



Dispatch Times

July 2022
Volume 9, Issue 7

Warren County Peer Support Team

Effective July 1st The Warren County Support Team is now available. The team consists of Warren County police, fire/EMS & dispatch center personnel who are certified and have been training for several months now.

If you or your department has a need for a critical incident **defusing** (as soon as 2-4 hours post event, within 12-48 hours with a meeting duration of 20 minutes to 1 hour), a critical incident stress **debriefing** (typically occurring 24 hours to 10 days post event with a meeting duration of 90 minutes to 3 hours), or a one on one meeting, all you have to do is call Lebanon Communications Center at 513-932-2010 and ask for the team to be dispatched.



This team prides themselves on experience, commitment and most importantly CONFIDENTIALITY.

Currently members of the team are from Lebanon Police & Fire Departments, Lebanon Communications, Warren County Communications, Springboro Police Department (and a dispatcher), Mason Police & Fire Departments, Warren County Sheriff's Office, Waynesville Police Department, Carlisle Police Department, Mental Health Recovery Services Board & UC Health.

If you are interested in joining this team, please reach out to Lebanon's Chaplain, Bob Moertle bmoertle@lebanonohio.gov

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Mark Your Calendar!

- July 3**
Red Rhythm & Blue Mason
- July 3 & 4**
Independence Day Parades-See pg.
- July 15**
Third Friday on Mulberry, Lebanon
- July 18-25**
Warren County Fair
- July 23-30**
WFDF 2022 World Ultimate Frisbee Lebanon & Mason



May



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!

Jennifer Key - 1097153 - CC 31: Unconscious - The caller said that he found his grandfather slumped over like he had passed out, but he was not responding. The caller became emotional in Case Entry. Jennifer did a fantastic job using this caller's name to get his attention and help with the PAI instructions. This really focused him. While waiting for help to arrive, Jennifer gave some calming techniques and let the caller know that it was okay that he was feeling the way he was. Keep taking calls like this!

Paige Barton - 1148636 - CC 55: Electrical Hazard - This call was for a tree on fire on powerlines in the back of this person's property. The caller was very upset. Paige took a moment and had the caller take some deep breaths before she went into her questioning. This seemed to calm the caller for the rest of the call.

Dennis Rutter - 1101932 - CC 26: Sick Person - This young caller said that she thought she got food poisoning the day prior. On this day, she thought she may be dehydrated, was feeling really sick, and felt like she might pass out. Excellent customer service by remaining on the line with this scared caller and talking with her until help arrived.

July Birthdays

- Kim Adams - 16th
- Brandy Cooper - 16th
- Jenny Key - 21st
- Chris Dill - 23rd
- Sara Orr - 24th
- Kim Jent - 29th

July Milestones

Melissa Bour - 22 yrs on the 17th



Meet Our New Dispatchers



Haley Stalbosky

Haley grew up in Ripley, Ohio (Brown County) where she graduated from Ripley High School and studied humanities at Maysville Community College. Haley worked at Brown County Sheriff's Office for 4 years as a corrections officer and 1 year at Warren County. She is the youngest of 6 and has 11 nieces and nephews. She spends most of her time working out, training her 2 year old German Shepherd and baking. Haley will be completing her B.A.S in cyber-security from Wright State within the next 2 years.



Rachael Overman

Rachael is from the Dayton area where she still resides. She attended Stivers School For The Arts and Fortis College for medical assistant. Rachel has a 3 year old sassy daughter, a dog named Harper and a fiancé who she's been with for the last 5 years. She's also the middle child of 7 siblings! In her free time she enjoys watching her daughter hit new milestones, going to the pool on warm days and dog parks with her fur baby. Rachel also loves to cook, clean, organize and when possible spend time with family members, especially her mom!

Meet Our New Office Administrator



Sherri Holliday

Sherri grew up in Waynesville. She comes to us from Solutions Community Counseling. In the past she also trained harness horses. She has an adult son and daughter and a fur baby, Browser who is a Cardigan Welsh Corgi. When she isn't working she enjoys walking, boating and horses.

Employee Spotlight

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

Feedback Board

List Focused

She was very kind and made it easy to talk to her

Very detailed when asking me questions. Very nice also

The dispatcher was timely, polite, professional, and helped put us at ease with our issue

Very friendly and helpful

Came in my house and quickly got that snake out of my house. Very grateful!!!!

