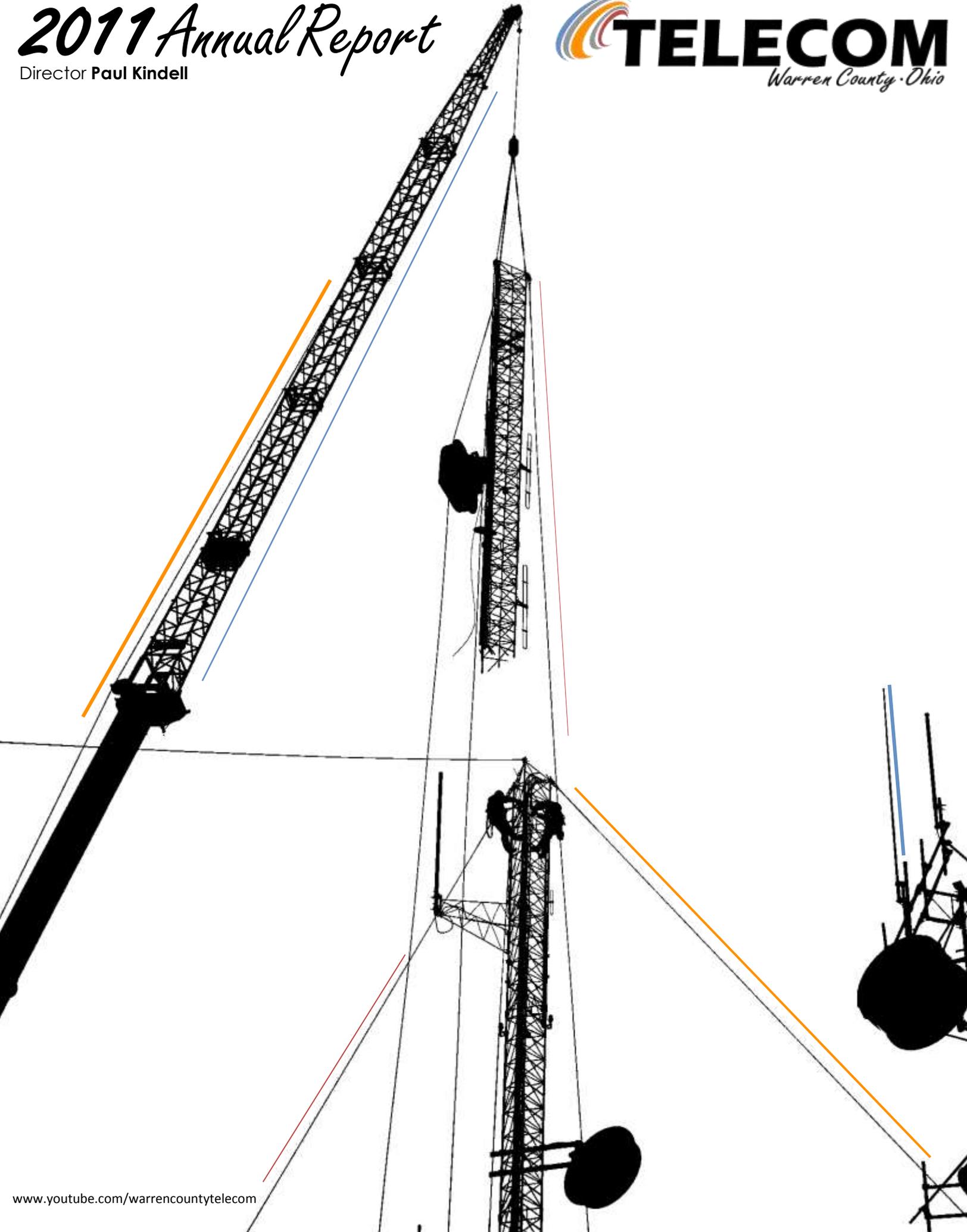


# 2011 Annual Report

Director Paul Kindell



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500 Justice Drive  
Lebanon, OH 45036  
*lower level*

513.695.1322  
help@wcoh.net

As we leave 2011 and enter 2012, the theme for Warren County's Telecommunications Department seemed to be "look for ways to save dollars." By combining services and removing duplication we have been able to eliminate systems that proved redundant and wasteful.

We eliminated long distance telephone costs in 2011, reducing our customers' phone bills by as much as \$1,000 per month, with the installation of surplus microwave links.

