

Dispatch Times

911 "Silents" and "Hang-Ups"

How 911 hang-ups and 911 silent calls are handled has evolved and changed significantly over the last 25 years. There was a time when officers would be given callback information and they would immediately ask, "Did it sound like anything was going on?" If the dispatcher did not report anything suspicious, the officer would often disregard the call and not respond.



Then one day a 911 hang-up came in and upon callback, a little boy answered the phone. It was dispatch policy at that time to have children put one of their parents on the phone. After a short delay, the father came on the line and assured us that it was just his son playing on the phone and that there was no problem.

What we did not know that day was that we had interrupted an active domestic with assault to the child's mother. Not really knowing what to do, the child had dialed 911 and hung up. When the father found out that his son had called, he assaulted him, too.

Having disregarded the call without responding, there was a significant delay before the two victims were found. That incident prompted a policy shift again and as a result, 911 calls were routinely checked. Callbacks were still made and the results were relayed, but the information was only considered to be additional call information.

Today, wireless 911 hang-ups and silent calls present a challenge for all involved. Dispatch creates an incident for all 911 silent and hang-up calls, regardless of how they are received. If it is a wireless call, the call taker will automatically 'rebid' the call to see if they can get a better location for the caller. If the call taker does not hear anything suspicious, they will automatically hang up and attempt a call back. All information gathered is entered into the call and can either be relayed by the dispatcher or viewed by the officers from their MDC.

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Mark Your Calendar!



July 1st-4th Free admission for military at Kings Island

July 3rd
Mason Red, Rhythm & Boom

July 17th – 22nd
Warren County Fair

July 31st – Aug 1st
'Boro Family Festival at the High

Employee Spotlight

Employee of the Month



Samantha Hall
Employed since 1998

Birthdays

MaKenzie Cotton
July 5th

Emmaline Ritchie
July 7th

Stevenson Long
July 13th

Chris Dill
July 23rd

Milestones

Andrew Farlaino—11th
10 years

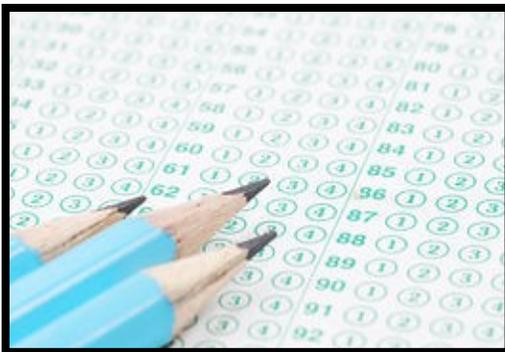
Katrina Kouts—11th
1 year

Stevenson Long—11th
1 year

Melissa Bour—17th
17 years

Celebrate!

ECO and ECC Testing Scheduled



Emergency Communications Operator and Calltaker testing has been scheduled for July 20, 2017 at 08:00, 13:00 and 17:00. Testing takes around one hour to complete.

Limited space is available so interested candidates should contact Melissa Abrams at (513) 695-1315 to reserve a position. Testing will be held in the Emergency Operations Center in the lower level of 520 Justice Drive in Lebanon, Ohio.

Ohio Crisis Intervention Training (CIT) Officer of the Year

Hamilton Township Officer Darcy Workman has been recognized as the Ohio CIT Officer of the Year. Officer Workman was honored for putting into practice the communications and de-escalation techniques that she learned as part of the CIT training. The training is offered to law enforcement officers as well as Communications personnel by Mental Health Recovery Services of Warren and Clinton Counties (MHRS),

The CIT Training enables law enforcement officers with the tools to de-escalate people in crisis and get them into appropriate care. MHRS is the local board of alcohol, drug addiction and mental health services serving Warren and Clinton Counties.



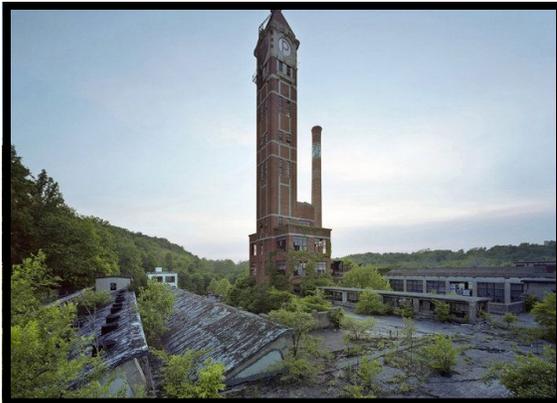
Did You Know?

