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500 Justice Drive
Lebanon, OH 45036
lower level

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help@wcoh.net

2012 proved to be an exciting year with Telecom's acquisition of a standalone Digital Radio System on March 20th. At a cost of 9.1 Million dollars, this system will replace the 23-year old system we currently operate.

On August 7th, we partnered with the State of Ohio to share their Radio System Master Computer, shaving approximately \$800,000 off the cost of the radio system and more importantly, saving \$250,000 each year thereafter in annual maintenance costs. By sharing the master computer with the State, our public safety agencies will be able to roam outside of Warren County onto the State's towers and remain in radio contact anywhere in the state (including with the State). Conversely, state agencies will be able to roam onto our towers and enjoy better radio coverage than before. With this partnership, we get a lot more for a whole lot less money!

Replacement of the public safety radio system is scheduled to be completed in late 2013.

In 2012, we also completed phase one of our emergency power system upgrades. We replaced 12 independent battery backup systems (UPS) with 1 central redundant system achieving much more efficiency and reliability than before. We also have two generators that protect the public safety systems. If one generator fails, the other takes over.

In 2013 we look forward to completing the Radio System Upgrade and begin the process of upgrading the 9-1-1 system.

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 2012: 23 (no increase from 2011) one transitioned to part-time starting Nov 7th.

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

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2012 Financial Overview

Expenditures

Payroll	\$ 1,056,587
Other	\$ 4,702
Benefits/Insurance	\$ 405,566
Operating Costs	\$ 1,307,309
Capital Costs	<u>\$ 816,238</u>
	\$ 3,590,402

Revenue

Telecommunications Equipment	\$76,314
Telephone Services	\$347,079
Cellular & Pager Service Receivables	\$57,826
Mobile Data Receivables	\$101,499
IC Solutions Inmate Services	<u>\$127,783</u>
	\$710,501
Net	\$2,879,901

2012 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 Team

- Manager (Paul Bernard)
 - Maintains the County Computer Aided Dispatch (CAD) software. (67 law agencies and 52 fire/EMS agencies.)
 - Maintains the Advanced Workstation for Windows (AWW) program. This is a status monitor used to watch available resources and incidents in CAD.
 - Maintains the Advanced Tactical Mapping (ATM) program used by dispatch to map units and incidents.
 - Maintains the Open Query (OQ) (Used by dispatch to query the Law Enforcement Automated Data System (LEADS) program. Also connects to and run queries off other numerous other databases.
 - Utilizes the Universal Data Transfer (UDT) program which transfers data from CAD to OQ, CAD DSS, LRMS DSS, Mason's Pamet LRMS system, HiLink Paging software, FRMS and ePCR.
 - Maintains the Fire Records Management System (FRMS) which is interfaced to CAD and ePCR via UDT and the Sunpro Message Server (SMS).
 - Assists fire/EMS agencies with submitting reports to the State of Ohio using the EMS Export Utility which is a module off of FRMS.
 - Maintains the Electronic Patient Care Reporting (ePCR) software, including the ePCR Database, ePCR IIS Server, ePCR Server, ePCR Admin, ePCR Fax Server 1 & 2.
 - Maintains the HiLink Paging system. HiLink is interfaced to both UDT and CAD.
 - Maintains and troubleshoots both AudioLog recording servers that record all traffic on Telecom owned phone and radio systems.
 - Troubleshoots issues and is trained on backup procedures for the Mitel phone system.
 - Creates monthly and custom reports on the Telecom owned Mitel phone system.
 - Troubleshoots issues and is trained on the backup procedures for the Countywide 9-1-1 system.
 - Creates monthly and custom reports on the Telecom owned CMI ICS1000 9-1-1 phone switch.
 - Troubleshoots agency user issues on the CAD-DSS and LRMS DSS reporting software.
 - Creates monthly and custom reports on the CAD/DSS and LRMS/DSS reporting system.
 - Creates monthly and custom reports on the Genesis System Watch program.