Very polite, and handled my situation very well

He was helpful and attentive.

Kind and informative. Understanding and helpful when I was unsure of my location.

She was very calm, polite and thorough. Great job!!!!!!??

He was great

Everything was fine

She was very polite and communicated everything very well!

Good

Courteous. Responsive. Well spoken and very helpful. Although I could hear phones ringing she was very patient and went the extra mile to give me some additional information that I requested.

Independence Day Celebrations

July 2nd Independence Day Parade & Fireworks - Wayne Township

July 3rd Red, Rhythm & Boom - Mason

July 3rd Independence Day Parade & Light Up Lebanon - Lebanon

July 4th 4th of July Parade - Franklin, Mason & South Lebanon

July 4th Fireworks at Heatherwoode Golf Course - Springboro

July 4th Fireworks at Community Park - Franklin

July 4th Freedom Parade & Festival - Hamilton Township/ Maineville

July 4th Independence Day Concert - Loveland

July 4th 4th of July Festival and Fireworks - South Lebanon

July 4th All Star games & Fireworks - Franklin Township Park



LEADS

By: Chris Dill, Supervisor, LEADS TAC

Senate Bill 215 went into effect June 13th 2022

Changes for law enforcement & LEADS:

- ⇒ A person at least 21 years old who is otherwise legally allowed to have a gun can carry it concealed without a permit. That means someone without a criminal history does not have to apply for a permit at their local sheriff's office.
- ⇒ Holders of a current concealed-carry permit no longer have to carry that license with them.
- ⇒ If stopped by police, a person with a concealed weapon no longer has to tell officers about it unless they're specifically asked.

Concealed carry licenses are still available for those who want them, but permitless carry waives the eight hours of training on gun handling and safety that accompany a license.

Law enforcement agencies will still enter CCW permits in LEADS for those who apply for the concealed carry license. However, those permitless carry individuals will not have any hot hits through LEADS for CCW permit.

EMA Spotlight

June 13th Storms

On June 13th, 2022, severe storms occurred in the region, bringing 70+ mph winds. These winds and heavy rains caused damages across the county, ranging from lightning strikes to multiple tree and wires down calls. After the storm left the area, nearly 17,000 Duke and AES customers were without power and several roads were closed due to debris and live wires on the ground.

The next day several jurisdictions jumped into action to establish cooling shelters, help with cleanup, and provide water for their citizens. Warren County Career Center assisted in the efforts by providing water and ice to those in need. Great job by all involved in the response and recovery efforts from this storm!

Water Distribution at Warren County Career Center



Duke Energy Brings In Crews From Multiple States To Help With Power Restoration

After the June 13th storms moved through the region, one of the biggest impacts seen was the number of power outages across Ohio. According to Duke Energy, this storm caused the most power outages in the Southwest Ohio region since the Derecho event in 2012. At its peak, Duke reported over 166,000 customers in Ohio without power, with the bulk of impacts in Butler, Hamilton, and Warren Counties.

Duke Staging Area @ Butler County Fairgrounds



Duke Energy brought over 400 crews from out of state to help with power restoration efforts. In total, 1,100 crews provided assistance. Using Butler County Fairgrounds as a staging ground, Duke prioritized power restoration actions in conjunction with county EMA's. In total, over 300 trees fell into power lines and were removed, more than 200 spans of high voltage lines were knocked down and put back up, more than 50 transformers were damaged and had to be replaced, and several hundred utility poles had to be repaired or replaced. Warren County EMA recognizes Duke Energy and AES for their outstanding work!

New Virtual EOC Software

Warren County EMA recently purchased new virtual EOC software to assist with emergency / disaster operations. D4H is a tool that helps the EOC with information sharing, operational coordination, resource requests and ordering, and records management.

EMA had just acquired the system and not yet built it out to suit Warren County's needs, but staff tested its functionality during the June 13th storms. Using D4H, EMA staff were able to track the storm's impacts, log all resource requests, and provide stakeholders with situational awareness and information about recovery operations. Lessons learned during this storm were invaluable to helping EMA determine how best to build status boards, reports, and forms for future events!

