

- | Administrative Team
- | Computer-Aided Dispatch / Records Team (CRT)
- | Data Systems Team (DST)
- | Radio Systems / IT Team (RST)
- | Telephone Systems Team (TST)

From the Director

Telecom successfully completed installation of a Public Safety Digital Radio Communications System in 2013. This system replaces the 24-year old analog system we currently operate. Programming of all radios to utilize the new radio system is ongoing and we anticipate going live on the new system in the second quarter of 2014.

Testing of the new system has been better than anticipated. Radio signals have been significantly stronger in difficult areas of the County. Safety of our Police and Fire will be greatly enhanced with the improved signal coverage that the new system provides across the County.

In 2013 we also completed the second phase of our emergency power system upgrades. We added a secondary central UPS system for redundancy in case the primary system failed. This system provides all critical systems a secondary battery backed up power source.

In 2014 we look forward to completing the Radio System Upgrade and beginning the process of upgrading the 9-1-1 system to an (IP) Internet Protocol-ready system.

Paul Kindell, Director 2006-Present



2013 Financial Overview

Expenditures	
Payroll	\$1,032,487
Other	4,963
Benefits/Insurance	398,073
Operating Costs	1,672,657
Capital Costs	<u>1,031,347</u>
	\$4,139,527.00

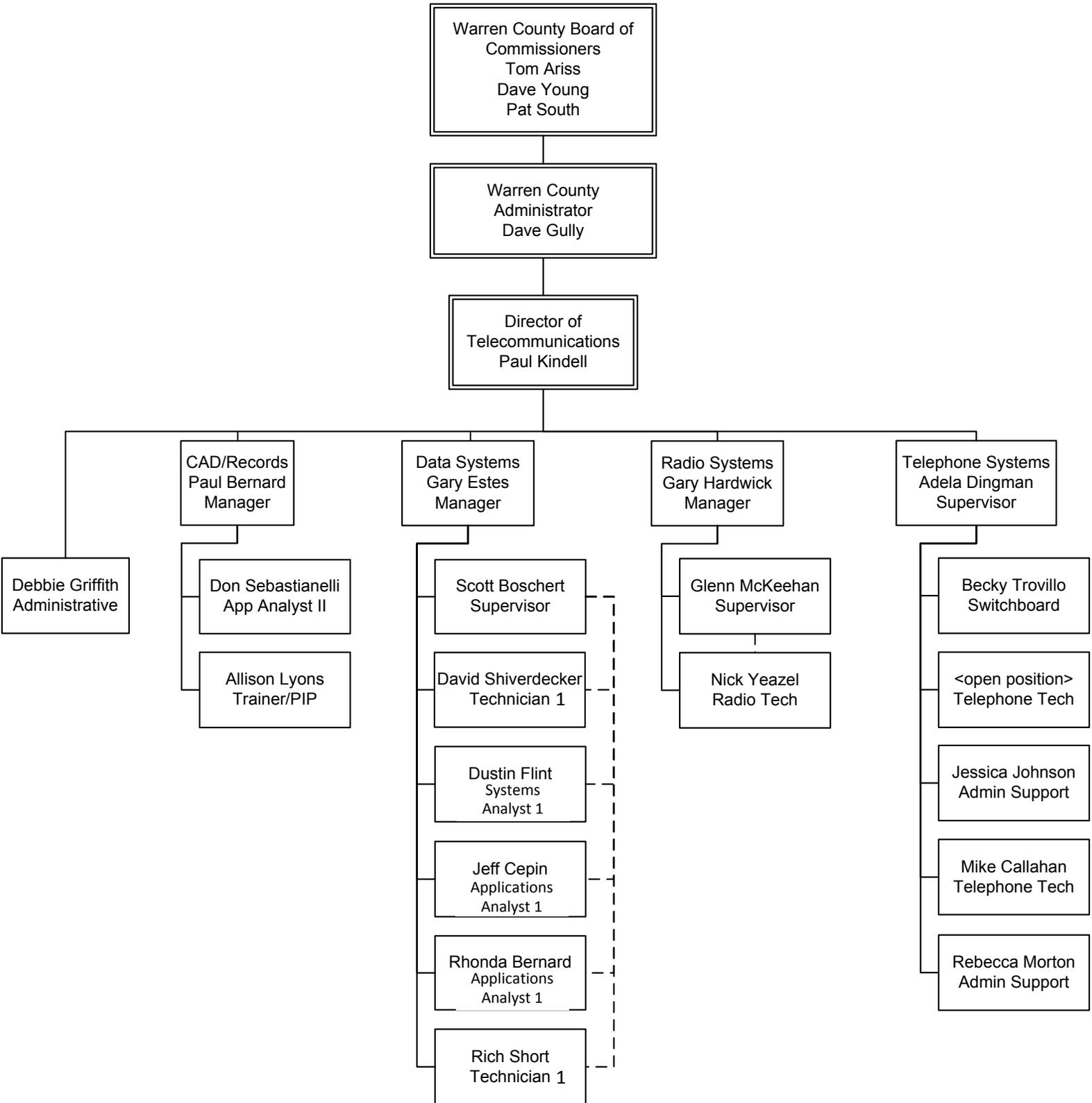
Revenue

Equipment/Service Invoicing	
-Telephone Division	\$25,867.90
-Data Systems Division	14,594.58
-CAD/RMS Division	32,908.32
-Radio Systems Division	37,823.50
-Public Works Radios	247,769.71
Telephone Services	339,887.23
Cellular & Pager Services	64,995.31
Mobile Data	109,753.47
IC Solutions Inmate Services	<u>135,248.59</u>
	\$1,008,848.61

Purpose	5-Year Goals
<ul style="list-style-type: none"> ▪ Oversees entire department for efficiency and productivity. Guides the department to make fiscally sound decisions and purchases. ▪ Represents Warren County on a multitude of committees including SOSINK (Southern Ohio / Southern Indiana / Northern Kentucky) Steering Committee, MARCS Steering Committee - Users Group Subcommittee, State of Ohio ESI Net (Next Gen 9-1-1) Technical Subcommittee, Home Land Security Region 6 Interoperability Chairman, State of Ohio Interoperability