Our biggest project, replacement of the public safety radio system, required numerous systems to be upgraded and replaced. We completed many of these projects in 2011 for the 2012 completion, cutting the cost of the radio system by as much as \$8 million. We were able to limit the projects scope to just what we needed from the radio vendor and nothing more.

The Data Division continues to consolidate servers to our virtual platform, reducing the space, cooling, and power requirements to maintain the data systems.

The Computer-Aided Dispatch / Records Management Systems team was successful in maintaining County maps for our public safety agencies and configuring the behind-the-scenes CAD configurations to keep the County's Dispatch Center running smoothly. We also welcomed a new trainer that revamped our available training with 40+ videos, social networking, and an upcoming website in 2012.

2012 looks to be a very busy and productive year as we continue to evaluate and replace our aging systems, but most importantly, we're proud to continue supporting this "Incredible County".

Paul Kindell, Director



## Department Overview

- Five divisions: Administrative, CAD/RMS, Data Systems, Radio Systems, Telephone Systems.
- Designs, installs, and maintains the Warren County 9-1-1 Center, communications systems, and data systems utilized by the county's public safety agencies.
- Provides telephone service to government offices and their affiliates.
- Supports the Mobile Data Systems and Computer Aided Dispatch (CAD) systems housed in the Telecommunications Network Operations Center (NOC).
- Maintains a wide area data network along with auxiliary subsystems comprised of video, alarm, paging, telemetry, point-to-point microwave, buried cable, fiber optic networks, routers, switches and more.
- Programs and maintains 3000+ radios across the county for public safety and non-public safety agencies.
- Produces training material including videos, presentations, social networking sites, and classroom sessions.

**Number of Full-Time Employees in 2011:** 23 (10% increase from 2010)

Telecom continues to evaluate old ways of doing things to eliminate waste and reduce costs.

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## 2011 Financial Overview

### Expenditures

Payroll	\$ 1,035,908
Other	\$ 6,000
Benefits/Insurance	\$ 431,557
Operating Costs	\$ 1,517,900
Capital Costs	<u>\$ 875,000</u>
	<b>\$ 3,866,365</b>

### Revenue

Telecommunications Equipment	\$178,395.02
Telephone Services	\$725,466.65
Cellular & Pager Service Receivables	\$55,551.10
Mobile Data Receivables	\$115,776.84
IC Solutions Inmate Services	<u>\$78,108.74</u>
	<b>\$1,153,298.35</b>

Net **\$2,713,066.65**

## 2011 in Review

### Administrative Division

- The Administrative division coordinates and prepares all communications, correspondence, purchase orders, transfers, payroll, and resolutions with the Commissioner's Office, OMB and the Auditor's Office.
- Admin tracks all expenditures, receipts, and billing to the departments and agencies for services provided.

### CAD/RMS Division

Manager: Paul Bernard 513.695.2800 [Paul.Bernard@wcoh.net](mailto:Paul.Bernard@wcoh.net) conceived in August 2008

- CAD/RMS Manager – provides user and configuration support to the following systems: Computer Aided Dispatch (CAD), Fire Records Management System (FRMS), Law Records Management System (LRMS), Decision Support System (DSS), Mobile Data Computer (MDC), and Open Query (OQ). Interfaces with vendors and passes along information to the public safety agencies. Troubleshoots system problems, and maintains user support groups. Provides monthly reports and attends the monthly Warren County Fire Chiefs Meeting, Fire Communications Workgroup, Law Communications Workgroup and Communications Advisory Board.
- GIS Mapping – Creates and updates countywide maps for the CAD system. The map consists of streets, parcels, common locations, political subdivisions, jurisdictional boundaries (fire, police, EMS response areas), aerial photography, selected premise information, hydrant locations, and support information (electric, telephone, zip codes, topographical, rail, and water data). Also responsible for records requests such as copies of 9-1-1 calls or printouts of a Call for Service from the CAD system.
- Training Specialist – The trainer is responsible for producing all training materials related to Telecom equipment and software. 2011 was "the year of the training video", with more than 34 videos produced and posted on Telecom's newly created Facebook Page, YouTube Channel, and the FTP site. The trainer also conducts classroom trainings, publishes and writes the monthly SafetyNet newsmagazine, is secretary for the Fire Communications Work Group, and works on special projects such as this annual report, department events, and requests from the public safety agencies.



