

# Dispatch Times

## Accredited Center of Excellence by Brian Holtel

Now that Priority Dispatch Systems (PDS) protocols have been in place for a little over a year, the Warren County Communications Center is in the process of applying for accreditation from the National Academies of Emergency Dispatch (NAED). By becoming accredited, our center will join several other centers across the US that are recognized for providing superior, up-to-date public care and efficient resource utilization.

Applicant agencies must provide documentation of training of personnel, management standards, quality improvement processes, and adherence to established protocols and standards. In all, there are 20 points that are evaluated by NAED.

Operations Manager Melissa Bour, Training Coordinator Nancy Machulski and Supervisor Ron Kronenberger have been diligently working on our application, which was submitted May 31st. After our application is processed and we complete our on site visit, we will have the result by September 1.

Not only will this be a big step forward for our agency, showing our dedication to the welfare of the public and efficiency of our operation, but it will also benefit the agencies we serve. They will be able to say that they are dispatched by an accredited dispatch center.

Keep an eye out for news over the next couple months on the status of this exciting development!



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### Mark Your Calendar!



**June 2nd & 3rd**  
Valley Vineyards  
Beer & Wine Festival

**June 10th**  
Lebanon Country  
Music Festival

**June 12th**  
National Peanut Butter  
Cookie Day

**June 16th—18th**  
2017 Celtic Fest Ohio

# Employee Spotlight

## Employee of the Month



**Andrew Farlaine**  
Employed since 2007

## Birthdays

Brian Holtel—June 2nd  
Cassidy Gatio—June 4th  
Amber Applegate—June 13th  
Tonya Shutts—June 15th  
Keith Fudge—June 23rd

## Milestones

Cassidy Gatio 11th—3 years  
Carmen Carson 13th—10 years  
Jonathan Bright 13th—1 year  
Lesli Holt 16th—1 year  
Melissa Abrams 25th—16 years  
MaKenzie Cotton 27th—1 year



## Employee's with Exemplary Compliance Ratings

The following employees achieved a rating with Exemplary Compliance which is 95% to 100% accuracy while using EMD & EFD protocols. Great job everyone!



Bob Anson  
Amber Applegate  
Joey Bishop  
Chris Carr  
Carmen Carson  
MaKenzie Cotton  
Brad Edrington  
Andrew Farlaine  
Kelly Fiebig

Keith Fudge  
Cassidy Gatio  
Samantha Hall  
Kaycee Hopkins  
Andrew Jackson  
April Kennard  
Katrina Kouts  
Sam LeMaster  
Stevenson Long

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

## Celebration to Honor the Retirement of Sgt. Lisa Elliott

Sergeant Lisa Elliott of the Hamilton Township Police Department retired on June 1st after 25 years on the job. On Monday, June 19th there will be an Accolade Ceremony to recognize and celebrate starting at 3 p.m. until 5 p.m. at the Hamilton Township Administration Office.

Congratulations Lisa!



# Did You Know?

## How Are 911 Hang Up Calls and 911 Silent Calls Handled? by Ron Kronenberger

Throughout the history of the Communications Center the method for handling 911 hang ups and silent calls has evolved. In the 90s, no information about the caller, their location or cell phone number was available. Things changed after 2001 when we started receiving cell tower locations and later on, cell phone numbers and latitude/longitude coordinates. During that time, an officer was only dispatched if contact could be made and determine that there was an emergency or if the call taker could hear anything suspicious they would rebid for a better location.



