



Dispatch Times



WARREN COUNTY COMMUNICATIONS CENTER EARNS AWARD FOR DISPATCH EXCELLENCE!

Warren County Communications Center has been recognized by the International Academies of Emergency Dispatch® (IAED™) as an Accredited Center of Excellence (ACE) for emergency dispatching. Warren County Communications is the 243rd Medical and 40th Fire ACE in the WORLD.

IAED is the standard-setting organization for emergency dispatch services worldwide. Accreditation (and subsequent re-accreditation) from the IAED is the highest distinction given to emergency communications centers, certifying that the center is performing at or above the established standards for the industry. Centers who earn ACE status are the embodiment of dispatch done right, and have demonstrated strong local oversight, rigorous quality processes, and a commitment to data-driven continuous improvement.

“Accreditation is truly a pinnacle achievement”, said Christof Chwojka, Accreditation Board Chair at IAED. “We applaud the dedicated call takers, dispatchers, and leadership team at Warren County Communications for their commitment to quality, and for meeting that high standard that few achieve. We know their community can count on these first responders to do an outstanding job.”

IAED will present Warren County Communications with an Accreditation plaque that commemorates their achievement. IAED Accreditation is the culmination of a lengthy, arduous process that includes the completion of the 20 Points of Accreditation, a detailed evaluation of performance by industry experts, and a final review and ruling by IAED.

October 2023

Volume 10, Issue 10

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Mark Your Calendar!



October 1
Clearcreek Fire Dept. Open House – Station 21

October 13-14
Oktoberfest, Lebanon

October 14-15
Sauerkraut Festival, Waynesville

October 14
Hamilton Township Fire Open House – Station 76

October 18
Domestic Violence Memorial

October 21
Trunk or Treat, Hamilton Township

“This process is undertaken by communications centers who desire to be the best of the best.” Explains Kim Rigden, Associate Director of Accreditation, IAED. “Achieving ACE confirms it. Warren County Communications should be very proud of this achievement and the wonderful service they provide to the community and their emergency responders.”

Accreditation is valid for a three-year period, during which all standards must be upheld. Emergency communication centers can earn multiple accreditations, one of each emergency discipline they service (medical, fire, police, and emergency nurse triage).

Over 3,500 emergency communication centers worldwide use the medical, fire, police, and emergency nurse triage protocols developed and maintained by the IAED. The protocol-based system – known as the Priority Dispatch System™ - is recognized as the standard of care and practice for emergency dispatch, and is used in 46 countries.

Congratulations!



EMPLOYEE SPOTLIGHT

August



Ashleigh began her career as a dispatcher for our Communications Center on September 12, 2022. She was nominated by supervisors, Jonathan Bright & Brandy Cooper for the August 2023 employee of the month. During the month of August Ashleigh met the department's compliance threshold, used zero sick hours, had no tardies or discipline and asked questions about ProQa while being receptive to the feedback. She also asked questions about warrants in order to better her knowledge and skill set. Keep up the great work Ashleigh. We are very proud to have you as a member of the Communications Center team!

August & September High Compliance Queued Calls

Amber Wilson 5
Alexander Lucas 1
Carmen Carson 7
Mike Wiggins 1
Dennis Rutter 1
April Kennard 5
Joey Bishop 5
Virginia Books 2
Quentin Cox 1
Brittany Creager 2

Emmaline Ritchie 1
Jennifer Key 3
Jordan Williams 1
Kaitlyn Niles 2
Stephanie Abbott 2
Sophia Sidley 5
Ashleigh Gillespie 5
Brian Holtel 2
Jonathan Bright 1
Chris Carr 2

Paige Barton 4
Seth Whitlock 6
Andrew Wagenknecht 6
Blake Holman 1
Cassidy Gatio 3
Kelly Fiebig 1
Stacy Ryan 1
Sara Swierk 1
Kim Adams 1



Shout Outs

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

Feedback Board

List Focus

to help us resolve our issue! We are very satisfied with our experience.

He was very helpful and nice during the call

The dispatcher was very helpful and listened carefully to my concern

He was very kind, helpful, and thorough

Understanding, helpful, thorough

Kind, respectful and helpful!

Very professional !

She was very pleasant and was able to address my issue in a timely manner.

I appreciate the time and effort thank you for the good that you do and I thank god for all the

Very kind, concerned about our issue. Both the dispatcher and the officer who responded were very helpful. Can't say enough about how satisfied we were. We're very blessed to have public servants that truly care.

Very polite & well spoken

Very kind and helpful

Very professional and very helpful

He was very courteous and got an officer to call me back in a few minutes.

