



April 2024

Volume 11, Issue 4

Dispatch Times

National Telecommunicator's Week April 14-20

Did you know that in most states 911 dispatchers are classified as "Office & Administrative Support"? There is a continued effort to get this classification changed to a "Protective Service Occupation" so they are recognized for the work they do every day to protect and serve the lives of first responders and the public. Office support positions don't give CPR instructions to a mother for her infant not breathing, they don't ask certain questions in order to decipher whether someone might be having a stroke or seizure. Normal "administrative positions" don't listen to someone taking their last breath, because they mentally and physically don't want to be in this world any longer. All of these types of calls come in to our center daily. They take a toll on the bodies and minds of our dispatchers.

A dispatcher that answers a call is the first one that has contact with someone having a bad day. They have to quickly process the information and determine what resources are needed. While using specific protocol, they acquire additional details while typing all of that information into the system. At the same time the dispatcher then relays the pertinent information to the responders. This information gives the first responder a better understanding of what they may be up against once they arrive on scene.

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**When you call into dispatch this week,
thank your dispatcher for their service!**

Mark Your Calendar!



April 1
April Fool's Day

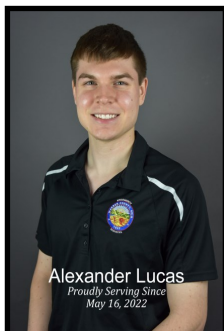
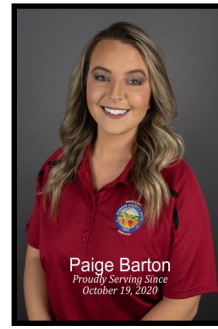
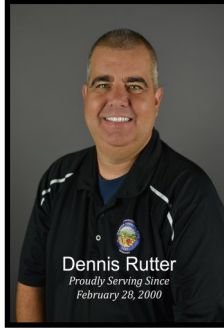
April 8
Total Solar Eclipse

April 14–20
Telecommuter's Week

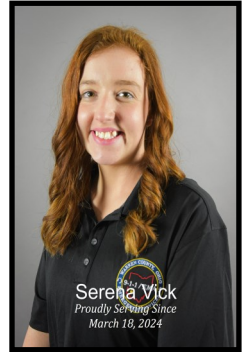
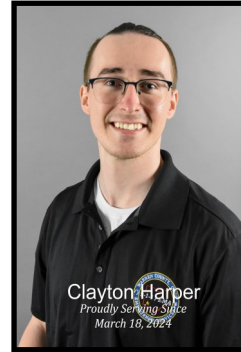
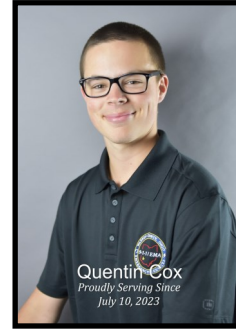
April 22
Earth Day



National Telecommunicator's Week April 14-20



National Telecommunicator's Week April 14-20



**To the world you may be only a voice on the phone, but to your caller,
you are a HERO!!! Dispatchers save lives every day!**

Thank you for all that you do!

EMPLOYEE SPOTLIGHT

February



Alex was nominated by both the Training Supervisor, Brandy Cooper & Supervisor, Kim Jent. Below is what each submitted. Congratulations Alex!

"He has been training two employees on Police and Inquiry every working day. He has used 0 sick time hours and is meeting department compliance. His dedication to training and his job in general is greatly appreciated and commendable." Brandy Cooper, Training Supervisor

"My nomination for Employee of the Month for February is Alex Lucas. He has been doing non stop training, with multiple trainees, and has been doing a great job. He always seems to be in a good mood and has not used any sick time in over a year. That is amazing!" Kim Jent, Supervisor

January & February QPR High Compliance Queued Calls

Amber Wilson 6
Alexander Lucas 5
Carmen Carson 3
Chris Carr 1
April Kennard 3
Joey Bishop 3
Kaitlyn Niles 3
Tiffany Baldwin 1
Stephanie Abbott 3
Seth Whitlock 3

Jennifer Key 3
Sophia Sidley 3
Brittany Creager 2
Brian Holtel 1
Sara Swierk 2
Kim Adams 2
Quentin Cox 3
Kayla Conger 1
Christopher Morgan 2
Emmaline Ritchie 2

Paige Barton 5
Andrew Wagenknecht 5
Cassidy Gatio 3
Dennis Rutter 1
Stacy Ryan 1
Mike Wiggins 1
Blake Holman 4
Kelly Fiebig 1

Meet Our New Dispatch Supervisors



JOEY BISHOP CONGRATULATIONS on being promoted to Dispatch Supervisor! Joey has been with us since 1999. Joey has been in the first responder field FOREVER! Prior to working at dispatch Joey ran as a paramedic with Salem Morrow Fire Dept. He also ran with JEMS for many years. He worked with Turtlecreek Twp. Fire and has worked in the hospital setting. Joey still works at the Kings Island Dispatch Center on his days off. Joey loves traveling and especially cruising!