## 2011 Statistics

- Total CAD database entries – 65,563 (additions, deletions, or changes) – AVERAGE OF 1222 PER WEEK!
- Records Requests – 500+
- Over 11,400 changes to mapping data including additions, changes, and deletions
- Currently 63250 street segments, 392 police zones, 495 fire zones, 54 EMS zones, 275 city zones, 6874 common places
- 49 changes to the MSAG

## 2011 Highlights

- Hired new training specialist, Allison Lyons on February 22<sup>nd</sup>.
- Allison created a Telecom logo to better brand the department, along with an updated WCPSN logo to distinguish between the two entities.



- Redesigned and reenergized our monthly newsletter, SafetyNet, into a NewsMagazine with full color pages, new logo, contributors, and distributed copies to the chiefs.



- Introduced a YouTube Channel where our training videos can easily be accessed without password or subscription.



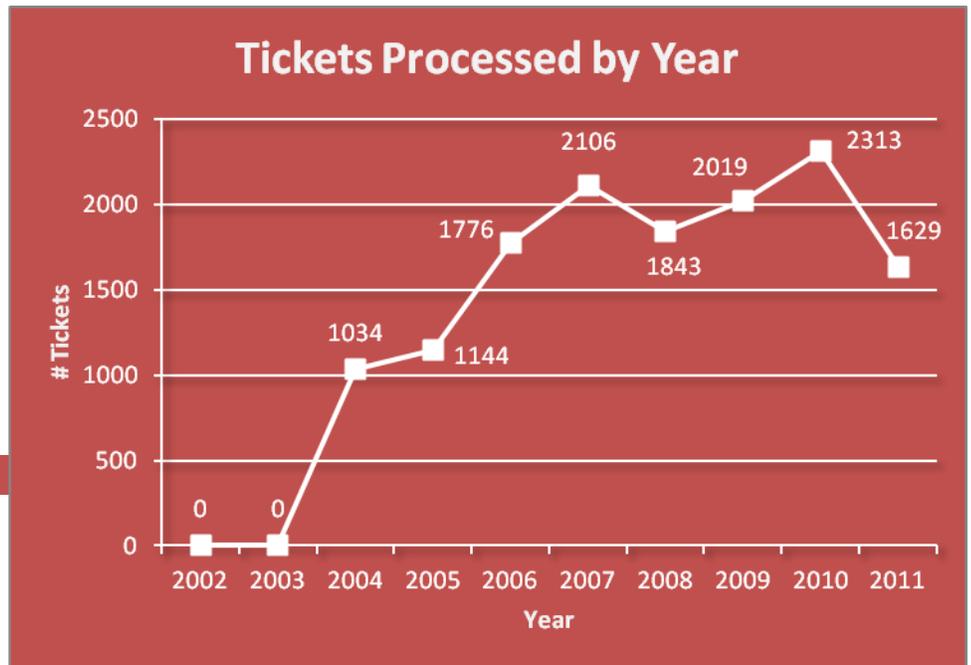
- Trainer became administrator of the department's existing Facebook page, increasing traffic and subscriptions by 288%.
- Produced 35 videos including equipment tutorials, software tours, the latest Telecom happenings, and highlight reels featuring our Warren County public safety agencies.
- Allison Lyons visited several fire agencies and almost every fire chief's meeting to promote Telecom's services and build rapport.
- Meetings –monthly or quarterly meetings with Fire and Law (CART, Fire Chiefs, LCWG, FCWG)
- Completed 4 map uploads to the CAD system.
- Produced an electronic pdf map book for all public safety agencies in and surrounding Warren County.
- Designed plotter maps for EMA tabletop exercise as well as fire and police agencies.
- Designed pin maps for police and fire agencies.
- Maintained PageGate paging database.
- Maintained the 9-1-1 Master Street Address Guide.
- Monitored status (operational) of 9-1-1 and telephone computer daily.
- Monthly reports designed/developed in CAD/DSS.
- Assisted users in LRMS DSS report creation.
- Prepared monthly reports for 9-1-1, CAD, phone, and radio system (made available on FTP site & email).
- Updated programming in backup fire desk radio and prepared documentation.
- Inspected 9-1-1 backup laptops monthly.
- Processed nearly 500 Records Requests mainly for Prosecutor's Office, Fire Agencies, and the general public.
- Removed over 25 Minitor V (fire pager) tones for various agencies, greatly reducing the duration of tone drops and freeing up valuable air time.
- System Upgrades – Fire Records Management System, Law Records Management System
- Maintained Emergin paging database

#### 2012 Goals

- Build [www.warrencountytelecom.com](http://www.warrencountytelecom.com) website to offer one-stop-shopping for all things Telecom – training videos, announcement, planned outages, division summaries, radio system overview, contact information, blogging feature, etc.

