



Dispatch Times

November 2021
Volume 8, Issue 11

Lt. Michael Bishop
Mason Police Department



Please keep Lt. Michael Bishop in your prayers as he remains in the hospital.

"Man never made any material as resilient as the human spirit" – Bernard Williams

Inside this issue:

Lt. Michael Bishop	1
CLQ & Rapid SOS	2
Employee Birthdays & Anniversaries	3
New Employees	4
EMA	5
Kudos	6
Halloween	7
Dispatch Stats	8

Mark Your Calendar!



- Nov 6**
National Nachos Day
- Nov 11**
Veteran's Day
- Nov 19, 20, 21**
Christmas in Springboro
- Nov 25**
Thanksgiving
- Nov 26-Dec 31**
Winterfest, Kings Island

Caller Location Query (CLQ) Aids in Locating Lost Female

By: Jesse Madden, Operations Manager, Communications Center

On 10/20/2021 a new feature, CLQ (Caller Location Query) was added to the Warren County Communications Center ECT (Emergency Call Taker) screen. This feature gives the dispatcher the ability to send a caller (if they are using a cell phone) a link via CAD which can obtain their location via GPS, in the event the caller is lost or does not know their location. This information is sent back to the CAD within seconds, providing an updated location for the dispatcher to send help to the caller.

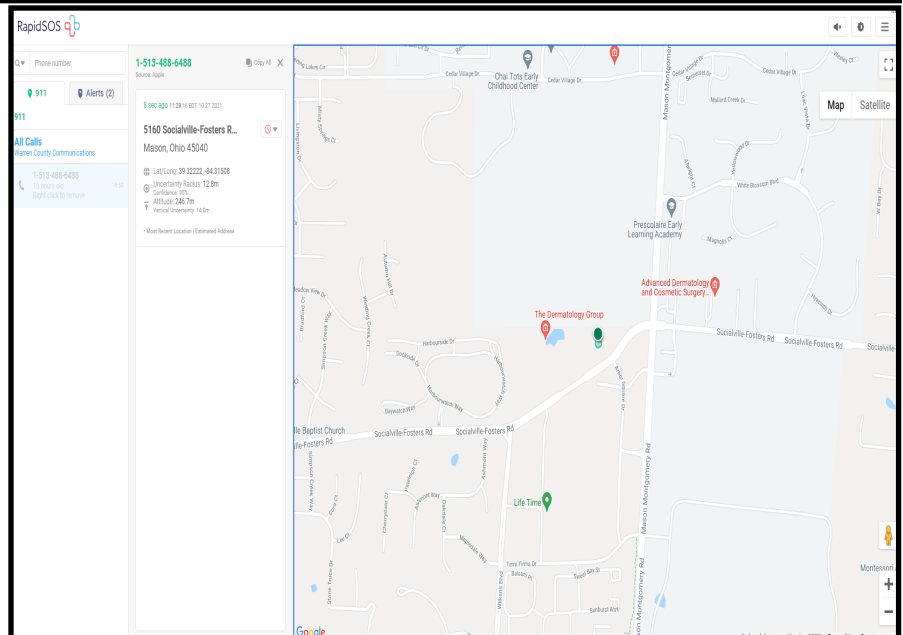
Within 48 hours of going live with the new feature, Greene County transferred a caller to us advising that a female was lost on the trails in Caesars Creek State Park. The caller went walking on the trails with her dog and small child, got turned around and then became lost. She told the dispatcher that she could hear the cars on St Rt 73, but was unable to see it. The dispatcher utilized the new CLQ feature and sent the caller a link and within seconds, we knew exactly where the caller was located. The dispatcher was able to reassure the caller that we knew exactly where they were located and told her that help was on the way. We then provided the updated information to both the Warren Count Sheriffs Office and the Ohio Department of Natural Resources (ODNR). ODNR quickly located the caller and got the family back to their vehicle safely and in a timely manner.



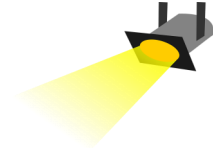
Rapid SOS Portal

By: Samantha Hall, LEADS/Training Coordinator, Communications Center

The Rapid SOS portal is an additional tool which displays all 911 cell calls that we receive; along with a map, GPS, and other call data. We also have access to Supplemental Alerts which will populate prior to us receiving an alarm call from various alarm companies. At this time, we will NOT use supplemental alerts to create an alarm incident in CAD. We will create the call once the alarm company calls us, because often times the alarm gets cancelled before we are even contacted. Supplemental Alerts will be used as a reference to obtain additional information regarding the alarm, such as phone numbers, keyholders, garage codes, key locations etc... This could save several minutes off of our time attempting to call the alarm companies back to obtain this type of information.



Employee Spotlight



Congratulations Carmen Carson Employee of the 3rd Quarter 2021



Carmen was hired in 2007 and celebrated 14 years this past June.

