Shiverdecker Dept: Telecom
From: Joshua Moyer Date: 2/18/25

Thank you for...

David took it upon himself to investigate an issue we were having with CAD Browser. We were not getting any help from the vendor, so David looked into it and found a solution. Without David's work we would still be down. This is just another example of David going above and beyond putting his time and effort into items he would not normally deal with, but he saw an issue and jumped in to fix it.

#TCKudos

To: Joseph Newton Dept: Telecom
From: Daniel Bunning(Behalf of UC Health) Date: 2/21/25

Thank you for...

Appreciate the assistance on the walkthrough and follow up questions from UC Health on the Dispatch Center tour. It has helped on our new build out of our command center. Joe was kind enough to help facilitate the scheduling on the Telecom side and answer actional question after the walkthrough was completed. Joe went above and beyond and embodies the Telecom Creed and Core Values.