



# Dispatch Times

## Liz Hollon Set to Retire June 1st!

After 22 years on the job, Liz Hollon is retiring from the Communications Center! She began her career with Warren County in March 1995 with one of our first large “group” hiring—she was one of six who started during a 2-week period out of which only 3 stayed.

Liz had a way of “attracting” some wacky, zany callers. Many of those calls have been kept for training and will be reviewed long after her retirement. One such caller told Liz that she had woke up that morning feeling younger and more feminine than she usually did, so she sent one of herself downstairs to do laundry while the other one of herself made the phone call...

(Continued on pg. 2)



## Loss of Colleague and Friend, Phil Johnson



It is with deep sorrow that we share with you the sad news of the passing of friend and colleague, retired Hamilton Township Police officer, Lt. Phil Johnson. Phil passed away on April 24th after battling pancreatic cancer for a year and a half. Phil’s career at Hamilton Township began in 1994 until his retirement in 2013.

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### Mark Your Calendar!



**May 3rd**  
National Two Different Colored Shoes Day!

**May 13th**  
King’s Island Daily operations begins!

**May 14th**  
Mother’s Day

**May 29th**  
Memorial Day

# Employee Spotlight

## Employee of the Month



**Ron Kronenberger**  
Employed since 2003

## Birthdays

**Sam Le Master**  
May 12th

**Liz Hollon**  
May 17th

**Doug Short**  
May 17th

**Chris Carr**  
May 22nd

## Milestones

**Samantha Hall**  
11th—19 years

**Tonya Shutts**  
11th—19 years



## Meet our New Employee



**Emmaline Ritchie**  
ECO

Originally from Franklin, Ohio, Emmaline graduated from Franklin High School. She has worked in the Communications Center at Kings Island and at Bath and Body Works. Emmaline's father is a Deputy for the Warren County Sheriff's Department.

Emmaline enjoys writing and drawing. Right now she is learning how to quilt, which will be her new hobby!

## Liz Hollon Retirement (continued)

Of course, not all of Liz's calls were humorous—she has had to handle some very serious incidents during her career. When asked what call has been the most memorable, for her, Liz has trouble pinpointing one, individual incident saying that there have just been too many!

Liz wants to find something else to do eventually but she has not made any definite plans yet. She is going to take some time off and spend it spoiling her bichon frise, Bella! With her cheerful disposition and her renowned sense of humor, Liz will certainly be missed! We are really going to miss you! Hope you'll enjoy every minute of your retirement. Best wishes from all of us!



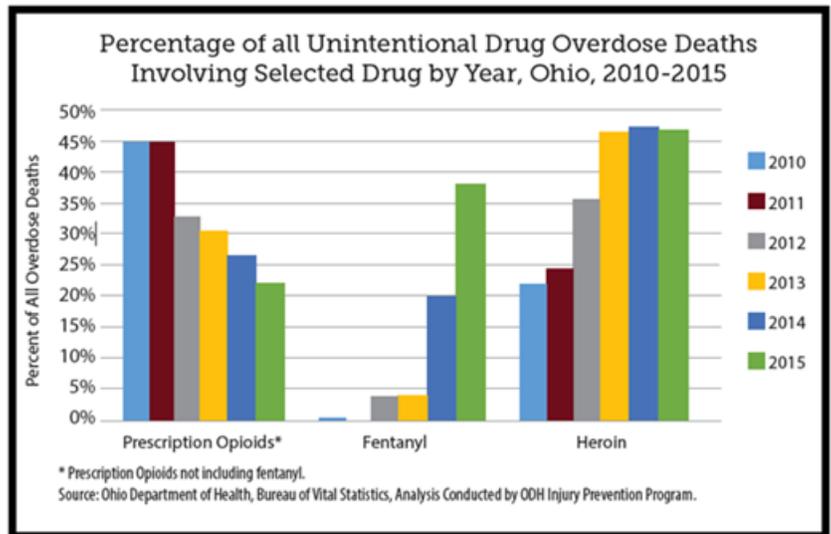
# Did You Know?

