



Dispatch Times

May 2024

Volume 11, Issue 5

National Telecommunicator's Week April 14-20

Thank you!

It is greatly appreciated how everyone makes our Telecommunicator's Week so special! The gifts, words of thanks and participation in making us all feel so appreciated is noticed and we are grateful for everything.

Inside this issue:

Telecommunicator's Week	1
Emp. Spotlight	4
CAD Rehost	6
Shout Outs	7
EMA Spotlight	9
Pet Parade	12
Dispatch Stats	18

National Administrative Professionals Day April 24

Every day we appreciate our Office Administrator, Melissa Abrams & Administrative Assistant, Sherri Holliday.

April 24th we celebrated them with gifts and lunch. Thank you for all you do from everyone here in Emergency Services!



Mark Your Calendar!



May 2
National Day of Prayer
Countryside YMCA

May 11
WC Shred Day

May 12
Mother's Day

May 15
CAD-to-CAD Demo

May 27
Memorial Day



National Telecommunicator's Week April 14-20 (cont.)



9
1
1



National Telecommunicator's Week (cont.)

A very special thanks goes to Supervisor, Kim Jent, for all the hard work and planning she dedicates to making this week special for our Telecommunicators!

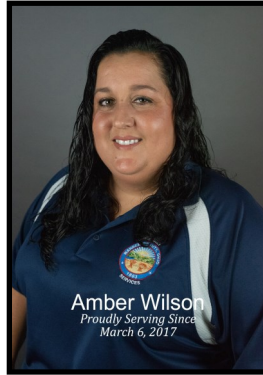


Additional Thank You

- ♦ Martin Russell, County Administrator for donuts on Monday
- ♦ Melissa Bour for brownies and Sherri Holliday for Cookies on Monday
- ♦ The Warren County Fire Chief's Association for lunch on Tuesday
- ♦ The Warren County Police Chief's Association for lunch on Wednesday
- ♦ Warren County Telecommunications for the awesome snack basket
- ♦ Admin. & Supervisors for Crumble cookies and goodie bags
- ♦ Kyle Plush Foundation for cookies on Friday
- ♦ Kenzie's Homemade Buttercream Cookies for the box of decorated cookies
- ♦ Brian Holtel and Joey Bishop for Tacos on Saturday
- ♦ Sue Spencer for the T.J.Maxx Gift Card
- ♦ L3 Harris for the goodie bags

EMPLOYEE SPOTLIGHT

March



Amber was nominated by her supervisor, Brian Holtel.

"Her attitude, persistence and willingness to help makes her stand out among her peers. She brings a positive attitude to work and gives great customer service. When given a challenge, she works through it and strives to improve her own performance. If she is asked to show an observer or potential employee what we do or asked to fill in as a trainer, she does not hesitate and makes sure to do a thorough job. She truly wants to do the best job she can and make this the best comm center it can be. She is one of the most solid, positive employees that we have and doesn't always get thanked for that."

Well deserved Amber!

March & April QPR High Compliance Queued Calls

Amber Wilson 3
Alexander Lucas 5
Carmen Carson 2
Chris Carr 2
April Kennard 2
Kaitlyn Niles 3
Tiffany Baldwin 2
Stephanie Abbott 1

Sophia Sidley 1
Brittany Creager 2
Brian Holtel 1
Sara Swierk 1
Kim Adams 2
Quentin Cox 2
Kayla Conger 2
Christopher Morgan 2

Paige Barton 4
Andrew Wagenknecht 4
Cassidy Gatio 6
Mike Wiggins 4
Blake Holman 1
Brandy Cooper 1
Emmaline Ritchie 1
Seth Whitlock 1

EMPLOYEE SPOTLIGHT CONTINUED

GREAT JOB TO EVERYONE INVOLVED IN THIS CALL

Supervisors,

Tonight, Deputy Volchukov and Deputy Stavermann assisted Deerfield Township units on a call involving a disorderly teenager at their Speedway Station on SR 741. The teenager threw some merchandise around the store and left in a vehicle.