It was a very easy experience very professional

Did a good job knowledgeable of what I needed thank you



CELEBRATING A BIRTHDAY

Melissa Abrams—16th

Kelly Fiebig—24th

Sophia Sidley—25th

CELEBRATING A MILESTONE

Seth Whitlock—11th - 2 Years

Jordan Williams—11th - 2 Years

Brian Holtel—18th - 19 Years

Brandy Cooper—19th - 3 Years

Paige Barton—19th - 3 Years

Mike Wiggins—27th - 16 Years





Dispatch Times Pet Parade

HI, I AM JAKE!

Owner: Melissa Abrams, Emergency Services Office Administrator

I am a very lucky dog! My previous owners are retired and want to travel and explore new places and unfortunately that's hard to do with me, so they did right by me and I now live with my new step-sister and her family. I have my very own girl, Rachel, who takes very good care of me. As you can see from my pictures I love my ball and my girl! I am very well trained, know many commands and love doing tricks for blueberries or basically any food. I love going for walks and chasing squirrels, but if I can't chase the real ones I have a stuffed squirrels nest that holds toys and I just love getting them all out.



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

Send to: sherri.holliday@wcoh.net

EMA Hosts Exercise Design Course

On September 19th, 20th and 21st, EMA hosted the OH-139: Exercise Design and Evaluation course. This 3 day course introduced participants to the fundamentals of planning and developing of an exercise through instruction, and provided hands-on experience in designing and conducting a functional exercise.

Evaluations from the course participants stated that the instructors were experienced and good resources of information, the hands-on development of a functional exercise was practical and beneficial to learning, and they were glad they took this course.

Course participants were able to include the use of MARCS Radios, phones, and additional resources within the Warren County EOC for their functional exercises. Thank you to the Warren County Communication Center and Warren County Telecommunications for their assistance in allocating radios and a TAC channel for the class.



Upcoming Trainings

Below are two upcoming trainings opportunities coming to Warren County. For more information on these courses or for updates on other courses coming to the county, visit:

<https://www.co.warren.oh.us/emergencyservices/emergencymanagement/Training/Default.aspx>

The National Center for Biomedical Research and Training (NCBRT) at Louisiana State University and Warren County EMA invites you to join us for the following Department of Homeland Security (DHS) course:

PER-229 Introduction to the Computer-Aided Management of Emergency Operations (CAMEO) Suite

TRAINING OPPORTUNITY

Course Description

This course provides training on the fundamental elements of the CAMEO Suite of programs as they relate to emergency situations (i.e., severe weather events, chemical emergencies, mass casualty, etc.). As such, it includes detailed technical information and hands-on practice of critical elements in the CAMEO system and its associated programs (CAMEO Chemicals, CAMEOfm, ALOHA and MARPLOT). To better understand how the programs interface, participants are provided opportunities to practice key procedures that allow users to enhance planning and response activities associated with community risks. These exercises clarify the connections between the programs and how they can enhance emergency planning and response activities.

Target Audience

- Fire
- Law Enforcement
- Emergency medical technicians
- Public health officials
- Hazardous material professionals
- Public safety communications representatives
- Public works officials
- Emergency managers

Dates

March 19th - 21st, 2024
08:00 am - 05:00 pm

Location

Warren County EOC
520 Justice Drive
Lebanon, OH 45036

CLASSROOM-G400 ADVANCED ICS FOR COMMAND & GENERAL STAFF

Hosted by: Warren County Emergency Management Agency
November 6 - 7, 2023

Course Description: This 15-hour classroom course provides training for personnel who require advanced application of the Incident Command System (ICS). This course expands upon information covered in ICS-100, 200, 700, 800 and G300 courses, which are the prerequisites for the G400 course. The target audience for this course is senior personnel who expect to perform in a management capacity in an Area Command or Multi-Agency Coordination Entity.

Application Deadline:

Ten working days prior to the course
Seating availability is limited so register early

Course Registration time:

7:30-8:00 AM (on day one)

Course Time:

8:00 AM - 4:30 PM (each day)
One-hour Lunch

Training Location:

Mason Fire Department Station 51
4420 Mason Montgomery Road
Mason, OH 45040

Recommended Participants: FEMA designed the course for Senior Personnel who expect to perform in a management capacity in an Area Command or Multi-Agency Coordination Entity.