## Ohio Leads the Nations in Drug Overdose Deaths

Ohio had a 21.5% increase between 2014-2015. In 2015, Ohio tied with Kentucky for the 3<sup>rd</sup> highest rate of drug overdoses in the nation—the death rate has quadrupled over the past decade. Nationwide, the CDC is calling it an epidemic. With 91 people dying every day, the Montgomery County coroner says it is “Absolutely phenomenal—I’ve never seen anything like it.”

The most recent statistics have Ohio topping the list, with 2,106 deaths in 2014. States surrounding Ohio had nearly half of Ohio’s numbers—Michigan at 1,052 and Pennsylvania with 1,092. The only other state that topped 2000 deaths was California with 2,024—California’s population is more than triple Ohio’s.

By the end of 2015, overdoses in Ohio had killed 3,050, a 20% increase from the previous year. Part of the reason for this increase is believed to be an increased use of fentanyl. Compared to heroin and morphine, fentanyl is 50 and 100 times more potent. During the first 10 weeks of 2017 there were 12 fatal overdoses in Warren County and 11 of those were as a result of Fentanyl.



## Employee’s with Exemplary Compliance Ratings

The following employees achieved a rating with Exemplary Compliance which is 95% to 100% accuracy while using the new protocols. Congrats everyone!

Bob Anson  
Joey Bishop  
Erin Caito  
Chris Carr  
Carmen Carson  
MaKenzie Cotton  
Andrew Farlaino  
Kelly Fiebig  
Keith Fudge

Cassidy Gatio  
Samantha Hall  
Kaycee Hopkins  
April Kennard  
Katrina Kouts  
Sam LeMaster  
Stevenson Long  
Jesse Madden  
Christina Nethers

Rob Plummer  
Ashlee Rector  
Dennis Rutter  
Doug Short  
Tonya Shutts  
Emily Smitley  
Tramel Waddell  
Seth Whitlock  
Mike Wiggins



# In The Spotlight

## Supervisor Kronenberger Attends IAED Conference

Last month Ron Kronenberger traveled to New Orleans to attend the International Academy of Emergency Dispatchers' (IAED) Navigator Conference. The conference, titled "Excellence is a Choice" lasted 3 days and included seminars and lectures as well as continuing education, all geared towards the latest updates to the Priority Dispatch System and the programs that assist calltakers and operators in providing life saving instructions.



Some of the changes that are coming in the near future involve the Aqua program which is used to review and measure call taker compliance levels.

These changes involve the 'weight' that is given to various questions that are asked as well as the individual instructions that are given. These changes will make the rating system more equitable.

Ron met with the National Q Team, Advisors and Coordinators and was able to ask questions about the Q process and voice his concerns. He came home rejuvenated and eager to pass on all of the information he had gathered to make our review process even better!

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## Special Thanks to Everyone Who Contributed to the Success of NTW!

Thank you for making National Telecommunicators' Week a success!

The dress code was relaxed for the entire week; the Fire Chiefs' had lunch catered in from Chipotle, the Kronenberger Family from Waynesville provided lunch & dinner, supervisors also provided a meal, the new trainees made breakfast for everyone and administration made their annual chili lunch & dinner. Officer Gee from Carlisle PD brought cookies, Careflight stopped by with ID holders, pens & chocolate and Lt. Payne from the Sheriff's Office dropped off donuts.



Candy, movie passes and gift certificates made up some of the other gifts and donations.