JENNY KEY CONGRATULATIONS on being promoted to Dispatch Supervisor! In May, it will be 5 years that Jenny has been a dispatcher with us and prior to that she worked for the Darke Co. Sheriff's Office for a year as a dispatcher. She attended the Miami Valley CTC where she studied Fire/EMS and received a Level 2 Fire Card. I love working out and currently attend CrossFit Skyfall. I also enjoy travelling and reading.

The Communications Center is getting a new Supervisors Station and here are some pictures of the progress made so far.

Stay tuned for the finished project.



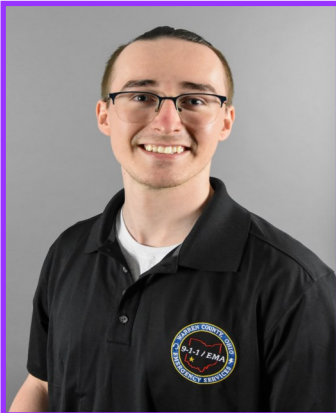
MEET OUR NEW DISPATCHERS



Lydia is from Franklin, Ohio and graduated from Sinclair in 2020 with a degree in Hospitality and Management and Culinary Arts. She worked for the past 8 years as the Kitchen Manager for Hidden Valley Orchard. She currently lives at home with her parents, brother, and his girlfriend. Family is the most important thing! I love to read, bake, cook, concerts with friends, and walk around thrift stores and antique malls. If I am not at home, I am usually with my grandma learning how to make her recipes. I am currently trying to learn the art of sewing and quilting. I am not ashamed to say that sometimes I act and feel like a grandma.



Hunter is from Waynesville, Ohio and attended the Warren County Career Center for Fire Science. I have worked as a utility locator; Assistant Manager at Roscoe's Pizza and I am currently a volunteer firefighter. I am the father to a beautiful 2-year-old named Parker Kate. I enjoy golfing, bowling, and spending time outside, but my favorite activity is spending time with family.



Clayton is from Springboro, Ohio and graduated in 2019 and has taken several business-related classes at Sinclair. My most recent job was for 4 years as a Linehaul Support Admin doing dispatch. My father is the Chief Dog Warden for Warren County, and my mother is a Nurse Manager with Miami Valley. In my spare time I play a lot of video games and/or go hiking outside.



Serena was born and raised in Ohio, growing up in the Morrow/Oregonia area on a youth camp run by her parents. She graduated from the WCCC in 2018 where she studied Health Sciences and Nursing and has worked for Tri-Health and CareFirst Urgent Care. She has an 8-month-old daughter Evelyn Rose and loves teaching her new things. She loves animals, spending time outdoors, riding horses, hunting, fishing, and spending time with friends. I want to learn how to be an amazing and efficient dispatcher to help people in our community and to be able to help someone in what may be the worst day of their life, to give someone hope in their time of need.



Shout Outs

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

Feedback Board

List Focused

The dispatcher was very courteous and good listener. She asked appropriate questions and told me that someone was coming to my house to investigate the issue.

Handled very well thank you

She was very courteous and had a deputy respond very quickly.

Done a great job!

Very kind & helpful.

She was very clear in her communication and got the police to the scene very quickly

Very helpful

Kind understanding helpful

Polite and professional

Good answers with explanations. Very much appreciated. Thank you.

She was very courteous and patient. And listening to what I had to say i did not need repeat myself..