Required Prerequisites: Individuals must complete the IS-100.c Introduction to the Incident Command System, IS-200.c Basic Incident Command System for Initial Response, IS-700.b An Introduction to the National Incident Management System and the IS-800.c National Response Framework, an Introduction courses. In addition, G300 Intermediate courses prior to attending the G400 Advanced course and provide copies of their certificates of completion to the instructors on day one of the course.



Is there a specific training you would like to see in Warren County?
Contact us at wcema@wcoh.net!

August 911 Dispatch Stats

| | County | Franklin | Lebanon | Busiest Day of The Week | Busiest Time of The Day |
|---|--------------|----------------|----------------|------------------------------------|-------------------------|
| Total 911 Calls Received | 7,107 | 554 | 637 | County Wednesdays 926 calls | County 5:00 pm |
| Total 911 Calls Year To Date | 51,554 | 4,859 | 4,700 | Franklin Saturdays 97 calls | Franklin 8:00 pm |
| Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small> | 100 % | 97.13 % | 91.44 % | Lebanon Wednesdays 116 calls | Lebanon 7:00 pm |



Quentin,

The resident that you talked to on Double Eagle called in to thank you for your great customer service. He appreciated the help that we gave to a veteran today.

Brian

CHRIS MORGAN-

TOOK A CALL TO LIFETIME FITNESS REGARDING SUBJS THAT WERE AT THE FACILITY STOPPED AT THE FRONT DESK DUE TO HX OF STEALING ITEMS / ONE TOOK OFF ON FOOT / OTHER SUBJ WAS HELD AT FRONT DESK FOR A MOMENT BEFORE HE LEFT PRIOR TO DEPUTY ARRIVAL / TEACHING HIM QUICK NOTES AND ENTER AFTER EACH UPDATE GIVEN REGARDING THEIR LOCATION AND DESCRIPTION GOT THEM STOPPED AND ONE SUBJS WAS WANTED IN QUESTION FROM FBI OR POI FOR TIES TO TRANSNATIONAL ORGANIZED CRIME/ GREAT JOB!

AMBER

11th Annual Sergeant Brian Dulle 5k Walk/Run September 24, 2023

Warren County Emergency Services was a shirt sponsor and we walked as team "Warren County Dispatch." Thank you to all that purchased a t-shirt and/or hoodie and those who participated in the walk by walking or by helping the event organizers. Walkers were Melissa Bour, Madi Bour and Sherri Holliday, and event helpers were Kim Adams, her son Alexander Adams and Stephanie Abbott. It was a beautiful day!



8
2
2



Dream to Reality Farm's Therapy Goats came to Visit the Dispatch Center – Thank you Lorie Orth it was GREAT!

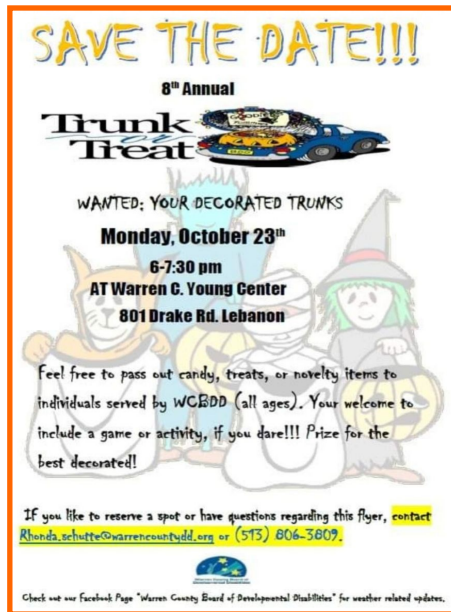


Dream to Reality Farm, LLC
Macedonia Road
Blanchester, OH 45107
513-490-3369
www.dreamtorealityfarm.org

TRUNK OR TREAT DATES AND TIMES



HAMILTON TOWNSHIP
Trunk or Treat & PET MASQUERADE
FALL FUN AWAITS
OCTOBER 21
1PM-3PM
TESTERMAN PARK
MONSTER TUNES • PUP CUPS • FREE POPCORN • GAMES
COSTUME MARCH AT 2PM



SAVE THE DATE!!!
8th Annual
Trunk or Treat
WANTED: YOUR DECORATED TRUNKS
Monday, October 23rd
6-7:30 pm
AT Warren C. Young Center
801 Drake Rd. Lebanon
 Feel free to pass out candy, treats, or novelty items to individuals served by WCBDD (all ages). Your welcome to include a game or activity, if you dare!!! Prize for the best decorated!!
 If you like to reserve a spot or have questions regarding this flyer, contact Rhonda.schutte@warrencountyohio.gov or (513) 806-3809.
 Check out our Facebook Page "Warren County Board of Developmental Disabilities" for weather related updates.



