



Dispatch Times

December 2022
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Duke Energy Storm School November 9, 2022



By: Samantha Hall

Warren County Emergency Services attended the Duke Storm School at the Northern Kentucky Convention Center. There were several presenters during the class that covered a variety of topics pertaining to Duke Energy operations.

Duke Energy reported a dramatic increase in vehicle vs pole collisions. This year there is a 30 % increase from last year.

The Jun 13, 2022, storms resulted in the worst power outage seen in the last 10 years. In 2022 there were 718 storms, the most since 2014.

Vegetation management is another branch of Duke Energy. They work on 5-year cycles of tree trimming and mowing around power lines and poles. The right of way around power lines/poles is 10 feet.

Duke Energy has a team of 5 meteorologists. This team watches weather and uses their knowledge to predict power demands, based on heat/cold, power reliability, and climate change. They use pre storm damage models to guide projected outages.

Duke Energy uses 3 levels for power restorations. Our area typically remains in Level 1 and Level 2. Level 1 is a local response and limited to local operation centers. Outage time during a level 1 is 6-12 hours. Level 2 is an outage time of 12-24 hours and utilizes a larger zone response. Level 3 is an all-hands-on deck response and is regional. During this level, outages expected to last longer than 24 hours.

There are 5 Distribution Control Center (DCC) locations; Harrison, OH, Plainfield, OH, St Petersburg, FL, Raleigh, NC, and Charlotte, NC. Duke Energy has 1.6 million customers between Ohio, Kentucky, and Indiana and cover 3,000 square miles with 700 circuits.

Dispatchers in the DCC locations have rigorous training. First, they must pass the SOP EEI test before they are offered an interview. Passing the exam requires mastering graphic problem solving, interpreting diagrams, mechanical concepts, and reasoning from rules. Once hired, the dispatchers have 24 months of training.

There are some misconceptions regarding outage time. Outage time is how long it will take the power to be restored after the storm has passed. For example, if the reported outage time is 8 hours this means the power is expected to be restores 8 hours after the storm has passed. Bucket trucks cannot be in the air unless the winds are less than 30 miles per hour. Crew member safety is very important to Duke Energy.

Several grids have a newer technology known as self-optimizing grids. These grids have sensors and will automatically open/close when they sense a change in energy. These changes in energy can be from a squirrel, tree branch, downed trees, car into pole, etc. When this change in energy occurs, the grid will attempt 3 times to reopen the sensors. You may notice a blink on the first attempt. In 5 seconds, it will try again, and the final attempt is at 30 seconds. After this 3rd attempt if the sensor cannot establish connection the system will go into lockdown. This means there is a disruption of service such as a tree down or vehicle into pole., etc.

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Mark Your Calendar!



December 3

Lebanon Horse Carriage Parade

Nov 25 - Dec 31

Kings Island Winterfest

Nov 25 - Dec 17

Yuletide Village, Renaissance Park Harveysburg

December 24

1/2 Day Observed on 23rd

December 25

Observed on 26th



October



Congratulations!
Kim Adams

Exceptional Calls

A percentage of the Communications Center's calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are the recent exceptional reviews. Great job!

Carmen Carson -

1311509 - CC 67: Outside Fire - This was for an outside fire. There was nothing fancy here just good customer service. The caller was not on scene. Carmen powered through the questions correctly. The caller expressed that she didn't know answers a few times. Carmen reassured the caller and let her know it was okay that she didn't know the answers.

Jennifer Key -

1316283 - CC 11: Choking - In Case Entry, when asked what happened, someone in the background stated, "I'm choking." The caller elaborated and stated the patient had been trying to clear some food for about 10 mins. Jennifer moved quickly to PAIs and remained on the line until help arrived.

Brittany Creager -

1296408 - 31: Unconscious - The caller said his wife was unconscious on the floor. Brittany did a great job having the caller get the patient on her back to open her airway. The patient began to wake up before help arrived. Brittany calmly remained on the line and reading the arrival interface instructions.

Carmen Carson -

1320653 - CC 2: Allergic Reaction - The caller said that she was having an anaphylactic reaction after drinking some alcohol. The caller said that she was a nurse and was going to use her son's EpiPen. Carmen displayed excellent customer service by remaining on the line with the caller as she was pretty upset. Carmen provided the caller with calming techniques, reassurance, and spoke directly to her husband to watch her.