Executive Committee, MARCS Change Review Committee, Warren County Communications Advisory Board, Warren County Fire and Law Chiefs Associations, Warren County Communications Work Group. ▪ Coordinates and prepares communications, correspondence, purchase orders, transfers, payroll, and resolutions with the Commissioner's Office, OMB and the Auditor's Office. Tracks all expenditures, receipts, and billing to the departments and agencies for services provided. 	<p>Promote an existing manager to Deputy Director to begin the succession planning, simultaneously hiring for that manager's position.</p>

Organizational Chart

(as of 11/13/13)



Computer-Aided Dispatch / Records Team (3 employees)

Division Head: Paul Bernard

Purpose	5-Year Goals
<ul style="list-style-type: none"> ▪ Computer-Aided Dispatch - Troubleshoot, configure, and monitor the software that Emergency Services Dispatchers use to recommend law and fire responses. Work with public safety agencies to set up their response tables and apparatus. ▪ Records Management - retrieves and packages records requests (9-1-1 / CAD) for Emergency Services. Maintains the Fire Records program. Retrieves 9-1-1 phone recordings from AudioLog software and ensures the servers stay up and running. ▪ Reporting - queries and runs monthly reports for phone system, CAD, 9-1-1, and radio available for related agencies and the public. End-of-year totals for 9-1-1 calls, CAD statistics, fire, and law runs by agency or area. Can also pull LRMS-DSS and CAD-DSS (Decision Support Software) reports if requested by a public-safety agency. ▪ Mapping - maintain the master map which Computer-Aided Dispatch software pulls from for Dispatch. Same data is used for map requests and the BINGO map used by public and non-public safety agencies. ▪ Training - develop multi-media training material to educate our users: videos, PowerPoint, flyers, monthly newsletter, manuals, social media outlets. 	<ul style="list-style-type: none"> ▪ Replace current Computer-Aided Dispatch system (Premier CAD) with new CAD program. Conduct a transition study in 2014, submit the Purchase Order in 2015, implement in 2018 which is end of life for current system. ▪ Update Records Management System. ▪ Updating mapping software to support the new CAD and 9-1-1. ▪ Establish a training room to enhance our subscriber teachings.