Deputies Volchukov and Stavermann sat up on I-71 waiting for the suspect vehicle north of the Jeremiah Morrow bridge and initiated traffic stop on the vehicle when it passed by them. When the teenager was identified during the traffic stop, it was discovered there was an active Burglary warrant involving the use of a weapon out of Orlando, Florida, for this juvenile. While the family was initially perplexed about why he had a burglary warrant, accompanied by denials and crying, the Orange County Sheriff's Office helped them remember the teenager assisted his older brother a few months ago by kicking in the door to a residence, while they were armed with a knife. The family was heading towards West Jefferson, Ohio.

The Orange County Sheriff's Office confirmed with our Communications Center that the warrant was active (issued subsequent to the teen's initial arrest) and that they would extradite. With only a couple of phone calls to JDC, he was booked into our Juvenile Detention Center on the outstanding warrant to await extradition.

The teen's family was provided with the address and phone number of the Warren County Juvenile Detention Center.

Deputy Volchukov will be completing a Fugitive From Justice report.

Both deputies did an outstanding job in locating and identifying a juvenile who had a very serious out-of-state warrant! The Communications Center also did an outstanding job in assisting in the identification, confirmation process, and assisting in relaying information to our Juvenile Detention Center!

Very Respectfully,

Sgt. Roy W. McGill III
Warren County Sheriff's Office
3rd Watch Supervisor

Great Job Kayla Conger

Melissa,

At 11:09 today we responded to a non-breather at 555 Oaknoll Drive in Clearcreek Township.

This happens to be a good friend of my family. The wife of the patient wanted me to pass along to the call taker how appreciative she was. She said whoever she was talking to on 9-1-1 "did a great job and helped tremendously". Please pass this along to whoever that was.

You can also let them know that we did get a pulse back on the patient. He is in the ICU, but the outcome is to be determined as he is still unconscious. Only time will tell.

Another outstanding job by your team. They never get enough credit for all they do.

Take Care,
-Steve Agenbroad / Fire Chief Clearcreek Fire District

CAD Rehost KUDOS

From: Jesse Madden
Sent: Thursday, March 28, 2024 12:10
To: Chris Dill; Jennifer Key
Cc: Melissa Bour; Samantha Hall
Subject: Telecom Kudos

Chris/Jenny,

Please share this with your crew. Excellent job during CAD down for the rehost!

Jesse Madden
Warren County Emergency Services
Emergency Communications Operations Manager

From: Jesse Madden
Sent: Wednesday, March 27, 2024 09:58
To: Paul Kindell; Gary Estes
Cc: Melissa Bour; Samantha Hall
Subject: CS Rehost

Gary/Paul,

I wanted to say thank you to your team for their hard work and what appeared to be a smooth CAD Rehost that took place yesterday.

From our standpoint, it could not have gone any better for the ECC because of all the planning and preparation that took place prior to.

I know many members of the team were involved so I do not want leave anyone out, but KUDOS to everyone that had a role with the success of the project! **#YallRock**

Jesse Madden
Warren County Emergency Services
Emergency Communications Operations Manager



Shout Outs

Positive feedback from the surveys that go out to callers.
Keep up the awesome work!

Feedback Board

List Focused

They were calm and were helpful in directing what to do

Very polite, professional and helpful.

She was very helpful

Officer worked patiently to get the keys out of car. He was friendly and a good representative of the police department

They officers helped me to open my car door my keys was locked inside, thank you very much for them

She was very professional and calming. I was a little shook up and she did a nice job listening.

Dispatcher did a great job fast and efficiently. Nice that she asked if I was ok. Thanks

Very attentive and calm and courteous

Understanding and prompt on getting officers out officers came out quickly and took care of the situation as needed

Awesome speedy job . Very nice speaking . I could understand her loud and clear .

Quick, effective communication

She was very professional and polite.

My dispatcher was very kind and calm, which helped me calm down some because this was my first accident and I was shaken up. The dispatcher continuously asked me if I am ok and for details about what was going on and where I was. I felt like I was in good hands.

Very helpful

MON

Celebrating a Milestone:

Frances Ficke 1st —1 year

Kaitlyn Niles 1st —1 year

Andrew Wagenknecht 1st —1 year

Sydney Renner 3rd – 3 years

Samantha Hall 11th—26 years

Alexander Lucas 16th– 2 years

Brittany Creager 28th – 5 years

Sophia Sidley 28th– 5 years

Jennifer Key 28th – 5 years

Celebrating a Birthday:

Andrew Wagenknecht—5th

Sara Swierk—9th

Chris Carr—22nd



EMA Spotlight

Did You Know...?