King's Mills Powder Plant Explosion of 1889 by Nancy Machulskiy

The Kings Mills Powder Plant was once an important industrial site, supplying munitions for the military during World War I and World War II. The plant provided 28,067 kegs of blasting powder and 12,768 kegs of smokeless powder inside its first 5 years of operation. Going through an evolution of owners and name changes, the plant became the King's Powder Company in 1889 and the company town of King's Mills was established. (<http://www.daytonhistorybooks.com/powdermill.html>)



On July 15, 1890, King's Powder Company experienced its most deadly accident. It was considered to be the worst event in Warren County's history up to that point in time. The office for the powder company was a large, two-story frame building situated close to the railroad tracks where the loaded shells were housed. This building was surrounded by a dozen or more small houses where some of the workers lived. (<http://www.daytonhistorybooks.com/powdermill.html>)



An employee by the name of William Franey from Corwin was doing the coupling on the rail cars that day. He had only been on the job for a short time. Later reports attributed the accident to the steep grade of the track and excessive speed of the approaching engine—whatever the reason, the collision caused a powder keg to explode. Nearby cars that contained up to 1,600 kegs were ignited in a chain reaction! Powder cans inside the office building began to explode causing the building to collapse. 35 women working inside the office jumped from second floor windows and ran for their lives into the woods—several were not located until the next day! (<http://www.rootsweb.ancestry.com/~ohwarren/Bogan/bogan170.htm>)

The explosion was felt miles away in Xenia, Dayton and Springfield. Many believed that it had been an earthquake. Residents of Lebanon could see large plumes of black smoke. Unable to make contact with the plant due to damaged telegraph lines, dozens of residents, including several doctors, made their way to King's Mills to help. (<http://www.rootsweb.ancestry.com/~ohwarren/Bogan/bogan170.htm>)

Eleven people were killed, including 3 children who lived in the nearby houses. Dozens of others were injured. Damages exceeded \$250,000—in today's economy, that would equal roughly \$5.4 million. The building that is widely recognized today was completed during WWI. (<http://abandonedonline.net/locations/industry/peters-cartridge-company/>)



In The Spotlight

Protocol 20—Heat/Cold Exposure

by Chris Dill

As the temperature begins to rise, concern increases about those tragic incidents where children are left in hot cars. Sometimes it is hard to imagine that a parent could make that fatal error, but researcher David Diamond, who has spent the past 12 years studying these types of memory errors says, “The brain creates a false memory that their plan to take their child to day care has actually been accomplished.” Stress, multi-tasking and sleep deprivation can increase the likelihood of this happening.

Already this year 14 children have died from heatstroke because they were left inside a vehicle. Since 1998, 710 children have lost their lives in this way. Heat stroke occurs when the body cannot regulate its temperature. The person’s temperature quickly rises when the sweating mechanism fails, leaving them unable to cool themselves down. Warning signs are:

HEAT STROKE

Extremely high body temperature
Red, hot and dry skin
Strong, rapid pulse
Throbbing headache
Dizziness
Nausea or vomiting
Unconsciousness

HEAT EXHAUSTION

Muscle cramps
Cool, pale and clammy skin
Rapid, weak pulse
Headache
Faint or dizzy
Nausea or vomiting
Fatigue

Post-Dispatch Instructions for heat exposure calls are:

Remove the person from any sources of heat.
Remove their outer clothing.
Apply cool water to the entire skin surface while fanning them.
Turn on the air conditioner or a fan

Things to remember:

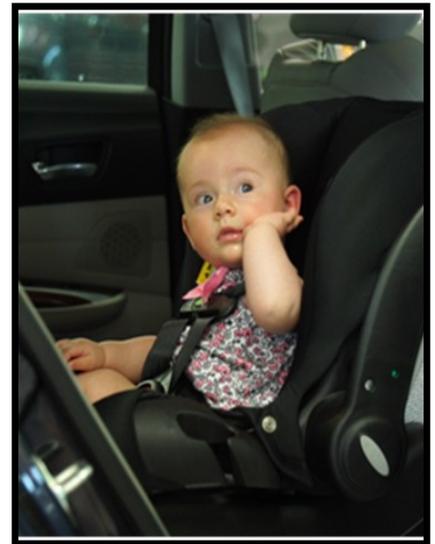
It takes 10 minutes for the temperature in a vehicle to raise 20 degrees.