	CAD	Large-scale Maps	Bingo Map	Training	Newsletter
LAW					
CARLISLE Police	x		x	x	x
CLEARCREEK Police	x		x	x	x
FRANKLIN (CITY) Police	x		x	x	x
HAMILTON Twp Police	x		x	x	x
HARVEYSBURG Police	x		x	x	x
LEBANON Police	x		x	x	x
MAINEVILLE Police	x		x	x	x
MASON Police	x	x	x	x	x
MORROW Police	x		x	x	x
SPRINGBORO Police	x		x	x	x
WAYNESVILLE Police	x		x	x	x
WCSO	x	x	x	x	x
FIRE					
CARLISLE Fire			x	x	x
CLEARCREEK Fire	x	x	x	x	x
DEERFIELD Twp Fire	x	x	x	x	x
FRANKLIN Twp Fire	x	x	x	x	x
Franklin City Fire	x	x	x	x	x
HAMILTON Twp Fire	x	x	x	x	x
HARLAN Twp Fire	x	x	x	x	x
JEMS	x	x	x	x	x
Kings Island Fire Department			x	x	x
LEBANON Fire	x	x	x	x	x
MASON Fire	x		x	x	x
MASSIE Twp Fire	x	x	x	x	x
SALEM Twp Fire	x	x	x	x	x
TURTLECREEK Twp Fire	x		x	x	x
UNION Twp Fire	x	x	x	x	x
WAYNE Twp Fire	x	x	x	x	x

	CAD	Large-scale Maps	Bingo Map	Training	Newsletter
Non-Public Safety					
Carlisle Road			x		x
Clearcreek Admin			x		x
Clearcreek Road			x		x
Clearcreek Twp Admin			x		x
Deerfield Twp Maint/Road			x		x
Franklin City Court			x		x
Franklin Twp Road			x		x
Franklin Twp Transit			x		x
Hamilton Twp Road			x		x
Harlan Twp Road			x		x
Harveysburg Road			x		x
Maineville PW			x		x
Mason PW			x		x
Massie Road			x		x
Morrow Road			x		x
Springboro Road			x		x
Turtlecreek Road			x		x
Wayne Twp Road			x		x
Waynesville Water			x		x
Warren County Departments					x
Outside Agencies					
Caesar Creek State Park		x			x
Ohio Dept of Natural Resource					x
Ohio State Patrol					x

Computer-Aided Dispatch / Records Team (3 employees)

Division Head: Paul Bernard

The Proof is in the Numbers

Customer Service

502 requests for **283,938** files - Radio and Phone Audio Record Requests.
394 Emergency Services Requests. **111** Help Tickets. **817** receiver devices and **350** receiver groups maintained and configured within Hiplink's 2 servers. Hiplink allows incidents from CAD to be automatically sent to subscriber's mobile phones or emails to stay in-the-know even when not on shift or on premise.

Assists users with CAD-DSS and LRMS-DSS questions, problems, and custom reports

Mapping

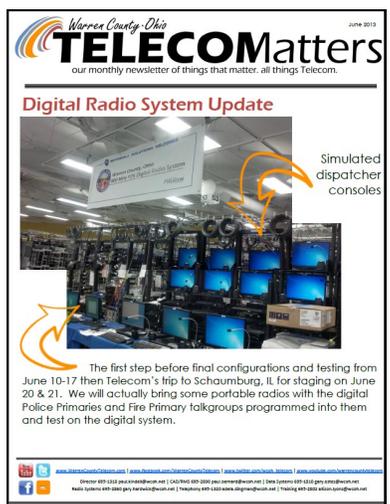
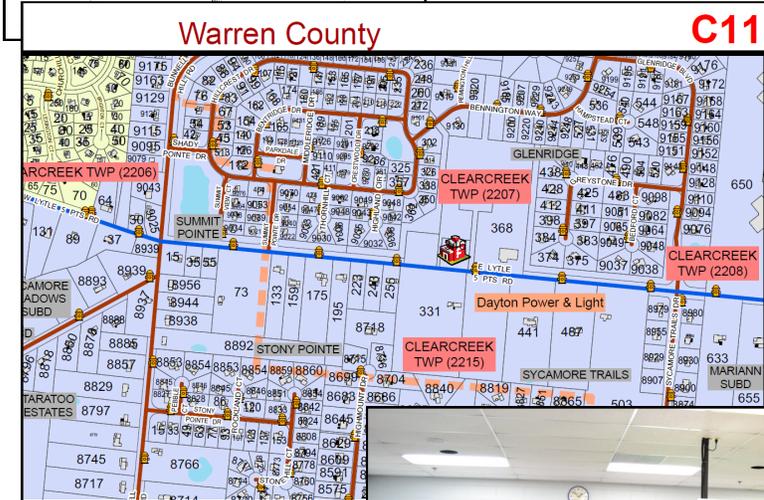
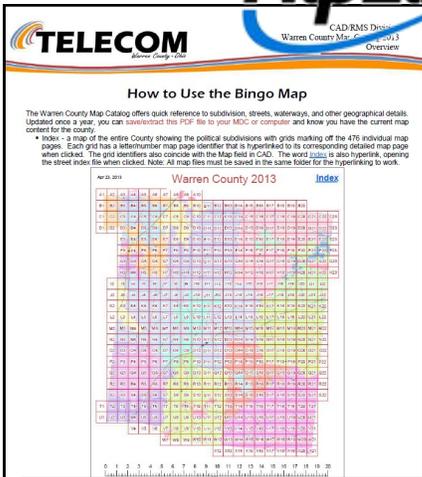
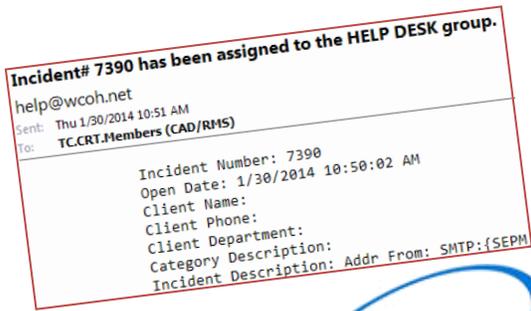
6 Map Uploads to CAD System. **93** MSAG updates (Master Street Address Guide)
975 Mapping Street Feature changes/additions. **442** Mapping Common Place Feature changes/additions. **55** Mapping City/Fire/Police/EMS Feature changes/additions. Various requests for printed and pdf maps to users