Was quick efficient and helpful

Very pleasant. Listen to my request and helped me. Very professional

He was amazing, so very well trained, kept me calm and made sure I felt safe

Courteous and helpful

Very professional, friendly, and attentive

Handled call politely and professionally



Celebrating a Birthday:

Joey Bishop—11th

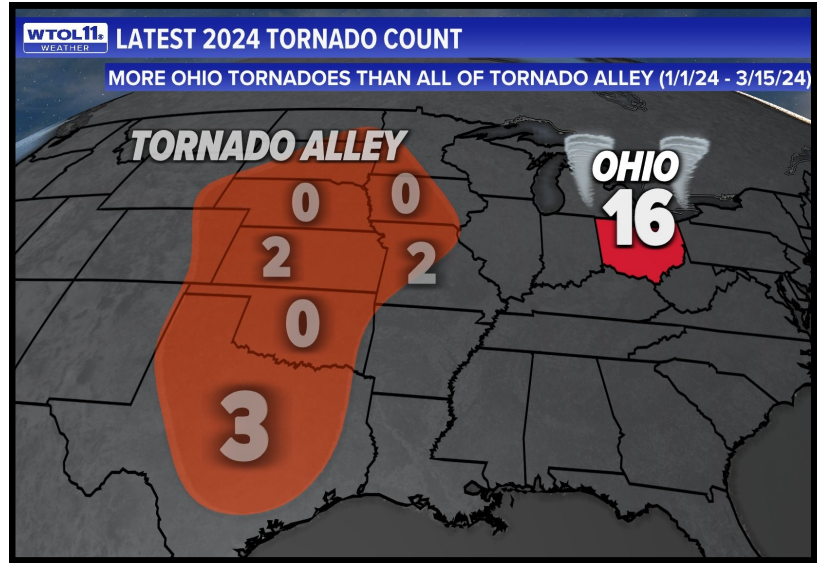


EMA Spotlight

Did You Know...?

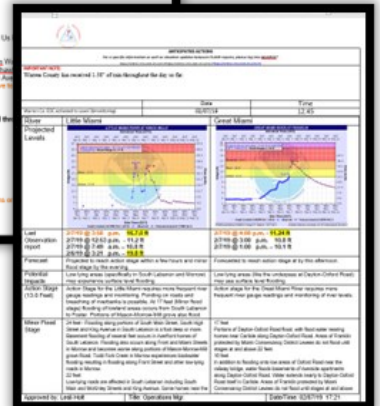
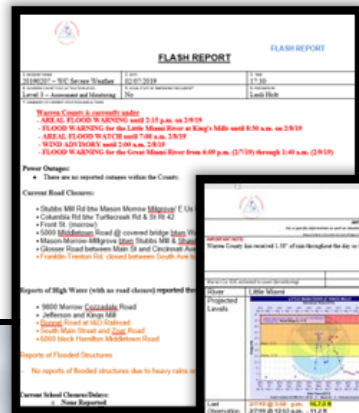
Did you know that as of March 15th, 2024, Ohio has experienced more tornadoes in 2024 than “Tornado Alley”? This active severe weather season has made it a very busy time for emergency managers in Ohio.

Warren County EMA, as well as other EMAs across the state, spend countless hours preparing and planning for these disasters and any other events that could impact our communities. That way when an event does occur, we can respond quickly and begin the recovery process.



Did you know the response and recovery phase for EMA includes actions such as:

- Activating the Emergency Operations Center (EOC) to coordinate efforts and support field operations
- Performing damage assessments to aid in determining disaster declarations
- Publishing key updates and information on social media, and performing press releases
- Opening shelters and donation centers
- Developing reports to share with county and state partners
- Coordinating debris clean up efforts
- Managing volunteer groups
- Coordinating long term recovery efforts and committees





