



Warren County Ohio **TELECOM**

Annual Report | 2017

Telephone Systems Team
Support Services Team
Radio Systems Team
Data Systems Team
Community Mgmt



From Director Paul Kindell

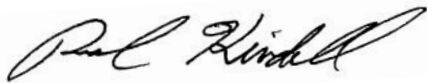
2017 was a very busy year! We continued installation and configuration of our multi-year / multi-agency #ProjectTriTech. It will replace our current Computer Aided Dispatch System (CAD), Mobile Data System, Records Management System, and the Jail management system. This will be the largest scale, longest running project Telecom that has been a part of!

We completed Text-to-911 which allows citizens to send a text message to the 911 center when unable to voice call 911. We are proposing an April 2018 go-live ceremony in conjunction with National Telecommunicator's week (page 17). This project involved configuration and testing with each wireless telephone carrier.

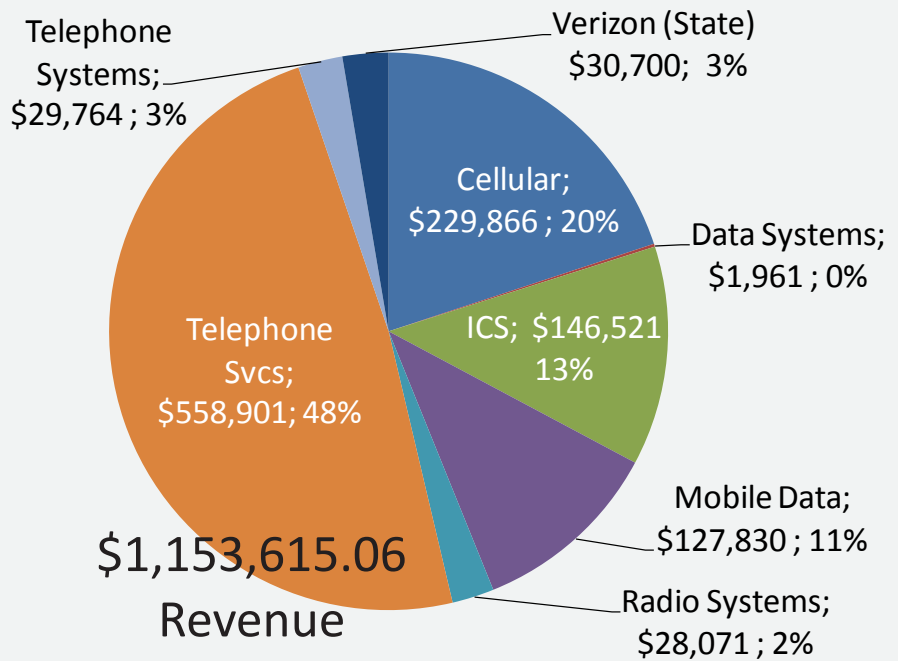
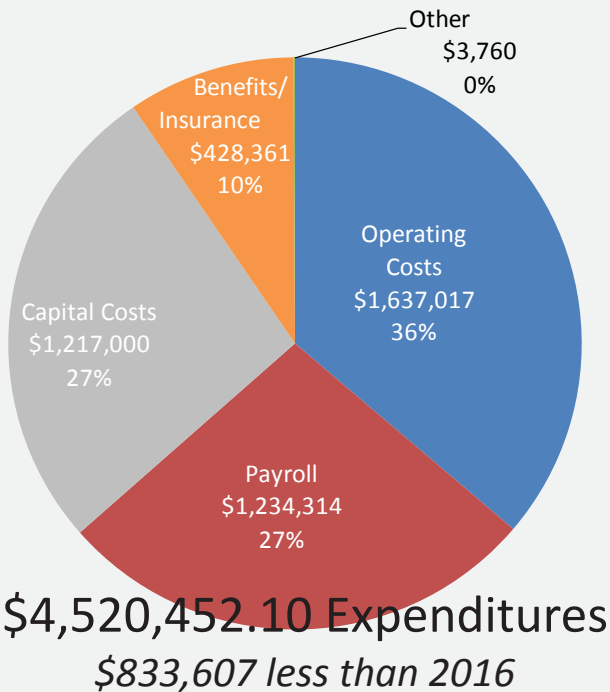
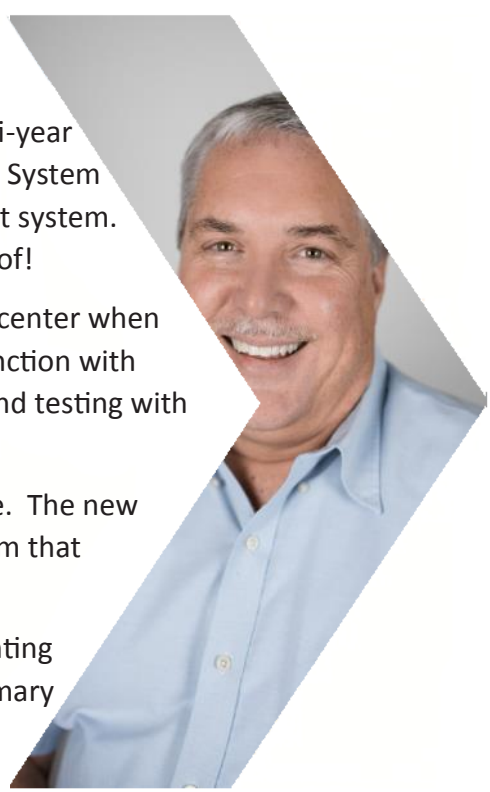
We are now 70% through phase 2 of our County ShoreTel telephone system upgrade. The new Voice over Internet Protocol (VoIP) Telephone System replaces the telephone system that was installed in 1989.

We have put a lot of effort into improving our processes and procedures. Documenting and cross training makes us more efficient and able to carry on in the event our primary personnel are unavailable. We are studying our systems and where possible, eliminating single points of failure and adding redundant systems that can be switched to in an emergency. We held a table top drill to simulate an ice storm and how it would affect our systems. We discussed how we would maintain and support our technology, our families, and how we could support other County Offices during the emergency where power may be out for weeks to months. We have more drills planned for 2018 and will continue to improve the quality and reliability of our systems.

Finally, I want to extend my appreciation to my staff. My Deputy Director, Gary Estes, is constantly improving us as a team and I am so proud to be a part of such a fantastic group of professionals. It's these people's dedication and attention to detail that truly make the magic happen!!

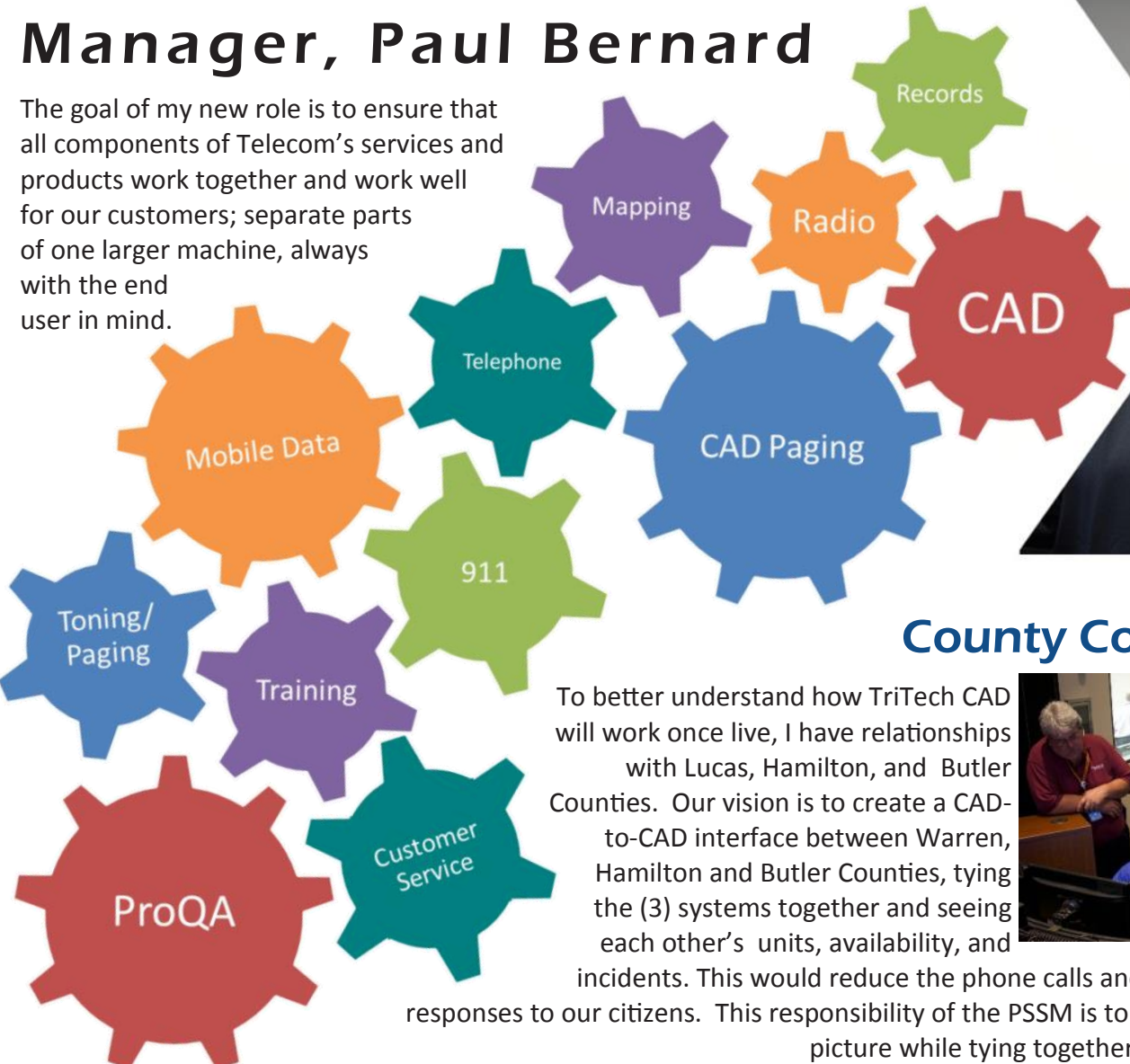


2006-Present



From Public Safety Systems Manager, Paul Bernard

The goal of my new role is to ensure that all components of Telecom’s services and products work together and work well for our customers; separate parts of one larger machine, always with the end user in mind.



County Collaborations

To better understand how TriTech CAD will work once live, I have relationships with Lucas, Hamilton, and Butler Counties. Our vision is to create a CAD-to-CAD interface between Warren, Hamilton and Butler Counties, tying the (3) systems together and seeing each other’s units, availability, and incidents. This would reduce the phone calls and delay in getting timely responses to our citizens. This responsibility of the PSSM is to always consider the big picture while tying together each individual thread.



