

# TELECOMatters

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

## Warren County's New 9-1-1 System



Last month, Commissioners signed the contract and Purchase Order for Warren County's new 9-1-1 system. The price tag came to \$800,000 including a 5-year maintenance plan (\$40,000 savings). We anticipate to go-live in 1st Quarter 2016. Most notably, this new system

is Next Generation (NextGen) equipped. **What is NextGen 9-1-1?** It's "an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 9-1-1 network, and on to emergency responders... [It] will enhance the 9-1-1 system to create a faster, more flexible, resilient, and scalable system that allows 9-1-1 to keep up with communication technology used by the public." (source: [www.911.gov](http://www.911.gov)). Warren County won't have texting capabilities right away but will apply to cellular carriers to enable that feature (3-6 month process). The system does have a built-in backup; which Lebanon and Franklin will link to via microwave. **Stay tuned for more info in our December issue!**

## Farewell, Scott!

Scott Boschert, Data Systems Supervisor, recently completed his Registered Nurse (RN) degree, and is embarking on his new career at Grandview Hospital in Kettering.

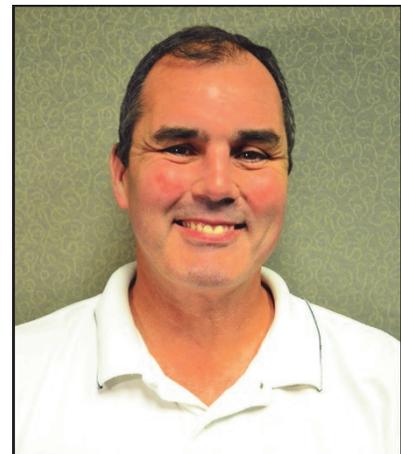
Prior to Warren County Telecom, Scott got his start in Public Safety with 15 years of service as a firefighter. This, paired with his experience in computer instruction, gave him a good foundation and understanding for his duties within Telecom.

When Scott started in Telecom there were only 2 MDC's in the field... today there are over 300! He has played a large part in the start and evolution of our mobile fleet; starting with the development of our first locked-down image for mobile use. He then played a key role in the rollout of our mobile CAD software, VisionTek. Scott was also instrumental in the implementation of the in-car camera system, Arbitrator.

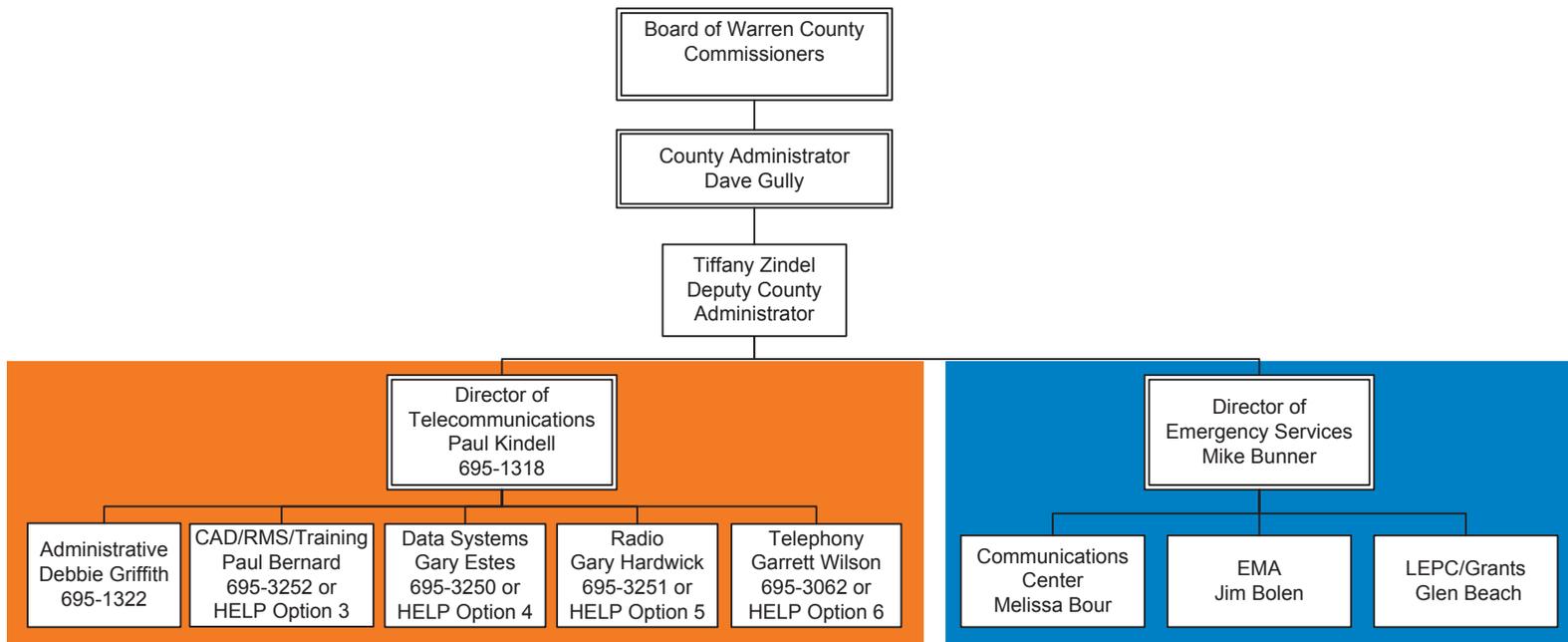
Most recently, Scott led our Fire/EMS agencies through the implementation of their Electronic Patient Care Reporting (ePCR) software. A huge undertaking, he has been involved with the servers, training, configuration, client software, and administration.