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**Ticket History for DST Support Activities** 2002/03 - No ticket system  
 2011 - Changed ticket systems mid-March so number does not reflect first quarter

## Data Systems Division

Manager: Gary Estes

513.695.3250

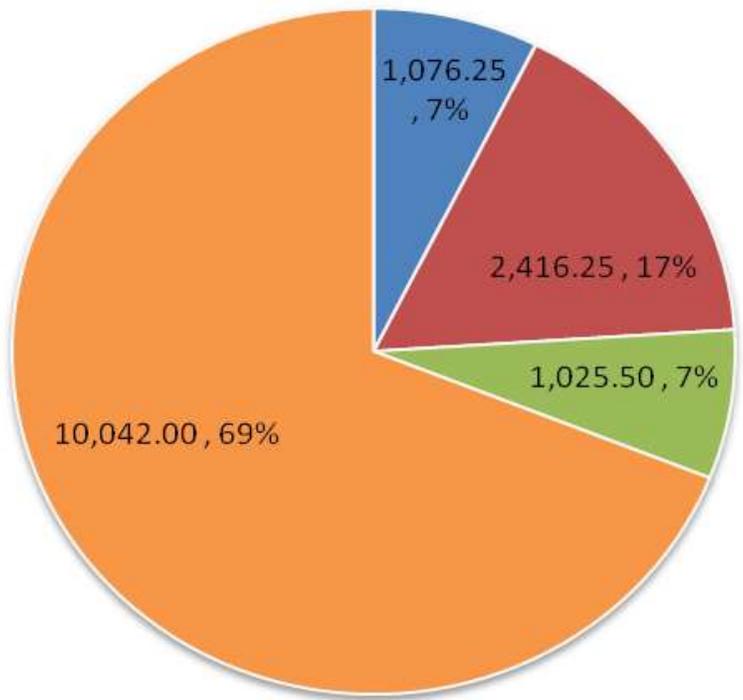
[Gary.Estes@wco.net](mailto:Gary.Estes@wco.net)

The following information was derived from Key Performance Indicator reports, One on One reports and calendar journaling.

### Metrics

Based on a 40-hour work week for a 7-person team, metrics are collected in 4 categories.

<b>Meetings</b> Internal, External	1,076.25
<b>Projects</b> Designated by the Division Manager	2,416.25
<b>Administration</b> Phone calls not related to tickets, voicemail processing, journaling, staff management, payroll, OMB related	1,025.50
<b>Break Fix</b> Equipment/software was working and is now broken. This includes call outs, Dispatch Problem Reports, research, etc.	10,042
<b>TOTAL</b>	14,560 hours



## 2011 Team Accomplishments

New mobile VPN (Netmotion)	CAD & management workstation replacement (NS1200) (CJIS Compliant)	2 New Technicians hired
Patch Management System replacement (CJIS Compliant)	Infection Management System replacement (CJIS Compliant)	Help Desk Management System replace (SDE)
RSA Tokens – 3 yr re-issue	Mobile Message Switch – Virtual to physical as required by vendor.	Virtual environment upgraded to vSphere
Virtual environment Host servers replaced, repurpose of old host.	Worked with Pentex and replaced all Pentex mobile printers with the re-tract feature included at no cost to Agencies	Audiolog system replacement
Data Switch Network upgraded to handle more traffic	Law Records Management System (LRMS) upgrade	New VisionTEK Client mobile client installed
Assisted Radio Division with pager upgrades	Tech Refresh and inventory of all MDC's	New vCAD design – this is not supported by the vendors
CAD & Friends of CAD upgrade	Storage Area Network expansion	2 Factor Authentication on MDC's as required. (CJIS Compliant)
Lebanon Dispatch access to MDC messaging via Gateway	System Watch Replaced with internal process improvement	New Peachtree Server and environment support
New GenWatch Server and environment support	GenWatch in Franklin Dispatch via Gateway	Standard Operating Environment (SOE) upgrades to all MDC's
Support for HillClimb Event – Provided Remote Dispatch	LEADS Audit	Microsoft License Audit
CJIS Required Firewall upgrade		