Reporting / Program Maintenance

86 9-1-1 Call Problem Reports. Creates monthly and yearly reports for CAD, 9-1-1, Radio System, and Dispatch telephone. Axis Cameras Maintenance and configuration including moving to new server. Maintain and configure AudioLog program (captures traffic on dispatch radios and 9-1-1 calls).

Training

24 hours of in-house fire department radio/ePCR training.
9 newly hired WCSO Corrections Officers trained on their radios.
13 Adult Probation employees on radio. **3** newly hired WCSO Deputies. **12** monthly newsletters totaling **65** pages of content. **1** Coast Guard on-boat mobile radio at Caesar Creek.
1 Juvenile Detention Center coworker. **9** new training videos totaling **49** minutes. **8** Technical Bulletins.



Data Systems Team | Division Head: Gary Estes | 7 employees

Purpose (Warren County Public Safety Network)

Communications Center Technology Environment

- Computer Aided Dispatch (CAD) - Server, interfaces, workstations, required devices and applications, radio system workstations, required devices and applications, 9-1-1 Workstations, required devices and applications
- Genwatch – used for emergency button notification in Franklin and Lebanon Dispatch Centers.

Wants & Warrants

- Open Query Server and Clients allow Dispatchers to access LEADS, NCIC, BMV and other systems as required.
- LEADS Main Terminal – Support for this function for the Communications Center.
- Message Switch – Used by all mobile users in the county. This message switch interfaces CAD, Records, State, Federal databases.

Records Management Systems (RMS)

- Law and Fire/EMS Field Based Reporting
- Law Records Management System (LRMS) - Used by all Agencies except Franklin, Lebanon and Mason. Integrated to CAD and Law Field Based Reporting (LFBR)
- FRMS – Fire/EMS Records Management System - Used by all Agencies, Integrated to CAD and Electronic Patient Care Records (ePCR).

Mobile Environment

- In a secure and managed environment, Agencies have access to all the resources of the Warren County Public Safety Network (WCPSN) via mobile devices - Law Field Based Reporting (LFBR), Electronic Patient Care Records (ePCR), Agencies Mapping, Accident and Scene Diagram and Drawing, Mobile Printing, Drivers License and Document Scanning, In Car Camera Systems, Integration with Regional Licenses Plate Reader systems (LPR), Mobile Messaging – Secure email and chat all Agencies (LAW, FIRE, EMS and Dispatch) to communicate.

Data Center (provides the infrastructure to support the Warren County Public Safety Network.)