Did you know that Warren County Emergency Management Agency (EMA) has the ability to send out mass alerts to people within a geographical area in the event of an emergency or disaster? These alerts are called the Integrated Public Alert & Warning System, more often referred to as IPAWS. These can be transmitted across radios, televisions, and mobile devices (cell phones).

You have likely received an IPAWS alert before from the National Weather Service when a severe weather warning, like a tornado warning, has been issued.

IPAWS alerts are beneficial as they can quickly deliver public safety information to a targeted area without having to have people sign up for the alerts. Meaning if individuals are visiting or traveling through the area, they will receive the alerts too.

EMA Attends EMAO & Ohio EMA Conferences



Pictured are some of the County EMA Directors who attended the Ohio EMA Conference.

On April 16th and 17th, the Emergency Management Association of Ohio (EMAO) and Ohio Emergency Management Agency (EMA) hosted their annual spring conferences in Columbus.

Director Melissa Bour, EMA Operations Manager Sydney Renner, and LEPC / Grants Coordinator Frances Ficke attended both of these events. Between the formal presentations and networking opportunities, EMA staff came away from the events with valuable knowledge gained.

EMAO put on a half day conference and hosted presentations on the Ohio Homeland Security Support Network, and How to Sell Value, Not Fear in Emergency Management.

Ohio EMA hosted their conference following EMAO's and into the next day. Topics included: Long Term Recovery Strategies and Opportunities, Patient Tracking Resources for Mass Casualty Incidents, the Social Responders integrating social media in Emergency Management, Navigating the Maui Wildfire Response with Hyperlocal Strategies, Building a Cyber Secured Ohio, How to Integrate Artificial Intelligence (AI) into Emergency Management, and other great presentations!

UPCOMING COURSE:



National Emergency
Response and Recovery
Training Center



NATIONAL CENTER FOR
SPECTATOR SPORTS
SAFETY AND SECURITY

SPORT AND SPECIAL EVENT ENHANCED RISK MANAGEMENT AND ASSESSMENT

MGT-466

Course Overview

This course provides participants with tools and methodologies for conducting venue-specific and event-specific risk assessments. In the course, participants will utilize assessment outputs to make risk mitigation decisions and determine how to measure the effectiveness of decision-making. This innovative training will introduce methodologies designed to complement and expand on national critical infrastructure framework guidelines. The interdisciplinary course stresses the importance of leveraging and applying proven practices to a wide range of sport and special event safety and security risks.

Topics

- Risk Management Principles/Concepts
- Identifying and Assessing Risk
- Risk Prioritization
- Mitigation Strategies
- Evaluating Mitigation Strategies
- Application of Risk Management

Participants

- Facilities and Operations
- Venue Executives/Managers
- Venue Security
- Emergency Management/Planning
- Risk Manager
- Event Management/Planning
- Law Enforcement
- Fire Services
- Emergency Medical Services

Recommended

- AWR-167: Sport and Special Event Risk Management
- IS-100.B: Introduction to Incident Command System (ICS)
- IS-200.B: ICS for Single Resources and Initial Action Incidents
- IS-700.A: National Incident Management System (NIMS)
- IS-800.B: National Response Framework, an Introduction

Course Length

Two Days (16 hours)

Course Dates

June 25 - 26, 2024

Class Size

27-40 Participants

Registration Deadline

May 25, 2024

Venue

Warren County EOC
520 Justice Drive
Lebanon OH 45026

CEU Credits

1.6

Students must register and bring a copy of their FEMA/SID number to class.



National Center for Spectator Sports Safety and Security (NCS⁴)

The University of Southern Mississippi

For more information, contact NCS4Train@usm.edu.