# EMA NEWS

## EMA Training Corner

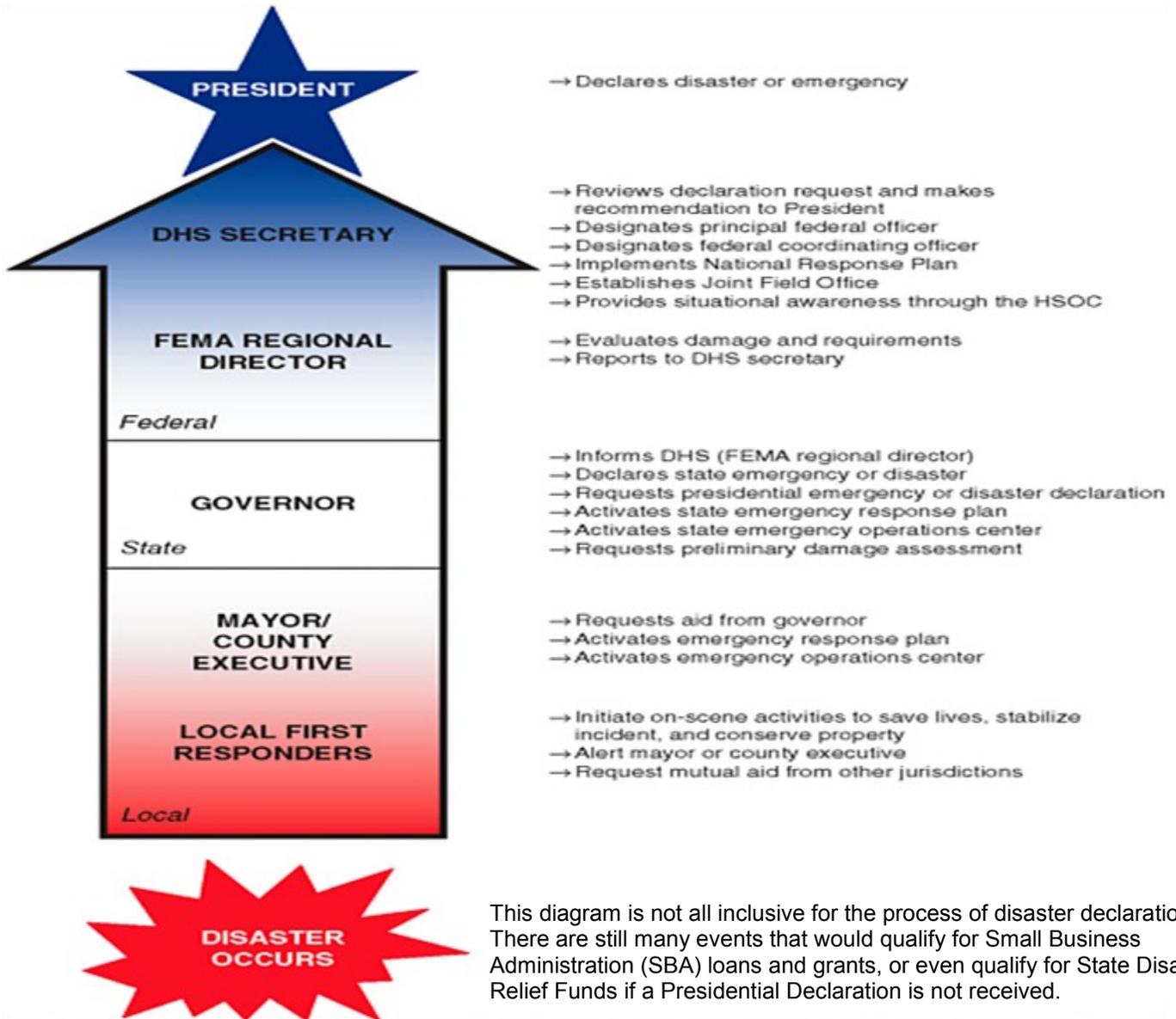
- May 3:** Warren County Brown Bag—Damage Assessment Reporting @ Warren County EOC
- May 3-4:** Mass Prophylaxis Preparedness & Planning @ The Health Collaborative
- May 9-11:** Homeland Security Exercise & Evaluation Program (HSEEP) @ Hamilton County
- May 16:** OH-607 PA: Cost Documentation & Damage Assessment @ Hamilton County ROC
- May 23-25:** MGT 346—EOC Operations: All Hazards @ Montgomery County

For more information on available emergency management training opportunities in the region, visit our website @ <http://www.co.warren.oh.us/emergencyservices/emergencymanagement/training/opportunities.aspx>

Last month's Brown Bag educational session focused on the Disaster Declaration Process. This session had great attendance and spurred great discussions from the first responder community as well as local government representatives.

