



Dispatch Times

August 2020
Volume 7, Issue 8



Inside this issue:

Employee Spotlight	2
Fire TAC Channels	3
Kudos	4
Where Am I?	5
Dispatch Stats	5

On Wednesday, August 5, 2020 Emergency Services received the call and email that we have been re-accredited as the world's 243rd Medical and 40th Fire ACE through IAED (International Academies of Emergency Dispatch.)

The International Academies of Emergency Dispatch, through its College of Fellows, has established a high standard of excellence for emergency dispatch, providing the tools to achieve this high standard at both the dispatcher level through Certification, and at the communication center level through the Accreditation program.

To submit our ACE application for re-accreditation there are twenty points that we must meet. These points include training requirements, management and quality improvement processes and dispatch protocols.

Thanks to Supervisor, Jonathan Bright and Training Coordinator, Samantha Hall, for working on this project, great job!

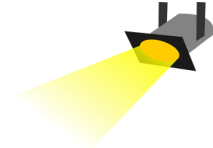
Mark Your Calendar!



September 1
Central Square (CAD) Go-Live

October 5-9
Refresher CAD training for dispatchers

Employee Spotlight



Employee of the 2nd quarter



Mike has been a 911 dispatcher since October, 2007. He helps train new employees and is always in a good mood. Over the years Mike has learned that some of our most serious calls, we might only get one call and minor incidents we may get numerous calls. Mike's advice: *"Come to work and do the job to the best of your ability, you are working for the best Comm Center. Be proud of the job you do, you will be that calming voice for countless people on their worst day!"*

Birthdays

August

- Dennis Rutter - 10th
- Jeanne Johnson - 11th
- Carmen Carson - 20th



Milestones

August

Kelly Fiebig 18th - 6 yrs

congrats
congrats
congrats
congrats
congrats

Job Postings for Dispatcher & Dispatch Supervisor

The dispatcher position starts out at \$18.29/hour and the supervisor position starts out between \$26.00-\$28.74/hour. There is consideration for lateral compensation for both positions. The applications, descriptions, responsibilities, qualifications, and requirements can be found on the Warren County website: <https://www.co.warren.oh.us/> <Job Opportunities> <Emergency Services>.

There is one supervisor position and three dispatcher positions available.

Fire TAC Channel Assignments

As we prepare to Go Live on E-CAD September 1st and look into the future for the potential use of Automated Voice Dispatch (AVD), we are changing the process of how TAC channels are assigned. The following changes have been made.

- TAC 2 will no longer be recommended for calls and will be the stand alone channel for ALL active countywide mutual aid EMS Incidents. This will allow units responding, to communicate with one another. In the event an agency we do not dispatch for is responding into our county for an **EMS incident**, we will need to inform their dispatch center to have the unit responding switch to TAC2.
- TAC Channels 3-21 (with the exception of TAC 17 & TAC 19) will automatically be assigned to **ALL FIRE INCIDENTS** and will be recommended in the CAD Recommendation Tables for dispatch.
- We will no longer skip channels between TAC assignments.
- In the event an additional TAC Channel is requested for an incident, please assign the next available TAC Channel. Fire Chiefs have been made aware that if an additional TAC Channel is requested, it may or may not be in sequential order.
- If all units on the call are clear of the scene and forget to clear the TAC Channel, please place the TAC Channel available.

Remember to be patient and respectful to all of the Fire/EMS agencies as this transition will take some time for all of us to get accustomed to.

Acknowledgements

During the last several months all of us at Emergency Services have continued to work and support each other through these unprecedented times. It's very much appreciated when our first responders take the time to let us know we're doing a great job. Below are just a few of those that have been passed on to the crews.

Chris Dill/David Sauer,

I spoke with Chief Wehmeyer regarding the structure fire on Appaloosa and he wanted to pass along how great everyone did with the large incident. He also gave huge kudos to the dispatcher sitting the TAC channel and documenting the information.

Great Job Everyone!

~Jesse Madden

Kristen Miller,

Please pass on to the crew. Chief Harrison called in to say thanks for all the help with the fire / lightening strike at 5943 Shadow Lawn last week even with the call volume we were experiencing with the storm, his requests for additional units and able to put a dispatcher on the TAC channel made his job much easier. He said he also appreciates everything we do.

Great work!

~Jesse Madden

All,

Over the last week and this coming week we have had and have a lot of overtime due to employees being sick, family emergencies and employees scheduled off for vacations and comp time. Thank you to everyone who has answered their phones, texts, picked up shifts and sacrificed their time off to make sure we have proper staffing to meet the needs of the citizens of Warren County and the department.

Your dedication and hard work does not go unnoticed.

~Jesse Madden

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than August 28th. 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. Check back next month to see if your name was drawn. Congratulations to Dispatcher Doug Short, for guessing that last month's picture was the soon to be Mike's Carwash in South Lebanon.



July Dispatch Stats

	County	Franklin	Lebanon	County Day Shift 0800-2000	County Night Shift 2000-0800
Total 911 Calls Received in July	6,680	746	601		
Total 911 Calls Year To Date	34,508	4,480	3,822		
Created the Most Incidents in July				Sophia Abrams 660	Shelby Davis 422



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