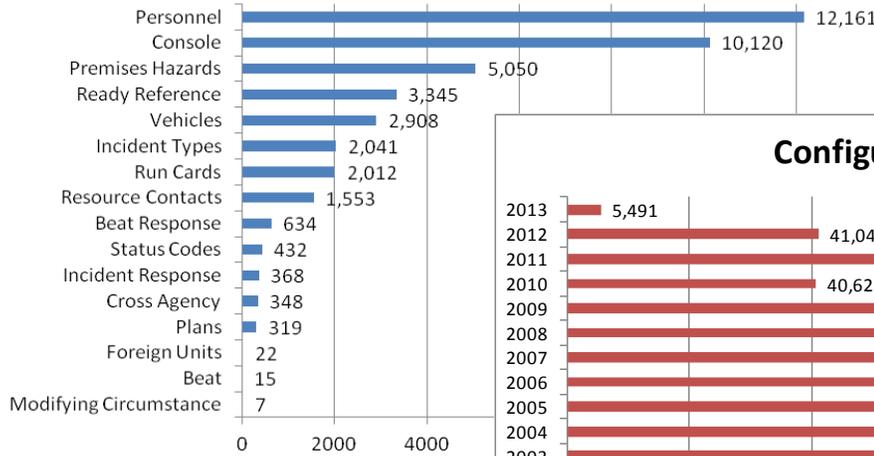
- Assists the Radio Division with the radio systems alias database.
 - Assists the Radio Division with troubleshooting radio and voice pager system issues.
 - Responsible for the creation and maintenance of the CAD system maps utilizing ESRI and MGU software.
 - Creates and designs large scale maps for user agencies.
 - Creates and designs pdf maps for user agencies.
 - Assists the Radio Division with programming radios and voice pagers.
 - Services walk-ins to the Radio Division when they are out of the office.
 - Designed and maintains the user facing side of the VisionTEK Mobile Data Computer (MDC) software used by all agencies including DES.
 - Maintains and troubleshoots issues with the interface between CAD, LEADS and FBR and the VisionTEK software.
 - On Call with vehicle designed to power and support the Goose Creek Radio Tower in the event of a large scale disaster.
 - Regularly checks on and inspects various tower sites for vandalism and general conditions.
 - Assists with maintaining security camera systems at the EOC and tower sites.
- GIS Mapping (Don Sebastianelli)
 - Creates and updates countywide mapping for 67 Law and 52 Fire agencies in CAD, adding customization to enhance functionality.
 - Create and publish 'Bingo' maps of Warren County (478 pages) for anyone's use (public, fire, police, government). Investigates jurisdictional problems reported by agencies/departments. Works with Motorola Support to resolve software problems and preparation for future upgrades.
 - Assists with CAD configuration and setup. Process help tickets. research reported problems, enter or remove users for agencies and departments.
 - 9-1-1 County Coordinator: Countywide duties involving Franklin and Lebanon PSAPs and other political entities. Single point of contact for telephone companies to investigate and resolve addressing issues of citizens. Maintains countywide Master Street Address Guide (MSAG) listing of all streets in Warren County.
 - Audiolog Maintenance: Works with Sound Communications to troubleshoot recording and performance issues on existing servers. Prepare record requests for Emergency Services Department. Assists RST in troubleshooting radio problems by providing recordings and data.
 - Security Camera Maintenance: Software configuration, prepare requests for recordings.
 - HipLink Paging Software: Configuration, User/Group Maintenance, Setting up deployment of HipLink for access by public safety agencies, On Call for system trouble reports including ability to switch to backup server operations.
 - Prepare Monthly Reports for all CAD agencies: CAD/DSS, 9-1-1, InterTel Phones, Radio System.
 - Assists agencies/departments with creating reports in CAD/DSS and LRMS/DSS: WCSO using reports that I designed for daily shift reports and monthly reports. Deerfield Twp FD using my designed reports to retrieve response information for Department statistics.
 - Training Specialist (Allison Lyons)
 - Produces all training materials related to Telecom equipment and software – radios, MDCs, end-user software.
 - Conducts classroom trainings for public safety agencies and Warren County departments who use our services.
 - Designs and publishes the monthly newsletter which reaches public safety agencies, Warren County departments, and neighboring agencies that are interested in our county's telecommunications.
 - Maintains the department's www.warrencountytelecom.com website, and social media sites (facebook, twitter).
 - Secretary for the Communications Work Group.
 - Works on special projects for the department such as this annual report, events, and requests from the public safety agencies.
 - In-house photographer and videographer.
 - Revises department documents to match branding collateral and for the ease of readers.

