



July 2021

# Warren County Ohio TELECOM Matters

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

## CentralSquare Updates

**InformRMS - Report Writing Class** Training will occur July 27-29th in Telecom's Training Room, facilitated by CentralSquare's James Grummons.

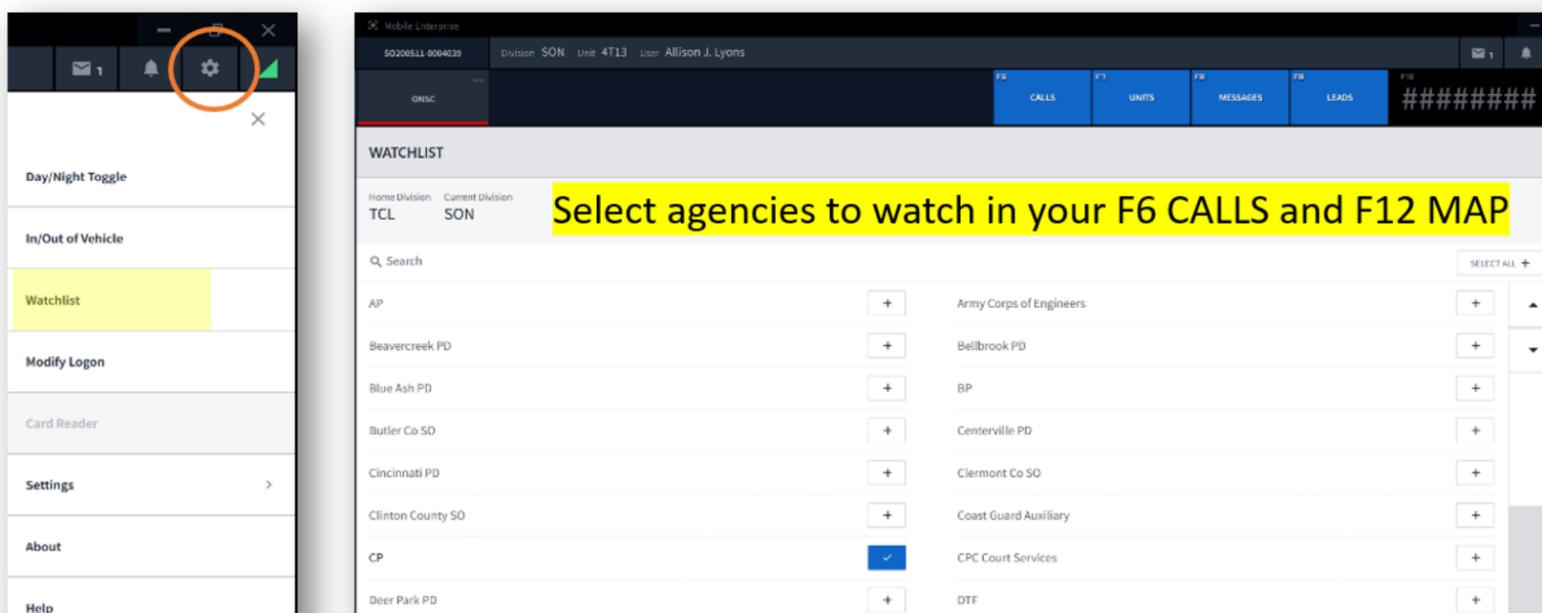
**Storm Mode is now being referred to as Area Command**, discussed & decided at the July Fire Chiefs meeting. This term will allow it to be used for other situations and reduce the modes our agencies need to remember. When conditions arise that deem changing from 'normal operations' to 'area command operations', agencies who modify their plans will interact with CAD calls differently. E.G. problem natures that they'd typically allow to be covered by a mutual aid department, may now be stacked on only their department. Fire Chiefs & their CAD Liaisons first received an April 26th email with required action to schedule a session with Josh Moyer or declare their intent to not change response plans for Storm Mode (now Area Command) operations. Several departments, such as Clearcreek Fire District, Turtlecreek Twp Fire, and Wayne Twp Fire have modified their plans to work differently in an Area Command situation. If you're opting to not modify your response plans when in Area Command, please notify Josh so we take you off the list of agencies to be waiting on.

