



Warren County Ohio
TELECOM Matters
 October 2021

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

Pictured left to right: Corey Burton, Alex Mokrycki, Gary Hardwick, Glenn McKeehan, Paul Kindell, Nick Yeazel... all previous or current members of Telecom's Radio Systems Team; joined together in celebration of Glenn McKeehan's retirement from Telecom after 25 years of service!

Congrats on your Retirement, Glenn!

Telecom's family feel was on display last month when we said *hello* to some old familiar faces and *see ya later* to Radio Systems Supervisor, Glenn McKeehan. Glenn started at Telecom part-time while working full-time at GE. An amateur radio friend and customer of Paul Kindell and Dick Elliott, the Telecom duo knew just who to call when they were ready to erect several towers and manage the countywide radio system. Over the course of 25 years, Glenn solidified his role in the Telecom family as our tower climber, perfectly level hanger, radio database manager, diet pop top saver, and lunch bunch chauffer. Thanks to all the family, friends, and public safety reps who attended Glenn's retirement picnic! A particularly funny gift was a short antenna glued to a WCFCOA challenge coin, presented by Clearcreek Fire District Assistant Chief Tim Simpson. If you know Glenn, you know a short antenna directly on a portable radio is a no-no! He made his expert opinion known! Special thanks to Candace Miller, Commissioners' Aide for presenting Glenn with his proclamation, declaring September 24, 2021 as Glenn McKeehan day in Warren County. Glenn will forever be honored on our office's #TeamTelecom photo wall!



925 or 695 when Calling Warren County?

In the old days we had (513) 261, (937) 425, (513) 925, and (513) 695 to reduce long distance when calling the government offices. Since the days of long distance, we have eliminated many prefixes to save confusion and money.

- (513) 261 was local from Middletown
- (937) 425 was local from Franklin, Springboro, and Dayton
- (513) 925 was local from southern Mason, Loveland, Cincinnati

TODAY: (513) 695 is our local Lebanon number and the number that you should call when trying to reach Warren County offices. It's designed to fail over automatically to our backup system in Indianapolis in the event of a cable cut, storm damage, or our provider's facility failure. We even use different fiber companies for our connections to Cincinnati and Indy to keep the service robust. 695 is designed to handle over 200 simultaneous calls. (513) 925 is a backup in the unlikely event that (513) 695 goes down. 925 is not designed with the safeguards that 695 and can only handle 46 simultaneous calls.

Mandatory 10-digit Dialing Effective October 24, 2021

Why is the local dialing plan changing?
 On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. For 988 to work in the Ohio 440 and 513 area codes, 10-digit local dialing must first be implemented because they have 988 prefixes.

What will be the new dialing procedure?
 All local calls in the entire 513 area code that are currently dialed with 7 digits will need to be dialed using the area code + telephone number.

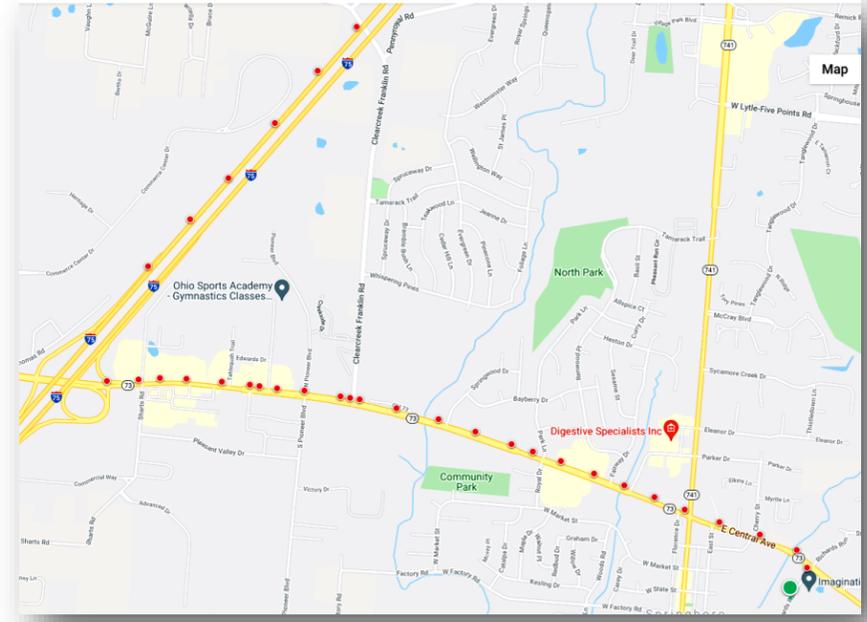
How does this affect providers of PSAP services and equipment?
 All PSAP equipment, such as speed dialers and call forwarding equipment with a number from the 513 area code and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) for all local calls in the 513 area code. Such updates or reprogramming must occur by October 24, 2021. On and after October 24, 2021, 7-digit calls may not be completed.

