



# Dispatch Times

## National Public Safety Telecommunicators Week April 12–18

Every year during the second week of April, telecommunications personnel in the public safety community are honored. This week-long event, initially set up in 1981 by Patricia Anderson of the Contra Costa County Sheriff's Office in California, is a time to celebrate and thank those who dedicate their lives to serving the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.

It takes a special person to work as a 911 Dispatcher. Your initial contact with the public is usually a stressful event for both you and the caller. Even though you are the first person 'on the scene', you must rely entirely on your interrogation skills to figure out what is going on and help ensure the safety of the emergency responders racing to the scene.

On your daily roller coaster ride, you handle all types of calls from the mundane to calls that require you to give instruction in CPR, child birth, and crime scene preservation, just to name a few. You are the vital core of the emergency responder system, always behind the scene, receiving little recognition but understanding that you play a critical part in the process.

We encourage everyone to celebrate and honor our 9-1-1 Call takers and Operators. For all that you do, THANK YOU!



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### Inside this issue:

Telecommunicators Week	1
Employee Spotlight	2
Did You Know?	2
Call of the Month	3
Hero of the Month	4
Tabletop Exercise	5
Where Am I?	6
February Dispatch Stats	6

### Mark Your Calendar!



**April 5**

Easter

**April 6**

Reds Opening Day



**April 12-18**

Telecommunicators Week

**April 22**

Earth Day

# Employee Spotlight

## Employee of the Month



**Doug Short**  
Employee since 2007

## Birthdays

**Erin Caito**  
April 6th

**Joey Bishop**  
April 11th

**Jim Bolen**  
April 21st

**Joshua Moyer**  
April 27th

## Milestones

**Doug Short**  
Celebrating 8 Years

## Did You Know?

### New Law Talkgroups

Telecom is in the process of reprogramming all law enforcement radios to include 3 new “Law Talkgroups.” The LAW 1, 2 & 3 will be “TAC” channels for law enforcement in their designated bank for their use. These new TAC channels, like Inquiry, will be encrypted so sensitive information can not be heard by the public. This allows them the convenience of not having to switch between several banks to locate a TAC channel we may assign them. These LAW channels can also be patched with other TACS, even if they are not encrypted. If dispatch patches LAW 1, 2, or 3 with a non-encrypted channel, those involved will be made aware that the channel is no longer encrypted.

While the upgrading process is taking place, dispatch will have the new Law 1 channel patched to our current Inquiry Channel, so those who have been updated will use Law 1 in place of the current Inquiry Channel. After a radio has been updated, Telecom will attach a tag to the radio reminding units to use Law 1 in place of Inquiry. If a unit has been upgraded and tries to transmit on the Inquiry Channel, they will hear a “beep.”

Once all the radios have been upgraded, the patch will be removed and all units will be able to use the Inquiry Channel on their radios. The new Law 1, 2 and 3 channels will not be assigned by dispatch until Telecom advises that all of the radios have been upgraded. Telecom originally anticipated this upgrade to take a couple months, but it should be completed by April 7th. Watch & listen for details.





# Call of the Month

## By: Samantha Hall, Fire Dispatcher During the Incident

On March 4, 2015 at 9:53 a.m. , the Communication's Center received a call from a resident on Cold Springs Road reporting a white vehicle floating past his residence and down the Little Miami River. The caller was unsure whether the vehicle was occupied or not. Turtlecreek Fire Department was immediately dispatched.

With further questioning, the caller revealed that while he was watching the vehicle with his binoculars, he noticed that the windshield wipers were operating. This additional information changed the dynamics of the call, making it seem more likely that the vehicle was occupied.

The first of the Turtlecreek' Twp fire units arrived on the scene at 10:07 a.m. and began a search for the vehicle along the Bike Trail between Mather's Mill and the Jeremiah Morrow Bridge. Five minutes later, it was spotted and was reported to be caught up in a 'strainer' or debris along the river. At that time it was confirmed that the vehicle was occupied.



Turtlecreek units requested a water rescue response from the Technical Rescue Team (TRT). That request initiated a multi-agency response to the scene. The Command Post was established at the Mather's Mill Access and all responding TRT units were advised to stage at that location. The elderly female inside the vehicle could be seen moving around but she was not following the commands that were given to her by rescue personnel. The cold temperature, high river level and swift currents caused by recent rain and melting snow hampered the rescue efforts and created dangerous conditions for response units.

At 11:05 a.m., Careflight was requested. Ten minutes later, the boat units finally made it to the patient who was suffering from agonal respirations. While the 72-year old female was being extricated from her car, Careflight landed at Morgan's Canoe Livery on State Route 350. The patient was transported to the landing zone by boat. Careflight lifted off with the patient in route to Miami Valley Hospital at 11:53 a.m., however, in spite of all of the fire departments involved—Turtlecreek Twp, Salem-Morrow, Deerfield Twp, Harlan Twp, Franklin Twp, Union Twp, City of Franklin and City of Lebanon—and the law enforcement agencies—Warren County S.O., Ohio State Patrol and Ohio Dept of Natural Resources—the woman succumbed to cold exposure. The rescue efforts and coordination of events between all agencies involved were remarkable. Despite the outcome, all personnel involved should be proud to say that they were directly involved in the extraordinary efforts to save this women's life.



