

Warren County - Ohio for Public Safety Agencies

TELECOMatters

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

December 2017

Check out Telecom's latest training video over on our YouTube Channel. It covers the Panasonic CF-33's hardware, external ports, and keyboard.



FirstNet

Nationwide Public Safety Broadband Network

ANNOUNCED NOVEMBER 15: GOVERNOR KASICH OPTED IN TO FIRSTNET.

Telecom has given regular updates at Chief and Committee meetings regarding this program and has attended several meetings in Columbus on the issue. More to come.

Learn more here: <https://www.firstnet.gov/>

November's Monthly Reports

Phone/911 <https://warrencountytelecommunications.sharefile.com/d-s4af7426368442c49>

CAD <https://warrencountytelecommunications.sharefile.com/d-sdbcf27a35084ea89>

Radio <https://warrencountytelecommunications.sharefile.com/d-s5ad8440463c4dae8>



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www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom

HELP@WCOH.NET

695-HELP

#Project TriTech

Response Plans + Time Savings Response plans have always given agencies the ability to say “If UnitA (typically the home agency’s unit) is not available I want UnitB to respond. TriTech’s *TIME SAVINGS FEATURE* gives an agency the ability to “skip” unit A, who may still be available, for Unit B if B is closer to the incident.

Step 1: In TriTech’s Response Plan Manager, choose the first Unit you would like to respond (e.g. Engine Wayne Twp.)

Step 2: (Optional) Substitute With...

Choose which Unit CAD recommends if UnitA is not available.

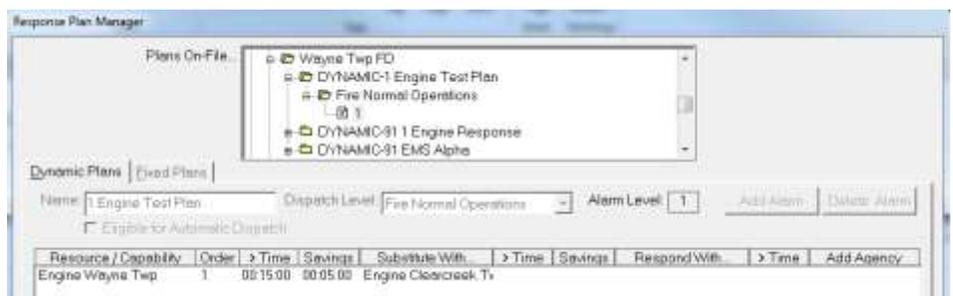
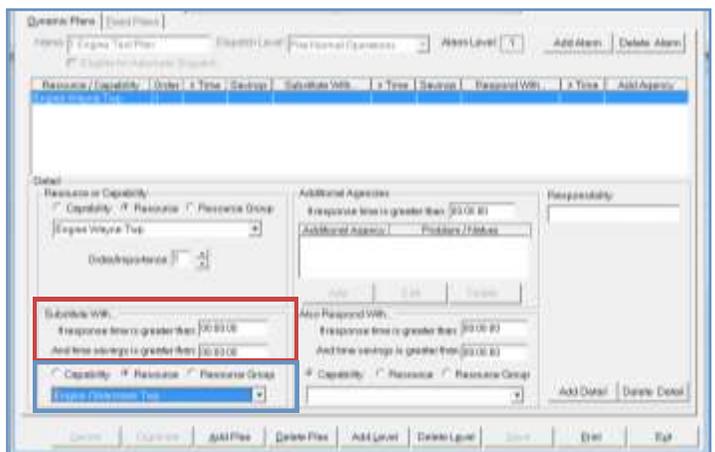
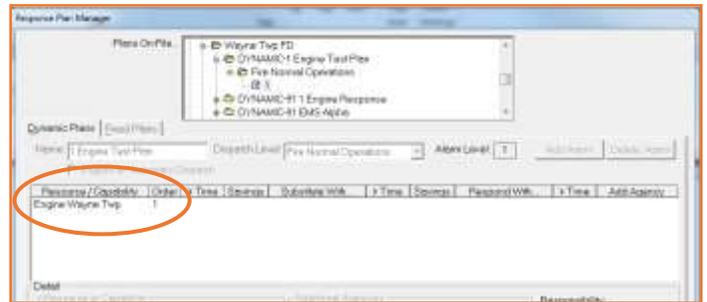
Step 3: Choose your time savings.

“If response time is greater than:” tells CAD that if UnitA has an ETA longer than the time set, and UnitB’s ETA is quicker than the set time, Send UnitB. *This time is required when choosing a substitution unit, but the time can be set high to cover an agencies area.

“And time savings is greater than:” tells CAD that if UnitA has an ETA longer than the set time above, check UnitB’s time and see if their ETA is quicker than the set time PLUS they save the set amount of time. *This time is optional, but recommended.

EXAMPLE This response plan says...

- If Engine Wayne Twp is available, recommend them first.
- If Engine Wayne Twp is *not available*, send Engine Clearcreek Twp.
- If Engine Wayne Twp is available, BUT their ETA is greater than 15 min AND Engine Clearcreek Twp is less than 15 min saving us 5 minutes, send Clearcreek instead of Wayne Twp regardless of their status.