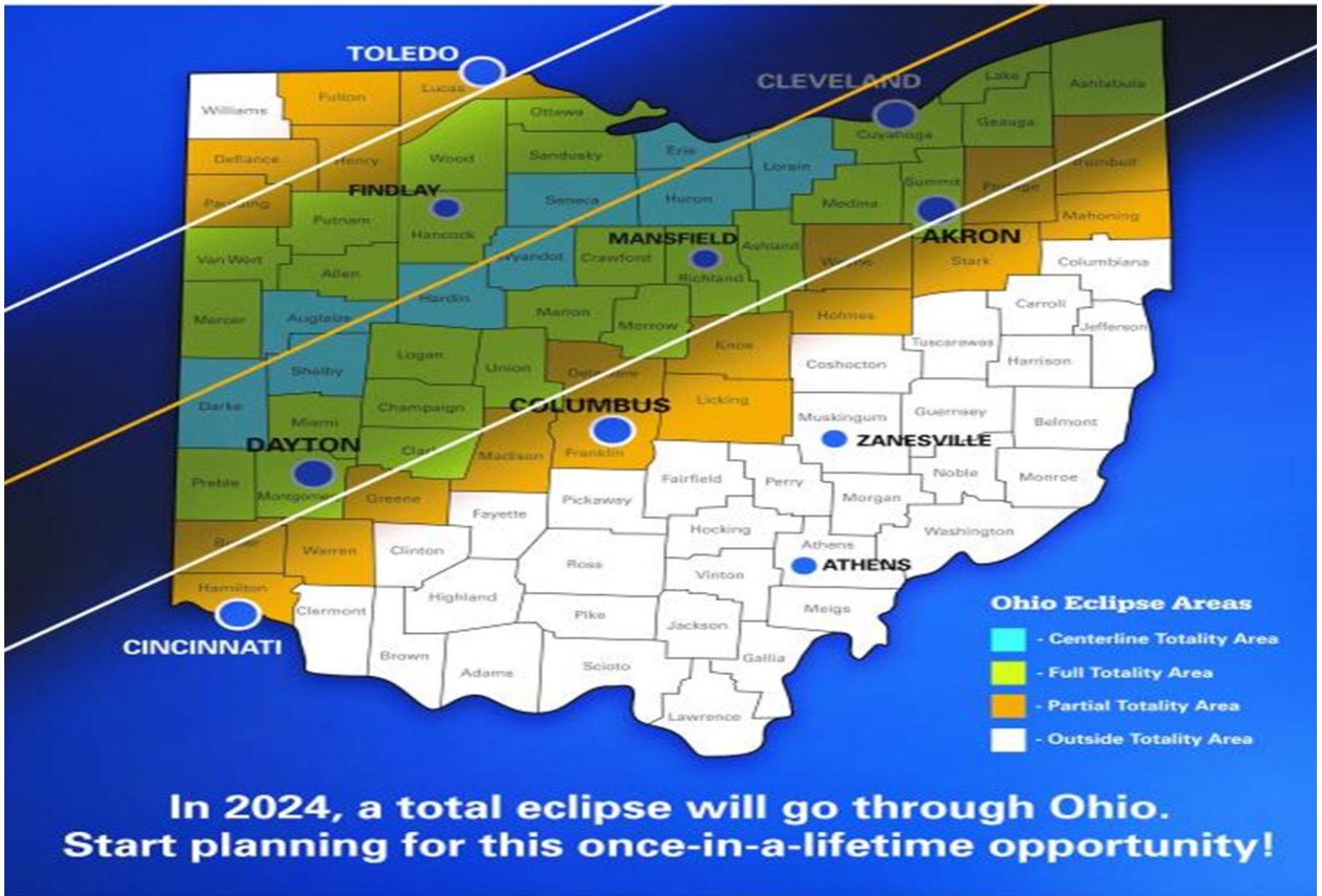
Ohio



TOTAL SOLAR ECLIPSE

APRIL 8, 2024

PATHWAY IN OHIO



Eclipse.Ohio.Gov

- ◆ Eclipse will travel across Ohio from southwest to northeast
- ◆ Totality will enter Ohio near Greenville around 3:08 PM and will exit near Avon Lake around 3:18 PM
- ◆ Will take about 10 minutes to travel across Ohio
- ◆ Northern Warren County is in the path of totality
- ◆ Remember to have ISO 12312-2 Certified Solar Glasses