## 2011 Team Challenges

- Line of Duty Death – Brian Dulle
- Verizon Outages in 4<sup>th</sup> Quarter
- VisionTEK purchase by Global – Loss of Staff
- Construction in building
- HVAC system failure in Data Center
- Water Leaks in Data Center and Office Space
- Convergence of VoIP and RoIP technologies



## 2011 Team Members Training

- "Comprehensive Cyberterrorism Defense (CCD)" and "Cyberterrorism First Responder (CFR)"
- XenServer 6.0 Technical Master Class
- Powershell
- MOTOROLA 2011 INTEGRATED COMMAND & CONTROL USERS' CONFERENCE
- Xen Server

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## Radio Systems Division

Manager: Gary Hardwick

513.695.2860

Gary.Hardwick@wcoh.net

Our focus is to provide proper maintenance, upgrades and improvements to the infrastructure sub-systems and subscriber mobiles, portables & pager communications system. Extra effort was concentrated on the Sprint/Nextel re-banding project to move it to completion in 2012.

### 2011 Highlights

- Continued replacing/reprogramming user mobiles and portables in support of the Sprint /Nextel Re-banding activity.
- Completed demolition of the guyed EOC tower on Justice Drive, removing the wires that stretched over the parking lot resulting on heavy bird population and soiled vehicles below.
- Completed and commissioned Uhf, Vhf and 800 MHz antennas on new EOC tower.
- Installed and outfitted Tower at SPD.
- Installed Tower at Engineers Markey Road facility.
- Completed inventory of user UHF Paging equipment. Deployed over 200 new units replacing pagers that would not function properly when we the convert Paging System to meet the FCC required system narrow-banding Specifications. Retuned all user pagers and infrastructure transmitters to meet the new Narrow-Band requirements.
- Designed and installed the microwave links for Community Services, Armco Park, LLMWWTP, the Water Treatment Plant and the Engineers offices at Corwin House. These links reduced communication expenses by replacing leased lines for telephone and Ethernet access.
- Upgraded dish antennas on 5 Microwave links.
- Expanded Microwave Backbone by adding Lytle to Hatfield link.
- Corrected lightning protection and grounding issues at Manchester tower.
- Installed Ice Bridge protection at Snider, Manchester and Hatfield.
- Continued Black Hawk tower site development, new structure placed on site, Dec. 2011.
- Replaced all Tower Sites' 800 MHz System receive antennas with units that are 700/ 800 MHz-capable.
- Responded to and resolved 122 after-hours DPR Requests for Service.



## Tech Shop

- Handled normal office hour database maintenance and walk-in traffic.
- Re-banded 1,059 user radios.
- Provided programming or firmware 'flash' upgrades to 942 mobile/portable radios.
- Resolved 162 Repair and Accessory invoices.
- Performed 5 mobile radio Removal & Installations.
- Completed system-wide user equipment inventory reconciliation in support of Nextel Rebanding project.
- Maintained readiness of Hot Box Radios.
- Provided on-scene communications, radio support & service of the S.O. units on site for the Hill Climb event.



## Man-hours

- Work Time - 6,229hours, plus 191 hours OT
- Vacation Time - 198 hours
- Sick Time - 203 hours



## 2012 Planned Activities

- Complete Sprint/Nextel re-banding activities including Infrastructure.
- Continue upgrades to AC and DC power systems at Tower sites.
- Continue upgrades to microwave system by completing links for SPD to Lytle, Lytle to GC, County Garage and Old Engineers office to EOC, Black Hawk to Hatfield and others as needed.
- Install Uhf and 700/800 MHz antennas at Lytle and Black Hawk sites in prep for current Paging and future Digital radio infrastructure.
- Refit Hatfield tower, replace aging Uhf and 800 mhz antennas, add EMA Amateur antennas/line for both EMA repeaters.
- Refit Snider Tower replacing aging Uhf and 800 mhz antennas
- Replace all tower sites' Tower Top Amplifier systems with equipment compatible with the new Digital radio system.



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The Telephone Division processes the majority of its work orders on an On-Call basis **servicing over 100 County, State, Federal and private agencies**. Two technicians share the responsibility of wiring all telephone and data drops in County buildings as well as managing all moves, changes and installation of temporary service to those displaced by construction. The division also acts as the switchboard for County departments, provides cellular and alpha paging services to county offices, and assists Warren County's Fire and Police Agencies in obtaining contracts and maintenance of existing units.