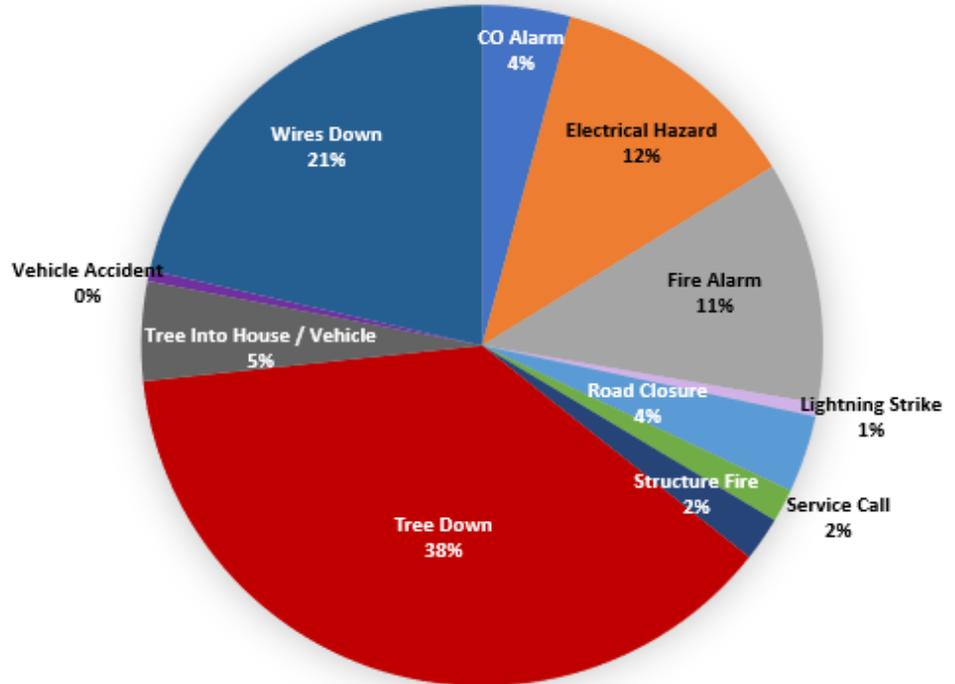
SITUATION REPORT	
Warren County EMA - 20220613 Severe Storm / Excessive Heat	
Exported by Leah Hill	
06/23 Jun 15, 2022 T2 AmericaNew_York	
NAME	
20220613 Severe Storm / Excessive Heat	
STATUS	
Level 2 - Partial Activation	
START DATE	END DATE
06/13/2022 17:30	
LOCATION	
Warren County (Lat: 38.42418, -84.13915)	
INCIDENT TYPE	
CHECK THE MOST APPROPRIATE OPTION.	
<input type="checkbox"/> Active Aggressor	
<input type="checkbox"/> Dam Failure	
<input type="checkbox"/> Earthquake	
<input checked="" type="checkbox"/> Extreme Temperatures	
<input type="checkbox"/> Flood	
<input type="checkbox"/> Hazard Incident	
<input type="checkbox"/> Infectious Disease Outbreak	
<input type="checkbox"/> Landslide	
<input type="checkbox"/> Mass Casualty Incident	
<input checked="" type="checkbox"/> Severe Storms	
<input type="checkbox"/> Tornado	
<input type="checkbox"/> Wildfire	
EXECUTIVE SUMMARY	
INCLUDE A BRIEF DESCRIPTION OF THE EVENT, INCLUDE THE DATE AND TIME OF THE EVENT, WHAT THE EVENT WAS (E.G., TORNADO, HURRICANE, ETC.), WHERE THE EVENT TOOK PLACE, INCLUDE ANY IMPORTANT FACTORS THAT AFFECTED THE RESPONSE OR RECOVERY.	
On 6/13/2022 around 17:40 severe storms entered Warren County. High wind gusts caused damage to numerous locations and loss of power for thousands of residents. Warren County Communications Center operated under AREA COMMAND for a few hours in the evening while calls of trees and wires down stayed up. As of 6/14/2022 thousands are still without power with an excessive heat watch and warning issued for the afternoon / overnight hours. Several jurisdictions have opened cooling shelters for the public throughout the day. Warren County Career Center is handing out pallets of bottled water to jurisdictions to help. As of 11:30am on 6/14/2022 there is no estimate on power restoration from Duke Energy or AES.	
KEY HIGHLIGHTS	