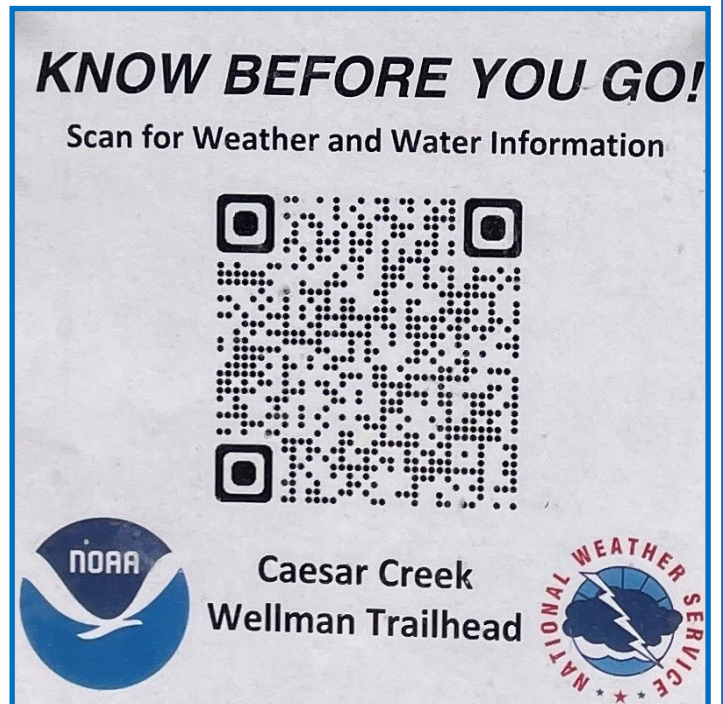
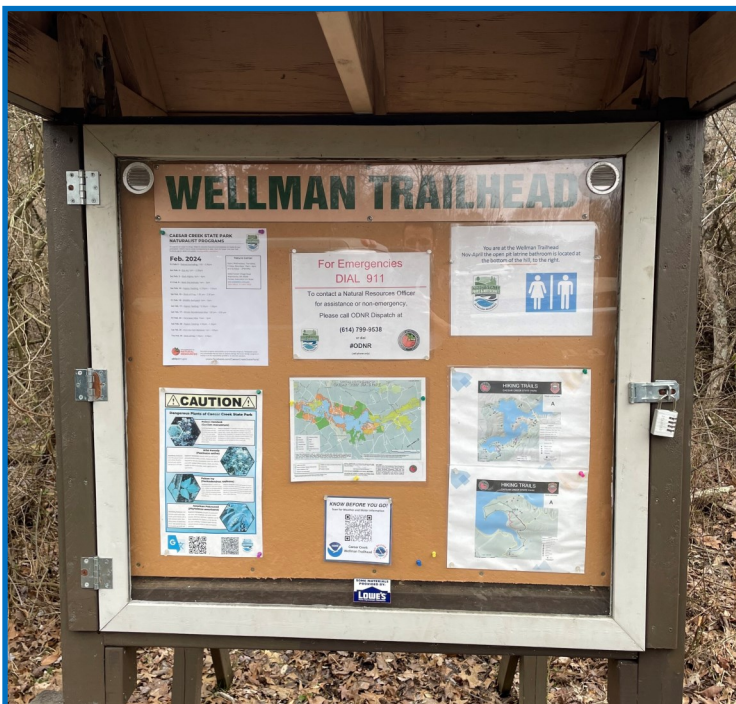


Community Happenings

On February 29th, 2024, Training Coordinator Samatha Hall and EMA Operations Manager Sydney Renner represented Emergency Services at Mason High School's Job and Internship Fair. This was a great opportunity to meet students, and educate them about careers in dispatch and emergency management. We look forward to having the opportunity to have interested students join us for job shadowing, internships, and, after they graduate, employed with Emergency Services.



The National Weather Service of Wilmington, Ohio has a test project up and running for hikers to check the weather before they head out onto the trails. This one is located at the Caesar's Creek Wellman Trailhead. They will be tracking usage over the coming months.



WARREN COUNTY COMMUNITY SHRED & ELECTRONICS RECYCLING DAY



Date: Saturday, May 11th, 2024

Time: 10am – 1pm

**Location: 406 Justice Drive, Lebanon Ohio 45036
Administration Building Parking Lot**

NOTE: Event is first come, first serve, staff will assist with emptying boxes/electronics

Shredding

- 5 Box Maximum
- Shredding will be completed offsite

Questions?

- Phone: 513.695.1815
- Email: Jennifer.Haney@co.warren.oh.us

Electronics

Electronics Accepted:

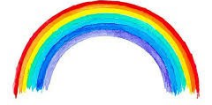
- ◊ Computer Equipment
- ◊ TVs
- ◊ Batteries

Questions?