### Telephone Systems Division

Manager: Adela H. Dingman

513.695.1320

[Adela.Dingman@wcoh.net](mailto:Adela.Dingman@wcoh.net)

#### 2011 Highlights

**Work Orders** - installation, operation, configuration, maintenance and repair of all county-owned telephone / communications equipment and circuitry.

Telephone	1163
Cellular	423
Pager	36
E911	42
Data Drops	86
Voice Mail	126
Call Records	11
Mobile Data	73
<b>Total</b>	<b>1960</b>

**Telephone Service** - Voice Mail, Fax Lines, Automated Attendant, Automatic Call Distribution, and interactive informational Recordings to solve our customer's needs. These services are non-commissioner funded and are billed to the agencies.

January	\$35,162.27
February	\$36,056.52
March	\$35,463.24
April	\$37,262.49
May	\$35,483.10
June	\$35,024.81
July	\$35,319.20
August	\$35,940.31
September	\$35,244.34
October	\$35,444.02
November	\$35,776.08
December	\$35,912.24
<b>Total</b>	<b>\$725,466.65</b>

#### Mobile Data Receivables

QUARTER	AMOUNT
1st Quarter	\$28,994.20
2nd Quarter	\$29,094.18
3rd Quarter	\$28,894.22
4th Quarter	\$28,794.24
<b>Total</b>	<b>\$115,776.84</b>

**Cellular/Mobile Data /Pager Service Expenditures** - The Telephone Division migrated the Mobile Data (Public Safety) account over to a new state price plan that resulted in a substantial price reduction per unit.

MONTH	CELLULAR	MOBILE DATA	PAGERS
January	\$11,388.07	\$12,000.01	\$452.53
February	\$11,648.73	\$12,027.71	\$431.22
March	\$12,845.76	\$12,132.44	\$508.94
April	\$13,302.93	\$12,051.48	\$520.28
May	\$12,156.06	\$12,043.78	\$468.81
June	\$12,295.75	\$12,047.50	\$435.29
July	\$12,698.17	\$12,047.50	\$534.16
August	\$13,358.76	\$12,129.55	\$423.47
September	\$13,306.65	\$12,525.05	\$458.47
October	\$12,896.02	\$12,219.80	\$448.82
November	\$12,720.52	\$12,219.78	\$451.45
December	\$14,392.74	\$12,306.24	\$444.13
<b>Total</b>	<b>\$153,010.16</b>	<b>\$145,750.84</b>	<b>\$5,577.57</b>

**Cellular/Pager Service Receivables** - These services are non-commissioner funded and are billed directly to the agencies.

MONTH	CELLULAR	PAGER
January	\$4,322.40	\$229.35
February	\$4,023.90	\$229.35
March	\$4,078.79	\$267.40
April	\$4,333.47	\$312.40
May	\$4,320.78	\$222.40
June	\$4,246.87	\$215.45
July	\$4,299.04	\$272.40
August	\$4,454.12	\$222.40
September	\$4,685.75	\$222.40
October	\$4,681.67	\$222.40
November	\$4,636.91	\$215.45
December	\$4,627.50	\$208.50
<b>Total</b>	<b>\$52,711.20</b>	<b>\$2,839.90</b>

**Telecommunications Equipment/Services Invoicing**

The Telephone Division is responsible for the invoicing and recording of accounts receivables for all related equipment and services billed by Telecommunication's divisions.

January	\$2,250.94
February	\$2,561.89
March	\$2,457.93
April	\$2,728.99
May	\$6,389.03
June	\$6,855.06
July	\$11,878.97
August	\$24,261.14
September	\$4,555.93
October	\$2,747.58
November	\$83,570.13
December	\$28,137.43
<b>Total</b>	<b>\$178,395.02</b>

**Engraving**

AGENCY	ACCOUNTABILITY	SIGNS	RADIOS	PASSPORTS	MISC
COUNTY		25			43
FIRE	1227	18	320	20	46
POLICE	55				
MISC		6			45
<b>Total</b>	<b>1282</b>	<b>49</b>	<b>320</b>	<b>20</b>	<b>134</b>

**IC Solutions Inmate Services** - Warren County receives commission revenue based on the total amount of calls completed by inmates at the County Jail. We have significantly increased our call volume and revenue without impacting the family and friends of our inmates by switching to IC Solutions in 2004.

