

Dispatch Times



November 2024
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Inside this issue:

On 10/29, Training Supervisor, Brandy Cooper, and our 5 newest trainees attended Careflight's training at Franklin Fire Department and Franklin Community Park. At the Fire Department, there was a slideshow presentation highlighting what Careflight is about, what they need from dispatch, their flight requestor app, requirements to fly, who flies in each aircraft, etc. Members of Franklin Fire Department and Franklin Dispatch were also in attendance. Once they were finished there, they went to the Community Park and watched one of the aircraft land where they were able to take a look inside the aircraft and talk to the pilot and



other crew members on board. It was a great experience and helped bridge the gap of our understanding of what happens behind the scenes once they are requested to fly. A big thank you to Careflight for this presentation!



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Mark Your Calendar!



November 5
 Election Day

November 8-10
 Hearth Warming Holidays
 Waynesville

November 11
 Veteran's Day

November 22-24
 Christmas in Springboro

November 28
 Thanksgiving



EMPLOYEE SPOTLIGHT

September



Kim Adams, Dispatcher

"I would like to nominate Kim Adams for EOTM. She has done a great job training Clayton so far and her DOR's have been informational and well done. Kim has also helped with the Fire final with suggestions to update it since Locution has gone live along with task list updates for Fire radio. We greatly appreciate her training Clayton and onboarding him onto their crew and helping with training material." Brandy Cooper, Training Supervisor

"I second the nomination for Kim Adams. The kudos that I wrote up for supporting Clayton during a difficult call is indicative of her team player attitude. She has also stepped up to become a tactical dispatcher." Brian Holtel, Supervisor

"I nominate Kim Adams for Employee of the Month for September. She has done an amazing job training Clayton. She has had 100 compliance for the last 2 months. She is always picking up overtime, and has never been late in the 4+ years she has worked here." Kim Jent, Supervisor

On October 4 the Dispatch Center was manned with an all female crew. We are proud of all our dispatchers and this was a rare occasion and just wanted to support the ladies. From left to right Tiffany Baldwin, Carmen Carson, Kaitlyn Niles, Leigh Anne Gebele, Amber Wilson, Lydia Shannon and Kelly Fiebig.

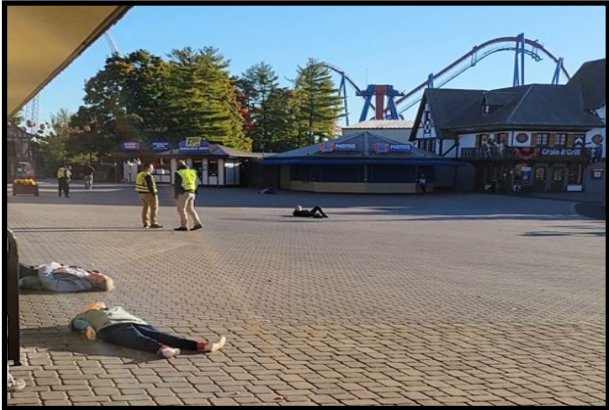


Community Outreach

On Wednesday, October 16 members of Warren County's Department of Emergency Services were invited to observe Mason Fire Department's Full Scale Exercise at Kings Island.



Pictured above: Matthew Mumma, Frances Ficke, Sydney Renner, Melissa Bour and Jesse Madden



On Saturday, October 12th Hamilton Township and the City of Lebanon Fire Department's held Open Houses. Warren County Emergency Services set up a table at each event and had offered our Preparedness Guides and other fun give aways. Thank you Joey Bishop, Frances Ficke and Matthew Stewart for representing us at these events.





Shout Outs

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

Feedback Board

List Focused

The dispatcher was very kind and detailed. She was clearly tracking the situation by looking at intersections I was approaching before I got there.

Friendly and professional, listened to what I needed then responded appropriately

Very kind

Dispatcher allowed me to give information and clarified where I was located and said crews would be out shortly. Very professional

Very helpful and efficient

Patient and efficient

questions

Calm, informative and assisted me in the best possible way.

