



Dispatch Times

2019 Dispatcher Graduation

On July 31st the Communication's Center held our first "graduation" for our five new dispatchers and their families. "Graduation?" you ask, "didn't they just start here in May?" Yes, they did and in just 2 months they have completed the following; 40 hour Emergency Telecommunicator Course (ETC), 24 hour Emergency Medical Dispatching (EMD) class, 16 hour Emergency Fire Dispatching (EFD) class, 8 hour AQUA (software) training, 17 modules of Warren County specific call taking training, CORSA classes, CPR training, 5 FEMA courses and LEADS certification. Now our new dispatchers will spend the next 10 months learning to take calls and dispatch law, fire and ems in real time with their individual trainers.

Everyone was given a binder that included reference material on the County's EAP program and how to recognize the different types of stress associated with their new career. We also played several calls, so that the family had an idea of how one 911 call may be for a cat stuck in a business's sign, to a call that someone just committed suicide.

The night was very successful and ended with a tour of our dispatch center.



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Mark Your Calendar!



August 10-18
Western & Southern Open, Mason

August 17
Cardboard Boat Regatta, Hamilton Twp.

August 19-23
Supervisor CAD Training

August 27-30
Dispatcher CAD Training

Employee Spotlight

August Birthdays

Dennis Rutter 10th

Carmen Carson 20th

Happy Birthday



Milestones

Kelly Fiebig 5 years

Congratulations

Supervisor Training

During the July supervisor's meeting Josh Moyer & Paul Bernard from Telecom were present to show the supervisors how to add premise information and caution notes in Tritech (now Central Square) CAD.



Pictured from bottom left-hand corner: Paul Bernard, Jesse Madden, Josh Moyer, David Griffin, Chris Dill, Ron Kronenberger, Jonathan Bright, Brian Holtel, Tonya Cornett and Samantha Hall.

Did you know?

On Scene vs. Transport Complete

When you mark "On Scene" you will receive checks. When you mark "Transport Complete" you will NOT receive checks, therefore it is not necessary to tell a dispatcher to cancel checks or reset them for 45.

If you say I'm "AT" a location, you will receive checks.

Area Code Overlay Approved for the Ohio 937 Area Code

Attention: PSAP Coordinator

To ensure a continuing supply of telephone numbers, the new 326 area code will be added to the area served by 937. The new 326 area code will serve the same geographic area currently served by the existing 937 area code which generally covers the western region of the state serving communities such as Dayton, Wilmington, and Springfield. The new **326 area code** will serve the same geographic area currently served by the existing 937 area code. This is known as an area code overlay.

What is an area code overlay?

An overlay is the addition of another area code (326) to the same geographic region as an existing area code (937). An overlay does not require customers to change their existing area code.

How does this affect PSAPs?

As a result of the overlay, a new local dialing procedure requires callers to dial area code + telephone number or 1 + area code + telephone number. This means that all local calls in the 937 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number or 1 + area code + telephone number.

All PSAP equipment, such as speed dialers, located in the 740 area code and programmed to dial only seven digits must be updated or reprogrammed to dial 10 digits (area code + telephone) or 11 digits (1 + area code + telephone) for all local calls in the 220/740 area code.

What will be the new dialing procedure?

To complete local calls, the new dialing procedure requires callers to dial **area code + telephone number or 1 + area code + telephone number**. This means that all calls in the 937 area code that are currently dialed with seven digits will need to be dialed using **area code + telephone number or 1 + area code + telephone number**. The same dialing procedure will apply to telephone numbers assigned to the new 326 area code.

When will the change begin?

Effective **August 10, 2019**, you should begin using the new dialing procedures whenever you place a call from the 937 area code. If you forget and dial just seven digits, your call will still be completed.

Beginning **February 8, 2020**, you must use the new dialing procedures, as described above for all calls. After this date, if you do not use the new dialing procedures, your calls will not complete and a recording will instruct you to hang up and dial again including the area code.

All PSAPs must make their programming changes by February 8, 2020.

To enable you to verify that equipment can complete calls to the new 326 area code, a special test number, 326-326-1326, will be in service beginning December 8, 2019 and it will remain active through April 8, 2020.

Beginning **March 8, 2020**, new telephone lines or services may be assigned numbers using the new 326 area code.

What will remain the same?

Your telephone number, including current area code, will not change.

The price of a call, coverage area, or other rates and services will not change due to the overlay.