2012 Statistics

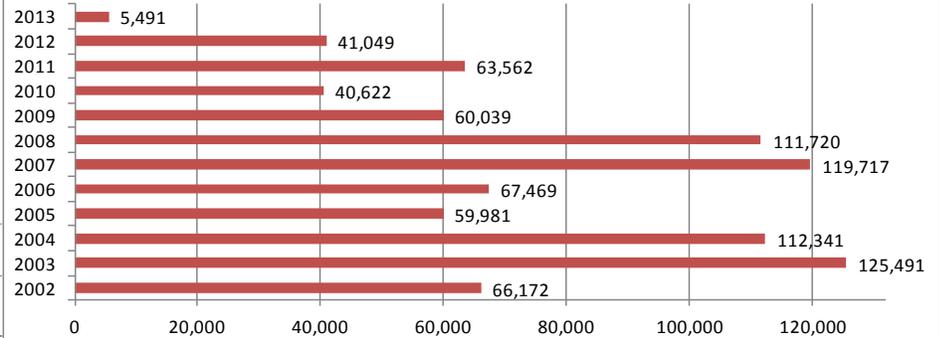
- 41,050 CAD database changes – AVERAGE OF 789 PER WEEK!
- Records Requests – 500+
- 202,645 map changes, additions, and deletions (17X MORE than 2011).
- 54,182 map street segments, 426 police zones (+34), 515 fire zones (+20), 35 EMS zones (-19), 286 city zones (+11), 7715 common places (+841)
- 97 MSAG modifications (+48) and 4948 MSAG Entries



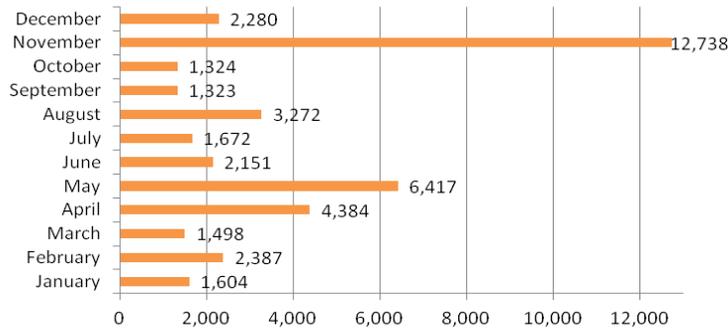
Configuration Log by Type



Configuration Log by Year



Configuration Log by Month



2012 Highlights

- Built the department's website, www.warrencountytelecom.com to better reach our subscribers 24/7/365 and offer a one-stop-shop for documents, updates, calendar, training materials, etc.
- Processed more than 500 Records Requests mainly for Prosecutor's Office, Fire Agencies, and the general public.
- GIS Mapping added Ohio Sauerkraut Festival booths to map, vastly improving response

ability for emergency personnel.

- Produced an electronic pdf map book for all public safety agencies in and surrounding Warren County.
- Trainer transitioned to part-time on November 7th after returning from maternity leave.
- Introduced new software programs – HipLink, and Zoll Electronic Patient Care Reporting which involved multiple work session with administrators from Warren County EMS agencies (pictured right).
- Retired Emergen alert software

2013 Goals

- Upgrade Premier CAD (Computer Aided Dispatch) to the latest version.
- Upgrade Premier ATM (Advanced Tactical Mapping) to the latest version.
- Upgrade Premier AWW (Advanced Workstation for Windows) to the latest version.
- Upgrade OQ (Open Query) to the latest version.
- Upgrade UDT (Universal Data Transfer) to the latest version.
- Continue to investigate the upgrade to the PremierOne CAD, Records and Mobile System.
- Continue to investigate the possibility of partnering with Ohio MARCS P1 System.
- Develop and configure the radio interface databases in CAD to work with the CAD I CAD interface provided with the new radio system.
- Assist with the configuration and testing of the new MCC7500 radio consoles.
- Continue to develop the HipLink paging software
- Attend the 2013 Motorola ICC User Conference.