Your Old Flip Phone Won't Call 9-1-1 Soon!

Millions of people across the country could soon find reaching 911 a challenge as cell phone providers are phasing out 2G and 3G service in 2022 to make space for 5G. This means older cell phones and medical alert devices won't work. Don't be duped by online retailers still selling 2G & 3G devices! Help spread the word, especially to our senior population as many have inactivated cell phones in their restrooms or on their walker in case of an emergency.

Tracking a Moving 9-1-1 Caller

Check out this screen shot of the RapidSOS Portal that we just got access to! It's a 9-1-1 call's location being auto re-bid to track the caller. The program leaves digital breadcrumbs that can be used to follow, assist, and sometimes rescue a caller!



LINK LAYER AUTHENTICATION REQUIRED ON RADIOS BY JULY 2025

In an effort toward better security, the State of Ohio MARCS is requiring that all radios (portable, mobile, base station) have this feature added for security purposes. Motorola has released promotional pricing good through June 30, 2022 that we will be pushing out soon. We're combing through our database to determine which radios are covered by the Commissioners' Radio Distribution Policy and which will be at the financial responsibility of you, our partner. Partners who are financially responsible need to budget \$100-165 per radio into their 2022 budget to get this feature installed at the discounted promo rate. This figure is approximate because we're also figuring out which tasks Telecom can potentially complete to save you money. Telecom has featured this in past newsletters and will release more targeted communications to affected partners.



TECHNICAL TIDBIT

Effective October 1st, any MDC that has been disconnected for 30 days will automatically enter quarantine. We will no longer send out quarantine reminders.



10/1/2021



Telecom & Emergency Services are proud to announce we passed our LEADS / CJIS technical security audit!

Telecom, Emergency Services, Cincinnati Share Best Practices

In late August, Cincinnati ECC's Bill Vedra and team visited the Warren County ECC and Telecom to primarily discuss ProQA utilization. Warren County has been using this key questioning / pre-arrival instruction EMD & EFD tools for several years at the request of the Warren County Fire Chiefs. What came out of the meeting was great discussion on many topics that impact telecommunications and emergency communications centers. A fire has been rekindled to collaborate more and help our departments be the best they can be.



Fire / EMS News

AVD & Fire Station Alerting Demos

Telecom & Emergency Services hosted several vendors at the request of the Warren County Fire Chiefs. Included were Locution, US Digital Designs, Phoenix G2, and Purvis. Automated Voice Dispatching offers consistent voice tones and annunciations over the air, while the station alerting component will simultaneously announce a message over multiple talkgroups and house systems... drastically speeding up responses and reducing radio air time.

Problem Natures

In mid-August, new problem natures were added to CAD as approved at the August Warren County Fire Chiefs' Association.

New Problem	Code	Priority	Inc Type
Appliance Fire	FAP	Echo	Appliance Fire
Electrical Fire (Inside)	FEL	Echo	Electrical Fire
Chimney Fire	FCH	Echo	SF Chimney
Odor of Smoke (Inside)	FODOR	Delta	SF Odor Only
Structure Fire-Reported Out	FSFOUT	Echo	SF Extinguished
Traffic Collision-No Injury	FPROP	Alpha	MVC No Inj
Falls-No Injury	FFALLNI	Alpha	Lift Assist
Wires Down	FWD	Charlie	Wires Down

ESO HDE Basics

In September, Fire Chiefs & ePCR Liaisons received a technical bulletin to assist crews when filling out the information needed for a PCR to be eligible for ESO HDE upload. This process is a work in progress and will likely have multiple iterations down the line as more departments begin to participate.

Area Command

With CentralSquare, gone are the old days of "Start > CAD Unit Change > Area Command" from your MDC. Signing into CAD as AC is now as simple as choosing it from the Units drop-down list when logging into Mobile Enterprise. If Warren County enters Storm Mode or a similar situation, dispatch can stack calls on your department's Area Command unit, appearing in the Pending Calls queue. With all units being able to view the pending calls for their Area Command, this greatly broadens the awareness and doesn't burden one unit with holding all the information.

CAD Pages Expand to more Neighboring Counties

*agency also has Warren County tones +has tones but no pages

Bellbrook	*Loveland-Symmes	Sugarcreek Twp
*Clinton-Warren JFD	Madison Twp	+Sycamore Twp
Chester Twp	Miami Valley Fire District	Washington Twp
Fairfield Twp	*Monroe	Wayne Twp, Cler Co
*Goshen Twp	+Sharonville	*West Chester Twp
*Liberty Twp	Spring Valley Twp	

Did you know the Warren County Public Safety Network (WCPSN) has backup internet connections for mobiles, Citrix, and HipLink notifications? Both the primary and backup feed offer 1 gig of bandwidth. Because diversification is key, we also use different internet providers in case one goes down, a fiber is cut, or one experiences a power outage.