Simultaneous Support of Two CAD Systems

1. Configuration Trainings (DOLF, FATs) - TriTech conducted several sessions at Telecom, training Bernard and our PIT members the DO’s and DO NOT’s of building this system from scratch. From the minor details of character limits, codes, and icons, to the major details of user credentialing and interfaces, every detail needs considered so that we have a successful go-live and customer acceptance.
2. Data Entry— Before we could see how TriTech would work within Warren County, Bernard led the task of entering data into the program (people, credentialing, problem sub-types, priorities, statuses, dispositions).

Although we are building the new TriTech CAD, we still support and maintain our current Premier CAD. This is a daily responsibility to stay current with agency units/personnel, vehicles, and response plans, which I have 16 years experience managing. As a former Dispatcher, I understand how Emergency Services uses the technology, and I’m sensitive to the human factor of CAD, not just the technical side.

See more about #ProjectTriTech on page 8



THE Warren County · Ohio TELECOM CREED

OUR MISSION

Established in 1985, Warren County Telecommunications has evolved into a 24/7 technology support provider for our customers in the public safety and government communities. With expertise in secure Data and Radio Systems, Public Safety Applications, Telephone, Training, and Administrative Support, we strive to provide reliable solutions that are in alignment with Warren County initiatives and leadership goals.

In support of this mission, we will:

- Partner with our customers to understand their needs.
- Provide leadership, planning, and training for the effective use of emerging technologies.
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.

OUR VISION

Warren County Telecommunications will be recognized as a high-performance team providing technical excellence that advances our customers in alignment with Warren County's mission and goals.

OUR CORE VALUES

Our Core Values drive and guide us as we serve our customers. As members of Telecom, we are committed to:

- **Collaboration:** We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge, leveraging unique skills, and building effective partnerships.
- **Continuous Improvement:** We strive for operational excellence through the on-going development of our individual team members and technology.
- **Innovation:** We encourage creative and critical thinking.
- **People:** We respect, care for, and actively listen to our coworkers and agencies.
- **Service:** We push our limits to provide consistent, agile, reliable, and accessible services to all.
- **Transparency:** We maintain open communications and ethical business processes to be accountable in our interactions and our work.

OUR DECISION CRITERIA

Is it good for Warren County?

Is it good for our Public Safety Agencies?

Is it good for our Tax Payers?



Front: Allison Lyons, Community Manager; Jessica Johnson, SST; Kristy Oeder, SST; Rhonda Bernard, DST; Debbie Griffith, SST; Becky Trovillo, SST
Middle: Jimmy Hollin, TST; Don Sebastianelli, DST; Dustin Flint, DST; Paul Kindell, Director; Gary Estes, Deputy Director; Corey Burton, RST; Mike Callahan, TST
Back: Josh Moyer, DST; Joe Newton, DST; Rich Short, DST; Jeff Cegin, DST; Paul Bernard, PSSM; Gary Hardwick, RST; Glenn McKeehan, RST; David Shiverdecker, DST; Garrett Wilson, TST

We are a year into our new team structure and have seen great improvements in our cross-functional training, individual job responsibilities, and team building.

In January, Telecom hired Joshua Moyer as an Applications Analyst I. With his prior experience in both Warren County and West Chester Communications Centers, he arrived with a great foundation to build upon.

In September, we said goodbye to Data Systems Technician Brian Haney after one year of service. The vacant position was filled in January 2018 by Jeremiah Marcum. Due to necessary certifications for this role, we will need to invest in industry training before this individual's probation period is up—something that weighed heavy on our decision to select the best possible candidate.

In December, Kristy Oeder was promoted to Team Lead for the newly formed Support Services Team. SST has made great strides in establishing more efficient procedures and KLOs (Keep the Lights On tasks), and attending job training. They've established backups, daily and weekly routines, and are converting several paper processes over to electronic processes.

We also saw (3) re-classifications to better align the following coworkers with their skills and responsibilities: Jeff Cegin (Data Systems Supervisor), Corey Burton (Radio Tech 2), Jimmy Hollin (Telephone Tech 3).

Office Space Transformation

The dust has finally settled from all the renovations and relocations at Telecom. With incredible service from the Warren County Facilities Management Team, our space now offers maximized efficiency and more collaboration space.

2nd Dispatch Location in 80s / early 90s > EMA > Data Systems Mapping & CAD Specialists



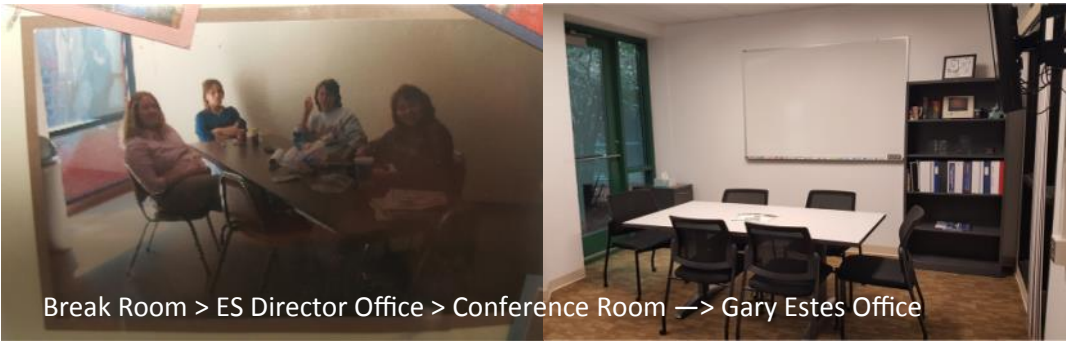
3rd Dispatch Location in 90s/00s > Data Systems



Telephone Tech workshop > Gary Hardwick's office



Break Room > ES Director Office > Conference Room —> Gary Estes Office



2nd Dispatch > Telephone Switch Room > Paul Bernard's Office



Office Space Transformation



Dispatch Bunk Room > EOC > Telecom Training Room



Telephone Tech workshop > Geezer's office



Hallway > Telephone Office > Supply/Copier/



Kitchen/Break Room > ES Director Office > Library/Conference Room —> Gary Estes Office



Break Room



EOC > Break Room > Conference Room



Kitchen > ES Office > TC Admin Office > TC Community Manager



The Telecom Museum

#ProjectTriTech

Inform CAD: Call Taking, Law & Fire Dispatching, Mapping/GIS, Reporting, CAD Browser

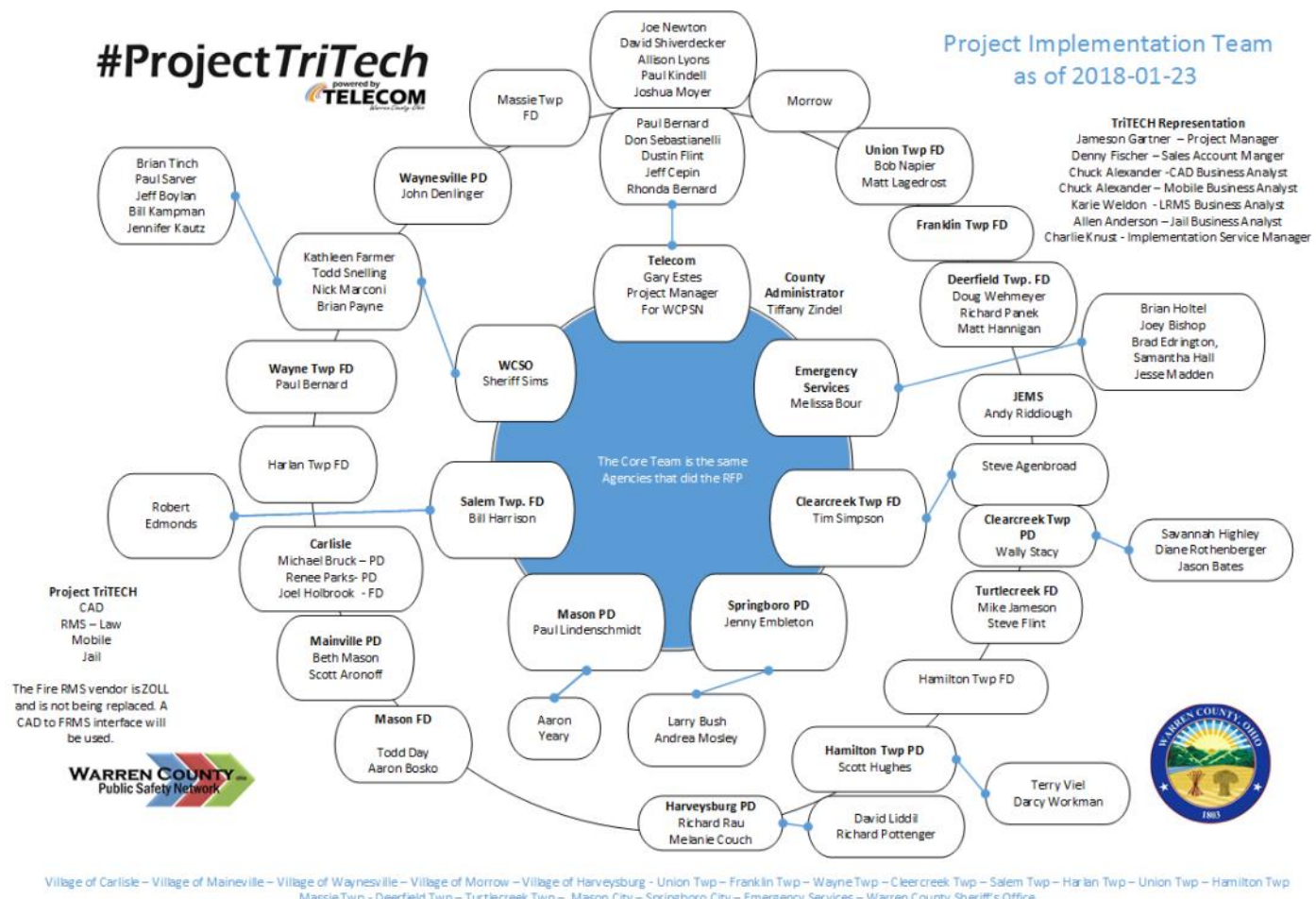
Inform Mobile & FBR Law Enforcement: Fire & Law Enforcement Mobile, Field Based Reporting

TriTech.com Inform IQ & Analytics: Query, Searching, Reporting, Dash Boards

Inform RMS: Records Management Overview, Master Indexes, State Reporting, Citations, Case Management, Property/Evidence, Civil, Warrants, Inform IQ & Analytics

