



TELECOMatters

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

September 2024



Pictured: Dispatch Supervisor, Chris Dill and Telecom's Josh Moyer, Public Safety Systems Manager, and Tommy Kramer, Data Systems Analyst 1, on Wednesday, August 21, 2024 **Locution "GO LIVE"**

REMINDER: MONTHLY MAINTENANCE - Wednesday, September 18, 2024

- *Central Square maintenance - 5:00am – 8:00am
- *Monthly maintenance - 5:00pm– 8:00pm <https://status.wcpsn.net/>

Telecom will be closed on
LABOR DAY
Monday, September 2, 2024
We have On-Call staff available via
Dispatch should you need services
from
Warren County Telecom!



ES and TELECOM Initiative Locution goes "LIVE" in Warren County!

What is Locution? An automation system to augment the human dispatcher and provide station alerting solution designed to reduce response times and improve first responders' quality of life. It allows the Emergency Communications Center to dispatch multiple units simultaneously, comply with NFPA guidelines by adding radio redundancies, eliminate caller hold times through IP network alerting and monitoring the delivery of dispatches in real time.

The Warren County Commissioners purchased the Core Locution Automated Voice Dispatch System that included the capability for Fire Station Alerting. Each department then made the decision on purchasing Fire Station Alerting for their department, and what level they would purchase.

Why? Locution is designed to speed up dispatch times and improve first responders' quality of life by broadcasting the same steady voice for every dispatch. The system is setup to have the ability to dispatch multiple incidents at the same time. This will also speed up dispatch time. When a call taker receives the information and enters it into Computer Aided Dispatch System (CAD), CAD's Auto Dispatch feature will reduce the time an incident goes from "created" to "dispatched." When a call is "dispatched" three things will happen at the same time:

1. Locution will broadcast the incident on FD Alert (county wide alert channel) and on a specific alert channel for the departments on that incident. We have setup a specific alert channel for each department the Communications Center dispatches for.
2. Locution will broadcast the incident on the UHF radio channel to activate Minitors, Unication Pagers and Informer house systems.
3. Locution sends the dispatch information to the stations being dispatched. If Equipped, the station can customize this alert to meet their needs.

All three items above happen independently, so not to delay another incident waiting to be dispatched.

How? Warren County Telecom Team and Emergency Services worked together to find a way to cut down the time it takes to respond to an emergency. They formed a project implementation team of representatives from Emergency Services, Telecom, and Fire Chiefs who did several demos, and unanimously chose Locution back in August of 2022. Paul Bernard, now retired, started the project by coordinating the demos, writing the RFP and oversaw the beginning stages of the implantation. After retirement in December of 2023, Joshua Moyer, Telecom's new Public Safety Systems Manager, took over this project, which he was already involved, and worked diligently to ensure the product was the best it could be for Emergency Services and our agencies. Joshua coordinated weekly project calls, troubleshooting any issue that came up, and developed and executed a plan to Go Live. Along with Paul, Joshua and several other Telecom team members, Emergency Service's Jesse Madden and Samantha Hall, and Clearcreek Fire District's Assistant Chief Steve Cox, this project was a success. Each person played an integral role in ensuring this project met the needs of our partners and most importantly the citizens of Warren County. Telecom's technologist, Tim Simpson, who has been a huge help throughout this project, is working on developing metrics to monitor the effectiveness of this solution has on call processing times. He had already found that processing times have already dropped significantly. *For more information on "Locution" click [here](#)*



WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS Recommendation Tech Bulletin is updating soon!

It is time to start thinking about Mobile Data Computer/MDC (MDC – any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion) and their future with the upcoming Windows 11.

The end date for Telecom's use of Windows 10 will be July 31, 2025.

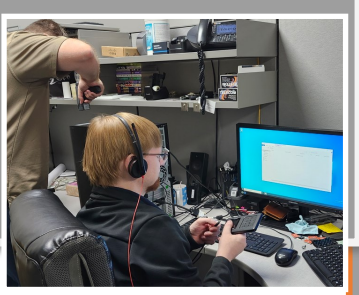
We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware.

As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.

Here are the current systems from Panasonic Toughbook line:

- ** G2 - CF20 replacement [CLICK HERE](#)
- ** CF-33 [CLICK HERE](#)
- ** FZ-55 [CLICK HERE](#)
- ** CF-40 - Fully-rugged FZ-55 (No one has yet)

Pictured: Philip Bomer, Data Systems Technician 3, and Jeff Boutell, Data Systems Technician



October is officially Cybersecurity Awareness Month!