- Physical and Virtual Server environments - Reduces cost in physical hardware, operating systems, database platforms and environmental (electric, cooling) – more green.
- Access Infrastructure - Provides WCPSN applications to agencies without expensive site-to-site vpn. Allows users to use almost any client device for access from anywhere (lower cost and risk.)
- Networking - Provides Local Area Networks (LAN), Wide Area Networks (WAN), Cellular and secure connections to mobile environment.
- Standard Operation Environment (SOE) - allows for standardized support, deployment, upgrades and stability lowering downtime and support costs.
- Security - Implementation, upgrade and maintenance of Infection Management Systems, Intrusion Detection Systems, Patch Management Systems, and required logging and analysis systems.
- User Account Management - Creation, deletion, retention, access configuration, password/passphrase/token management for each WCPSN user.
- Messaging and Notification Environment - Allows for emergency and routing notification to users, system-to-system notification, system monitoring.

Driving considerations of DST projects are

(Federal) Criminal Justice Information System (CJIS)

(Federal) Health Insurance Portability and Accountability Act (HIPPA)

(State) Law Enforcement Automated Data Systems (LEADS)

(Local) Commission on Accreditation for Law Enforcement Agencies (CALEA)

5-Year Goals

- New CAD & Records Mgt Support
- New Mobile Data Computers (MDCs)
- Upgrade/maintain systems

The Divisions of Telecommunications

Data Systems Team | Division Head: Gary Estes | 7 employees

	MDC	RSA Token	Law RMS	Law FBR	Fire RMS	ePCR	Remote Access	Wide Area Network Support
LAW								
CARLISLE Police	7	8	x	x			x	
CLEARCREEK Police	12	18	x	x			x	
FRANKLIN (CITY) Police	18	24					x	
HAMILTON Twp Police	11	22	x	x			x	
HARVEYSBURG Police	2	2	x				x	
LEBANON Police	11	21					x	
MAINEVILLE Police	3	3	x	x			x	
MASON Police	20	24					x	
MORROW Police	3	4	x	x			x	
SPRINGBORO Police	16	36	x	x			x	
WAYNESVILLE Police	3	18	x				x	
WCSO	90	117	x	x			x	
FIRE								
CARLISLE Fire	0	2			x			
CLEARCREEK Fire	23	45			x	x	x	
DEERFIELD Twp Fire	16	26			x		x	
FRANKLIN Twp Fire	4	4			x	x	x	
HAMILTON Twp Fire	13	20			x	x	x	
HARLAN Twp Fire	6	3			x	x	x	
JEMS	11	7			x	x	x	
LEBANON Fire	5	1					x	
MASON Fire	24	17			x	x	x	
MASSIE Twp Fire	1	3			x	x	x	
SALEM Twp Fire	7	9			x	x	x	
TURTLECREEK Twp Fire	7	12			x	x	x	
UNION Twp Fire	5	15			x	x	x	
WAYNE Twp Fire	7	6			x	x	x	
Non-Public Safety								
Clearcreek Admin								x
Clearcreek Road								x
Clearcreek Twp Admin								x
Warren County Departments								
Armco Park								x
Commissioner's Office							x	
Educational Service Center		x						
Emergency Services		x					x	
Garage								x
Telecommunications		x					x	
Water/Sewer							x	x

MDC: mobile data computer in vehicles used for one or more of the following: receiving dispatched incidents from Emergency Services, messaging, wants & warrants, mapping, RMS, FBR, ePCR, etc.

RSA Token: a two-factor authentication keychain with a 6-digit code required to access certain files.

Law RMS: Law Records Mgt System - program to retrieve incident details, report to State.

Law FBR: Field-Based Reporting software maintained by Telecom.

Fire RMS: Fire Records Mgt System - program to retrieve fire incident details, report to State.

ePCR: Electronic Patient Care Reporting software for EMS workers.

Remote Access: a money-saving measure allowing communities to access the WCPSN without expensive infrastructure.

Area Network Support: the canopies and data systems that ride on the County's microwave system.