Inform JMS (Jail Management): Booking, Release, Kiosk, Weekender, visitation, Prisoner Release, Inform IQ, Analytics

- JAN
- FEB
 - RMS Workshop
 - TriTech InformRMS Web Upgrade from 4.12.5 to 4.12.6
- MAR
 - Rhonda Bernard, Paul Bernard, and Gary Estes attended Annual TriCON convention — highlights were the training opportunities to learn how the system works and networking with other agencies across the country to learn how they're leveraging the software to best work for them.
 - Jail System Orientation (3 days)
 - DEMO of Geo Validation on Mobile environment, a requested enhancement by Warren County.
- MAY
 - Jail DOLF (Demonstration of Licensed Functionality) - WCSO Reps met with Telecom to discuss the roles of System Administrators and Jail Administrators, Review Code Table Values, Booking Entry, Arrest Info, Release, Rebook, Security Roles and Personnel, Numbering Service, Inmate Property Bins, Jail Housing and Locations, Inform Jail 5 System Defaults, Jail Module Questionnaires, Narrative Templates
 - Hamilton County Communications Center Tour—Telecom + Emergency Services visited HCCC to see TriTech in action and ask questions as we continued deciding the best way to design the backend of the system.
- JULY
- AUG
 - Jail Workshop
 - Started CAD Agency Setup Work Sessions with each individual Fire and Law Agency—walked through user view, backend setup of units, response types, etc. Continued through December
- OCT
- NOV
 - RMS 4.14 Review in Telecom Training Room
 - Jail Functional Acceptance Testing (FAT)
 - Police Chiefs approved a listing of Problem Natures (Incident Types)



#ProjectTriTech



RMS Workshop [January]



Jail DOLF [May]



Hamilton Co. Comm Center Visit



TriTech Leadership Panel [August]



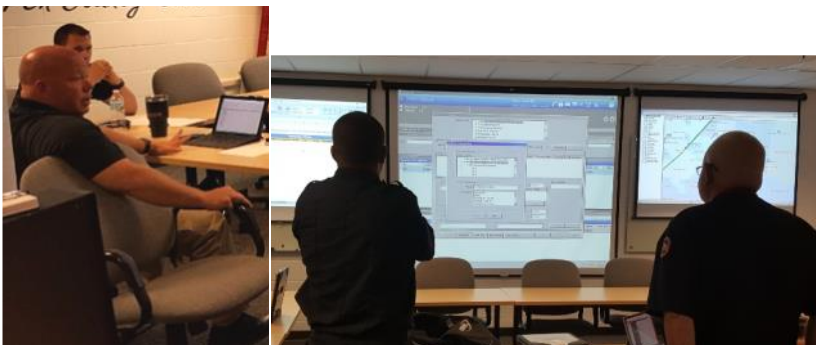
Jail System Orientation [March]



TriCON2017—TriTech's Convention

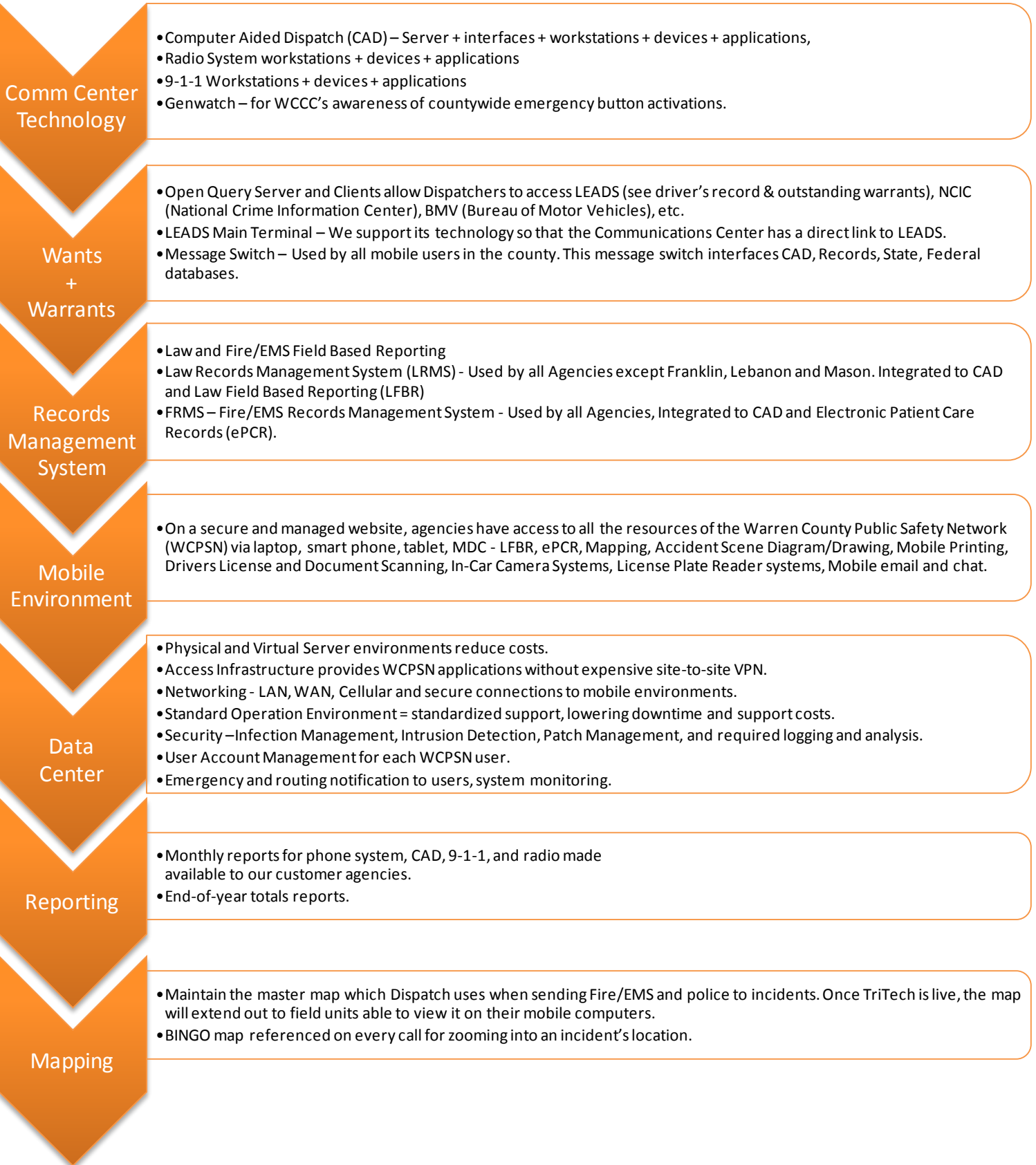


Output Designer Class [August]



CAD Agency Setup 1-on-1 with every Public Safety Agency

Major Functions + Responsibilities





Processed **888** Help Tickets +
676 User Change Management



Monthly Scheduled Maintenance Outages keeps our security up to date and protects the data of our customer agencies.



550 Keep-The-Lights-On Hours performing daily duties such as tape backups/vault runs, server room temp checks, UPS checks, generator fuel levels, database backup verifications, Audiolog checks, and Radix server reboots.

885 WCPASN Application Users

547 Users carry a Two-Factor

Authentication Token for MDC access + entry to the WCPASN portal which provides applications and virtual desktops. We have portal users across all the law and fire agencies as well as Telecom, Emergency Services, Warren County Water Dept, Child Support, and Warren County Human Services. The Portal was also used to facilitate the ShoreTel apps to non-county network users.

Bomgar: New Remote Support, replacing LogMeln. This allows us to access an off-site customer's computer without having to travel to their location. We also give vendors such as Verint and TriTech, access into our systems to support their servers. This tool allows us to meet CJIS and HIPAA requirements.

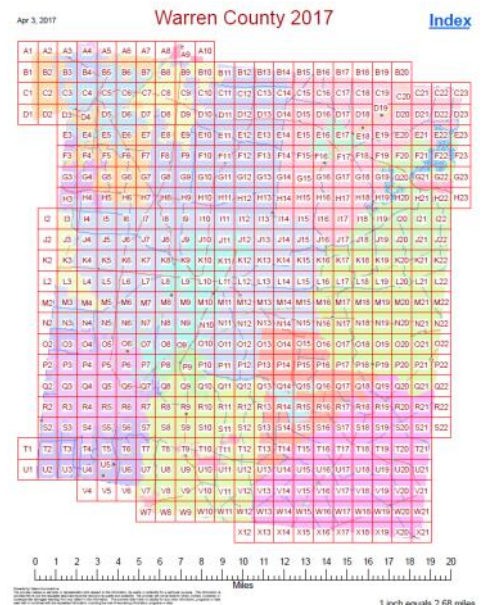
22 Dispatch CAD Workstations

We perform physical cleaning maintenance on a rotating schedule, caring for each workstation 4 times per year. It takes one hour to clean one station, clocking 88 total hours per year maintaining this customer's investment.

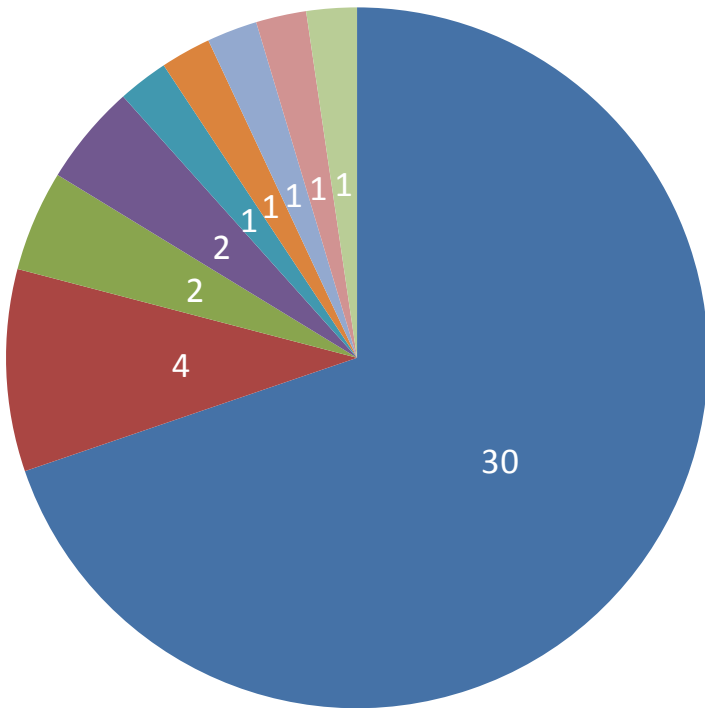


Mapping

- Telecom receives parcel, oddly shaped subdivisions, building footprints, and updated city boundaries. We then tighten it up for the purpose of public safety response needs.
- Dispatcher-facing maps: Telecom maintains the source map used by CAD which directs the program to the appropriate responding agencies, aids in address verification, and is customized by agency and beat/response region.
- Agency-facing Bingo map: WC Dispatch mentions the "Bingo Cell" for each call to help a responding unit zoom into the geography of the incident.
- Printable maps: Telecom has an in-house plotter/printer to provide wall maps, radius maps, pinpoint maps, incident command boards, etc.