NCS4.USM.EDU/TRAINING



National Days to Observe in May:



1st Principal's / Purebred Dog Day

2nd Password / Harry Potter / Baby and Brothers & Sisters Day

3rd Space / Two Different Colored Shoes Day

4th Orange / Star Wars / Firefighters / Kind Day

5th Hoagie / Cinco de Mayo / Lemonade / Laughter Day

6th No Diet / Nurses Day

7th Teacher Day



8th Have Coke / Donkey / Give Someone A Cupcake / Animal Disaster Preparedness Day

9th Sleepover / Hurray for Buttons / Butterscotch Day

10th Clean Your Room / Golf / Small Business / One Day Without Shoes Day

11th Dog Mom's / Hostess Cupcake / Eat What You Want Day

12th Nurses / Mother's Day

13th Apple Pie / Women's Checkup / Tulip Day

14th Dance Like a Chicken / Buttermilk Biscuit / Stars and Strips Forever Day

15th Family / Chocolate Chip / Bring Flowers to Someone Day

16th Piercing / Barbeque / Love a Tree / Do Something Good for Your Neighbor Day

17th Bike to Work or School / Endangered Species / Pizza Party / NASCAR Day

18th I Love Reese's / Armed Forces / Visit Your Relatives / Cheese Souffle Day

19th Devil's Food Cake / Plant Something Day

20th Rescue Dog / Pick Strawberries / Red Sneakers / Streaming Day

21st Talk Like Yoda / Eat More Fruits & Vegetables / Waitstaff Day

22nd Solitaire Day / Vanilla Pudding / Buy a Musical Instrument / Sherlock Holmes Day

23rd Lucky Penny / Turtle / Taffy Day

24th Scavenger Hunt / Brother's / Endless Breakfast Day

25th Tap Dance / Missing Children's Day

26th Paper Airplane / Blueberry Cheesecake / Sorry Day

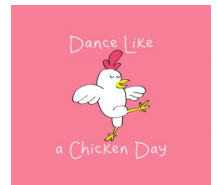
27th Sunscreen / Nothing to Fear / Grape Popsicle / Memorial Day

28th Burger / Whooping Crane Day

29th Paperclip / Alligator / Mount Everest Day

30th Creativity / Water a Flower / E-Bike Day

31st Save Your Hearing / Smile / Macaroon Day





Dispatch Times Pet Parade

Hi, I am Marley!

Owner: Lisa Hicks, Telecomm

I am a female Boxer/Rhodesian Ridgeback mix and 6.5 years old. I was rescued by Lisa and her family. I was the runt of the litter. Lisa is my main caregiver, but I love the whole family. I know many tricks and commands like sit, stay, no, ok, down, head down, bark, talk, and I know all my family members names. I love to give kisses and hugs. Since I am part boxer I really love to RUN!!! I also love to jump up onto the trampoline and jump with my family. My toys resemble food and my favorites are the chicken leg and my thanksgiving turkey. I love my family endlessly, I am kind and believe that I am a lap dog. I love to snuggle and go for walks. My favorite thing to do is as soon as my family members come in the door I will take my toy to them and talk to them. As you can see from my photo I do not like pictures, so you get the side-eye. I also don't like to wear doggy sweaters, if they put them on me I become paralyzed until it is removed.



DON'T FORGET TO SEND US A PICTURE OF YOUR PET!

Send to: sherri.holliday@wcoh.net





Warren County Telecom and Emergency Services, along with Kim Willis with CENTRALSQUARE are hosting:

Unify CAD-to-CAD Demo

- **WHAT:** CentralSquare Unify CAD-to-CAD Demo
- **WHEN:** Wednesday May 15th
- **TIME:** 12:00 - 2:00PM
- **WHERE:** Warren County EOC - 520 Justice Drive, Lebanon, OH 45036 (Enter through the Board of Elections Entrance)

“No registration is required” | Lunch will be provided by CENTRALSQUARE

Questions, please contact Joshua Moyer, PSSM at Telecom
Joshua_Moyer@wcoh.net

FROM  **CENTRALSQUARE**
TECHNOLOGIES

MOVE BEYOND JURISDICTIONAL BOUNDARIES

Emergencies span borders, but CAD systems often don't. CentralSquare's Unify solution is a CAD-to-CAD interoperability network connects within the systems you already use to save time, save lives and keep your PSAP professionals off the phone so they can take and dispatch 911 calls. CentralSquare Unify offers cross-jurisdictional glue to connect public safety agencies to one another when a crisis strikes. Through our patented and deployed technology, dispatch centers can communicate seamlessly via a full bi-directional data-sharing network, to send the best, most appropriate unit to any call, regardless of jurisdictional boundaries. Responders not only get there faster but also have the latest, updated information that they need on the scene.