**\*Update\* VisiNet Error Issue - Telecom put a fix in place that should prevent this from freezing and crashing the mobile. You should be able to hit continue and keep working. CentralSquare is working on a permanent fix and we hope to have it soon.**

*Issue as reported in June issue: VisiNet Error crashing the map portion of the mobile or completely closing the mobile program. This mostly happens on the Panasonic Toughbook FZ-55 but has happened on other models a couple times. Users are able to hit continue on the error and continue using the mobile program, however the map no longer functions. Eventually though, if you hit continue from the error, the mobile will freeze up and have to be force closed. Telecom exhausted potential issues from Panasonic's side before submitting a ticket with CentralSquare, who is now troubleshooting with us.*

**Known Issue: Watchlist** Units have reported when responding to a call outside of their home area, the watchlist removes their home area from view. When completed with the call, the outside area spontaneously disappears from the watch list. Example: Your home area is SOS (Sheriff's Office South) with CP (Mason) on your watchlist, letting you see Mason calls on your F6 CALLS screen and plotted on the map. if you respond to a call in CP, SOS is forced off your watchlist. When you clear the call in CP and your current sector is set back to SOS, CP is removed from your watchlist. After the call, you can re-add CP to the watchlist, however, during the call there is no way to add your home sector to the watchlist...

## Top Toolbar: Gear Icon > Watchlist



leaving you blind to incidents in your home area while responding to the outside area. Good news: There is a reported fix and we are waiting for its delivery from CentralSquare.

## 9-1-1 System Testing

Did you know Telecom ensures redundant and diverse paths for our 9-1-1 system feed? Not wanting to rely on 1 method of transmission, we have connectivity via microwave (through the air) and fiber (underground). In June, we got word from our 9-1-1 vendor of fiber work scheduled for a Thursday night / Friday morning. We proactively tested the 911 system ahead of that, running only on microwave to simulate the expected fiber outage. We made numerous test calls, running only on microwave, and once again after the fiber was restored. All tests went extremely well, strengthening our confidence in Warren County's 9-1-1 System.

**DID YOU KNOW? We just surpassed the 5 year anniversary of our 9-1-1 System Cutover, during which we seamlessly transitioned systems with no interruption to our citizens or communications center.**



help@wcoh.net

513-695-HELP

JULY 2021

# County Jail Communications Plan

The County Jail is close to transitioning into their new building and communications will be key. Telecom has put together an Incident Communications Plan (ICS 205), outlining which talkgroups will be used to maintain daily operation communications, coordinate prisoner transfers, and the switch between repeaters. For the first time, Corrections Officers will have a trunked talkgroup that operates on the county system. To date, they've relied on conventional simplex channel and a talkgroup dependent on a rooftop repeater.

**DID YOU KNOW? 8TAC93D can be used to communicate with the sallyport.**



## Our Monthly Partner Report

is a quick and easy way to get the latest Telecom updates. A supplement to our newsletter, it outlines key points in hopes of leading to deeper conversation with interested partners and agencies. Released on the last Wednesday of each month, you'll have a jumpstart on the coming month and what's on our radar for everything from CentralSquare to radio to 911 to phones.