2017 WCPSN Upgrade Counts



- TriTech Server
- ProQA (each upgrading EMD, EFD, EPD)
- AQUA (ProQA reporting/QC for Dispatch)
- Criss-Cross (address+phone tool for WC Dispatch)
- Patch Management Server
- Entire Mobile VPN Suite
- Audiolog Servers
- Electronic Patient Care Reporting (ePCR)
- Fire Records Management (FRMS)

88 % Server Virtualization

functional servers only. Includes production, training, and testing servers... anything that if not virtual, would require a dedicated physical rack mount server taking up space in our office. This does not include virtual appliance and/or workstations, such as desktops or administration stations.

52 Full Backup Tape Cycles

260 Daily Backup Tape Cycles



12 TB of SAN Storage for

Production Data A dedicated high-speed network that interconnects and presents shared pools of storage devices to multiple servers. Backup data is additional 4 TB.

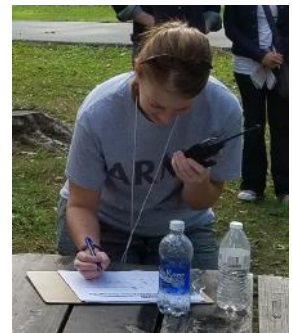
4 successful Main Firewall system failover tests

2 successful Internet Failover tests

Monthly mobile VPN failover testing
Tape and Machine Restore tests

Non-Public Safety Involvement

- Antivirus and security patching for WC Water & Sewer on a secure SCADA network.
- Published desktops and applications to support the Call Center functions of Human Services and Child Support.
- Warren County Amazing Race—Jeff Cepin heads up Telecom’s presence each year. Our 2017 station challenged teams to decode a message displayed on a Mobile Data Computer (like what law enforcement and fire/EMS use), then use the phonetic alphabet to communicate each letter to their partner via portable radio.



Major Functions & Responsibilities

Radio Shop

- Dependable communications for our Public Safety and non-Public Safety radio users.
- Maintaining a stock of repair parts and batteries = timely service to minimize downtime for our customers.
- Cache of rapid deployment HotBox radios and mobile device chargers = 'instant' support to mitigate intense, short term requirements during disasters or special events.

Systems Mgmt Infrastructure

- 24/7/365 'first call' Public Safety Systems response for Dispatch and
- Tower site maintenance and trouble shooting
- Maximum reliability & minimum downtime for our Voice communications & Data backbone/backhaul

Radio Configuration

- Programming radios with relevant talkgroups per customer agency.
- Radio template writing and distribution to customer agencies.

Outer county agencies generated

3.6 million

push-to-talks.

70

agencies* in
Warren County
generated

5.4 million

push-to-talks.

**agencies includes local, county, state, and federal*

8.2 million
radio calls

call = 4 seconds or longer

460
days

cumulative
talk time
3.97 million secs

4.4
seconds

average call time
*.4 sec faster
than 2016*

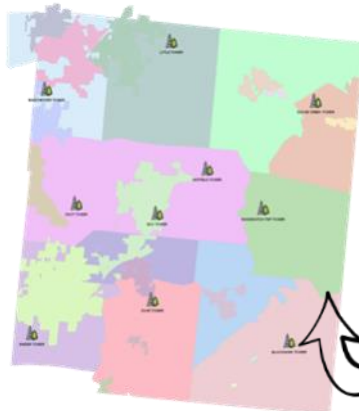
New Fire Paging System

The former system was beyond end-of-life, with Telecom squeezing every possible dollar of the County's investment from it. The new system is transported digitally over the MARCS IP radio system.



Radio System 7.17 Upgrade

In April, a week-long, statewide upgrade included the State of Ohio individually taking down each of our (9) towers for up to 1 hour per tower. Agencies were sent notices as we were given dates in an effort to keep them informed.



User Impact: when a tower near one's jurisdiction is taken down, portables have reduced coverage in that tower's vicinity. They are resilient enough to reach out to the next nearest tower though. Car radios have a higher power signal and show no reduced coverage when nearby towers are offline. Should our entire site be disconnected from the larger Ohio MARCS system, we'd be in "Site Trunking" which requires no change from our agencies.

New Digital Access Points

at Snider Tower for the (2) Clerk of Courts Title Offices and at Lytle Tower for (3) water department sites. The benefit to end users is a broader bandwidth ethernet connection for their data transmissions.



Radio Programming

In 2017, the Tech shop not only provided "Walk in" parts, routine service, and repair for subscribers, but wrote **130** radio templates, and programmed **681** radios for **45** agencies.

Radio System in Numbers

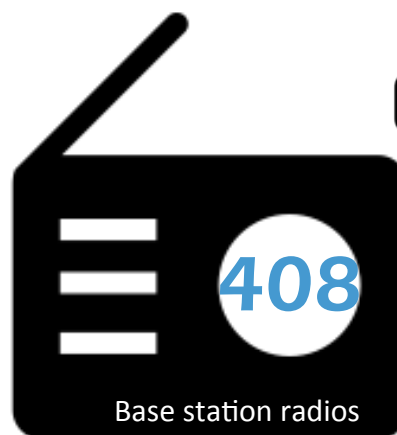
1 Network Operations Center (NOC) hardened with layered redundancy and emergency power.

10 Tower Sites with equipment, shelters & emergency power.

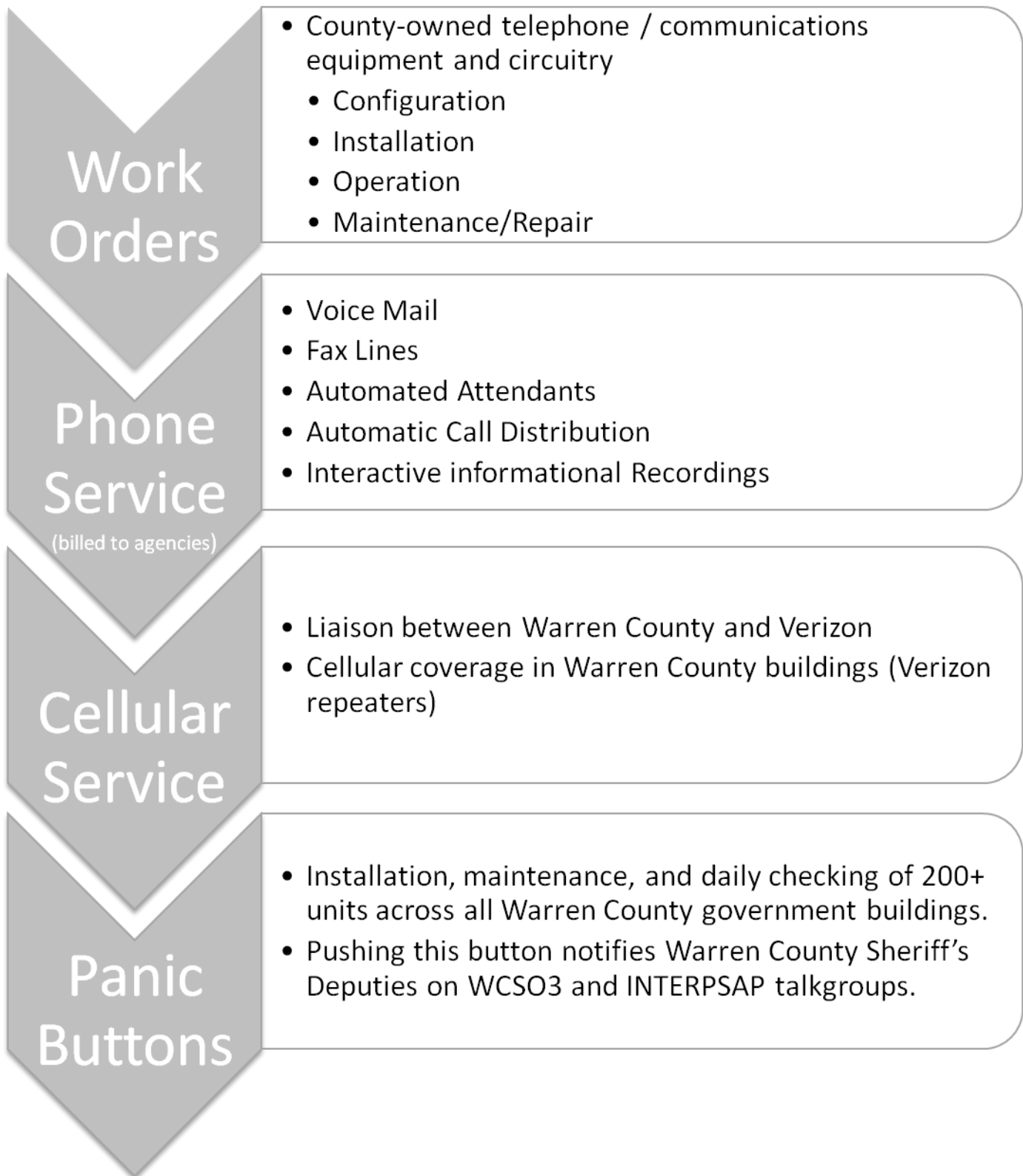
15 public safety-grade microwave links for the Data Backbone and System Control.

49 (+2 from 2016) Microwave links for Public Works Information Backhaul.

16 Dispatch Consoles.



Major Functions + Responsibilities



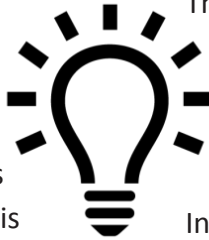
[TST] Telephone Systems Team

TST processes the majority of our work orders on an On-Call basis **serving 100+ County, State, Federal, Private Agencies.**

We wire all telephone and data drops in all County buildings, and perform all moves/changes/installations of temporary service to those displaced by construction.

