# Warren County Ohio TELECOMatters
### our monthly newsletter of things that matter. all things Telecom.

Pictured above: Paul Bernard (Public Safety Systems Manager) and Joshua Moyer (Application Analyst II/CAD Administrator) attended the International CAD Consortium

## REMINDER: MONTHTLY MAINTENANCE
### Wednesday, May 17, 2023
**\*CentralSquare maintenance** 5:00am – 8:00am
**\* Monthly maintenance** 5:00pm– 8:00pm

https://status.wcpsn.net/

## ESO Update
- NEMSIS submissions have begun. You will receive an email from Joe Newton confirming your total EPCR records before sending them on to ESO.
- Please see Technical Bulletin for ESO Version Update Procedure **HERE**

## Windows and Mobile Data Computers/Laptop
The Windows 10 on your MDC's (this can be your Mobile Data Computer or laptop) will be nearing "End of Life" (EOL). This is because of Windows 11. This will need to be updated within the next two years.
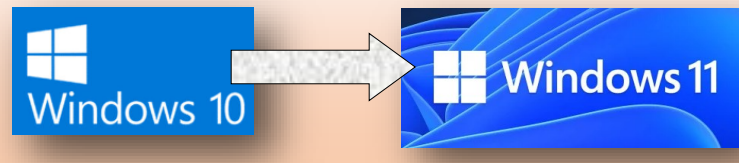


## Department Authorization Form (DAF)



A gentle reminder that *if you have any changes in personnel*—please complete the Department Authorization Form (DAF) to identify your department's persons with authority plus liaisons for particular areas of responsibilities.

Submitted email addresses will be added to targeted distribution lists and are the only addresses we will add to Telecom's Outage Notification group. Please click **here** to access the DAF form and send back to help@wcoh.net
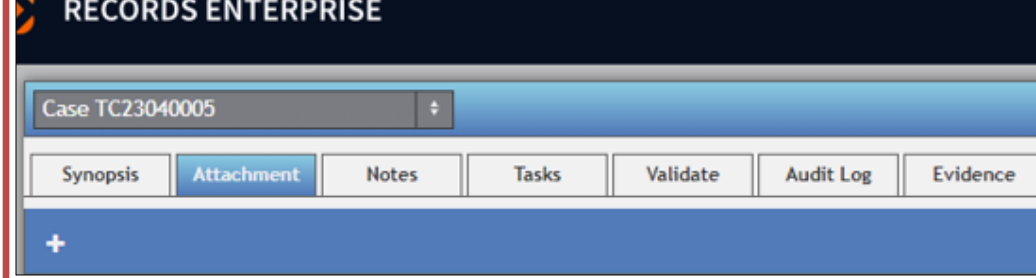
## NEW APX RADIOS
Our XTS radio fleet first hit the streets Warren County in late 1990s/ early 2000s. Beginning with this new fleet of radios, this should last us at least until 2030. Our new Motorola APX radios have features that include Bluetooth capability, Active Noise canceling for audio transmission, Dual screens for more usability. Many more features that far surpass the XTS line of radios we were using.



**Telecom has begun to deploy Motorola APX portable radios to replace all County owned public safety XTS portable radios and will be working with departments on updating programming as needed for APX radios.**

For more information on Motorola APX Radios or information on our transition from XTS to APX contact Corey.burton@wcoh.net

## HOW TO ADD AN ATTACHMENT TO A REPORT IN RMS
Witness statements, photos, insurance documents, search warrants, crime lab results are only a few of the things you may want to add to a report. You can either create a supplement report that is dedicated to these types of attachments or attach them to the original report, and there is no wrong or right way, it just depends on how your agency conducts business.
I have found that one area is being under-utilized for attachments. Did you know that you can go to the CASE TAB of any report and add them there? No extra document needed.



Hit the **+** sign and attach. You will also see all and any other documents that are included in the case and included with the original report, supplements, crashes, arrests all in one location. No need to open every report listed.
Questions? Please contact Rhonda.Bernard@wcoh.net with any questions.

## International CAD Consortium
In April, Public Safety Systems Manager, Paul Bernard and Applications Analyst/CAD Administrator, Joshua Moyer, attended the International CAD Consortium in Raleigh, NC. This week long conference brings together CAD and PSAP Administrators form all over the United States and even a few international agencies. During this conference administrators discuss all things related to CAD and PSAP operations that includes 100+ topics. This allows agencies to share questions, advise and experiences during the multi-day "roundtable" sessions. Paul and Josh were also able to meet one-on-one with several of our vendors including Central Square, Locution and HipLink.