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Data Systems Team

Manager: Gary Estes

513.695.3250

Gary.Estes@wcoh.net

2012 Team Accomplishments

- ePCR – maintain the connectivity and software for Electronic Patient Care Reporting, a highly anticipated program used by the County's EMS agencies. This offers more efficient and accurate reporting of every medical incident.
- Public Safety Desktops
- Central UPS – replaced 12 individual UPS with one central. More energy efficient, data center quality.
- LRMS Upgrade - OIBRS codes are up to spec and the traffic module has been updated to comply with the State of Ohio's new OH 1. Entering a crash report into LRMS is the same however now the printed format now complies with the change made by the Ohio Department of Public Safety. We have not had any negative feedback.
- FRMS Upgrade – Fire Records Management System
- Head in Router w/BGP – the main connection to internet for the County which is required for the operatin of the MDCs, Public Safety Gateway. We now have a backup connection to the internet in case the primary connection goes down.
- IMS Upgrade – Infection Management System / Anti-Virus.
- New WIFI Network – improved basement WIFI for Telecom and Emergency Services and support of EOC.
- Domain Upgrade to 2008 – Windows Server 2008 from 2003.
- Netbackup Upgrade – backup system for tapes that all data, reports are stored on then taken to off-site vault daily.
- iPhone Support for ES – upgraded email exchange system to support this.

Radio Systems Team

Manager: Gary Hardwick

513.695.2860

Gary.Hardwick@wcoh.net

Tech shop

- Handled normal office hours, daily radio system database maintenance and provided service for walk-in radio users.
- Resolved 141 repair and parts/accessory invoices.
- Maintained readiness of Hot Box radios and portable communications equipment.
- Provided on site radio communications support and service to the Sheriff's Office units at the Hill Climb Event.

Man-hours

- Work: 5612 hours, includes 63 hours OT and 57 hours call out (outside regular office hours).
- Vacation: 551 hours Sick time & FMLA: 254 hours

2012 Highlights

- Responded to and resolved 75 Dispatch Problem Reports regarding radio system 'after hours' service requests.
- Replaced and reprogrammed all Fire/EMS Minitor V pagers & reprogrammed/retuned all tower site transmitter infrastructure equipment to comply with FCC mandated narrow banding.
- Completed 'First touch' programming of all user mobile and portable equipment for the FCC mandated frequency Re-banding.
- Completed system wide tower site infrastructure modification and alignment and reprogramming to bring System into compliance with Re-banding requirements.
- Initiated 'Second Touch' programming of all user mobile and portable equipment to complete the requirements for the FCC mandated frequency Re-banding and prepare for the new digital Radio System.
- Received, programmed and deployed new mobile and portable equipment received in Sprint/Nextel Re-banding agreement.
- Recovered, inventoried and shipped over 100 cartons of outdated mobiles and portables for the trade-in required in the Sprint Nextel Re-banding agreement.
- Relocated the Tech Shop/Offices to prepare for the new Radio System NOC equipment.
- Designed, engineered and installed & implemented new Microwave data links for:
 - Time Warner feed from Springboro to Justice drive
 - Lower Little Miami treatment plant
 - Engineers new offices at Corwin House
 - Engineers offices on Markey Road
 - County Garage
- Replaced existing leased line facilities for the above microwave links. They will provide better system bandwidth & operation and eliminate recurring expenses. System payback averages 20 to 24 months. System lifespan should exceed 10 years.
- Facilitated uninterrupted operation of Dispatch facilities during electrical system upgrade to new UPS.
- Expanded WCPSN microwave data network by adding links from Hatfield to Lytle tower.
- Continued generator upgrades to tower site emergency power systems.
- Renovated Whitacre Park (BlackHawk) tower site, added new building & new commercial power wiring. Prepped tower for new radio system.