BDA Improves Indoor Coverage!

Many schools and businesses are installing BDAs or "Building Distribution Amplifiers" that pull signal from the County radio towers into the building, amplifying portable radio signal. This improves first responder safety when inside your buildings! Correctly installed BDAs are designed with internal batteries to keep the system operating even if the power to the building is cut off.



Because the BDA operates on the same frequencies as the County towers, the building owner must obtain permission from the County to operate the BDA. Further, the Federal Communications Commission (FCC) requires all BDAs be registered. Building owners can do this at <https://signalboosters.fcc.gov/signal-boosters/>

For new BDAs, the Authority Having Jurisdiction (the fire department) must inspect the BDA and deem its adherence to Ohio Fire Code. The installer must supply Warren County Telecom with the test results of the BDA conducted under the watch of the AHJ. Together with the registration number from the FCC and the test results, Telecom will issue a letter authorizing the building owner permission to operate the BDA. The building owner is required by the FCC to have the County's permission before operating the BDA. Because the BDA is a life safety device, all BDAs should be included in the fire inspection process and the batteries replaced every 5 years. Because the signals from BDAs can be harmful to the County radio system, it is important that 24/7 emergency contacts be obtained during the registration process in the event a BDA is causing interference to the radio system and needs to be turned off / repaired.



Schedule your Training! Need radio, Mobile Enterprise, or phone training? Email help@wcoh.net! Thanks to Adult Probation and Franklin Township Fire for utilizing our training last month!

Road Closure Notifications for Law Units

Law reps of the Communications Work Group asked for a way to stream line getting notifications out and notifying the appropriate areas. The decision was made to implement a Notification Only unit for each law agency effective Monday September 13th, e.g. Mason PD is **CPNO**. When a road closure is taken by dispatch, they create an incident, assign it to the notification unit, verbally announce it over the radio, then close out the incident. There will be no need for an officer to confirm or acknowledge the notification.

Monthly Stats are always available at www.WarrenCountyTelecom.com

> Training/Communications Tab > Reports

9-1-1 Call Volume	FIND IT AT source: 2021 All PSAPs 911 Calls By Date.xlsx
Texts to 9-1-1	FIND IT AT source: 2021 All PSAPs Texts by Date.xlsx
Push-to-Talks	FIND IT AT source: 2021 09 Radio PTTs.pdf
Total Radio Calls	FIND IT AT source: 2021 09 System Usage.pdf
Radio Call Time	FIND IT AT source: 2021 09 System Usage.pdf
HipLink Messages	# with average time delivered to carrier in # seconds

Cybersecurity Awareness Month Do Your Part. #BeCyberSmart

Observed every October as a collaborative effort between government and industry to ensure every American has the resources, they need to stay safer and more secure online. Since its original inception under leadership from the U.S. Dept of Homeland Security and the National Cyber Security Alliance, Cybersecurity Awareness Month has grown exponentially, reaching consumers, small and medium-sized businesses, corporations, educational institutions and young people across the nation. Now in its 18th year, Cybersecurity Awareness Month continues to build momentum and impact co-led by NCSA and the [Cybersecurity and Infrastructure Agency \(CISA\)](https://www.cisa.gov/). Watch for Telecom's Cybersecurity tips throughout the month of October on our [Facebook](#) & [LinkedIn](#) pages!

#TCMorale

Gary Hardwick
14 yrs of svc



Birthdays

Kim McKinney
1 yr of svc



Debbie Griffith



Jessica Johnson



Garrett Wilson



Jeff Cepin



Matt, our new Infrastructure Systems Analyst I previously worked for Horizon Telcom in Chillicothe for 27 years, Collier County (Florida) Public Utilities for a year, and Clermont County Facilities Administration / Telecommunications. He's an Ohio University graduate with several training certifications related to telecommunications, outside plant construction, engineering, cable work, and troubleshooting. He enjoys fishing, hunting, shooting, and hiking with frequent trips to the beach adding to his extensive seashell collection. Fun fact: Ervin has owned a total of 91 cars, trucks, and motorcycles!

Alex, our Communications Systems Analyst I, left a decade-long career with a Microsoft Dynamics AX/Dynamics 365 partner to join Telecom. His diverse education and industry training include an Associate's Degree in Accounting from Sinclair Community College, Microsoft training programs, Ohio Firefighter I certification, and years of hands-on experience in the two-way radio field. In Alex's spare time, he serves as a firefighter with Massie Township Fire Department, is an active amateur radio operator, and he plays hockey. Fun Fact: Mokrycki is originally from Chicago and moved to Ohio in 2006.