Scott, thank you for your ten years of service to the county as Data Systems Supervisor; you will be missed!

*(article submitted by Jeff Cepin)*



# Telecom & Emergency Services: What's the Difference?



Telecommunications & Emergency Services are two separate departments under the Commissioners' leadership. Each with its own Director, the departments both work to serve public safety agencies but in different capacities. Telecom programs, configures and maintains radios, data systems, and the CAD/mapping databases used by fire/EMS/police and Dispatch. Additionally, they are the in-home phone service for County offices and handle all mobile phone plans for County employees. Emergency Services provides Dispatching/Call-taking services in the Communications Center along with EMA and LEPC functions.

The Communications Center under Emergency Services is actually a customer of Telecom, just like a fire or police agency. They utilize radios and computers maintained by Telecom.

In early 2015, Emergency Services moved to the new 520 Justice Drive building, leaving Telecom to solely inhabit the lower level of 500 Justice Drive.

Telecom is in the middle of relocating several division offices as follows:

- Telephone will move to Emergency Service's previous wood-paneled offices
- CAD/RMS will move to the old EMA room; arranging 4 cubicles in the space. CAD's old room will become storage and an access point to 520 Justice Dr.
- Data Systems is moving to the old communications center



# Warren County Entered Site Trunking on Oct 4th

At 11:12PM, Warren County Communications reported that our radio system entered Site Trunking. Upon further Telecom investigation, it appeared we lost connection to the MARCS prime site in Columbus due to no fault of Warren County. This essentially reverted us to a standalone radio system within Warren County like when we operated on our analog system. Help tickets were opened with Agile and Motorola's Schaumburg's office was contacted to escalate the recovery. The main impact that radio users will notice is not having range outside of Warren County's network of 9 towers.

Your talkgroup with Dispatch	Use in Site Trunking
PD Primary 1	NO CHANGE
PD Primary 2	
Inquiry	
Fire Primary	
Franklin PD	
Franklin Fire	
Lebanon PD	
Lebanon Fire	

## Mobile Tech Roadmap Recap

*Thank you agencies that attended.*

- Quarterly Asset Report—why we do it, how you should respond.
- Budget Season—tell us your projections so that we can project licenses, applications.
- Quarantine—why your MDC does this.
- SOE Standard Operating Environment—consistency allows us to serve and maintain (e.g. Knox Box).
- Why the MWF scheduled outage for MDCs? Predictability, during business hours when the vendor can service us.
- Patch Tuesday for Microsoft prompts our “Wednesday after the 3rd Tuesday” patch once all pieces fall into place.

## Goodbye, Phone Prefixes

With the majority of people using cell phones, the need for County employees to be reachable via multiple phone prefixes in an effort to avoid long distance charges is becoming a thing of the past. Maintaining these large blocks of numbers is expensive; hence cutting them is a way we can save County money.

The Plan: County Department Heads are being asked to report phone extensions that warrant the continuance of extra prefixes, such as main lines into Children's Services, Health Department, Sheriff's Office, Dispatch, etc. Most individual's phone extensions, however, only need to work off their local prefix, for example, the Telecom Trainer is (513) 695-2802; no longer reachable at (937) 425 for Dayton callers or (513) 261 for Middletown callers.

We will publish a master list once compiled; but moving forward, plan to call the area code and prefix in which your call recipient resides.