## Monthly Stats

Monthly + yearly reports are always available at [www.WarrenCountyTelecom.com](http://www.WarrenCountyTelecom.com) > Training/Communications Tab > Reports

9-1-1 Call Volume	10,121 (765 Franklin + 628 Lebanon + 8728 Warren Co)
Texts to 9-1-1	8 (1 Franklin + 1 Lebanon + 6 Warren County)
Warren County Radio User Push-to-Talks	1,350,606 (radios with an ID beginning in 83) 21,22,860 total (source: 2021 06 Radio PTTs.pdf)
Total Radio Calls	620,627 (source: 2021 06 System Usage.pdf)
Radio Call Time	854 hours (average of 28.48 hours/day) (source: 2021 06 System Usage.pdf)

## #TCMorale



July 7—Garrett Wilson's 13th anniversary



July 11—Philip Bomer's birthday



July 25—Kristy Oeder's birthday

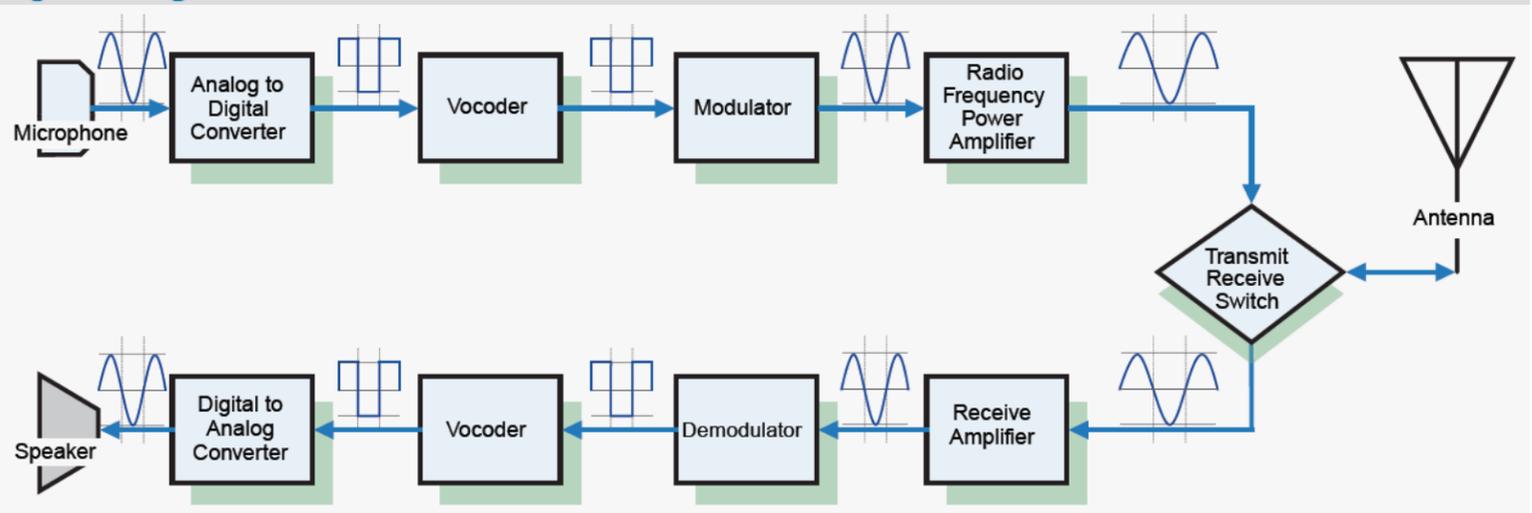


## Meet our Cybersecurity Analyst, William!

Before Telecom, I joined the Air Force right out of high school and was trained in refrigeration and cryogenics. I was honorably discharged after my 4-year enlistment then 13 years later, 9/11 happened. I tried to re-enlist but was told I was too old and to pursue the National Guard... which I did, joined, loved it, and retire this September. Parallel to my guard career I worked in the HVAC industry as a commercial/industrial service technician. In 2004, I worked as a contractor in Iraq managing reconstruction projects for the US Army Corps of Engineers and US State Department. Upon returning home, I became an ecommerce entrepreneur providing tactical gear for patriots and law enforcement agencies. I also obtained an Ohio real estate license and enjoy flipping houses.

What happens after you push-to-talk but before people can hear you...

Figure 3.2. Digital Radio



Source: U.S. Fire Administration  
Voice Radio Communications Guide for the Fire Service (FEMA), June 2016