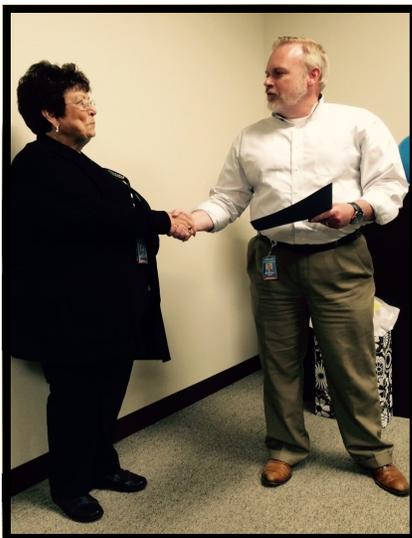
In 2016, the Warren County Police Chiefs' Association requested that Communications treat cellular 911 hang-ups and 911 silent calls in the exact same manner as a landline call. This means that every cellular 911 hang-up or silent has an incident created with the best possible GPS location available, even if it is only the cell tower location.

One important difference between the handling of landline and cellular calls—if the call taker is on a 911 silent and hears nothing, they can ask the Dispatch Supervisor for permission to disconnect. However, if the call is from a *disconnected cell phone*, the call taker will stay on the line until an officer arrives in the area or the phone disconnects. This is because there is no way to call this number back.

As we have seen throughout the past year this change has created a lot more dispatches for most of our agencies, especially in the Kings Island area. Even though 99 times out of 100 it will be a pocket dial, a misdial or a child playing on the phone, it is that one call in 100 that makes it all worth while!

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## Celebration of Liz Hollon's Retirement



May 31st marked the official beginning of Liz's retirement, after 22 years of service. Liz was presented with a Proclamation from the Commissioners by Deputy County Administrator, Martin Russell.

Many visitors stopped by from all of the different dispatch shifts, Telecom, WCSO, OMB, and several members from outside agencies that we dispatch for.

At 16:00, Paul Bernard dispatched the last call and Liz went EOW (End Of Watch). A big thank you to everyone who came to help us make it a special day for Liz!

# In The Spotlight

## Donovan Elementary 4th Graders Tour Emergency Services



During April and May, the Donovan Elementary School 4th graders walked over to the Department of Emergency Services for an educational tour with ECO April Kennard and EMA Manager Lesli Holt. April explained to them the difference between living in the City of Lebanon and out in Turtlecreek Township and how calls to each are routed to different Communications Centers for dispatch.

The students thought that it was “So cool!” how they could give April their address and she could tell them if they were in the city or the township. In addition to touring the Communications Center, seeing a powerpoint presentation and listening to call tapes with April, they got a tour and presentation of the Emergency Operations Center with Lesli Holt.



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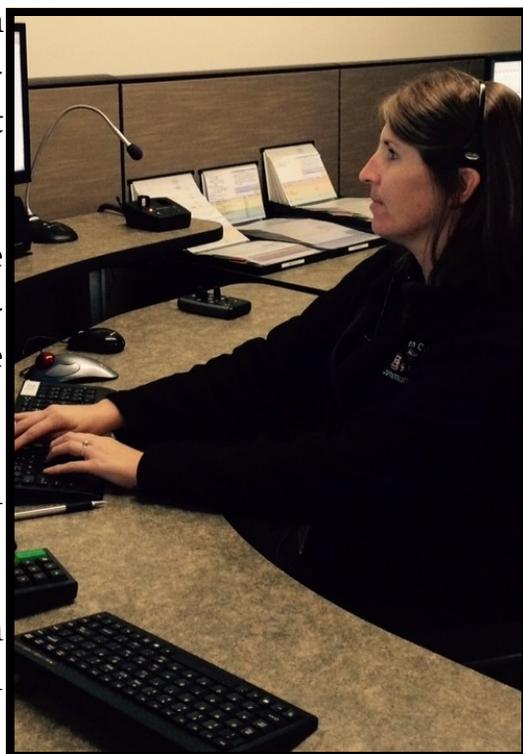
## Call of the Month

On May 7th, ECO Ashlee Rector answered a call from a man whose wife was 37 weeks pregnant and in labor. It was apparent from the caller’s voice that he was very nervous about the situation!