Warren County Children Services
Trunk-Or-Treat
October 24th, 2023
416 S. East St, Lebanon, OH
Open to foster children in our county
5:30 PM to 7:00 PM
 To participants, please contact Jennifer Stacy at 513-695-1517

TRICK OR TREAT DATES AND TIMES

- October 31: Carlisle 6:00 PM—8:00 PM
- October 31: Clearcreek Township 6:00 PM—8:00 PM
- October 31: Deerfield Township 6:00 PM—8:00 PM
- October 31: Franklin 6:00 PM—8:00 PM
- October 31: Hamilton Township 6:00 PM—8:00 PM
- October 31: Lebanon 5:30 PM—7:30 PM
- October 31: Mason 6:00 PM—8:00 PM
- October 31: South Lebanon 6:00 PM—8:00 PM
- October 31: Springboro 6:00 PM—8:00 PM
- October 31: Turtlecreek Township 5:30 PM—7:30 PM
- October 31: Waynesville 6:00 PM—8:00 PM



First Responders exposed to *Crimes Against Children* Support Seminar

October 16, 2023, 7:30 am -4:30 pm
Countryside YMCA, Lebanon



Secondary Trauma leaves a mark.

You did not choose what you've been exposed to.
But you do get to choose how it affects you.

Learn how to take steps to healthy coping and healing and stay emotionally fit while performing the duties that expose you to crimes against children.

REGISTER HERE:



Sponsored by:



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 our QR code.**

Not only can you access the team, there is also peer support information. You're request doesn't have to be for a big event that just occurred. You never know when something can trigger a past experience. The team or just a member of the team is available any time someone needs to talk.

The team trains monthly and if anyone in your department is interested in joining, please reach out.





Please join us for the

Warren County Domestic Violence Memorial

In remembrance of the women, men, and children
whose lives have been lost to incredulous acts of
domestic violence



October | 18 | 6:00 pm -
2023 | 7:00 pm

Warren County Administration Building, Commissioners'
Room, 406 Justice Drive, Lebanon Ohio 45036

**WARREN COUNTY FALL COMMUNITY
SHRED & ELECTRONICS RECYCLING DAY**



Saturday, October 14th, 2023 : 10am – 1pm

406 Justice Drive, Lebanon Ohio 45036

Administration Building Parking Lot

**Event is first come, first serve, with a 5 box maximum
for shredding, and will be completed offsite**

Staff will assist with emptying boxes/electronics

**Donations for electronics recycling will be
accepted, but is not required**

Questions about Shredding?

Phone: 513.695.1815

or

Email: Jennifer.Haney@co.warren.oh.us

Questions about Electronics?

Phone: 513-695-1210

or

Email: Susanne.Mason@co.warren.oh.us

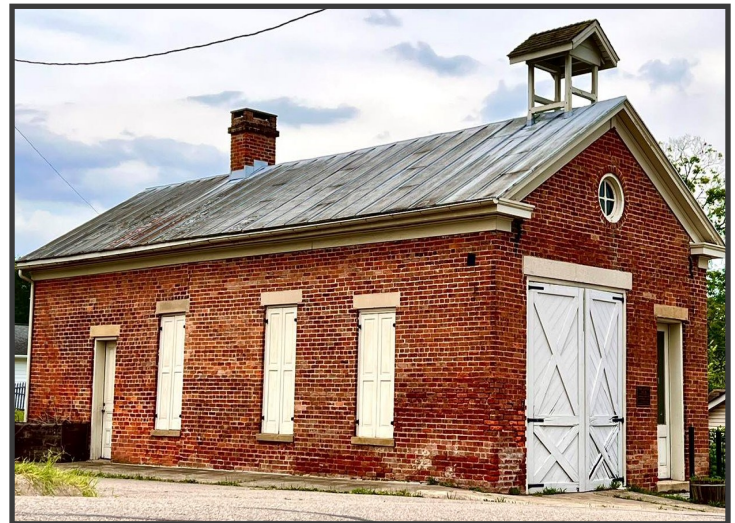
Where Am I?

If you know the location where this picture was taken, email us at sherri.holliday@wcoh.net no later than October 30th. 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 with your guess of the location. Check back next month to see if your name was drawn.



Congratulations, Rhonda Bernard, Warren County Telecommunications for guessing last month's Where Am I picture of the Waynesville Engine House and Lockup located on Chapman Street in Waynesville, Ohio.

Your gift card can be picked up at the supervisor's desk.



Currently Hiring Dispatchers



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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