# Hero of the Month

## Jon Paul Campbell, Captain - Turtlecreek Township Fire Dept. Nominated By: Mike Jameson, Asst. Chief at Turtlecreek Twp Fire Dept

Jon has been serving Turtlecreek Township Fire Dept since 1998. He started out as a volunteer firefighter but over the years has obtained his Firefighter Level II Certification along with becoming a Paramedic as well as an EMS Instructor. He has had training in rope, structural collapse, swift water, and trench rescue. Jon also serves as squad leader for the Warren County Technical Rescue Team.



Jon was born and raised in the City of Lebanon. He grew up in and around the fire service as his dad, Harry Campbell, was the Assistant EMS Chief for Turtlecreek. Jon has been married to his wife, MaryBeth, for 15 years. They have 3 children, Kevin, Sierra, and Rhiannon as well as a dog and a cat. They have one grandson named Kendrick.

Jon's most memorable call was an apartment fire on Franklin Road in the City of Lebanon. He was assigned to EMS and started care on two burn victims from the fire. Due to their injuries, he didn't recognize them at the time. As he was working on them, one of them called him by name and he suddenly realized that they were close family friends. One of his most unexpected calls involved rescuing a dog that had climbed a tree.

In his spare time Jon enjoys running, riding his motorcycle and hanging out with his family.

Jon was nominated, not only for his exemplary service at Turtlecreek Twp Fire Dept, but also as being one of the first responders that went above and beyond their duties to rescue the women who was stuck in the Little Miami River. This call was our featured *Call of the Month*.

We want to say THANK YOU Jon, for your continued service to Turtlecreek Township and to the citizens of Warren County.

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## Nominate a Hero of the Month

We are looking for nominations to be featured as a "Hero of the Month." A hero is defined as a person of distinguished courage or ability, admired for their brave deeds and noble qualities, so if you know a Firefighter, Police Officer, EMT, or Dispatcher that works for a department in Warren County and you would like to nominate that person for Hero of the Month, please send the following information to [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net). We will need their name, department they work for, email address and a brief explanation why you have nominated them. You can nominate someone that recently received a special award, went above and beyond in the line of duty, or someone that just works hard at what they do. We will try our best to feature all of those nominated.

# Tabletop Exercise

## Warren County's 2015 LEPC Tabletop Exercise

On March 5, 2015, Jim Bolen of Warren County's Department of Emergency Management organized and facilitated the 2015 tabletop exercise in conjunction with a functional exercise in Butler County. The joint exercise provided the US Army's 91<sup>st</sup> Civil Affairs Battalion (CAB) an opportunity to exercise their command staff by involving three of their teams in different areas of operation. The exercise, as a whole, was a huge success.

The function of the exercise was to evaluate the various participants' responses to the scenario of a train derailment with a hazardous chemical leak. The exercise was divided into three modules, each with a different focus: Initial Notification; Response, and Recovery.

In addition to Warren County EMA, representatives from numerous agencies and businesses participated in the exercise including; Warren County Sheriff's Department, Warren County Comm. Center, Warren County Combined Health Department, Turtlecreek Township and the City of



Monroe Fire Departments, Ohio EMA, Ohio Environmental Protection Agency, Ohio Department of Transportation, the Public Utilities Commission of Ohio, US Army's 91<sup>st</sup> CAB, Greater Cincinnati and Butler County Hazmat, Lebanon and Warren Correction Institutions, West Chester University Hospital, Miami Valley Gaming, and Treasure Aisles and Trader's World Flea Markets.

Communication's Supervisor Brian Holtel kicked off the exercise by explaining to the group how the initial calls come into the Communication's Center and the process by which notification is made to all other agencies. Sergeant Ron Day from the Warren County Sheriff's Department described what his agency's responsibilities would be during such an event while Monroe Fire Chief, John Centers and Turtlecreek Fire Department's Assistant Fire Chief, Mike Jameson, walked participants through the process of setting up an Incident Command Post.

The private businesses discussed their evacuation procedures while LCI and WCI talked about established emergency plans already in place. The exercise provided an excellent opportunity for all participants to not only discuss emergency operations plans but to improve efficiency and effectiveness as well.

We would like to thank Turtlecreek Township Fire Department for their hospitality during this event.



## Where Am I?

If you know where this picture was taken, email us at [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net) no later than April 24th. 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.

No one guessed last month's picture which was of Miami Valley CareFlight's hanger at Warren County Airport.



## February Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
<b>Took the Most Calls</b>	6,611	Keith Fudge 185 Calls	Chad Beekman 748 Calls	Melissa Steele 815 Calls
<b>Most Status Changes</b>	42,733	Keith Fudge 1,536	Bob Anson 2,369	Doug Short 3,109
<b>Total 911 Calls</b>	3,841 Calls	616 Calls	1,671 Calls	1,554 Calls
<b>Total 7-Digit Calls In</b>	9,620 Calls	1,465 Calls	4,458 Calls	3,697 Calls
<b>Busiest Day</b> (Based on 911 & Admin Calls)	Monday 2/16 945 Calls			
<b>Busiest Time of Day</b> (Based on 911 & Admin Calls)	1600-1700 950 Calls			

### Warren County Emergency Services

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Stay connected with us by:

Website: [www.co.warren.oh.us/emergencyservices](http://www.co.warren.oh.us/emergencyservices)

Facebook: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)

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