Samantha Hall -

1323018 - CC 17: Fall - This case was a lift assist for a Hospice patient. The caller began to get upset at the end of the case. Samantha spoke to her kindly and connected with the caller about what was happening as she had gone through it as well with her parent.

April Kennard -

1319456 - CC 17: Fall - This young caller said her 2-year-old brother fell and busted open his head. There was a lot of noise and chaos on this call initially. April did an excellent job quickly providing reassurance and bringing this caller down. In KQs, mom came on the phone, and April had to start that process all over again. April did a good job helping this mom control the bleeding and making sure it was done correctly.

Employee Spotlight

December Birthdays

David Sauer - 1st
Jesse Madden - 4th
Sherri Holliday - 10th
Jennifer Gabbard - 12th
Virginia Books - 16th

Happy Birthday

December Milestones

April Kennard - 23 yrs. on the 6th
Jesse Madden - 22 yrs. on the 18th



Yes, you can recycle these

Drop off strands of holiday lights
(broken or working) now through January 31.

Warren County Admin Building
406 Justice Drive

Landen Deerfield Park Armco Park
2258 US Route 22 & 3 1223 OH-741

Hamilton Township Admin Building
7780 S. State Route 48

City of Franklin City Building
1 Benjamin Franklin Way

Deerfield Twp Admin Office
4900 Parkway Drive

Lebanon City Building
50 South Broadway

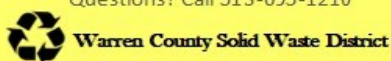
Deerfield Twp Fire Station #57
3435 US Route 22 & 3

Springboro Performing Arts Center
115 Wright Station Way

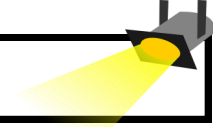
Mason Community Center
6050 Mason Montgomery Road

Springboro City Building
320 W. Central Ave

Questions? Call 513-695-1210



Employee Spotlight



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

Feedback Board

List Focused

Dispatcher was very polite and professional. Collected all of the necessary information and dispatched a deputy.

They were all great communicators.

Very professional Very empathetic to the situation Made me feel At ease

Kind and professional!

Polite, understood, communicated clearly

Very responsive and helpful in my time of need...very detailed and safety conscious, let me know to not stand on the side of the road and get to a safe spot after my accident. Or stay in the car.

understanding and considerate

Polite

Very friendly did good job

Dispatcher was professional, helpful and kind. I was very impressed with both her knowledge and her compassion!

Very professional

Everyone was great nice and responded fast

The dispatcher was very kind and understanding of the situation. And helped get the resources I needed! Very professional and courteous!

Was very kind and Courtesy

Computerized Criminal History (CCH)

The CCH file contains some of the most sensitive and restricted information available through LEADS. The file contains criminal history information on all arrests and adjudications of individuals in the state, whether those individuals are residents of Ohio or not. The Attorney General's Office Bureau of Criminal Investigation is the state repository for Ohio criminal history information.

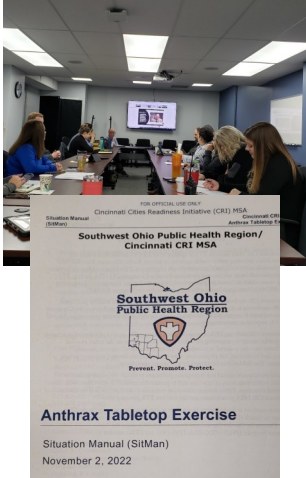
When a CCH is requested, LEADS requires a reason for the CCH. The reason Field for why you are requesting the information is **mandatory**. Do not use "investigation," "case," or "arrest." These are generic terms and do not specify what type of investigation, case, or arrest is being done. You must be specific such as "drug investigation," "child endangerment case," or "domestic violence arrest." A case number may also be used in the reason field.

LEADS Reminder

LEADS paperwork needs to be hand delivered or faxed (we have a secured fax machine) to the Communications Center for any items that needs to be entered into LEADS. If you fax LEADS items, **please call** to verify that we received your fax. Please **do not** use email, per LEADS, this is not a secure form of communication. Thank you!