EMA Spotlight

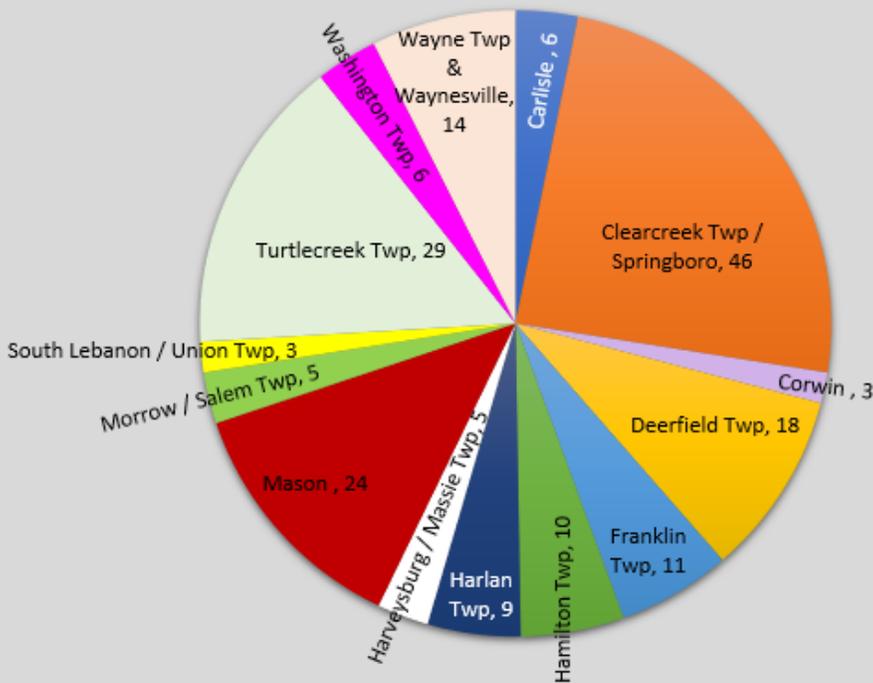
Storm Analytics

Warren County EMA tracked all storm-related calls from the Warren County Communications Center to determine the storm's impacts.

**Warren County Communications Center Fire Calls
6/13/22 @ 17:40 to 6/14/22 @ 23:59**



**WC Communications Center
Fire Calls By District (Tied To 06/13/22 Storm Event)**



In Former Times 2008



#IAM911

On June 16th Captain Gary Hill, 9-1-1 Coordinator/Training Officer of Warren County, New Jersey visited our center on his way home from the NENA conference. As a side gig when he travels the country he visits communication centers promoting the #IAM911 movement and reclassification of dispatchers as first responders with #911Bowler. Gary sent this after his visit, *"Thank you very much for allowing a quick tour of your center. Your center looks very professional and I really like the pictures of the staff on the hallway, along with the employee of the month plaques shows a lot of respect for your staff."*

Currently 911 dispatchers are classified as "Office and Administrative Support Occupations" under the U.S. Government's Office of Management and Budget's Standard Occupational Classification Policy Committee.

911 dispatchers are the "first" first responders. They endure as much as those responding to the scene and deserve the same recognition.





**Command
1301**

➤ **Command 1301**

Command 1301 is located in our Remington Station 9425 Loveland-Madeira Rd and is staffed 24 hours a day, 365 days a year. Command 1301 has 2 work desk, a conference table, refrigerator, 2 smart tv's, 2 surface pro tablets loaded with our multi county CAD and the ability to live stream Clermont County Sheriff's Drones, printer and a multi sim card cradlepoint for WiFi.

Response

- **SRT call outs for the Sheriff**
- **Dive /Swift Water Emergencies**
- **Other emergency's where the unit is called out to support Fire and Law Enforcement**



**To dispatch Command 1301 please call
Northeast Dispatch at 513-677-7000**

Warren County Communications



911

Emergency Communications Operator

Starting Rate \$19.03

12hr Schedule

Every other Friday, Saturday and Sunday Off

12 paid Holidays

Earn approximately 120 hours of sick leave per year

Ohio Public Employment Retirement System (OPERS)

Employee 10% Employer 14% of earnings (pre-tax)

Deferred Comp

Scan the QR Code for more information



Contact: Susan Spencer 513-695-1747 www.Susan.Spencer@co.warren.oh.us



Warren County Emergency Services

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