



Dispatch Times

911: The Number to Know

The National Association of State 911 Administrators (NASNA) is compiling a clearinghouse of 911 educational resources. Designed by PSAPs, regional 911 authorities, and state and national 9-1-1 organizations, the materials are free and are intended to support efforts for community education.



The vision of NASNA is to save lives and improve emergency response by providing communities with effective resources that communicate the proper use of 9-1-1. This public awareness campaign strives to share 9-1-1 education in an effort to foster the advancement of services and technology available to meet the public's needs.

In October 2010, a volunteer group of public safety, education and industry stakeholders came together and formed a coalition to promote National 911 Education Month and National Public Safety Telecommunications Week during the month of April. Members of the Coalition include 9-1-1 for Kids, APCO, National Academies of Emergency Dispatch (NAED), National Emergency Number Association (NENA) as well as many others.

Donovan Fourth Graders to Tour the Communications Center

It's that time of the year where we have the opportunity to educate the 4th grade Donovan Elementary students on our 911 Communications Center and the important information needed when calling 911. We also talk about planning for disasters, the difference between a watch and warning, personal preparedness packs and having a plan with their family if the smoke alarm goes off at home in the middle of the night.

April 2018
Volume 5, Issue 4

Inside this issue:

Employee Spotlight	2
Did You Know?	3
In The Spotlight	4
Puzzle	5
Where Am I?	6
March Dispatch Stats	6

Mark Your Calendar!



April 1st
Easter Sunday

April 8th-14th
National Telecommunicators Week

April 14th
Spring Wildflower Hike-Hisey Park

April 22nd
Earth Day



Employee Spotlight

Employee of the Month



Ron Kronenberger
Employed Since 2003

Birthdays

Joey Bishop
April 11th



Milestones

Doug Short—9th
Celebrating 11 years

Emmaline Ritchie—10th
Celebrating 1 year

Congratulations!

In the Limelight: ECO Bob Anson

Bob Anson started at the Communications Center in February 1995. Prior to that, he had served eight and a half years in the Air Force stationed at Pope AFB in North Carolina, Myrtle Beach AFB in South Carolina, Eielson AFB in Fairbanks, Alaska and K.I. Sawyer AFB in Michigan. He spent his time in the service as an aircraft mechanic. Bob related once that one of the biggest challenges he faced at Eielson was, whenever he was working up on one of the aircraft and accidentally dropped one of his tools, if he didn't watch carefully where it landed in the snow he'd have to wait until Spring to find it again! Bob also spent 23 years working at Lebanon Fire Department as a Firefighter/EMT.



One of Bob's memorable calls was used for years whenever new trainees would start—it was a way of showing new hires a more humorous side to the job! As Bob dealt with the situation, attempting to interrogate his caller, it became a "Who's—on—first, What's—on—second" type situation!

Bob lives in Lebanon and is married with 2 children. When he is not working he enjoys spending time with his family and shooting his guns.

Did You Know?

Why We Set aside a Week to Celebrate Telecommunicators by Jonathan Bright

As a dispatcher, when someone asks where you work or what you do for a living, most people will exclaim “I bet you have some interesting stories you could tell!” While it is true that dispatchers do have some interesting stories, many times they are unable to share them with the public and they don’t actually know what the outcome was for the call that they handled. Dispatchers are dedicated professionals who are tasked with many different roles that are often overlooked including training, keeping current on policy and procedural changes, and learning how to operate new equipment and computer software.

Being a dispatcher involves far more than just answering a phone – when a ringing line is answered, the dispatcher may have no clue as to what is happening on the other end. They talk to people they’ve never met and “hold their hands” during the worst moments of their lives, keeping them calm while remaining calm themselves! Quite often this is more difficult to do than can be imagined! The dispatcher may be the one who listens as the caller takes their last breath.

Also behind the scenes there are all of the radio, data and telephone technicians working on the equipment that makes the system work and their departmental personnel. They are the ones who make it possible for us to connect with the public, with other county agencies as well as with outside county agencies, while constantly monitoring and updating those systems.

Members of Communications and Telecommunications are often the unsung heroes in public safety. People take notice and recognize the men and women who respond to their emergency in person, but never give those who are behind-the-scenes a second thought.



That is why this week is set aside to celebrate National Telecommunicators’ Week – this is the week when we take a bow and break from our routine! Everyone enjoy the week!

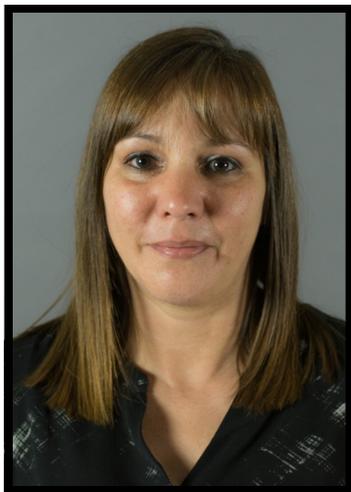
Any Upcoming Events?