- Phone: 513.695.1259
- Email: solid.waste@co.warren.oh.us

MORE INFO: <https://www.co.warren.oh.us/recordscenter/GenInfo/ShredDay.aspx>

National Days to Observe in April



1st April Fool's / One Cent / Sourdough Day

2nd Autism Awareness / Ferret / PB & J / Reconciliation Day

3rd Find a Rainbow / Chocolate Mousse / Tweed Day

4th Vitamin C / Burrito / Chicken Cordon Bleu / School Librarian Day

5th Flash Drive / Deep Dish Pizza / Read a Road Map Day

6th Handmade / Tartan Day / Love Our Children / Caramel Popcorn / Sorry Charlie Day



7th No Housework / Coffee Cake / Beer Day

8th Empanada / Zoo Lover's / All Is Ours Day

9th Unicorn / Library Worker's / Chinese Almond Cookie / Winston Churchill Day

10th Farm Animals / Cinnamon Crescent / Siblings / Encourage a Young Writer Day

11th Living Donor / Submarine / Cheese Fondue / Pet Day

12th Only Child / Grilled Cheese / Day of Silence / Big Wind Day

13th Make Lunch Count / Peach Cobbler / Thomas Jefferson / Scrabble Day

14th Gardening / Dolphin / Look Up At The Sky / Pecan Day

15th Laundry / Tax / Take A Wild Guess / Glazed Spiral Ham Day

16th Orchid / Wear Your Pajamas To Work / Eggs Benedict Day

17th Banana / Cheeseball / Bat Appreciation Day

18th Exercise / Education & Sharing / Animal Crackers / High Five Day

19th Garlic / Hanging Out Day

20th Volunteer Recognition / Cheddar Fries / Pineapple Upside Down Cake Day

21st Kindergarten / Chocolate Covered Cashews Day

22nd Jelly Bean / Girl Scout Leader's / Earth Day

23rd Lost Dog Awareness / Cherry Cheesecake / Take a Chance / Picnic Day

24th Bucket List / Pigs In a Blanket / Administrative Professionals Day

25th Zucchini Bread / Take Sons & Daughters to Work / Telephone Day

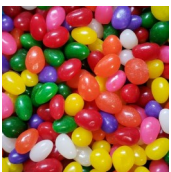
26th Historic Marker / Help a Horse / Pretzel / Kids and Pets Day

27th Gummi Bear / First Ladies / Independent Bookstore Day

28th Superhero / Pet Parents / Blueberry Pie Day

29th Shrimp Scampi / Zipper / Poem In Your Pocket Day

30th Bubble Tea / Preparation / Adopt a Shelter Pet / Raisin Day



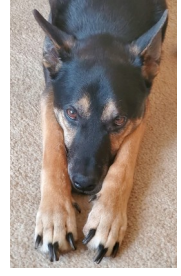


Dispatch Times Pet Parade

THE DILL CANINE GROUP



Owner: Christopher Dill WC Communications Supervisor & LEADS TAC



The Dill family has 3 canine family members consisting of Bridget a 13 year old Basset/Boxer mix, Ember a 1 year old Shepherd/Beagle mix and Kiser a 9 week old German Shepherd. Bridget was rescued by her mama and she is a mama's girl. Ember came with her litter mates to visit the Dispatch Center with a co-worker and was so cute Chris couldn't resist and took her home, she was supposed to be daddy's girl but ended up being attached to mama. Chris sadly lost his "soul" dog Kain a 12 year old German Shepherd and that's when they got Kiser who will hopefully be daddy's boy! They all get treats when we leave for work and when we return and if they don't get their treats they will surly let us know by barking and whining until they get one. Kiser's favorite toy is his sister Ember. Ember's favorite toy is her large ball, but Kiser has stolen that and they play constantly. Bridget has her favorite blanket. They all love camping and going for walks. When they are outside they play tag and get into the fire pit searching for treasures.



DON'T FORGET TO SEND US A PICTURE OF YOUR PET!

Send to: sherri.holliday@wcoh.net

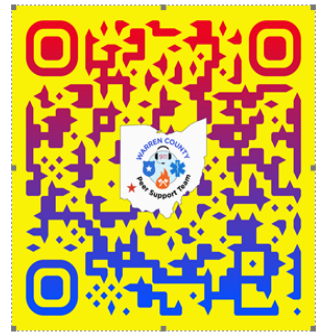


February 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	4,123	476	495	County Thursdays 677 calls	County 5:00 pm
Total 911 Calls Year To Date	8,593	968	1017	Franklin Thursdays 86 calls	Franklin 5:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small>	96.70 %	94.75 %	97.15 %	Lebanon Wednesdays 79 calls	Lebanon 2:00 pm



The Warren County Peer Support Team can be reached through Warren County Communications Center at 513-695-2525. Just ask for Bob Moertle to be paged and he will call you back. **If you don't want to call the center, you can also access the team simply by clicking on the QR code.**



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: [@WCOHEMA](https://www.facebook.com/WCOHEMA)

Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

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