I would say my most memorable good call was a motorcycle pursuit with John Gleeson in Clearcreek. His radio traffic was clear and calm, he gave great updates and I know the area very well (even outside of Warren County). The pursuit started as my shift was ending but I stayed to finish the pursuit, which ended in a suspect in custody.

The call that was the worst for me was a crash I took on Thanksgiving one morning. There were 4 fatalities (which was everyone in the vehicle), the house the vehicle almost hit was in a poorly lit area and other cars passing were the only lights the callers could use to see anything going on outside. I listened to the fire side channel and the information they were relaying made the crash sound even worse than the callers information. It is the only time I've ever driven past the scene the next day.

Throughout the years I have learned that compassion is the most important part of call taking, understanding is the most important part of dispatching and no matter how much of either of these you have, there is always room for improvement. I have also learned that it is important to take time for yourself and enjoy the little things that life has to offer.

One of the biggest challenges of this job would be having so many pocket dials that include everything from the sound of a phone in a pocket to screaming on roller coasters, verifying those addresses/locations, calling those numbers back and getting a lot of voicemails (no names), then trying to keep that same energy up and give compassion to the next caller that actual needs emergency services. In my spare time I enjoy spending time with my family and learning new crafts.

November Birthdays

Mike Wiggins- 8th
Sydney Renner-13th
April Kennard - 26th



November Milestones

Stacy Ryan 3 yrs on the 13th
Chris Dill 15 yrs on the 27th



Meet Our New Dispatchers



Ryan Lipinski

Ryan grew up in Waynesville, where his mother teaches at Wayne local schools and has a sister that attends Bowling Green State University. He has a Bachelor's degree in Criminal Justice from Miami University. Prior to here Ryan worked at the Lebanon Kroger and interned at Camden Police Department. When Ryan isn't working he enjoys scuba diving, gaming, jet skiing and reading about historical shipwrecks.



Seth Whitlock

Seth is originally from Dellroy, Ohio. He moved to Morrow when he was nine years old. He has one older and one younger brother. At a young age Seth became interested in the fire service and went on to attend The Warren County Career Center for Fire Service/EMT. In the past Seth was a cadet for Harlan Twp. Fire and worked as a fire fighter/EMT for Massie Twp. Seth currently works at JEMS, Jefferson Twp & Madison Twp. Fire Departments. In his free time he enjoys riding his motorcycle, fishing and serving his community as much as possible.

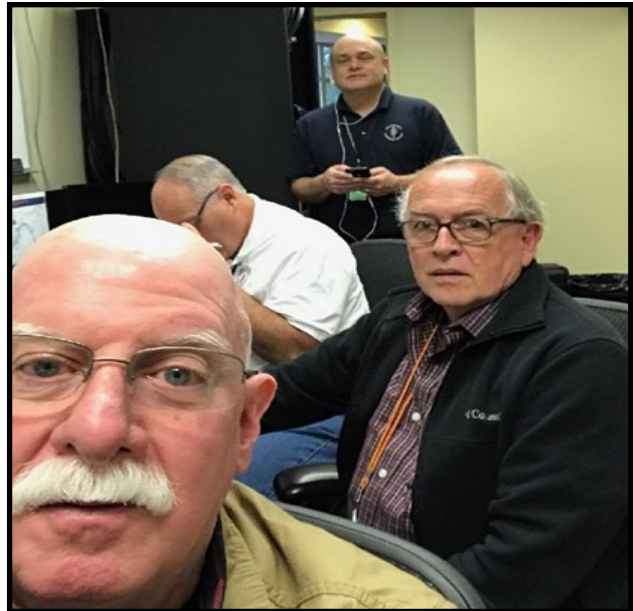


Jordan Williams

Jordan grew up in Monroe, attended high school there and continued his education at Miami University where he obtained his Bachelor's in Criminal Justice minoring in Spanish and Literature. Previously Jordan worked for Allied Universal Security Services. He has a Golden Doodle named Finley and in his spare time he enjoys gaming, reading, spending time with friends and watching movies & series.

EMA Spotlight

By: Kevin Tribbe, EMA Volunteer



Over 15,000 runners/walkers participated in the 23rd Flying Pig Marathon held October 29-31. The event is made possible through the support of many types of volunteer organizations. Amateur Radio provides critical communications support. The Hamilton County Amateur Radio Emergency Service (ARES) led the communications effort with over 50 Amateur Radio operators from the region. This included members of the Warren County ARES group. Pictured above, (center) is Kevin Tribbe from the Warren County Emergency Management Agency and a member of Warren County ARES.

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 some of the exceptional reviews. Great job everyone!

EXCEPTIONAL CASE Paige Barton – 887488 – CC 12: Convulsions/Seizures - The caller stated, " *Our 6 y/o son is having a seizure and he's never had one before.*" Paige guided this caller through the protocol beautifully. Not only did she quickly process the call but she encouraged and reassured the caller that she was doing a good job supporting the patient. Paige's PDIs were clear and were provided at a rate the caller could

Carmen Carson - 858212 - The caller stated, "*We have an elderly person having difficulty breathing.*" Carmen guided the caller through the protocol quickly, courteously and professionally. Carmen did a great job instructing this caller and remaining on the line until help arrived. Really good job!

