Come celebrate National Telecommunicators Week with us! See the lifecycle of a #ProjectTriTech call at the TIC, meet our vendors, play #TelecomJeopardy, use our equipment, go on a mobile scavenger hunt WITH OUR NEW APP, and more! We’ll escort you to the 9-1-1 Dispatch Center too! Enter the Common Pleas Court at 500 Justice Drive and tell security that you’re here for Telecom, or enter our rear stairwell if you’re a vetted visitor.

Powered by Telecom is available on the App Store and Google Play Store! HINT: You’ll need its #TCinAction feature for the Open House mobile scavenger hunt!

March Monthly Reports

CAD: https://warrencountytelecommunications.sharefile.com/d-sc500a1721684b32b

9-1-1: https://warrencountytelecommunications.sharefile.com/d-s9332eb9824e435bb

Radio: https://warrencountytelecommunications.sharefile.com/d-se3922a80ab0423c9

500 Justice Dr. Lebanon, OH 45036 ▪ (513) 695-HELP ▪ help@wcoh.net
New OH1  We recently received TriTech’s new OH1 form and we are excited to share it with you! We also learned that TriTech is planning an OIBRS compliant release to us this May. Over the next few months your Core RMS Team will be working hard on validating the releases for Crash and OIBRS reporting to move forward with the project. If you have any questions concerning RMS, call or email Applications Analyst Rhonda Bernard. To see it in person, visit her in the TIC during Open House.

MAP REFRESH
The location of other units on your call will refresh on your screen every 20 seconds as the mobile server receives data. You appear as a blue dot with real time movement to assist in turn-by-turn directions.

The Law PIT members overrode AVL time stamp speeds for responding, so when responding it sends location data every 10-15 seconds.

SELF-ASSIGNING
On our current VIsionTek FrontLine, Fire/EMS agencies can not attach themselves to a call via MDC. They must request it via radio to dispatch. On TriTech/ CentralSquare’s InformCAD, Fire/EMS will be able to press the ‘self-assign’ button and instantly attach themselves to an active call and appearing as an MDC Unit.

GET $500
Our County’s Fire Chiefs are awarding up to (3) $500 scholarships for either active members of a Warren County department or high school sophomores-seniors planning to pursue a career in Fire/EMS. Click the logo to get the application!

SUBMISSION DEADLINE: APRIL 30th
Radio Template Changes

Adult Probation is getting the talkgroup WCSO3 in Zone C3 for purpose of communicating with Court Services Deputies should Probation get a runner.

WCFCFA amended their Talkgroup and Template Consistency Policy at the March Warren County Fire Chiefs’ Association. To date, the order of Zones A-F were consistent for all fire radios. Moving forward, only Zones A-C must stay consistent; allowing departments to place the interoperability zone and SWMATIC zones where they choose; freeing up that adjacent space for other talkgroups.

We now offer a Helicopter Hotbox!

This comes with a 3M Peltor headset with volume controls, a push-to-talk button, spare batteries, and (2) APX portables for clear communication with ground units. Request it from Dispatch on your next incident or schedule it for a pre-planned exercise.

DOWNLOAD THE 2019 BINGO MAPS

https://warrencountytelecommunications.sharefile.com/d-s9600330a7494e2e8
Did a Telecom Team Member go Above & Beyond? Tell us about it in a #TCKudos!

#TCKudos

To: Joseph Newton + David Shiverdecker  
Dept: Telecom  
From: Brad Weesner _ City of Mason Fire  
Date: 3/27/19  

Thank you for...  
Just a quick shout out for all the help you gave in getting our (City of Mason) ePCR issue resolved the other day. I know how difficult it must be to drop something to work on other unplanned things and I am really grateful for the assistance. Also, give David a shout out for his assistance in this while out of town at his conference.

To: Jimmy Hollin  
Dept: 
Date: 3/11/19  
From: Corey & Glenn  

Thank you for...  
Effortlessly assisting in moving the headset jacks in Dispatch with us. Without your aid we would not have been able to complete the mission. Your selfless help reflects great credit upon yourself, your team, and all of Telecom!

To: Jeff CEPUI  
Dept: 
Date: 3/15/19  
From: Lesh Holt  

Thank you for...  
Jeff is always amazing at figuring out complex issues! He is extremely patient and takes ample time to make sure all problems are resolved when servicing the end user.  
I am extremly grateful to Jeff for his patience and diligence while working on my crazy issues with technology!

To: Jessica Johnson  
Dept: Alpha  
Date: 3/30/19  
From: Debbie Griffith  

Thank you for...  
Always being so positive when we feel defeat, always willing to help and doing so with a positive attitude, always!! So appreciative of your contributions. You make our team complete & thank you 😊

To: Dan Bunning  
Dept: Telecom  
Date: 3/19/19  
From: Jeff Capin  

Thank you for...  
Stepping up and taking care of several desktop support issues at a time when Taskout Data was short handed and dealing with an unexpected enterprise wide outage. It was a big help and relief to know that those issues in need were being taken care of. It allowed my team to stay on point and continue working the outage without having to divert resources.  Thanks Dan!
We’ll Welcome our Newest Team Member on April 15th!

After several interviews and candidates, Phillip Bomer was chosen as Telecom’s newest Technician. For more than 2 years, Technician, David Shiverdecker has been doing the job of two people, juggling hardware/device issues for our customers, reimaging MDCs, specing Verizon devices for future AVL implementation, and running lead on #ProjectTriTech InformMobile design. Telecom is very excited to be at full strength again with Bomer’s addition to #TeamTelecom.

Anniversary

Happy Birthday Guys!

Team Member Spotlight

Gary Hardwick

Radio Systems Manager 11 years of service

I Chose to Work for Telecom because
I truly enjoy working in radio communications & staying involved with technological changes. I love change and the challenge it presents - Telecom provides the vehicle to feed that need. Everything that I’ve done in my Career reinforces my need to be here, at this time, with these people, for these projects.

What I Like About Working for Telecom is
I’ve been fascinated by radio communications and electronics technology since I was a child. The mix of voice & data communications services we offer to the Public Safety & Public Works agencies and indirectly, to the citizens of our area, provide for a better quality of life for all of us. I thrive on providing the highest quality of radio communications for our Public Safety Agencies and First Responders. I have a high level of Respect & Appreciation for those in Public Safety. I strive to make their dependence on radio communications a non-issue... to make it as reliable as possible, with the goal that it becomes a trusted tool to use in their daily jobs.

My Job Duties include
all aspects of 24/365 management and operational support of the Radio System, its infrastructure and subscriber radio fleet. I’m responsible for my Radio Shop team & providing them with the tools they need to efficiently and effectively maintain the subscribers’ radios and access to the system. I’m responsible for the Radio System Infrastructure operation and maintenance. I’m responsible for the Data Microwave backbone to support the System, our Data and Telephone systems & the ‘last mile’ links that support the Water and Sewer Departments’ data, command & control systems. I’m responsible to my Director, my fellow workers, & myself, to meet & exceed expectations for projects and work assigned & to make our workplace an enjoyable, supportive, nurturing environment.