* The plans illustrated here are only for demo purposes. Any adjustments made during the collection of these screen shots have been reverted to their original configuration. *

Telecom Updates Keep You Safe Online

Warren County Portal EV SSL Certificate by Data Systems Administrator Dustin Flint

Recently, Warren County Telecom updated our environment with new security certificates. The one you will most notably see is on <https://portal.wcpsn.net> where we switched to an Extended Validation (EV SSL Certificate.)

What is SSL?? Secure Sockets Layer—the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

Why does this matter?? These certificates are the highest validation form of SSL right now, and they offer the highest trust and security value. Telecom endured a strict identity verification and vetting process to obtain this certificate. It also allows YOU to see that you're definitely at the right website.

Seeing green: when you go to the portal, you'll see a green lock along with "Warren County Telecommunications" or a green background - confirming that you are at the correct, SECURE website

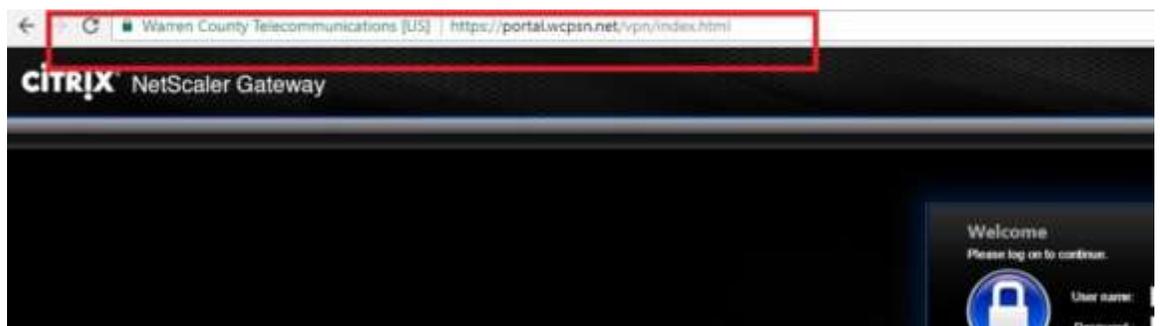
Microsoft Edge



Microsoft Internet Explorer



Chrome



256 YEARS

Our team members have a combined **of SERVICE** to TELECOM!



ePCR Updates

TabletPCR Medication

We implemented the long-awaited Medication pick lists on November 13th and have had no negative feedback. Joseph Newton will be finalizing the remaining medication changes and that update will be pushed out via eDistribution before the end of the year. Newton is also working on any CCR/form configuration tickets that have been put on hold due to Medication throughout December and coordinate with the associated agencies as those changes are put into place. As always, please do not hesitate to contact Joe with any questions or concerns.

Billing/Billing Extracts

We are pleased to announce that on January 1st 2018 Medicount will begin using Version3 extract data for billing purposes.

Joseph Newton has spent weeks streamlining agencies' processes for Version3, while running parallel with Version 2. We have been working on this process and sending both v2 and v3 data to Medicount for the past 2 months ironing out issues on both our end and **Medicount's end.** You as end users will be unaffected; but if you or your agency uses the extract XML/PDF files on your O:\ drive, please contact Joe (joseph.newton@wcoh.net) for assistance on locating and differentiating the v2 and v3 extracts.

We will be disabling v2 extracts sometime in January and coordinate with you all on our plans of organizing the v2 and v3 data.

#TCKudos

My name is Stephanie [Meade] and I am the police/court clerk for the Village of Maineville. I have been here for one year now, but since we are so small, I have had minimal exposure to non-traffic cases which require OIBRS validation. I just wanted you to know **what an ENORMOUS help Rhonda has been in teaching and assisting me** with the validation process (which is so frustrating and confusing). She is always quick to respond to my questions... is patient and explains things in a way I can understand them. Even though she is super busy with her own work, she was gracious enough to allow me come to come sit with her so we could go through my cases together in person rather than exchanging emails. It was so incredibly helpful and I appreciate her time in teaching me this aspect of my job.



Great Job Josh Moyer
getting the hardware
set up!



Integration Center #1

Paul Bernard and Don Sebastianelli's former work spaces have been converted to Integration Centers, housing everything available at a Dispatcher workstation PLUS 3 #ProjectTritech Training PCs.

Main Applications: Our current Motorola Premier CAD, Radio Console, 911, Priority Dispatch (ProQA) plus other applications such as Instant Recall (Audiolog), Ergo2016, etc.

The #ProjectTritech Training PC has CAD, Mobile CAD, RMS, and Jail. Schedule a time to check out your current response plans, units, the mobile mapping options, and more!

Team Member Spotlight



Paul
Bernard

Serving Warren County since August 8, 1988
Public Safety Systems Manager

I chose to Work for Telecom because...

I enjoy making the system work for our end users and I align with the Department's core values: collaboration, continuous improvement, innovation, people, service, transparency.

What I Like About Working for Telecom / the County is...

Feeling like I'm a member or part of every public safety / public works agency in the County. I feel like I work for everybody as we're a consolidated service extension, ultimately saving tax payers lots of money.

My Job Duties are...

To keep my finger on the pulse of all public safety products (FRMS, ePCR, CAD, LRMS, Mobile, Mapping) and ensure they work together. I spent several years in the Communications Center before moving over to Telecom. My long-term responsibility has been maintaining all things CAD... the current Premier CAD program and building the future TriTech program.