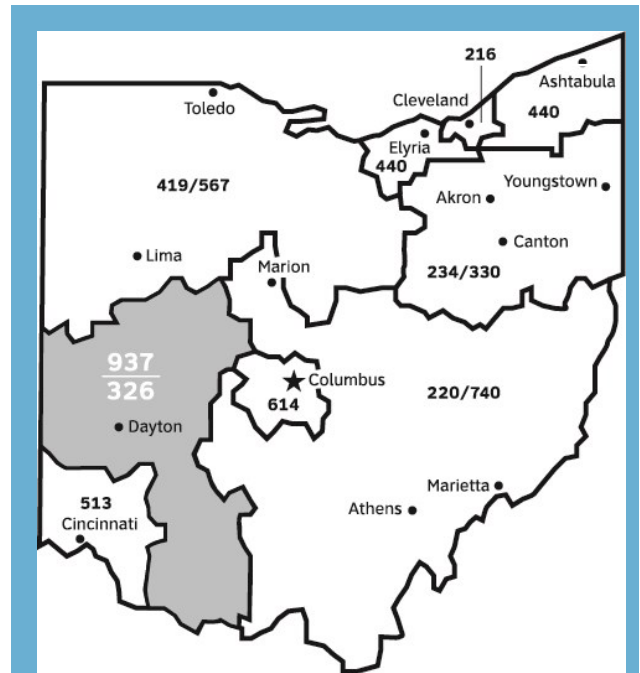
What is a local call now will remain a local call regardless of the number of digits dialed.

You can still dial just three digits to reach 911.

If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you will still dial these codes with just three digits.

Who may you contact with questions?

Customers with questions about the dialing procedure change should be directed to their local service provider, or they can visit the Public Utilities Commission of Ohio (PUCO) website <http://www.puco.ohio.gov>.

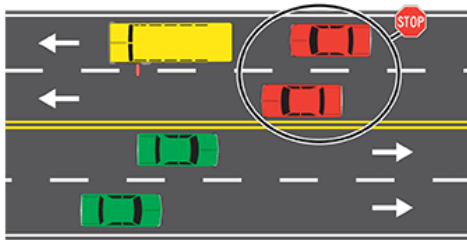


Back To School Safety

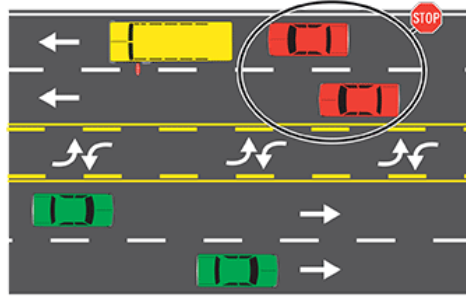
Warren County students return to school in August! Pretty soon you will begin seeing increased pedestrian traffic, buses traveling multiple routes and new drivers navigating roadways to their school buildings.

It is important that all Ohio drivers are aware of and obey traffic laws, especially during the school year. Below are some safety tips and reminders to help students and drivers become more aware of the laws and to promote safe practices to reduce school-related transportation accidents.

Stopping for school buses



FOUR-LANE HIGHWAY



FOUR-LANE HIGHWAY WITH CENTER TURN LANE

Ohio law (ORC 4511.75) requires motorists approaching from either direction of a stopped school bus to stop at least 10 feet from a bus loading or unloading passengers.

When a highway has been divided into 4 or more lanes, traffic in the opposite direction of travel do not need to stop for bus loading and unloading.

School Zones

According to Ohio revised Code 4511.21, the speed limit in school zones is 20 mph during school recess and while children are going to or leaving during the opening and closing hours of schools. Signs designating the start of the school zone and the speed for school zones are required for the speed limit to be enforceable.

There are exceptions for schools on controlled access highways and expressways. For more information on those exceptions reference ORC 4511.21.



Dangers in School Zones

and

Steps towards Safety



Distracted Walking contributes to many accidents occurring in school zones. Students aren't paying attention to drivers and may not hear horns or other hazards.

Educate parents and students about dangerous walking habits (like texting or talking on the phone, to loud music while walking, etc.)



Unsafe Street Crossing leads to student accidents. Blind corners, rushed departures, and inadequate lighting in shortcut areas are a danger to pedestrians.

Implement crosswalks, speed limits, visible signs, and adequate lighting around the school campus.



Unsafe Drop-Off or Pick-Up Behavior puts all students and drivers at risk.

Implement and enforce school drop-off/pick-up policies. Educate parents and students about the importance of school safety.

July Dispatch Stats

	County	Franklin	Lebanon	County Day Shift 0800-2000	County Night Shift 2000-0800
Total 911 Calls Received in July	7,468	821	681		
Total 911 Calls Year To Date	37,503	5,078	4,001		
Created the Most Incidents in July				Ginny Books 723	Shelby Davis 346

National Night Out



On August 6th Emergency Services participated in National Night Out at Patricia Allyn Park in Clearcreek Twp. Despite a little rain there was a great turnout! We had a consistent line of families for hours, wanting to spin our wheel (thank you Warren County Facilities!) and answer emergency preparedness and 911 questions.

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than August 23rd. Everyone that has the correct answer will be entered into a drawing for a gift card. 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 your name was drawn.

Melissa Abrams, Warren County Emergency Services guessed the correct location; which was at Armco Park. Congratulations! Stop by dispatch and pick up your gift card.



Armco Park Solar

These panels provide 90-95 percent of the electric power to the 18-hole golf course, tennis and basketball courts, softball complex, concession stand and more. This isn't all that it was designed to do though. On the 1.5 acre site there is milkweed and other plants that are known to provide pollen and nectar which is vital to the survival of pollinators such as Monarch butterflies.



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