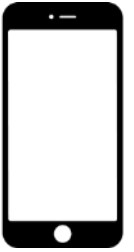
[KLO] Keep The Lights On

1. **Check and backup ShoreTel switches**— a computer with programming that changes regularly. Once a week, the programming is automatically copied and backed up to a disaster recovery disk which is taken to a secure vault.
2. **Check and backup Harris phone switches**—similar to above but this is a manual backup every Friday with copies kept on-site.
3. **Daily login to ShoreTel Director** and ensure all functions are operational. If not, we troubleshoot ourselves or involve our vendor, PCS. Potential problems include down switches, individual phones that go out of service, password and phone resets, customer issues.
4. **Daily facility check** of two server rooms. If equipment in one of these rooms became faulty (power issues, spilled drink, flood, temperature control), County coworkers will lose use of their desk phones and potentially cellular phones.
5. **CourtTV Video Arraignment equipment checks**— the video feed runs along our underground fiber network.
6. **Check for OUPS Tickets**—to see if contractors are requesting to dig in any areas we have underground lines. If so, we do the work ourselves and use a locator to mark the path of the cable.
7. **Daily checking** of Human Services & Child Support Call Centers—to ensure call takers can log in and receive citizen calls and that Child Support’s dashboard is functioning.



On-Call Process

At any time, there is always one Telephone team member on-call which means they are required to respond to any callout within 10 minutes and be on-site within 60 minutes if needed to be on-site. Callouts come in the form of a direct page to the team member’s cell phone. The most typical call-out reason is when an agency or citizens tries calling a non-emergency 925– or 695– phone number and it doesn’t go through.



Justice Campus Fiber Loop

In a team effort with WC Information Technologies and vendor PCS, we initiated the last leg of a fiber ring between 520 & 406 Justice giving every building on campus a network backup for their computer and desk phone.



What is a drop?

A CAT5 or CAT6 cable ran from a network closet to an office or wall plate, to which a computer or phone is connected. TST installed

152 drops at 416 East St

covering Human Services, Children’s Services, and Health Department. Six new switches were installed with three UPS backup power supplies for each floor in this building.



Text-to-911 has quietly been active in Warren County while we test with cellular providers (Verizon, Sprint, AT&T, etc) and work out issues such as location accuracy. It is essentially a chat application that allows Dispatchers to text back and forth with citizens. Our goal is to align the ‘ribbon cutting ceremony’ with National Telecommunicators Week 2018 and the joint open house between Telecom and Emergency Services. The proposed date is Wednesday, April 10th pending Commissioner approval.



Inmate Calling Solutions

ICS Commission earned 2017	
JANUARY	\$13,148.60
FEBRUARY	\$14,280.11
MARCH	\$13,037.42
APRIL	\$12,209.42
MAY	\$14,568.00
JUNE	\$12,253.30
JULY	\$11,566.53
AUGUST	\$10,763.19
SEPTEMBER	\$11,247.59
OCTOBER	\$11,069.26
NOVEMBER	\$10,829.46
DECEMBER	\$11,548.49
Total:	\$146,521.37

is a service at the Warren County Jail for inmates to make outbound calls using electronic funds and passwords or PINs. The application has matured to a point where Telecom feels comfortable handing it over to the Warren County Sheriff’s Office. They will now maintain inmate credentialing, call investigations, and call recording.

Phone Connectivity Telecom is the Point-of-Contact for all “phone down” situations at Warren County buildings. Through our troubleshooting, we decide if the problem resides in one of our two Unit rooms or if it is due to the phone carrier having issues. If an issue escalates, we submit a help ticket with the responsible company (AT&T, CenturyLink, InDigital). This gets all Warren County government buildings and the Lebanon + Franklin PSAPs on their radar so that our problem can be resolved.



2018 Telephone Team Goals



1,529 Work Orders processed by **3** coworkers



800+ ShoreTel phone users on Justice Drive campus.

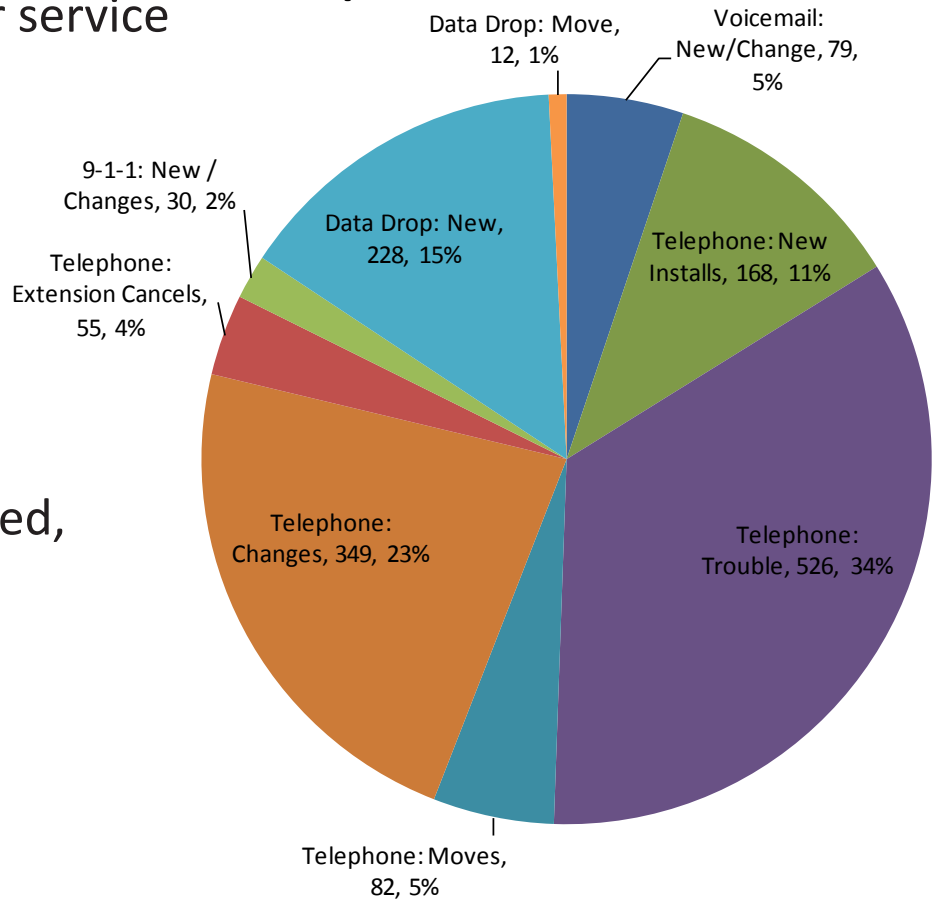


66 Work Groups created - one phone number that rings multiple people for quicker customer service & call load sharing.

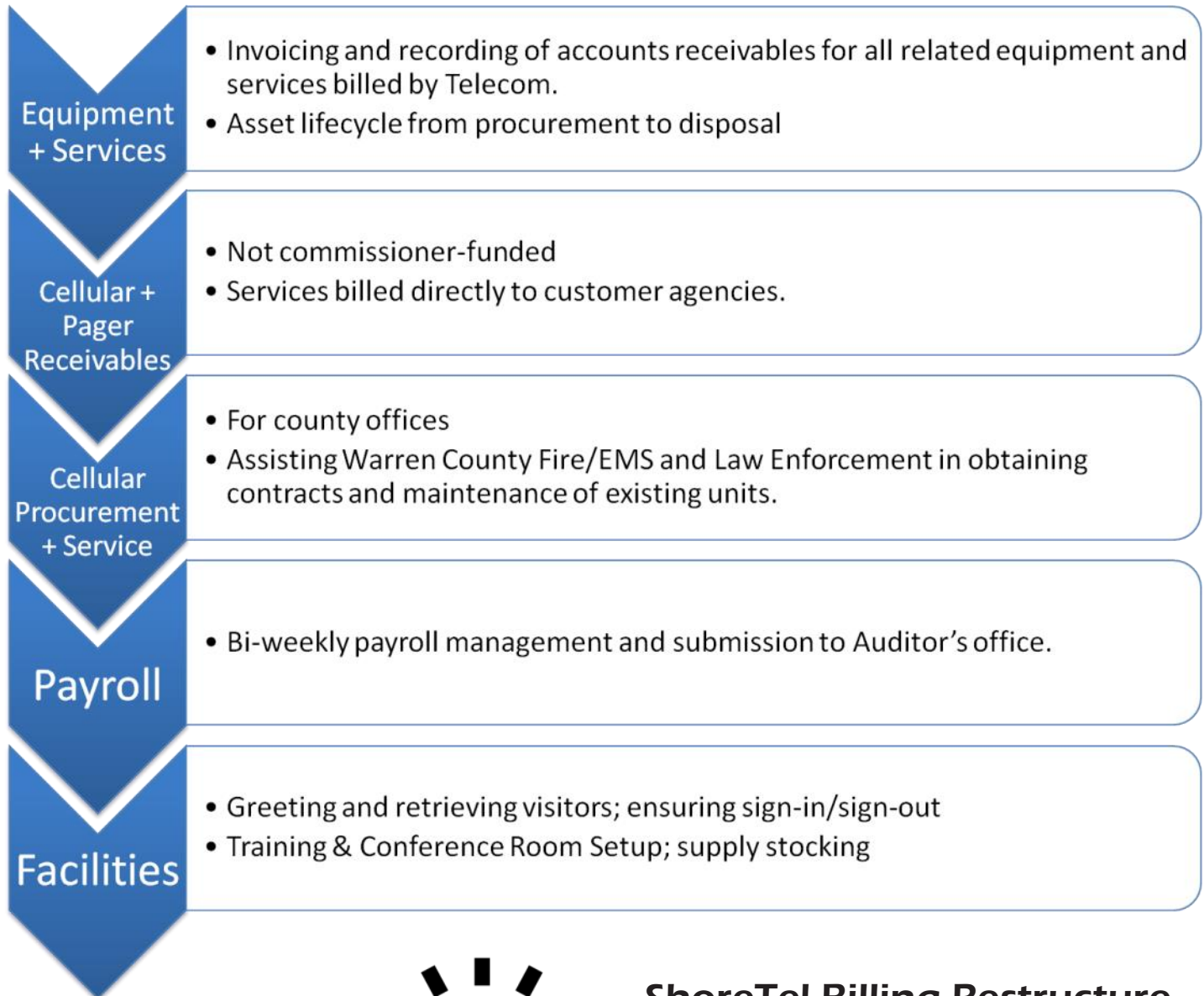
742 Voicemail Boxes set up for individuals and departments.

97 Auto Attendants scripted, voice recorded, and set to day/time schedules for callers to follow prompts.

Telephone Team Work Orders



Major Functions + Responsibilities



[KLO] Keep-The-Lights-On

A big focus in 2017 was supporting all teams of Telecom by way of stocking the supply room and equipment, our refreshment station, cleaning & rearranging our training and conference room, daily mail runs, greeting guests, all Accounts Payable and Accounts Receivable tasks.