January	\$5,340.30
February	\$6,176.67
March	\$6,002.56
April	\$6,896.18
May	\$7,790.59
June	\$5,895.17
July	\$5,264.33
August	\$6,185.20
September	\$6,648.93
October	\$7,008.79
November	\$6,974.48
December	\$7,925.54
<b>Total</b>	<b>\$78,108.74</b>

## 2012 Goals

Phone System - Purchase replacement parts for the telephony switching systems that will aid in prolonging the life of the current phone system. Telephony is evaluating potential systems to replace the existing phone systems.

### Wireless Service

- Move all wireless data devices on Federal account over to a new State account in order to reduce service costs.
- Install Verizon wireless repeaters in lower level of 500 Justice Drive to enable the Community Corrections Department to receive alerts via cellular devices.

### Re-locate County/State Agencies (Communications Systems)

- Warren County Educational Service Center to 1879 Deerfield Road
- Warren County Park Board Admin Offices to Armco Park
- Warren County Engineer's Admin Offices to 210 W. Main Street (Corwin House)
- USDA Soil & Water Agency to lower level of 320 E. Silver Street
- Ohio State Extension Office to lower level of 320 E. Silver Street
- Ohio State Probation Office to lower level of 320 E. Silver Street
- Warren County Child Support Enforcement Agency to 320 E. Silver Street
- Common Pleas Court Adult Probation to lower level of 500 Justice Drive (old CSEA area)

Department of Disabilities - Install a building paging system at the Banta Center located at 410 S. East Street.

East Street Building - Finalize building paging/notification system for Emergency situations.

Voice Mail System - Finalize configuration of new county voice mail system and begin to move County Agencies over onto it.

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### Administrative

Director	Paul Kindell	513.695.1318	<a href="mailto:Paul.Kindell@wcoh.net">Paul.Kindell@wcoh.net</a>
Assistant	Debbie Griffith	513.695.1322	<a href="mailto:Debbie.Griffith@wcoh.net">Debbie.Griffith@wcoh.net</a>

### CAD/RMS

Manager	Paul Bernard	513.695.2800	<a href="mailto:Paul.Bernard@wcoh.net">Paul.Bernard@wcoh.net</a>
App Analyst II	Don Sebastianelli	513.695.2801	<a href="mailto:Don.Sebastianelli@wcoh.net">Don.Sebastianelli@wcoh.net</a>
Trainer	Allison Lyons	513.695.2802	<a href="mailto:Allison.Lyons@wcoh.net">Allison.Lyons@wcoh.net</a>

### Data Systems

Manager	Gary Estes	513.695.1810	<a href="mailto:Gary.Estes@wcoh.net">Gary.Estes@wcoh.net</a>
Supervisor	Scott Boschert	513.695.2810	<a href="mailto:Scott.Boschert@wcoh.net">Scott.Boschert@wcoh.net</a>
Analyst	Dustin Flint	513.695.2812	<a href="mailto:Dustin.Flint@wcoh.net">Dustin.Flint@wcoh.net</a>
Analyst	Rhonda Bernard	513.695.2813	<a href="mailto:Rhonda.Bernard@wcoh.net">Rhonda.Bernard@wcoh.net</a>
Analyst	Jeff Cepen	513.695.2814	<a href="mailto:Jeff.Cepen@wcoh.net">Jeff.Cepen@wcoh.net</a>
Technician	Richard Short	513.695.2818	<a href="mailto:Richard.Short@wcoh.net">Richard.Short@wcoh.net</a>
Technician	Casey Lukemire	513.695.2819	<a href="mailto:Casey.Lukemire@wcoh.net">Casey.Lukemire@wcoh.net</a>

### Radio Systems

Manager	Gary Hardwick	513.695.2860	<a href="mailto:Gary.Hardwick@wcoh.net">Gary.Hardwick@wcoh.net</a>
Supervisor	Glenn McKeenan	513.695.1316	<a href="mailto:Glenn.McKeenan@wcoh.net">Glenn.McKeenan@wcoh.net</a>
Technician	Nick Yeazel	513.695.1177	<a href="mailto:Nick.Yeazel@wcoh.net">Nick.Yeazel@wcoh.net</a>

### Telephone Systems

Manager	Adela Dingman	513.695.1320	<a href="mailto:Adela.Dingman@wcoh.net">Adela.Dingman@wcoh.net</a>
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Technician	Garrett Wilson	513.695.1321	<a href="mailto:Garrett.Wilson@wcoh.net">Garrett.Wilson@wcoh.net</a>