## National Telecommunicators week April 9-15, 2023
Celebrating this week was something special! Telecom appreciates all that Dispatch and Emergency Services does for the Warren County Community! And thank you to the Fire Chiefs for p*roviding lunch for both Emergency Services and for WC Telecom!*
**#wearegrateful!**

**Alex Wicker**
1 year!

**Steve Jennison**
1 year!

## MAY Work Anniversaries

**Rhonda Bernard**
5/6

## May Birthday

**Alex Mockrycki**, communications systems supervisor, attended the NS Safety Train session at Gest St. Yard on April 19, 2023. where he made contact with the regional Hazmat Manager. There , he learned about railroad structure, operations, hazards, and safety rules, locomotives, and rail cars. Rail hazmat operations and emergency response procedures are reviewed.

**REPORT EMERGENCIES AND ANY USE OF NORFOLK SOUTHERN RIGHT-OF-WAY IMMEDIATELY**
NS POLICE COMMUNICATIONS CENTER
1-800-453-2530

For more great resources on responding to railroad emergencies visit www.JoinNSOAR.com

TRAINING       RESOURCES

## Welcome to Telecom—We are so glad you are here!

### Charles Zugaro. Infrastructure Systems Analyst

- Before coming to Telecom, I worked with Kings Local School District Technology Department
- My education and industry training include a Bachelor of Technical and Applied Studies degree, majoring in Applied Administration, an Associate of Applied Business degree, majoring in Information Technology, as well as the certifications for Security+, Network+, ITIL 4 Foundation, AWS Certified Cloud Practitioner, and the DevOps Foundation.
- Key skills I plan to utilize here at Telecom include collaboration, the ability to troubleshoot, solve problems in innovative ways, and communicate effectively.
- In my spare time, I spend time with my family and friends. I also occasionally spend time with my extended family that live in West Virginia.
- A fun fact about me is that I'm a National Park enthusiast, and I enjoy volunteering for Habitat for Humanity.

### Tim Simpson. Technologist

- Before coming to Telecom, I worked with Clearcreek Fire District for 35 years holding various ranks during my tenure including; Firefighter / Paramedic / Fire Safety Inspector, Lieutenant, and Captain. During December 2022 I retired as an Assistant Fire Chief a position that I held for 21 years. During my tenure as an Assistant Fire Chief I collaborated and partnered with the Telecom Team on many different technology related projects from concept through implementation and beyond.
- My education and industry training include B.S. Degree Biological Science Ed. Miami University Oxford, Ohio, National Fire Academy Executive Fire Officer Program Graduate, Nationally Registered Paramedic, Ohio Certified Paramedic / Firefighter Level 2 / Fire Safety Inspector / Fire & EMS Instructor, National Athletic Trainers Association Certified Athletic Trainer and Ohio Licensed Athletic Trainer.
- Key skills I plan to utilize here at Telecom include I bring 36 years of Fire and Emergency Medical Service skills and experience. I plan to use my prior public safety experience to help the Telecom Team continue the tradition of excellence in continually improving and innovating various technology solutions to assist all our Emergency Response partners more safely, effectively, and efficiently serve and protect residents and visitors within Warren County.
- In my spare time, I spend time with my wife Janis, family, friends, and our pet Jack Russell Terrier dog "Ollie".
- A fun fact about me is that I am a Miami University Ice Hockey fan and season ticket holder. I also work part-time seasonally at Kings Island as an Area Supervisor in the Safety Department.

## Mike Callahan Retires from TELECOM

### Thank you for your years of service!

On March 31, 2023, we celebrated **30 years** of dedicated service to Warren County Telecom! Mike Callahan was hired on November 14th, 1994 as an Electronics Technician 1 with the Warren County Telecommunications department.

In July 2008, he was transferred to the position of Telephone Technician 1, and ultimately promoted to Telephone Technician 3 in 2009. Mike is looking forward to working on his model airplanes and spending time with his grandkids. He also plans to continue working with his Ham Radio for many years to come!

*Telecom will miss you and we wish you the very BEST!*

## #TCKUDOS

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 you and your Supervisor/Department Head.

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

**CONGRATS Jeramiah Marcum, Tyler Blair and Lisa Hicks**

### MAY is

## Law Enforcement Appreciation Month

## Thank you for <u>all</u> you do!

## WE ARE hiring!

Open positions:

- Infrastructure Systems Supervisor

**Apply here!**

Join our TELECOM team!

### #TCKudos

To: Jeremiah Marcum     Dept: Telecom
From: David Shiverdecker  Date: 04.26.23

Thank you for.
Helping me find a SQL query I ran in the past and confirm that the query would w...

### #TCKud...

To: Tyler Blair     Dept: BRAVO
From: Lisa Hicks    Date: 4.7.2023

Thank you for.
Tyler was very instrumental and "over and above" helpful in the move from my o... made the "technical" part of the move seamless and very "clean" and profession... help and constant follow up to make sure everything was set up in my office!

### #TCKudos

To: Lisa Hicks      Dept: TELECOM-ECHO
From: Tim Simpson   Date: 04/26/2023

Thank you for.
Thank you for rescuing me at the last minute in properly submitting my payroll time sheet last week! Much appreciated!