ShoreTel Billing Restructure

With the countywide migration of desk phones from Harris to ShoreTel, SST completely restructured the billing criteria that we use to properly charge

89 WC departments.

New and improved services were made available for the first time (call groups, voicemail, voicemail-to-email, etc.) This became more complicated as we have two classifications of customers: self-paying and Commissioner-funded.

Switchboard

In 2017, a co-sharing schedule was established with OMB to split the responsibility. This frees up our Switchboard operator to take on more Administrative Support duties in lieu another full time team member. This also built rapport and shed light on what Telecom has managed for more than 25 years and the call volume we handle each day. For example, 200 jurors were once told to call Warren County between 1-2pm on a particular day. On the old Harris system, only the switchboard operator could answer that flood of calls. On the new ShoreTel system, our team of four and up to four additional people from OMB can stand up a call group to share that influx of calls.

New + Improved A/P Process

Our payment of bills is more timely and organized since the establishment of the SST team in late 2016. In 2017, our goal was to pay a bill the same day it arrives, reducing late fees, and we accomplished that. Migration to New and Improved County Payroll System SST spearheaded the effort of setting up and training each Telecom team member on the new method of entering our time. This eliminates duplicate data entry, will minimize errors when transposing, and coworkers can see real-time leave hours. SST now spends less time each pay period processing payroll, freeing them up to focus on improving other processes and job functions.

Process Tracking

Our team has matured Telecom's process of tracking decisions and documents. Utilizing OneNote, we are tracking dates and project milestones, essentially creating our own audit trail.

This will allow historical data when going to renew licenses and product agreements, ensuring Telecom is getting a fair and accurate deal.

Date of Request	Date Submitted	PO Certification Date	PO Provided to Requester	Fund Function	Copy of Approved PO	PO Executed with Vendor	Copy of Invoice	Renewal (Y/N)	Vendor Name	Purpose of PO	Quote/Documents submitted for PO	PO PAID Y/N	
2017.01.24	2017.01.25	2017.02.07	2017.02.07	101/2812/317		RE PO 20496. 2017.02.09 by RS to Sean Bergquist		No	CDW	Projectors and AV equipment for the Training Room		PO Request	YES
2017.02.22	2017.02.24	2017.02.28	2017.02.28	101/2812/400		SHI Microsoft... 2017.03.02 by DG	PO cancelled	Yes	SHI	Microsoft SQL Server and Workstation License Renewal with Software Assurance (SA)		SHI Quote-129... 11/17/17 GE working on this	PO Cancelled

Team Meetings

The focus of these meetings is to roundtable and create process + How-To documents for every possible job function and need of our team members. Our goal is for a new hire to review our materials and be able to hit the ground running.

Asset Disposal

This team handles the proper disposal of assets getting them listed on GovDeals or redistributed to other County departments.

Continuing Education

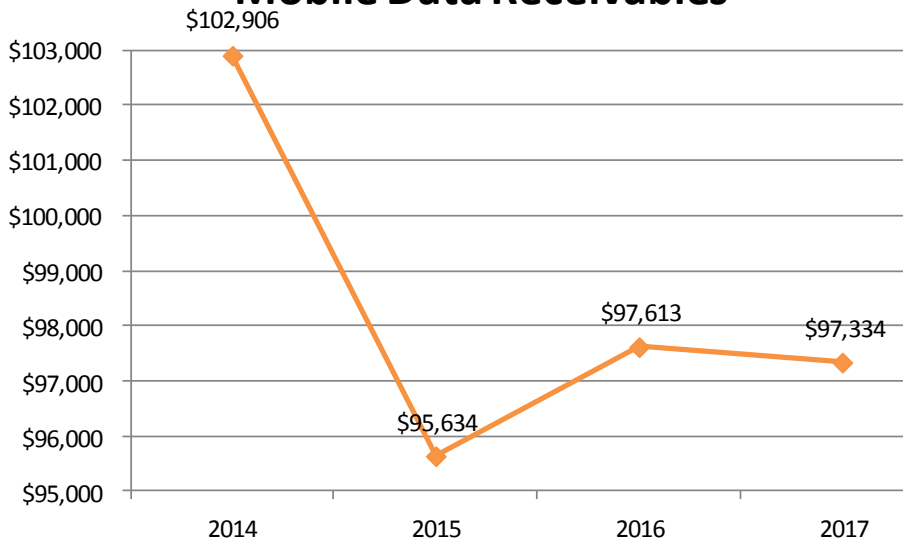
In 2017, the entire team attended Warren County IT's Microsoft Office (Word / Excel) training. They anticipate further training in 2018 to become as effective as possible in their administrative duties.

CommUNITY

SST leads the Telecom charge in the annual Bene-FIT Fair raffle item. This year, Jessica Johnson organized the collection of items for a wagon full of all your tailgating needs. They also played a role in hosting an Appreciation Luncheon for Facilities Management.

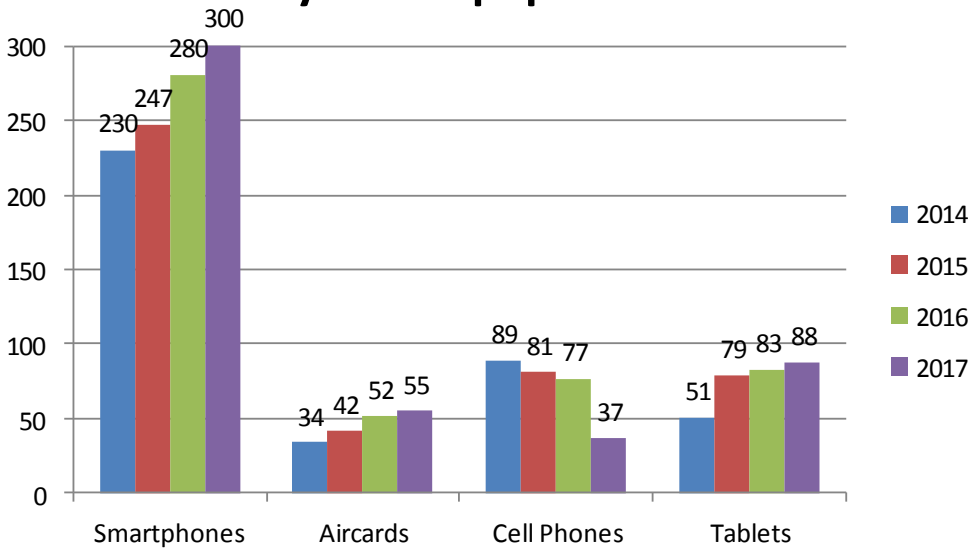


Mobile Data Receivables



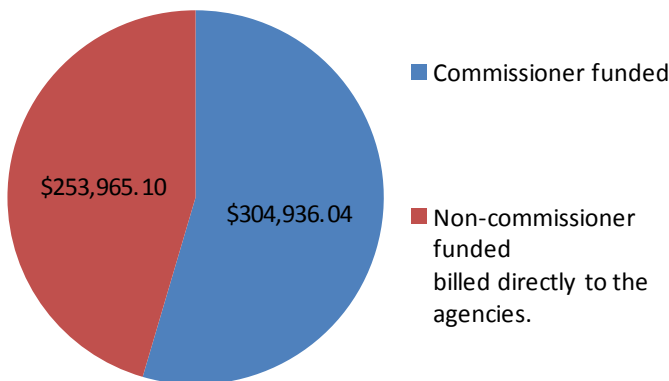
Agencies that paid for Telecom’s Mobile Data Services in 2017 included: Clearcreek Fire, Carlisle Fire, Deerfield Twp Fire, Franklin Township Fire, Hamilton Twp Fire, Harlan Twp Fire, Lebanon Fire, Mason Fire, Massie Twp Fire, Salem-Morrow Fire, Turtlecreek Twp Fire, Union Two Fire, Wayne Twp Fire, JEMS, Carlisle PD, Deerfield Twp WCSO post, Franklin PD, Hamilton Twp PD, Harveysburg PD, Maineville PD, Mason PD, Morrow PD, South Lebanon WCSO Post, Springboro PD, Waynesville PD, WC Emergency Services.

Countywide Equipment Counts

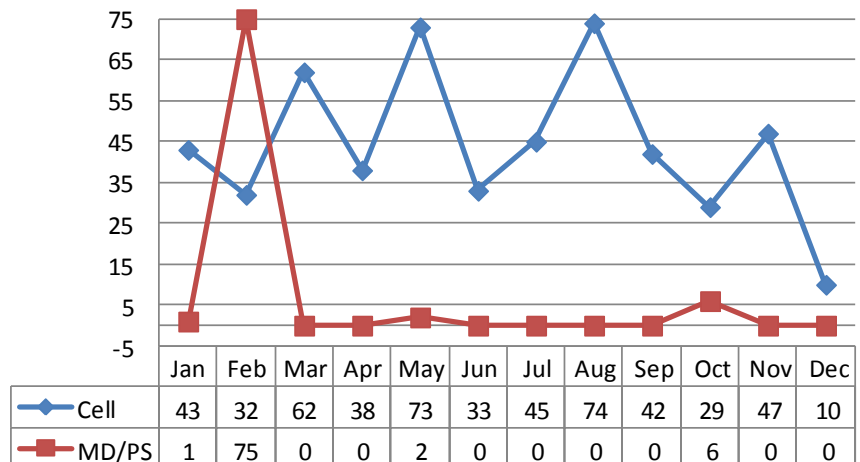


Engraving	
Accountability tags	1623
Status Boards	1
Passports	47
Other	33
Total:	1704

2017 Telephone Service Receivables



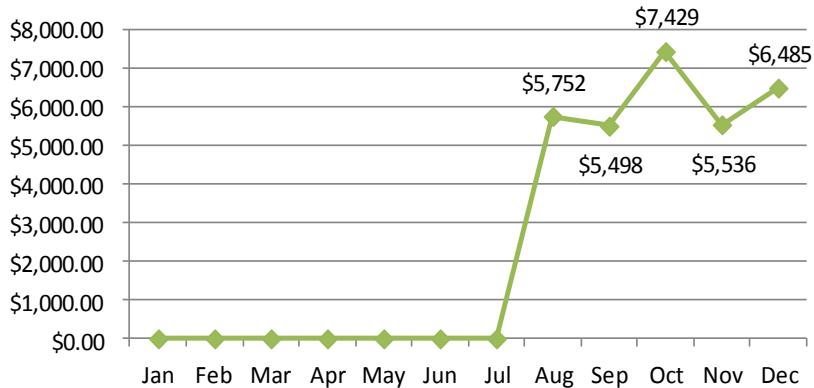
Cellular Work Orders



Support Services Team

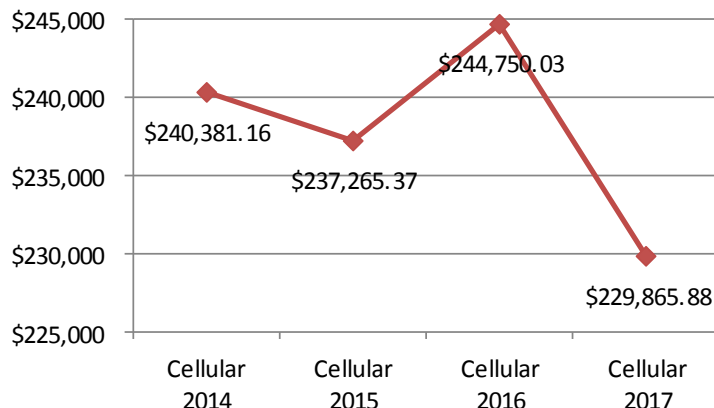
SST manages all County coworkers cellular bills on one account which gets Warren County a bigger discount (fiscal stewardship of taxpayer dollars). We essentially replace the functionality of a Verizon store as all coworkers come to us for phone upgrades, accessories, and plan changes.