**BEING REDUCED**  
 (513) 261 - Middletown  
 (937) 425 - Dayton  
 (513) 783-4993 - Southeast



**POSSIBLY REDUCING**  
 (513) 925 - Cincinnati



**STAYING THE SAME**  
 (513) 695 - Lebanon



# Fire Agencies Get Hospital Zone

With more and more hospitals equipping themselves with their own radio and talkgroup, it makes sense to corral them into one radio zone. As Fire/EMS agencies' radios are updated, they will receive the shown zone of talkgroups; for quick communication with hospitals.

- 83 ER-ARW = Arrow Springs Emergency Room
- 83 ER-FRK = Franklin Emergency Room
- 83 ER-MASN = Mason Atrium Emergency Room
- 09 ATRIUM = Atrium Hospital, Middletown

- 09 BETH BC = Butler County Bethesda
- 09 FRT HAM = Fort Hamilton Hospital in Hamilton
- 09 LIB CHL = Liberty Children's Hospital in West Chester
- 09 MCHYDE = McCullough-Hyde Hospital in Oxford, OH
- 09 MERCYFF = Mercy Fairfield Hospital
- 09 WCHOSP = West Chester Hospital
- 29 MEM = Greene Memorial
- 29 SOIN = Soin Hospital near Wright State
- 14 ER-1 = Clinton Memorial
- SW MCI 1 = shared talkgroup between Dayton & Hamilton County for large Mass Casualty Incident
- SW MCI 2 = shared talkgroup between Dayton & Hamilton County for large Mass Casualty Incident

Hospitals
83 ER-ARW
83 ER-FRK
83 ER-MASN
09 ATRIUM
09 BETH BC
09 FRT HAM
09 LIB CHL
09 MCHYDE
09 MERCYFF
09 WCHOSP
29 MEM
29 SOIN
14 ER-1
SW MCI 1
SW MCI 2
UNPROG

## Telecom @ Warren County Amazing Race



On October 24th, Telecom participated in the 5<sup>th</sup> Annual Warren County Amazing Race. Jeff Cepin coordinated our stop along the race, making contestants use 2 radios and two computers. Radio Systems Supervisor, Glenn McKeehan prepared the radios for the event while Data Systems' Rich Short and David Shiverdecker worked the booth and assisted the race participants. We got a lot of positive feedback and the organizers were extremely happy we were there. Many participants commented on how cool the Telecom part was. Expect to see Telecom there again next year!



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Director 695-1318 paul.kindell@wcoh.net | CAD/RMS 695-2800 paul.bernard@wcoh.net | Data Systems 695-1810 gary.estes@wcoh.net  
 Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 adela.dingman@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

# SELECT THE RIGHT HELP OPTION

## 3

## 4

## 5

## 6

**CAD/RECORD TEAM**



**AUDIOLOG**  
**CAD / CALL SIGNS**  
**DSS REPORTS**  
**FRMS**  
**HIPLINK**  
**MAPS**  
**TRAINING**

**DATA SYSTEMS/IT**



**ePCR**  
**GATEWAY**  
**LRMS**  
**MDCs**  
**PASSWORD RESETS**  
**TOKENS**  
**VERIZON**

**RADIO TEAM**



**RADIOS**  
**PROGRAMMING**  
**PARTS**  
**REPAIRS**

**TELEPHONE TEAM**



**BILLING/INVOICING**  
**COUNTY PHONES /**  
**ACCESSORIES**  
**ENGRAVING**  
**JAIL PHONES**  
**SWITCHBOARD**

**695-HELP (4357)**

Paul Bernard  
 Don Sebastianelli  
 Allison Lyons

Gary Estes  
 Dustin Flint  
 Rhonda Bernard  
 Jeff Cepin  
 Richard Short  
 David Shiverdecker

Gary Hardwick  
 Glenn McKeehan

Garrett Wilson  
 Rebecca Morton  
 Jessica Johnson  
 Becky Trovillo  
 Mike Callahan  
 Matt Stapleton

## November Anniversaries

**DID YOU KNOW?** Our 20 employees have 265 combined years experience working for Warren County Telecom!



2 YEARS  
 David  
 Shiverdecker  
 (Nov 12th)



26 YEARS  
 Paul  
 Kindell  
 (Nov 13th)



19 YEARS  
 Rebecca  
 Morton  
 (Nov 18th)



[wcoh\\_telecom](http://wcoh_telecom.com) |  
 Director 695-1318



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[www.youtube.com/warrencountytelecom](https://www.youtube.com/warrencountytelecom)

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