Below is a recap of the disaster declaration process. The chart depicts a general overview of the progression from the local level all the way through the Presidential Disaster Declaration. Please review the information and let us know if there are any questions.

"Disaster Declaration Process"



Remember: All events start and end locally. Even if a jurisdiction does receive a declaration, that does not mean they aren't financially responsible for the costs associated with that event. All disaster-related costs need to be carefully tracked (including equipment rates, employee worked hours, volunteer hours, etc.) to be eligible for any reimbursement.

For more information on the disaster declaration process, visit Warren County EMA Website (Recovery Tab) at: <http://www.co.warren.oh.us/emergencyservices/emergencymanagement/default.aspx>, the FEMA website at: <https://www.fema.gov/disaster-declaration-process> or Ohio EMA's Website at: [http://ema.ohio.gov/Recovery\\_DAToolbox.aspx](http://ema.ohio.gov/Recovery_DAToolbox.aspx)

# April Showers Bring May Flowers!

by Nancy Machulskiy



- PANSY
- LILAC
- TULIP
- TRILLIUM
- ACOMA IRIS
- WINTERACONITE
- BLOODROOT
- GRAPEHYACINTH
- PUSCHKINIA
- HELLEBORE
- HARMONY IRIS
- MOCK ORANGE
- CROCUS
- SNOWDROP ANEMONE
- BLUESTAR
- SUMMER SNOWFLAKE
- REDBUD
- DOUBLE ROCK ROSE
- DAFFODIL
- HYDRANGEA
- AZALEA



## Warren County StormReady Re-accreditation

StormReady certification means that a community has taken the steps to prepare for extreme weather events. This program helps to arm America’s communities with the communication and safety skills needed to save lives and property—before, during and after an event.

Warren County EMA worked diligently to attain StormReady reaccreditation this year. The National Weather Service evaluated the county’s preparedness and promotion of weather safety by reviewing county policies, preparedness activities, methods to receive and provide warnings, and public education campaigns. If you would like to know more, contact Warren County EMA at 513-695-1315.



## Where Am I?

If you know the location where this picture was taken, email us at [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net) no later than May 24th. Everyone that has the correct answer will be entered into a drawing for a prize. Include your name, phone number, department you work for and your guess of the location and any other details. Don't forget to check back next month to see if you are the one that won!

Congrats to John Denlinger with Waynesville PD for guessing that last month's picture which was taken at Cobblestone Village Café in Waynesville. Stop by dispatch during the month of May to pick up your prize!



## March Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
<b>Created the Most Incidents</b>	8,211	Erin Caito 557 Calls	Chris Carr 471 Calls	Stevenson Long 1,249 Calls
<b>Most Status Changes</b>	48,469	Kelly Fiebig 1,543	Tonya Shutts 1,640	Tramel Waddell 1,688
<b>Total 911 Calls Received</b>	3,818 Calls	648 Calls	1,802 Calls	1,368 Calls
<b>Total 7-Digit Calls Received</b>	8,859 Calls	1,448 Calls	4,698 Calls	2,713 Calls
<b>Busiest Day</b> (Based on 911 & Admin Calls)	Wednesday 3/01 533 Calls			
<b>Busiest Time of Day</b> (Based on 911 & Admin Calls)	16:00-17:00 893 Calls			



### 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](http://www.co.warren.oh.us/emergencyservices)

Facebook: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)

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

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