Verizon State Account 2017



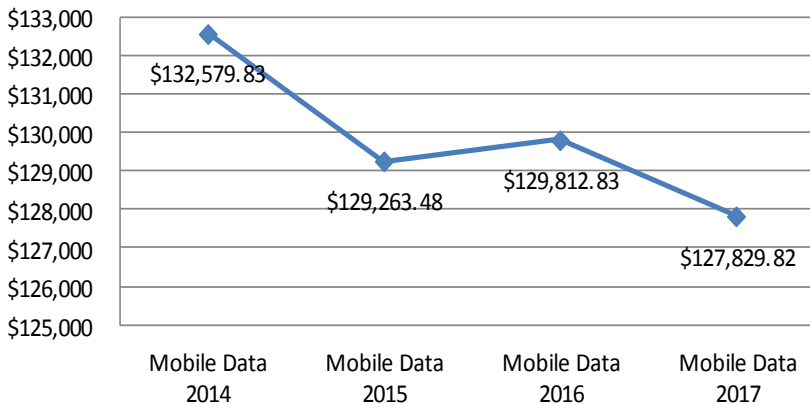
Verizon Cellular Bill Amounts

(all County departments served by Telecom)

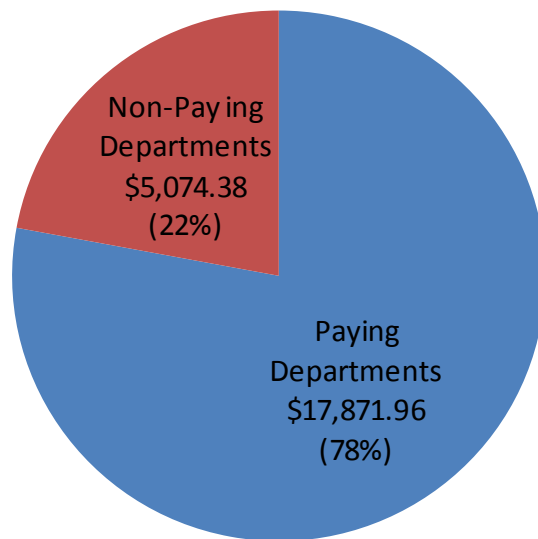


Verizon Mobile Data Bill Amounts

(billed to Fire/EMS and Police)



Verizon Equipment Charges



2018 Support Services Team Goals



Community Management | Training



6510 minutes training **773** Public Safety Personnel and Coworkers.

35 hours at Fire/Police Departments + State/Federal Agencies



14 newly hired WCSO Corrections Officers + Deputies trained on radio.

10 Technical Bulletins covering updates for our end users regarding 911, Panic Buttons, Phone Usage, ePCR Billing with the State of Ohio, Dispatch Procedure during Site Trunking, Radio Improvements, etc.



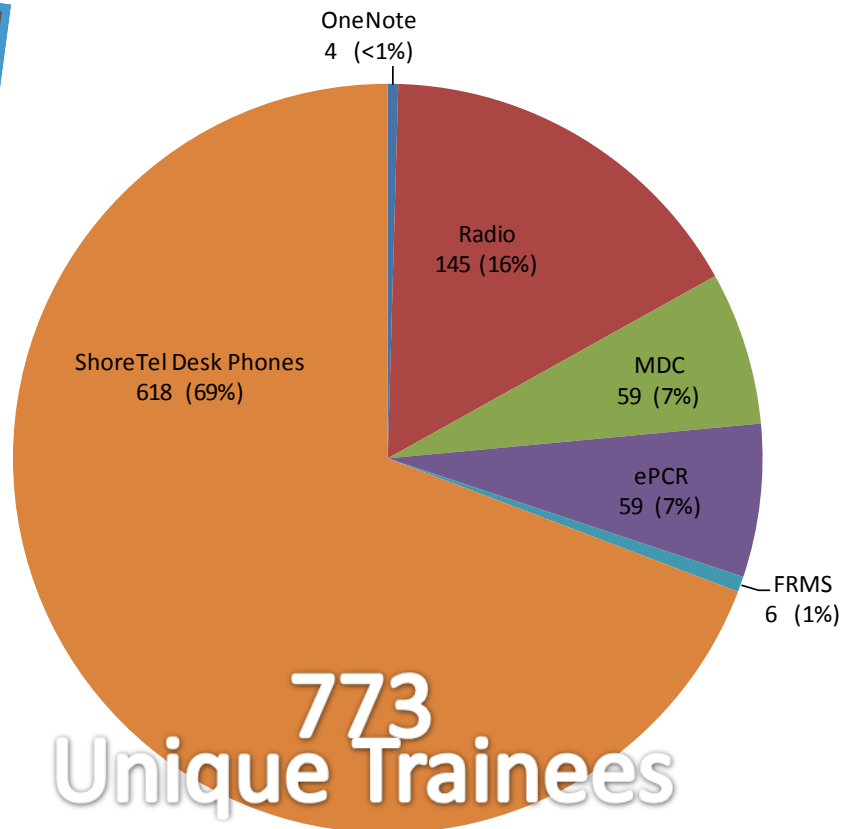
56 hands-on ShoreTel Desk Phone classes

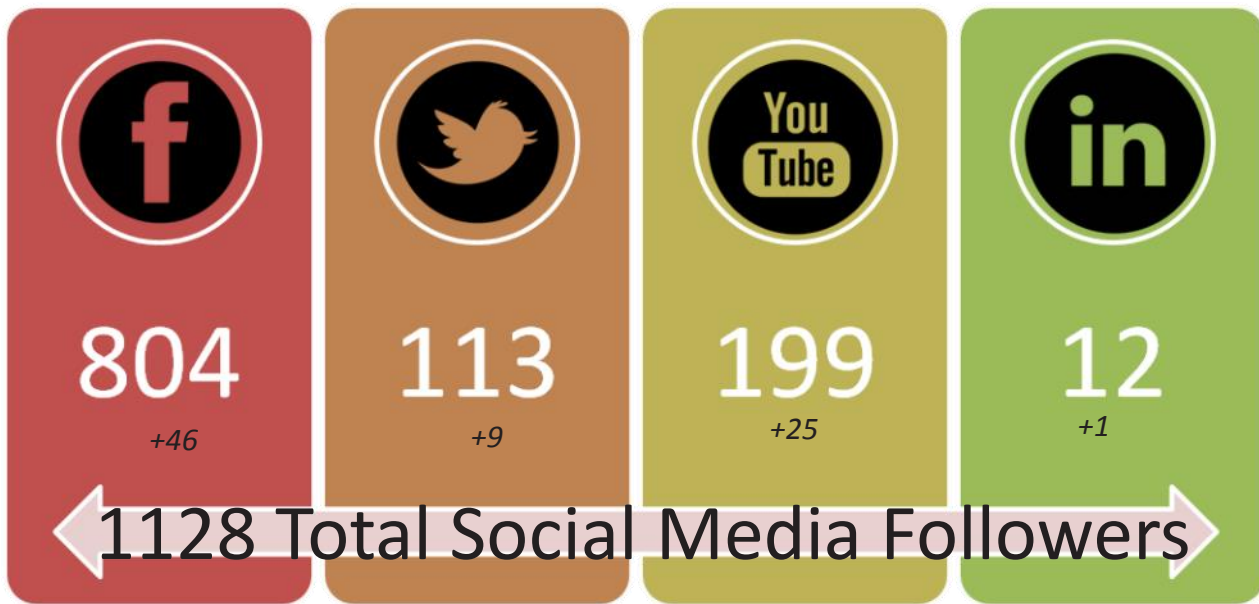
for **618** County Coworkers

totaling **3825** minutes.



Telecom Trainee Count by Topic





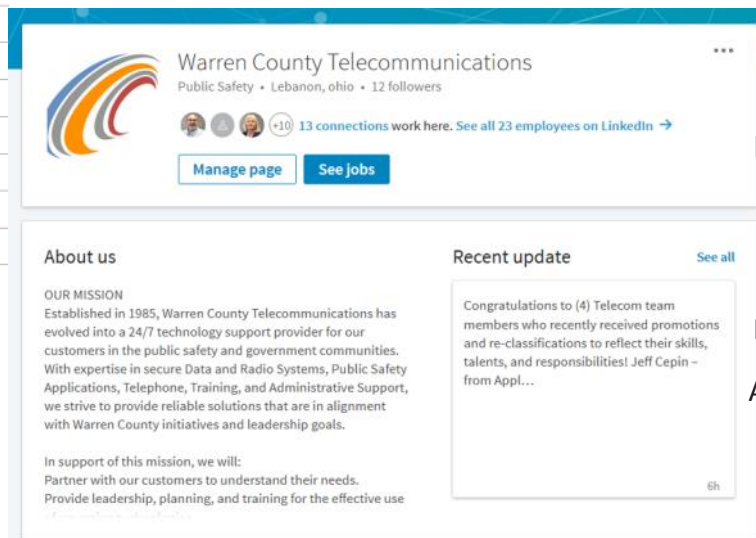
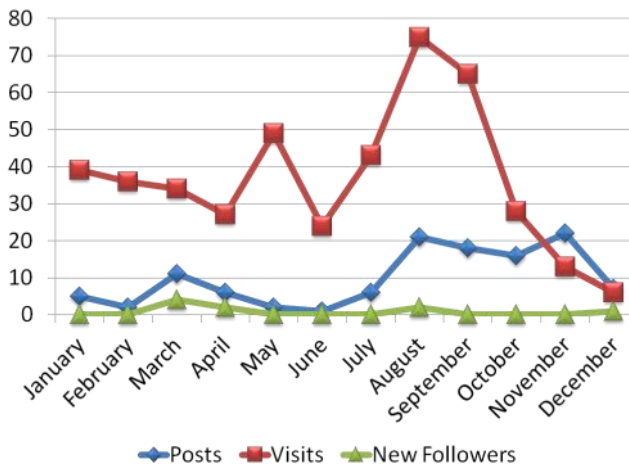
Top 2017 Facebook Post: September 6th // Deerfield Township Fire's #ProjectTriTech CAD Agency Setup Work Session post with

1,236 people reached.