The Divisions of Telecommunications

Radio Systems Team | Division Head: Gary Hardwick 3 employees

Purpose	5-Year Goals
<ul style="list-style-type: none"> Technician Shop - daily radio system database maintenance, provide service for walk-in radio users. Resolve repair/parts/accessory invoices. Program fleet of 3,000+ radios as needed. Maintain readiness of Hot Box radios and portable communications equipment. Provide on-site radio communications support and service to the Sheriff's Office units at the Hill Climb Event and other special events. Tower Work - handle as much radio tower maintenance as possible to cut costs. Outfit tower buildings with equipment, cabling, etc. Design, engineer, install Microwave data links for various Warren County buildings (Engineers office, Garage, Time Warner feed, etc). 	<ul style="list-style-type: none"> Continue to upgrade Microwave Data distribution network to provide more links & better bandwidth for Water, Wastewater, WCPNS, County Data and Telephone users that depend on fast, reliable, Ethernet, Internet, Scada, & VoIP data service connections. Maintain digital radio system. Complete 2 touches of radio programming 1) insert the digital talkgroups/frequencies, and 2) remove analog talkgroups/frequencies. Convert the old analog radio system to a portable, back-up emergency system.

	Portable QTY	Mobile QTY	Control Station QTY
Law	442	212	20
CARLISLE Police	15	6	1
CLEARCREEK Police	22	11	1
FRANKLIN City Police	38	22	4
HAMILTON Twp Police	35	18	1
HARVEYSBURG Police	7	3	1
LEBANON Police	31	10	4
MAINEVILLE Police	6	3	1
MASON Police	51	18	1
MORROW Police	7	3	1
SPRINGBORO Police	32	13	1
WAYNESVILLE Police	9	5	1
WCSO Deputies	101	100	1
WCSO Jail	88		2
Fire	509	212	30
CARLISLE Fire	15	5	1
CLEARCREEK Fire	59	20	3
DEERFIELD Twp Fire	48	20	4
FRANKLIN Twp Fire	33	12	2
Franklin City Fire	34	12	2
HAMILTON Twp Fire	43	15	2
HARLAN Twp Fire	30	17	3
JEMS	21	7	2
LEBANON Fire	44	22	2
MASON Fire	37	19	2
MASSIE Twp Fire	22	9	1
SALEM Twp Fire	28	12	1
TURTLECREEK Twp Fire	31	21	3
UNION Twp Fire	25	8	1
WAYNE Twp Fire	39	13	1
Outside Agencies	63	2	0
Army Corps of Engineers	16	1	
Caesar Creek State Park	14		
Coast Guard Auxiliary	3	1	
Game Warden	1		
ODNR	29		

	Portable QTY	Mobile QTY	Control Station QTY
Non-Public Safety	119	91	5
Carlisle Road	6		
Clearcreek Admin	1		
Clearcreek Road	3	9	
Deerfield Twp Maint/Road	9		
Franklin Twp Road & Transit	6	1	4
Hamilton Twp Road/Admin	11	13	
Harlan Twp Road	4		
Harveysburg Road	3		
Maineville Road	3	2	
Mason CERT	12		
Mason Courts	5		
Mason Public Works	28	18	1
Morrow Public Works	4		
Springboro Public Works	6	38	
Turtlecreek Road	6	6	
Wayne Twp Road	7	4	
Waynesville Water	5		
Warren County Departments	208	81	23
Administrator	1		
Adult Probation/Comm Corrections	13		
Board of Developmental Disabilities	3	14	1
Coroner's Office	2	2	
Dog Warden	5	4	
Drug Task Force	18	1	
Emergency Services	19	4	2
Engineers	29	47	
Facilities Management	3		
Health Department	5		
Human Services	2		
Juvenile Court	4		
Juvenile Detention Center	21		
Prosecutor's Office	6		
Telecommunications Department	43	9	11
Transit	18		2
Water/Sewer	16		7

Radio Definitions
Portable: handheld radio
Mobile: vehicle-mounted radio
Control Station: desk radio

The Divisions of Telecommunications

Telephone Systems Team | Division Head: Adela Dingman | 6 employees

Purpose	5-Year Goals
<ul style="list-style-type: none"> ▪ Work Orders - installation, operation, configuration, maintenance and repair of all county-owned telephone / communications equipment and circuitry. ▪ Telephone Service - Voice Mail, Fax Lines, Automated Attendant, Automatic Call Distribution, and interactive informational Recordings. These are billed to the agencies. ▪ Telecommunications Equipment/Services Invoicing and recording of accounts receivables for all related equipment and services billed by Telecom's divisions. ▪ Cellular/Pager Service Receivables - non-commissioner funded, billed directly to the agencies. ▪ IC Solutions Inmate Services - Warren County receives commission revenue based on the amount of calls completed by inmates at the County Jail. We have significantly increased our call volume and revenue without impacting the family/friends of our inmates by switching to IC Solutions in 2004. ▪ Engraving - accountability tags, signs, radios, fire passports and miscellaneous engraving for County and Public Safety Departments. 	<ul style="list-style-type: none"> ▪ Replace 9-1-1 Phone System in 2014 (end of life is Q1 - 2015). ▪ Replace current County phone system with VoIP, including new switchboard. ▪ Convert Warren County's government buildings to new VoIP system as funds allow. ▪ Be IP (internet protocol) and NexGen ready for when state is able to support it in 3-5 years.