As Ashlee proceeded with instructions, the female could be heard screaming. The caller began gathering towels, shoes and safety pins at Ashlee’s direction. Finally, after five minutes into the call, the little boy was born.

Hamilton Township Medic 77 arrived on the scene and transported mom and baby to Bethesda North.

Congratulations to Ashlee for a great job and to Hamilton Township Fire and Police Departments, as well as mom, dad and new baby!



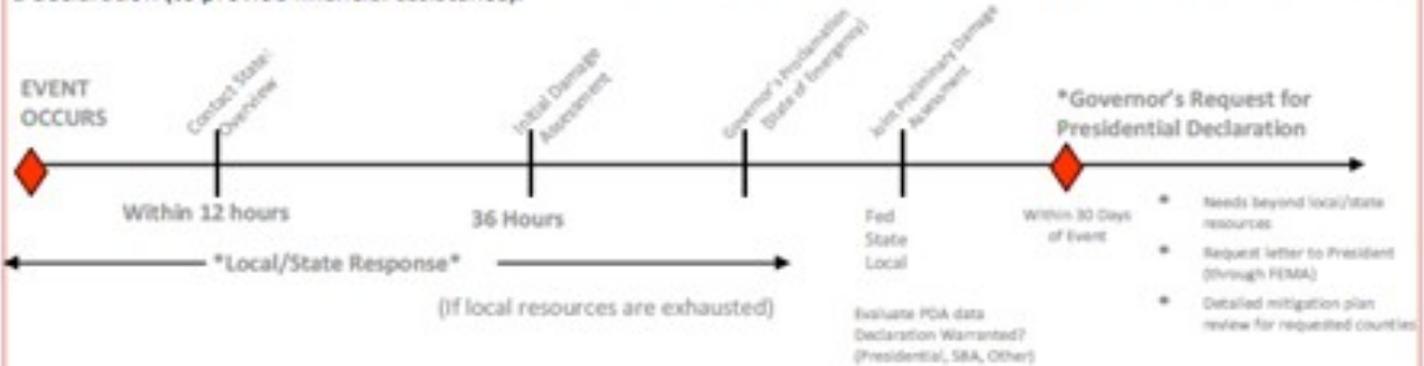


# DAMAGE ASSESSMENT INFORMATION FOR FIRST RESPONDERS

Warren County EMA has developed a more formal method for first responders to report jurisdictional damages immediately following an event. This quick overview of damages is critical for EMA staff to concentrate resources and formal assessment teams according to the greatest need. Please review this informational sheet on damage assessments and contact Warren County EMA with any questions.

## Why do first responders need to report damage to EMA?

Following a disaster event, there is a strict timeline of assessment to be followed in order for a jurisdiction/county to receive a declaration (to provide financial assistance).



If damage assessment is not conducted quickly and thoroughly, the jurisdiction/county will miss out on critical funds that are required to help homeowners and businesses recoup their losses.

## So what does EMA need from you?

Immediately following a disaster, the EMA needs a quick snapshot of the damages to your jurisdiction. Preliminary items include:

Address: (specific or street block)

Type of Damage:

- Road Blocked by debris
- Flooding
- Structural damage to exterior of buildings
- Structural damage affecting interior of buildings
- Environmental damage (trees down)
- Other

This quick snapshot helps EMA concentrate formal damage assessment teams to the greatest affected areas first, to capture initial data to send to the State.

## How do you report this information to EMA following a disaster?

- Leave a message on the Warren County Damage reporting hotline at 513-925-INFO (4636) option 8
- Report damaged areas to EMA via EMA radio channel



Get more information on the Damage Assessment Process by attending:  
OH-605 IA Damage Assessment Workshop &  
OH-618 Cost Documentation Course

**WARREN COUNTY EMA RELIES ON FIRST RESPONDERS TO REPORT JURISDICTIONAL DAMAGES!**

If you have any questions about the damage assessment process, please contact Warren County EMA at 513-695-1315.