April Kennard – 891105 – CC 6: Breathing Problems - The caller had fallen a few days before and was transported to the ER. She was having trouble with her leg but she was also having trouble breathing. The caller stated she was 85 years old and she needed help. April immediately addressed her concern by stating "*I am going to send you some help.*" April then let the caller know what would happen next by stating "*I am going to ask a few questions while I am dispatching the squad. I have a few questions I need you to stay on the phone and help me answer them.*" The way she communicated with the caller was brilliant! April has a wonderful way of reassuring the callers and making them feel secure. Not only is her customer service terrific but she shows dedication to

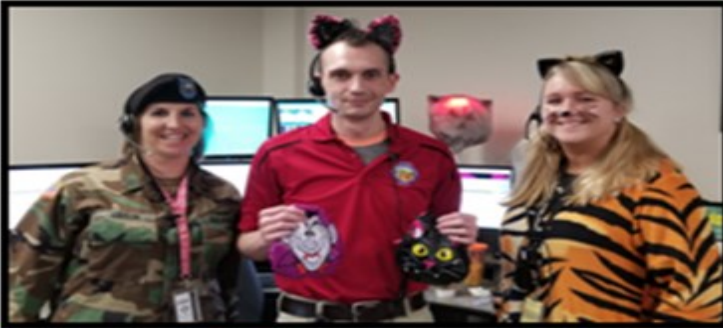
Samuel LeMaster - 878136 - The caller's wife was dizzy with pressure in her head, vomiting and diarrhea. Samuel used great decision-making skills and his training to choose the best Chief Complaint Protocol. He asked all key questions exactly as written and provided quality service. This ensured a professional interaction.

Victoria Lane – 907253 – CC 17: Fall - The caller's wife had fallen down the stairs. The caller was anxious and requesting help immediately. Victoria did a terrific job keeping him calm, supported and retrieving the information needed to provide the appropriate assistance. This call was handled effectively and Victoria's customer service was amazing

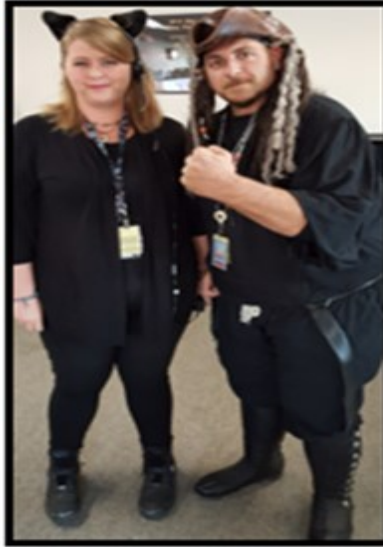
Cortescia Davis – 870448 – CC 31: Unconscious / Fainting (Near) - The caller was concerned because her husband had diarrhea and passed out. Cortescia did a great job navigating the protocol compliantly. She acknowledged what the caller asked during PDIs by saying "*I know you want them to come in through the garage.*" This let the caller know that Cortescia was paying attention and she was there to assist whatever way you could.

April Kennard – 818541 – CC 12: Convulsions - The patient was experiencing a seizure. The caller was nervous but April guided him through the process perfectly. She was calm and reassuring. Her PDIs were clear and her rate and tone was amazing. April remained on the line and even prepared the caller for how the patient may react after the seizure ended. This could not have gone better. Awesome

In Former Times 2016



A Little Halloween Fun at Emergency Services and Telecom



2021 Halloween in Dispatch & EMA

“Johnny Cash”,
Kevin Tribbe,
EMA



“Emily Elizabeth”,
Emily Reynolds,
a witch,
Lesli Holt & “It’s Raining Men”,
Sydney Renner,

“Bindi Sue Irwin”
Emma Ritchie &
A Scarecrow,
Tesci Davis, Dis-
patch



Crazy Cat
Lady, Kelly
Fiebig, Dis-
patch

Where Am I?

Congratulations to Dustin Flint, Warren County Telecommunications for guessing last month's picture which was the new Warren County Jail at 822 Memorial Drive in Lebanon. Stop by the Communications Center before December 1, 2021 to claim your gift card.



October 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received in October	7,754	655	617	County Saturdays 1,977 calls	County 4:00 pm
Total 911 Calls Year To Date	67,107	6,629	5,909	Franklin Sundays 116 calls	Franklin 5:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD (Arrow indicates % increase or decrease from last month)	99.97% ↑.05	95.21% ↑.35	95.92% ↓.16	Lebanon Fridays 115 calls	Lebanon 6:00 pm



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
Twitter: @WCMAOhio

Newsletter Editor: Melissa Bour



Accredited Center of Excellence