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

Telephone	1196
Cellular	827
Pager	56
E911	45
Data Drops	107
Voice Mail	139
Call Records	23
Mobile Data	216
Total	2609

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

MONTH	CELLULAR	PAGER
January	\$4,770.79	\$180.70
February	\$5,004.21	\$173.75
March	\$4,970.54	\$159.85
April	\$5,031.93	\$184.15
May	\$5,822.53	\$394.75
June	\$5,384.33	\$27.80
July	\$5,407.38	\$27.80
August	\$5,380.44	\$27.80
September	\$5,329.12	\$20.85
October	\$5,623.73	\$20.85
November	\$5,473.13	\$20.85
December	\$5,544.13	\$13.90
TOTAL:	\$63,742.26	\$1,253.05

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

January	\$28,290.85	July	\$28,112.93
February	\$29,646.75	August	\$28,583.79
March	\$28,475.48	September	\$28,227.92
April	\$27,976.98	October	\$28,543.95
May	\$28,408.31	November	\$27,496.77
June	\$28,331.42	December	\$27,782.08
TOTAL:	\$339,877.23		

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	\$14,488.87	\$11,338.91	\$352.78
February	\$14,824.91	\$11,073.14	\$340.12
March	\$14,623.14	\$11,397.98	\$324.26
April	\$16,882.86	\$11,463.84	\$411.23
May	\$15,983.31	\$11,299.74	\$498.46
June	\$15,233.55	\$11,601.09	\$125.65
July	\$26,088.11	\$11,340.72	\$73.92
August	\$15,042.58	\$11,473.95	\$61.97
September	\$16,644.45	\$11,186.28	\$58.80
October	\$16,042.77	\$10,858.51	\$51.25
November	\$17,767.74	\$10,733.90	\$84.30
December	\$18,208.00	\$10,843.34	\$39.30
TOTAL:	\$201,830.29	\$134,611.40	\$2,422.04

Telephone Systems Team | Division Head: Adela Dingman | 6 employees

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.

Mobile Data Receivables :

QUARTER	AMOUNT
1st Quarter	\$27,126.69
2nd Quarter	\$27,857.52
3rd Quarter	\$29,878.05
4th Quarter	\$24,891.21
TOTAL:	\$109,753.47

January	\$8,044.42	July	\$13,243.25
February	\$10,391.98	August	\$11,305.61
March	\$11,560.17	September	\$12,362.34
April	\$10,220.02	October	\$11,787.46
May	\$11,508.18	November	\$12,450.09
June	\$10,854.50	December	\$11,520.57
TOTAL:	\$135,248.59		

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.

MONTH	TST	DST	CRT/EPCR	RST	PW Radios
January	\$532.99			\$274.00	
February	\$301.31	\$2,389.20		\$555.00	
March	\$1,859.65	\$833.38		\$996.30	
April	\$1,479.89	\$2,291.00		\$5,485.00	
May	\$2,075.69	\$2,495.00		\$23,548.05	
June	\$556.87	\$275.00		\$400.00	
July	\$2,186.02	\$732.00		\$22.00	\$60,269.15
August	\$10,148.34	\$707.00		\$50.00	
September	\$2,109.47	\$217.00		\$3,741.00	
October	\$512.64	\$1,699.00		\$560.00	\$75,934.46
November	\$2,240.13	\$564.00	\$32,908.32	\$1,117.40	\$69,103.00
December	\$1,864.90	\$2,392.00		\$1,074.75	\$42,463.10
TOTAL:	\$25,867.90	\$14,594.58	\$32,908.32	\$37,823.50	\$247,769.71

Engraving

AGENCY	ACCOUNTABILITY	SIGNS	RADIOS	PASSPORTS	MISC
COUNTY		52			88
FIRE	2204		120	149	300
POLICE	72				
TOTALS:	2276	52	120	149	388