On an 80-degree day, it only takes 10 minutes for the temperature inside of a vehicle to become deadly.

Cracking the window and parking in the shade are not sufficient safeguards.

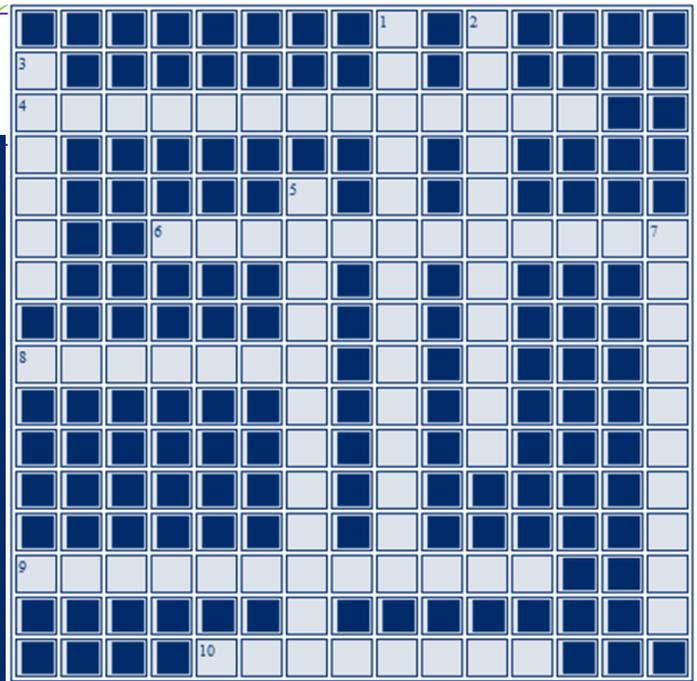
A child’s body temperature can rise up to 5 times faster than an adult’s; a child will die with 107 degree body temperature.

A vehicle can heat to well about 110 even if the outside temperature is in the 60s; it only takes a 57-degree outside temperature to cause heatstroke.



July Celebrations Puzzle!

By Nancy Machulskiy



Across

4. Americans consume enough baked beans during the month of July that the cans would stretch from Chicago to Los Angeles along this historic highway.
6. To make one gallon of ice cream you have to use this much milk!
8. The four foods that are most often grilled are hot dogs, hamburgers, steaks and this favorite.
9. July is National Baked Bean Month! Americans will consume this many pounds of them during the month of July.
10. July is National Ice Cream Month! The celebration originated by Joint Resolution 298 which was sponsored by Senator Huddleston from this state.

Down

1. This annual celebration is held every July in Huntington, WV and features a Bun Run, a Wiener Dog Race and a Hot Dog Eating Contest.
2. In 2000, a 600-mile-long picnic took place from coast-to-coast in France to celebrate the first of this holiday.
3. July is National Picnic Month! The word "picnic" has been traced back to a Tony Willis in his book dated 1692 from this country.
5. July is National Hot Dog Month! Between Memorial Day and Labor Day, Americans will eat this amount of hot dogs.
7. July is National Grilling Month! What percent of Americans grill monthly?



Waynesville's Light Up the Sky—On the 1st of July

- | | |
|-------|-------------------------------------|
| 11:00 | Parade |
| 14:00 | Bike Rodeo |
| 18:30 | Free concert with "Locking Up Otis" |
| 19:15 | Sky Divers |
| 19:25 | National Anthem sung by Elle Buell |
| 19:30 | Free Concert continued |
| Dark | Fireworks at Bicentennial Park |



Waynesville Food Pantry Canned Food Drive will be collecting at the Parade and Fireworks Display!

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than July 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 Don Sebastianelli with Telecommunications for guessing that last month's picture which was taken at Public Storage on Bethany Rd. Stop by dispatch during this month to pick up your prize!



May Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	9,529	Keith Fudge 236 Calls	Samantha Hall 773 Calls	Stevenson Long 1,252 Calls
Most Status Changes	39,147	Keith Fudge 1,378	Samantha Hall 2,736	Emily Smitley 2,619
Total 911 Calls Received	9,336 Calls	1,379 Calls	3,882 Calls	4,075 Calls
Total 7-Digit Calls Received	11,149 Calls	1,234 Calls	5,103 Calls	4,277 Calls
Busiest Day (Based on 911 & Admin Calls)	Wednesday 5/17 622 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	16:00-17:00 1,483 Calls			



Warren County Emergency Services

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Stay connected with us by:

Website: 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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