# Lightning Awareness Word Search

By Nancy Machulski



*Lightning Safety Awareness Week started in 2001 to call attention to this under-rated dangerous weather condition—Lightning is one of the top 3 storm-related killers in the US. This year, Lightning Awareness Week is June 18th thru June 24th. Find all of the words in **BOLD** print in the Lightning Awareness Word Search.*

J	F	C	E	N	O	H	P	E	L	E	T
O	W	A	M	S	D	Z	F	O	K	W	H
E	G	X	P	R	O	B	A	B	L	Y	U
L	N	C	I	R	T	C	E	L	E	H	N
C	O	L	R	G	H	R	E	G	Y	Q	D
I	I	S	E	Y	N	L	N	H	A	D	E
H	T	U	K	D	B	I	D	G	X	R	R
E	C	N	Q	A	W	R	T	N	T	N	S
V	E	Z	T	U	L	N	S	I	G	D	T
F	T	R	H	O	E	Q	X	B	O	Y	O
G	O	D	T	R	O	S	Z	M	L	N	R
P	R	S	A	Y	N	L	T	U	R	J	M
U	P	P	E	R	F	A	F	L	O	O	R
D	S	H	O	W	E	R	D	P	V	H	Z
Q	X	C	L	S	E	P	I	P	A	C	K

## Lightning Safety Awareness Week

Ohio is tied for 12th place in the national ranking of lightning fatalities! Lightning is erratic and unpredictable—it can strike up to 25 miles away from the **PARENT** thunderstorm. Because of that, if you can hear thunder, you are already within striking distance for lightning. The safest location to go during a thunderstorm is inside a large, enclosed structure with **ELECTRIC** wiring and plumbing such as a shopping center, school or private residence. If lightning should strike this structure the **PLUMBING** and wiring will conduct the electricity more efficiently than a human body! If a safe building is not available, an enclosed metal **VEHICLE** is a suitable substitute.

While sheltering inside a safe building, follow these safety guidelines:

Do not talk on a corded **TELEPHONE**. Use of corded phones is a leading cause of indoor storm injuries.

Don't touch electrical equipment—any device that uses electricity is susceptible to lightning strikes. Avoid plumbing and do not **SHOWER**, wash dishes, do laundry, etc.

Avoid touching concrete surfaces as lightning can travel through metal wires or bars in the walls or **FLOOR**.

If inside a vehicle, roll up windows and don't touch anything with any conducting paths outside of the vehicle (**IGNITION**, metal surfaces, **PORTABLE** electronic devices that are charging).

These myths about lightning that many people believe are not true:

Rubber soles of shoes will protect you—they actually offer no **PROTECTION**

If caught outside, lie flat on the ground—no place outside is safe in a **THUNDERSTORM!**

“Heat lightning” offers no threat—it is lightning from a storm too far away for thunder to be heard!

Lightning doesn't strike the same place twice—the **EMPIRE** State Building is hit 100 times a year!

## 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 June 26th. 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 April Kennard with the Communications Center for guessing that last month's picture was taken at the old Warren County Jail on Silver Street in Lebanon. Stop by dispatch during this month to pick up your prize!



## April Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
<b>Created the Most Incidents</b>	8,729	Keith Fudge 180 Calls	Tonya Shutts 544 Calls	Stevenson Long 1,240 Calls
<b>Most Status Changes</b>	48,760	Ashlee Rector 1,636	Bob Anson 2,574	Rob Plummer 3,301
<b>Total 911 Calls Received</b>	6,714 Calls	866 Calls	2,888 Calls	2,960 Calls
<b>Total 7-Digit Calls Received</b>	9,346 Calls	1,353 Calls	4,219 Calls	3,774 Calls
<b>Busiest Day</b> (Based on 911 & Admin Calls)	Saturday 4/29 669 Calls			
<b>Busiest Time of Day</b> (Based on 911 & Admin Calls)	16:00-17:00 1,137 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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