In 2018, we plan to activate a 2nd Twitter account, @TelecomAlerts, solely for Telecom Outages and Alerts. This will allow followers to set different alert notifications than for our everyday account.

Twitter Posts → Visits → New Followers



Our LinkedIn presence will take better shape in 2018, with our Community Manager just becoming a Administrator on the account in December 2017.

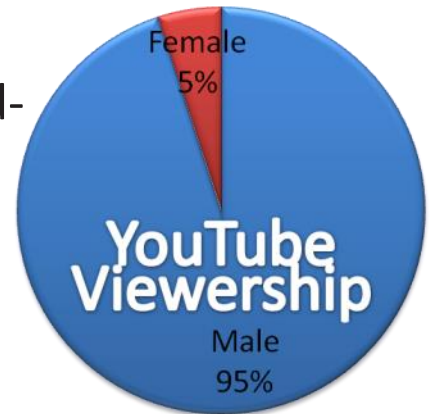
Community Management | Social Media

You would have to take **163 direct flights** between DAY + LAX to watch the **42,251 minutes** of Telecom Videos our YouTube viewers watched this year. That's 704 hours, an 8.4% increase from 2016!

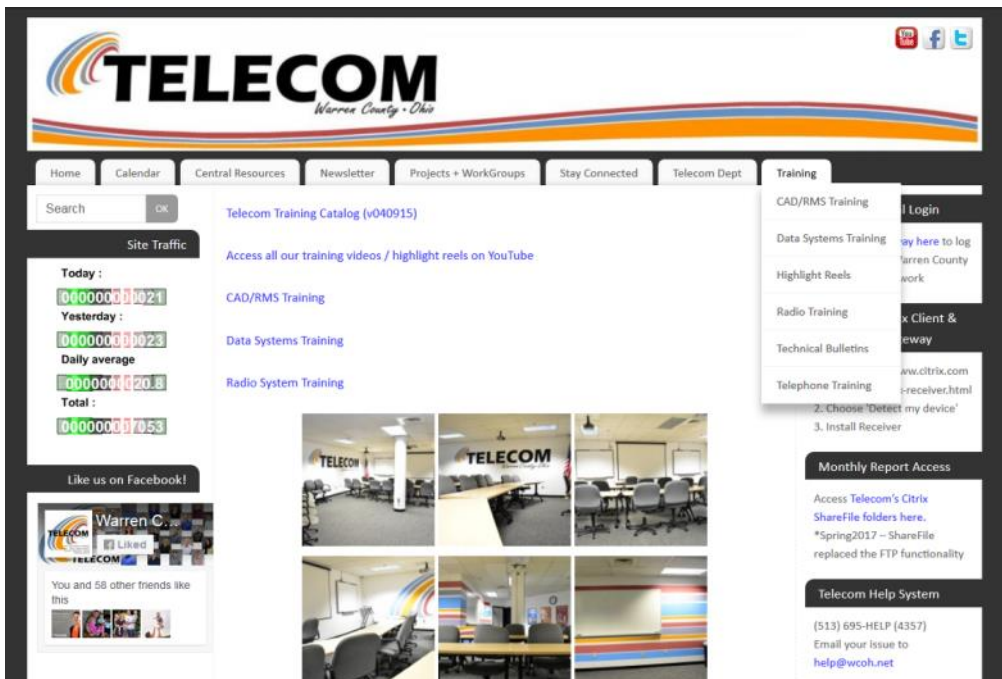


Top Viewed YouTube Video
2,979 views (8,343 lifetime)

Our videos were added to other YouTubers' playlists
135 times



45 web pages maintained **36** website posts



Our website saw an increase in users this year, averaging 20 views per day. The most promoted sections are the Training and Newsletter tabs. 2018 Goal = a more dynamic site with daily posts instead of an archive where documents go to rest.

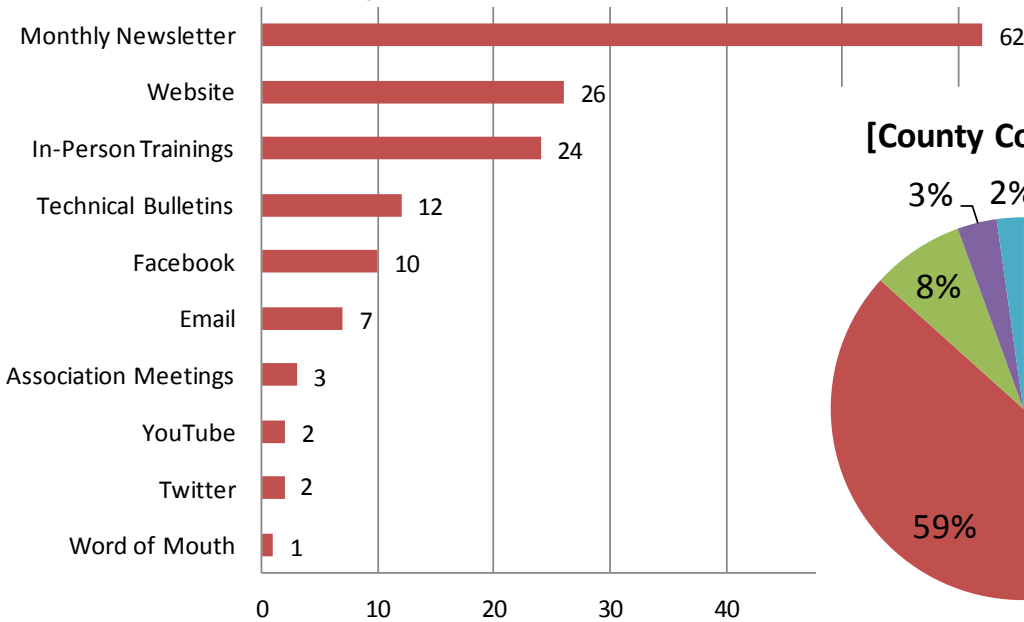
Warren County · Ohio
TELECOMMatters
 our monthly newsletter of things that matter. all things Telecom.
20 published issues

New in 2017 was the splitting of our content into two newsletters: Public Safety and County Coworker.

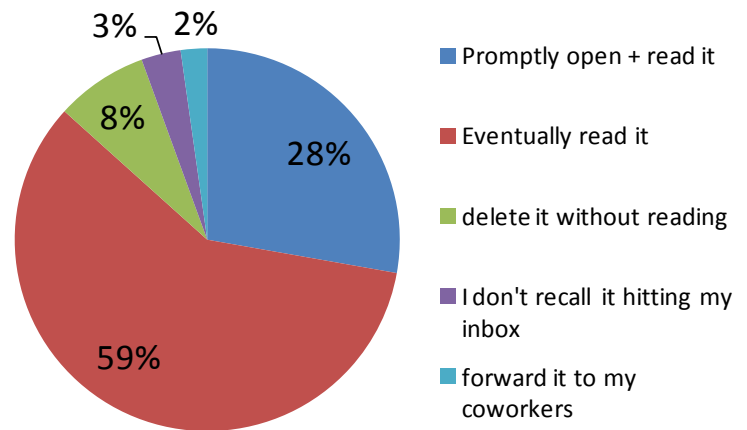
[Coworker Issue] End-of year survey results

[County Coworker Issue]

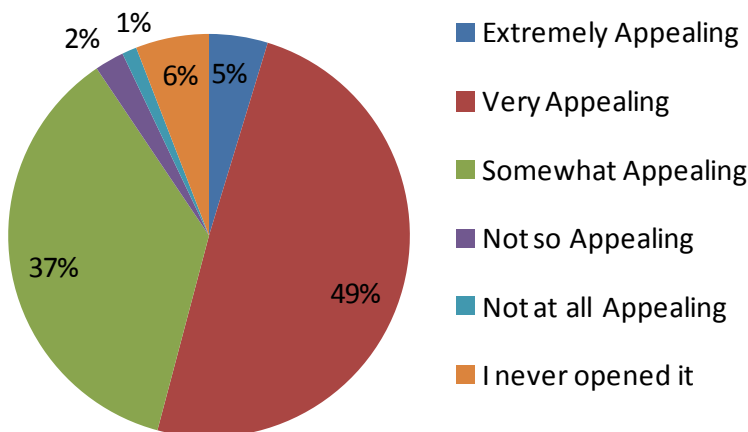
I Receive my Telecom Information from...



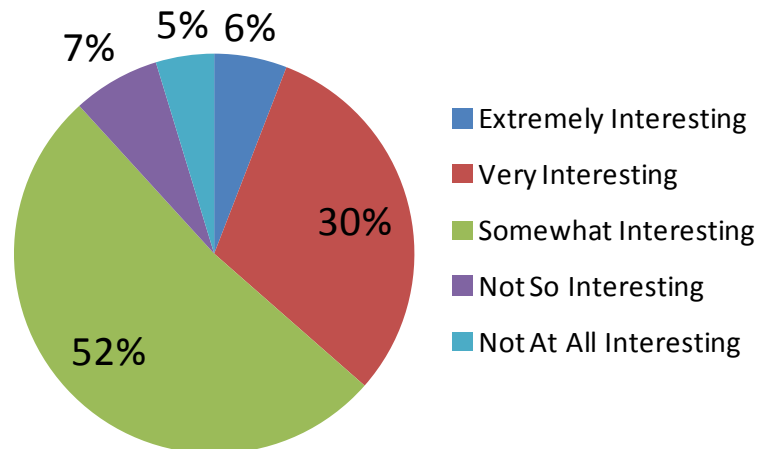
[County Coworker Issue] Reader Interaction



[County Coworker Issue] How Visually Appealing is it?



[County Coworker Issue] How Interesting is Content?



In-House headshots and team portraits at no additional cost.

Emergency Services and The Board of County Commissioners both utilized our Community Manager's photography services.



Facilities Appreciation Lunch

After a 2+ year renovation project, we showed FM our gratitude with a taco bar and slideshow of their hard work! This was some people's first time meeting each other.



Collaborating with Warren County IT, we are in the final stages of developing an app for both iOS and Android. Features include radio template lookup, directions, newsletter, social media links, website browsing, weather, alerts and outages, training videos, and a method to upload pictures of #TCinAction to our Community Manager.



The Telecom APP



Our Training Room hosted 170 events



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help@wcoh.net 513.695.HELP