2013 Goals

- We will be consumed with preparation, installation and implementation of the new radio system. Two of our existing data tower sites (Lytle and BlackHawk) will be fully upgraded to become operational radio

system sites. We will also assume the operation 'Care and Feeding' of two MARCS tower sites (ODOT and Washington Township). We will upgrade the MARCS sites and assimilate them into the operation of our new Radio System. We will expand our existing 5 tower site System to incorporate the additional 4 towers. The additional tower sites and the coverage capabilities they will add should bolster our Systems functionality for some of the weak signal areas that we have identified in our Legacy System. It will also provide a layer of redundancy to allow us to better maintain the Tower Sites without impairing the System operation.

- Along with the New Radio System Complete Infrastructure rebuild, we have to create the programming templates and reprogram all of the User mobiles, portables and control stations to enable everyone to access the new System as it comes on line.
- We will provide the daily services needed to keep our old system functioning as we seamlessly transition to the Digital System. We plan to make the transition as transparent to our Users as possible.
- We will also continue to upgrade our Microwave Data distribution network to provide more links & better bandwidth for the Water, Wastewater, WCPSN, County Data and Telephone users that depend on fast, reliable, Ethernet, Internet, Scada, & VoIP data service connections.

It's an Exciting time to work in Radio Systems!

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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 Team

Manager: Adela H. Dingman

513.695.1320

Adela.Dingman@wcoh.net

2012 Highlights

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

Telephone	1267
Cellular	729
Pager	48
E911	76
Data Drops	94
Voice Mail	88
Call Records	15
Mobile Data	326
Total	2643

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	\$29,878.38
February	\$32,514.60
March	\$29,221.55
April	\$29,416.86
May	\$28,755.86
June	\$28,488.15
July	\$28,095.59
August	\$28,327.78
September	\$28,001.64
October	\$28,016.14
November	\$28,337.37
December	\$28,024.75
Total	\$347,078.67

Mobile Data Receivables

QUARTER	AMOUNT
1st Quarter	\$24,590.28
2nd Quarter	\$24,504.30
3rd Quarter	\$25,708.02
4th Quarter	\$26,696.79
Total	\$101,499.39

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	\$4,276.97
February	\$3,878.97
March	\$5,150.75
April	\$3,687.76
May	\$21,595.72
June	\$7,268.88
July	\$6,383.87
August	\$8,636.57
September	\$3,013.80
October	\$5,458.92
November	\$2,235.24
December	\$4,726.09
Total	\$76,313.54

Cellular/Pager Service Receivables

- These services are non-commissioner funded and are billed directly to the agencies.

MONTH	CELLULAR	PAGER
January	\$4,362.09	\$208.50
February	\$4,528.59	\$271.50
March	\$4,643.97	\$208.50
April	\$4,548.65	\$187.65
May	\$4,308.57	\$232.65
June	\$4,335.11	\$187.65
July	\$4,602.11	\$187.65
August	\$4,599.00	\$237.65
September	\$5,391.68	\$514.32
October	\$4,577.36	\$187.65
November	\$4,649.05	\$187.65
December	\$4,480.99	\$187.65
Total	\$55,027.17	\$2,799.02

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	\$13,477.52	\$12,823.14	\$435.02
February	\$13,526.10	\$9,676.50	\$435.02
March	\$14,708.40	\$10,937.44	\$430.28
April	\$14,853.78	\$10,960.00	\$408.11
May	\$14,435.88	\$10,958.54	\$443.16
June	\$14,680.97	\$11,146.20	\$460.11
July	\$16,838.52	\$11,132.25	\$397.66
August	\$15,320.10	\$11,307.93	\$493.13
September	\$13,733.33	\$10,386.67	\$406.02
October	\$14,405.22	\$10,641.28	\$316.47
November	\$14,846.07	\$11,062.88	\$501.09
December	\$13,169.83	\$10,946.61	\$416.09
Total	\$173,995.73	\$131,979.44	\$5,142.16

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	\$11,562.44
February	\$11,243.51
March	\$11,063.23
April	\$9,457.74
May	\$10,301.84
June	\$11,470.43
July	\$10,991.96
August	\$11,155.95
September	\$11,819.26
October	\$8,044.42
November	\$10,475.64
December	\$10,196.72
Total	\$127,783.14