Warren County has made the initial purchase and start up of the Southwest Ohio CAD-to-CAD Hub. We are in the process of implementing connections with West Chester Twp, Hamilton County and Cincinnati with several more on the way. PSAPs are only responsible for the fee to implement the connection to the hub. Even if you have or are in the process of purchasing your connection, this is a great opportunity to see it work and ask questions.

WARREN COUNTY COMMUNITY SHRED & ELECTRONICS RECYCLING DAY



Date: Saturday, May 11th, 2024

Time: 10am – 1pm

**Location: 406 Justice Drive, Lebanon Ohio 45036
Administration Building Parking Lot**

NOTE: Event is first come, first serve, staff will assist with emptying boxes/electronics

Shredding

- 5 Box Maximum
- Shredding will be completed offsite

Questions?

- Phone: 513.695.1815
- Email: Jennifer.Haney@co.warren.oh.us

Electronics

Electronics Accepted:

- ◊ Computer Equipment
- ◊ TVs
- ◊ Batteries

Questions?

- Phone: 513.695.1259
- Email: solid.waste@co.warren.oh.us

MORE INFO: <https://www.co.warren.oh.us/recordscenter/GenInfo/ShredDay.aspx>



FISHING WITH THE

5-0



MOUNTS PARK ANNUAL RAINBOW TROUT RELEASE

FREE FOR THE KIDS LUNCH KONA ICE GIVEAWAYS *RODS AVAILABLE

**May 18th
9am - 1pm**

Mounts Park

All ages welcome!



Games • Archery Trailer • Kayaking

Ohio

TOTAL SOLAR ECLIPSE

APRIL 8, 2024

We really enjoyed watching the 2024 total solar eclipse safely!



Picture provided by Alyssa Hardin, EMA



**15TH ANNUAL
WCCC EDUCATION FOUNDATION**



GOLF OUTING

**BENEFITS WARREN COUNTY CAREER CENTER
STUDENT SCHOLARSHIP FUND**

JUNE 3, 2024

HEATHERWOODE GOLF CLUB

SPRINGBORO, OH

REGISTRATION at 9:30 a.m.

SHOT GUN AT 10:30 a.m.

4-Member Best Ball Scramble

1st & 2nd Place Team Prizes



\$125 PER GOLFER/4 GOLFERS PER TEAM

INCLUDES:

18 holes of golf with cart, box lunch, and dinner

GOLF OUTING HIGHLIGHTS:

Practice Range, Contests, Awards and Door Prizes

Mulligans- \$5.00 each (one per person or four per team)

REGISTRATION FORM AND PAYMENT DUE BY:

MAY 10, 2024

Donations and Sponsorships are always welcome!

For more information, please contact:

Kim Fladung: kim.fladung@mywccc.org

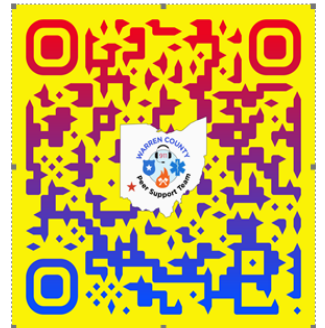


March 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	4,235	509	585	County Fridays 750 calls	County 5:00 pm
Total 911 Calls Year To Date	12,828	1,477	1,602	Franklin Sundays & Fridays 85 calls	Franklin 3:00 pm
Percentage of 911 Calls Answered Under 10 Seconds	97.05 %	95.87 %	95.38 %	Lebanon Saturdays 104 calls	Lebanon 5:00 pm



The Warren County Peer Support Team can be reached through Warren County Communications Center at 513-695-2525. Just ask for Bob Moertle to be paged and he will call you back. You can also access the team simply by clicking on the QR code. Not only can you access the team, there is also peer support information. You're request doesn't have to be for a big event that just occurred. You never know when something can trigger a past experience. The team or just a member of the team is available any time someone needs to talk.



The team trains regularly and if anyone in your department is interested in joining, please reach out.



Warren County Emergency Services

520 Justice Dr
Lebanon, OH 45036
(513) 695-1315

Stay connected with us by:

Website: www.co.warren.oh.us/emergencyservices

Facebook: [@WCOHEMA](https://www.facebook.com/WCOHEMA)

Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

Newsletter Editor: Melissa Bour & Sherri Holliday

Email: Sherri.holliday@wcoh.net