Join us *in October* as William Cornett, Telecom's Cybersecurity Analyst, introduces an engaging program throughout the entire month. This initiative aims to enhance awareness within Telecom and Emergency Services regarding the ever-evolving threats of cybersecurity attacks. We will focus on educating everyone about potential risks and exploring the vulnerabilities that can compromise our systems through malware and other malicious activities.

Stay tuned for more information and ways to get involved!

Before you dig on Warren County Campuses!

At Telecom, our Infrastructure Systems Unit will mark utilities (such as fiber and copper lines), ON WARREN COUNTY CAMPUSES, to ensure that service to our core infrastructure is not interrupted by accidents during excavation or construction activities. We do this to maintain service continuity and ensure the services provided by Telecom, such as Internet & Phone, remain uninterrupted for our users. Vendors must know where to dig and what areas to avoid to prevent severing a live link that routes internet/phone traffic around the county. Properly marking our infrastructure lines underground helps maintain our infrastructure integrity and ensures safety for all parties involved.

Utility Marking request's come into Telecom utilizing an online portal (OUPS request (811) <https://oups.org/>) and the portal notifies Telecom.

We receive requests and investigate daily to ensure if our infrastructure in an area conflicting with current construction activities we mark our utilities in the area.

How Does 811 Work?

5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Always call 8-1-1 first, because you never know what's below. Here are five easy steps for safe digging.

<p>1. NOTIFY Call 8-1-1 or make a request online two to three days before you start.</p>	<p>2. WAIT Wait two to three days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.</p>	<p>3. CONFIRM Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.</p>	<p>4. RESPECT Respect the markers provided by the affected utilities. They are your guide for the duration of your project.</p>	<p>5. DIG CAREFULLY If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project.</p>
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LEARN MORE AT OHIO811: [HTTPS://OUPS.ORG/](https://oups.org/)



TELECOM AuxComm

Warren County Telecom is looking for experienced ham radio operators to join the **AuxComm Unit**.

For more information about **AuxComm**, please join our net the 2nd and 4th Monday of each month at 8:30pm on the 146.865-(118.8) repeater.

You may also visit our website [HERE](#) or reach out by email: auxcomm@wcoh.net.

#TCKudos & Challenge Coin Recognition!

Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to the employee and their Supervisor/Department Head.

If you know of someone from Telecom that has gone over and above—please take the time to **nominate** them!

CONGRATS TYLER!

#TCKudos

To: Tyler Blair Dept: Teleocm
From: Jordan Snyder Date: 08/12/2024

Thank you for... Taking the initiative & always completing tasks quickly. Tyler took the initiative to build the new Mitel servers for re-host himself and has them all ready & staged. Tyler is excellent in managing project work and always ensures success. Tyler demonstrates the Telecom Creed in full swing with projects.



Steven Jennison | Massie Township Firefighter!

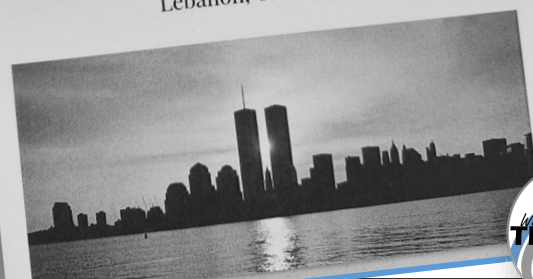
In August 2024, Steven Jennison, Telecom's Communication Systems Analyst 1, completed the "Ohio 36 hour test" to become a Volunteer Firefighter for Massie Township. Some of his training included working with ladders, hoses, as well as pass a test where he had to get his gear on within 2 minutes. **CONGRATS STEVEN!**



Please consider attending the **9/11 Remembrance**

9/11 Remembrance

Please join us as we gather for Warren County's 9/11 Remembrance, on the Wednesday Morning of 9/11/2024. Ceremony begins promptly at 8:30AM ends 9:10AM at the 9/11 Memorial at 500 Memorial Drive, Lebanon, Ohio 45036



At Telecom, we are always trying to find ways to improve teamwork, like doing "Friday Tie-Day!" This is just *one* of the fun things we do that are *contagious* and can help colleagues bond, which can increase engagement and job satisfaction! "Friday Tie-Day" is for everyone!



WARREN COUNTY TELECOM

WE ARE HIRING!

OPEN POSITIONS

- INFRASTRUCTURE SYSTEMS TECHNICIAN
- COMMUNICATIONS SYSTEMS ANALYST I

[apply here](#)

For more info:

[click here](#)

17 YEARS AT



RHONDA BERNARD



Birthdays