Any Public Safety agency with an upcoming event that they would like to share, please email us the information so we can help you share your information – trainings, exercises, or community events, we will try to make some room for you to get that news out!



In The Spotlight

Call of the Month



On March 22nd a call was received from the Speedway on Mason Rd in Symmes Twp reference 4 Hondas, all with the back window broken out. Just as ECO Carson dispatched the call, 8P17, Dep. Hale, advised that he was behind the vehicles as they got onto NB I-71.

8P17 waited until 2 OSP units were in position before he went in pursuit. The Trooper attempted to stop one of the vehicles just south of St. Rt. 48 as 8P17 passed the exit doing 113 mph, he pursued the 3rd car. 858 set up stop sticks at the 31 mile marker. At the Jeremiah Morrow Bridge, one of the vehicles was blacked out as the pursuit continued in excess of 120 mph.

Clinton County SO had a unit in place up ahead. At the County Line, WCSO units terminated their pursuit and OSP took over. All four vehicles were eventually stopped and all were recovered! Great job by all—good communications and responding units!



EMA NEWS
by David Wood

Warren County LEPC Tabletop Exercise

On March 15, 2018, the Warren County LEPC held a tabletop exercise to discuss response to a chemical incident on I-71S at the S.R. 123 exit. This exercise tested five objectives:

- Initial Notification of Response Agencies
- Incident Assessment
- Population Protective Measures
- Emergency Public Information
- Traffic and Access Control

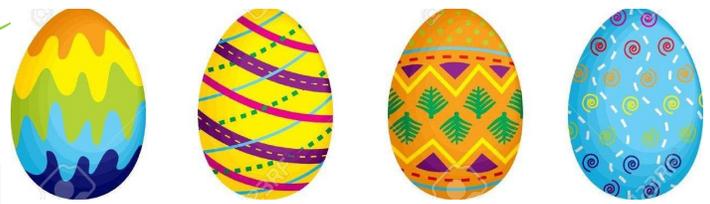
Participants in the exercise included members of Turtlecreek Twp. Fire Dept., Warren County Dept. of Emergency Services, Ohio EPA, Ohio Dept. of Transportation, WC Sheriffs' Office and Greater Cincinnati HazMat Unit. Additional individuals in attendance were from Cincinnati Fire Dept., American Red Cross, UC Health, Clearcreek Police Dept. & Fire Dept, and Ohio EMA.

The Scenario presented was a chemical incident at the S.R. 123 exit on I-71S that caused a chemical fire needing closure of I-71 and notification of the public regarding the incident. Discussion centered around the initial and prolonged response to the incident and the notification of both responding agencies and the public regarding the incident.

The exercise helped to foster a relationship among stakeholders for preparing and planning for chemical incidents in the future.



Easter "Egg" Hunt Word Search by Nancy Machulskiy



Scrambled

Baked

Fried

Soufflés

Benedict

Sous Vide

Boiled

Hatchimal

Deviled

Cloud

Poached

Brown

Cage Free

Free Range

Shakshuka

Organic

Faberge

Green

Omelet

Plastic

Wireless Information System for Emergency Responders (WISER) by Donald Bennett, Fire Chief

Wiser is a system that was designed to assist emergency responders during hazardous materials incidents. It provides a wide range of information including substance identification support, physical characteristics, health information as well as containment and suppression guidance. This information is gathered from a wealth of resources including the National Library of Medicines Hazardous Substances Databank (HSDB), CHEMM, and REMM resources in addition to the Department of Transportation's 2016 Emergency Response Guidebook and the WMD Response Guidebook.

There are settings that allow users to select a profile that best describes their agency. This allows the user to focus on the information that they are more likely to need. This system was developed by experts in medicine and emergency response in an effort to provide resources that emergency responders need and provide those resources in easy to use ways. Unlike much of the software available to first responders, WISER is not complex and does not require a high level of proficiency.

WISER is available as a free download to the user.



Visit the WISER homepage at:
<https://wiser.nlm.nih.gov/>

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than April 23rd. 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 Doug Wehmeyer with Deerfield Fire & Rescue for guessing that last month's picture was taken on N. St. Rt. 741 between Springboro and Red Lion at the old church or school that was only recently torn down. Stop by dispatch before the end of the month to pick up your prize!



February Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	7,707	Tesci Davis 248 Calls	Andy Jackson 412 Calls	Hannah Banks 627 Calls
Most Status Changes	42,626	Kelly Fiebig 1,264	Bob Anson 2,646	Doug Short 2,965
Total 911 Calls Received	3,683 Calls	650 Calls	1,483 Calls	1,550 Calls
Total 7-Digit Calls Received	16,091 Calls	2,751 Calls	7,507 Calls	5,833 Calls
Busiest Day (Based on 911 & Admin Calls)	Friday 2/23 549 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	14:00-1500 1,273 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
Facebook: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

Newsletter Editors: Melissa Bour and Nancy Machulskiy
Email: melissa.bour@wcoh.net