EMA Spotlight

EMA Facilitates Warren County Health District's TTX

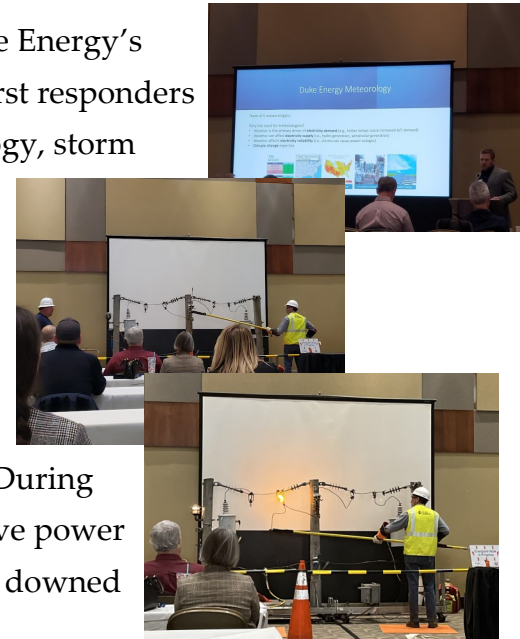


The EMA team kicked off the month of November with the Southwest Ohio Public Health Region / Cincinnati CRI MSA Anthrax Tabletop Exercise. This regional exercise was accomplished with onsite locations in each participating county, and a virtual component to link the region. Warren County EMA's LEPC / Grants Coordinator, Sydney Renner facilitated the Warren County Health District's onsite location. Warren County Emergency Services Director Melissa Bour, and EMA Operations Manager Lesli Holt were also present as players in the exercise. Exercises like this are critical in being prepared and testing response plans for any incident that may impact public health.

EMA Attends Duke Energy Storm School

Warren County EMA and other EMAs from the region attended Duke Energy's Storm School. This inaugural event for the region was designed for first responders and emergency management partners. Presentations about meteorology, storm preparation and restoration, and grid resiliency were shared to demonstrate how Duke Energy makes decisions and works collaboratively to restore power after a storm. This information is beneficial to help understand power outages and provide education to those impacted by an outage.

The Storm School wrapped up with a live line safety demonstration. During this demonstration, Duke Energy personnel showed the dangers of live power lines. It is especially important to always treat every power line, even downed lines, as if they are live and dangerous!



EMA Hosts Recovering from Cybersecurity Incidents Course



Warren County EMA hosted the TEEX MGT 465—Recovering from Cybersecurity Incidents 2-day course in the EOC. This course provided guidance for an effective cyber-incident recovery program from a pre-incident to post-incident perspective. In attendance was Warren County EMA, Warren County Telecom, as well as other county and regional partners.

REMINDERS

Use Caution Tape For Disabled Vehicles That You Checked

We all know that crashes and disabled vehicles are on the rise during the winter months. During hazardous road conditions it is not uncommon for a driver to leave their vehicle until the roads clear and/or they can get help to remove it. This causes a lot of repeat calls for the same disabled vehicle. We are asking that officers and firefighters tie yellow caution tape around the side mirror of the vehicle that is facing the roadway. This helps when dispatchers are taking these types of calls. They will ask if the caller sees caution tape on the vehicle. If the caller says they see the tape then the dispatcher knows that we have already been out with the vehicle and there is no need to send anyone out. For several years now this practice has reduced unnecessary calls and dispatches.



Road & Utility Department Updates



At this time of year we like to ask that all cities, towns, villages and township representatives please update their road and utility department contact lists before bad weather arrives and we need to call them out. We are sure it's aggravating to get woke up at 3:00 in the morning to get out and salt the roads when you no longer work on a road department. So please, take some time to make sure all of the contacts on your callout lists are correct. Any changes can be emailed to:

Where Am I?



There were 12 of the turkeys you were asked to find.

Congratulations to Lieutenant Bill Blades with Mason Fire Department. Your name was drawn out of those that submitted the correct number.

Your gift card can be picked up at the supervisor's desk in the Communications Center.



Guess The Christmas Song Pictures With Mitigation Murphy

By: Sydney Renner

Mitigation Murphy was introduced last year and since then he has been very busy, especially at our local schools. Murphy's here at EMA to help us prepare for disasters and emergencies. Follow him on our Facebook & Twitter [#MitigationMurphy](#)

If you know the Christmas songs related to each of the four pictures on page 9, email us at Melissa.bour@wcoh.net. Everyone with all four correct answers will be entered into a drawing for a gift card.

Check back next month for the answers and to see if your name was drawn.



Warren County Emergency Services

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

Stay connected with us by:
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Twitter: [@WCEMAOhio](#)

Newsletter Editor: Melissa Bour



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