Engraving

AGENCY	ACCOUNTABILITY	SIGNS	RADIOS	PASSPORTS	MISC
COUNTY		29			50
FIRE	2305		175	121	567
POLICE	114				
MISC		16			
Total	2419	45	175	121	617

2012 Accomplishments

Inmate Calling System

- Installed and registered all inmates on a new Voice Print System, (Investigator Pro), that uses the same voice biometrics algorithm as the Department of Defense."
- Installed WCSO Jail Commissary Kiosk
- Installed additional inmated phones in WCSO Jail to accommodate growth.

Wireless Service

- Implemented a State account for our wireless data devices in order to reduce service costs.
- Installed Verizon wireless repeaters in lower level of 500 Justice Drive to enable the Community Corrections Department to receive alerts via cellular devices."

Re-located 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)
- Ohio State Extension Office to lower level of 320 E. Silver Street
- Restructuring of Common Pleas Court offices
- Warren County Prosecutor's Office

Phone System

- Relocated existing Dayton/Franklin/Middletown communications trunks to microwave system
- Moved Community Services Communication links to microwave system for better cost management
- Pulled fiber optic cable for Court TV systems in WCSO Jail, Common Pleas Court, Juvenile Court, Warren County Court

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.

Park Board/Armco Park - Installed Ethernet extenders to place cash registers on their network for better cash management

2013 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. Configure and Install new ACD Call Center system with call statistics for the Human Services Agency

Wireless Service -Upgrade existing Verizon Wireless repeaters to LTE (4G) capabilities and Install repeaters in 416 East Street Building and the Juvenile/Probate Court Building.

Re-locate County/State Agencies (Communications Systems)

- Veterans Association to first floor of 320 E. Silver Street from 312 E. Silver Street
- USDA Soil & Water Agency to lower level of 320 E. Silver Street from upper level
- Ohio State Probation Office to lower level of 320 E. Silver Street from upper level
- Juvenile Annex to lower level of 320 E. Silver Street from Broadway Ave.
- Common Pleas Court Assignment Clerks/Administrative Personnel

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	Paul.Kindell@wcoh.net
Assistant	Debbie Griffith	513.695.1322	Debbie.Griffith@wcoh.net

CAD/RMS

Manager	Paul Bernard	513.695.2800	Paul.Bernard@wcoh.net
App Analyst II	Don Sebastianelli	513.695.2801	Don.Sebastianelli@wcoh.net
Trainer	Allison Lyons	513.695.2802	Allison.Lyons@wcoh.net

Data Systems

Manager	Gary Estes	513.695.1810	Gary.Estes@wcoh.net
Supervisor	Scott Boschert	513.695.2810	Scott.Boschert@wcoh.net
Analyst	Dustin Flint	513.695.2812	Dustin.Flint@wcoh.net
Analyst	Rhonda Bernard	513.695.2813	Rhonda.Bernard@wcoh.net
Analyst	Jeff Cepin	513.695.2814	Jeff.Cepin@wcoh.net
Technician	Richard Short	513.695.2818	Richard.Short@wcoh.net
Technician	Casey Lukemire	513.695.2819	Casey.Lukemire@wcoh.net

Radio Systems

Manager	Gary Hardwick	513.695.2860	Gary.Hardwick@wcoh.net
Supervisor	Glenn McKeehan	513.695.1316	Glenn.McKeehan@wcoh.net
Technician	Nick Yeazel	513.695.1177	Nick.Yeazel@wcoh.net

Telephone Systems

Manager	Adela Dingman	513.695.1320	Adela.Dingman@wcoh.net
Switchboard II	Rebecca Morton	513.695.1317	Rebecca.Morton@wcoh.net
Support	Jessica Johnson	513.695.2436	Jessica.Johnson@wcoh.net
Switchboard	Becky Trovillo	513.695.2494	Becky.Trovillo@wcoh.net
Technician	Mike Callahan	513.695.1326	Mike.Callahan@wcoh.net
Technician	Garrett Wilson	513.695.1321	Garrett.Wilson@wcoh.net