The dispatcher was thorough and precise in his questions. There was no frustration in his voice from my call. He has a simple single tone that was calming and exact. The officers that arrived were the same. Heck of a job Warren county and Mason.

Friendly, with quick response

Very responsive and communicated clearly

Pleasant and informative

Professional. Fast. Knowledgeable.



November

CELEBRATING A MILESTONE:

Stacy Ryan 13th—6 Years

Chris Dill 27th—18 Years



CELEBRATING A BIRTHDAY:



Stephanie Abbott—4th

Matthew Stewart—7th

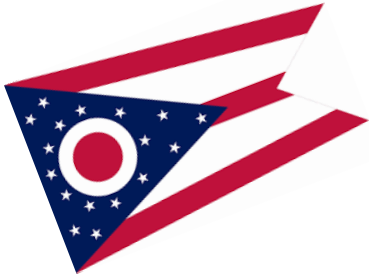
Michael Wiggins—8th

Sydney Renner—13th

April Kennard—26th



National Days to Observe In November:



1st Fountain Pen / Cinnamon / Author's Day

2nd Ohio / Deviled Egg Day

3rd Housewife's / Sandwich Day

4th Candy Day

5th Donut Day

6th Nachos / Saxophone Day

7th Cash Back / Bittersweet Chocolate with Almonds Day

8th Parents as Teachers / Cappuccino Day

9th Scrapple

10th Civic Pride / Vanilla Cupcake Day

11th Sundae / Veteran's Day

12th French Dip / Chicken Soup For The Soul Day

13th Indian Pudding Day

14th Seat Belt / Family PJ / Pickle Day

15th Raisin Bran / Bundt Cake / Clean Out the Fridge Day

16th Check Your Wipers / Button / Fast Food Day

17th Butter / Homemade Bread Day

18th Princess Day

19th Play Monopoly Day

20th Absurdity / Peanut Butter Fudge / Child's Day

21st Gingerbread Cookie / Red Mitten / Stuffing Day

22nd Cranberry Relish Day

23rd Espresso / Eat a Cranberry / Cashew Day

24th Sardines Day

25th Play with Dad / Parfait / Shopping Reminder Day

26th Cake Day

27th Craft Jerky / Bavarian Cream Pie Day

28th French Toast / THANKSGIVING Day

29th Black Friday / Electronic Greetings Day

30th Personal Space / Mason Jar / Mousse / Computer Security Day



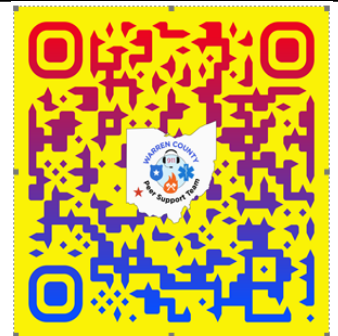
Dispatch Statistics

September 2023 911 Calls	September 2024 911 Calls	2024 911 Total Calls	County Stats
County 5,107	County 5,539	County 45,955	Sept Admin 9,392
Franklin 498	Franklin 517	Franklin 4,617	Year to Date Admin 80,988
Lebanon 577	Lebanon 582	Lebanon 5,371	Total to Date 911 & Admin 126,943

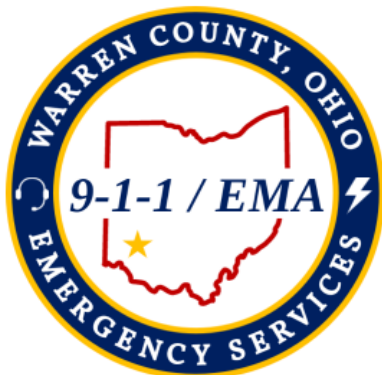


The Warren County Peer Support Team

can be reached through Warren County Communications Center at 513-695-2525 or you can scan the QR code. 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

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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)

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