

Dispatch Times



November 2023
Volume 10, Issue 11

Inside this issue:

Dennis Rutter	1
Employee Spotlight	2
Shout Outs	6
Pet Parade	9
Did You Know	11
EMA Spotlight	12
Dispatch Stats	15

Congratulations to Dennis Rutter on his retirement from the Hamilton Township Fire and Rescue of Warren County! Not only has Lieutenant Rutter dedicated the past 27 years to serving the community through the Fire and Rescue team, he also serves as a dispatcher for Warren County Communications Center where he has been since February 28, 2000 (23 Years and still going!). We are fortunate to have him on our team! Thank you for your continuing service!



Mark Your Calendar!



November 3-5
 Hearth Warming Holidays, Waynesville

November 7
 Election Day

November 11
 Veterans Day
 Observed on the 10th

November 18-20
 Christmas in Springboro

November 23
 Thanksgiving

November 25
 Small Business -
 Waynesville &
 Morrow



Holiday Lights-
 Deerfield Twp

EMPLOYEE SPOTLIGHT

September



Jonathan has been nominated by fellow Supervisor, Brian Holtel and Operations Manager, Jesse Madden. Brian had this to say *"My nomination for employee of the month is actually another supervisor: Jon Bright. He worked for months to get accreditation paperwork submitted/updated/resubmitted and finally in September this was granted. He has also been working tirelessly to Q calls, identify problem areas in protocol compliance and help with tailoring training. All members of his crew have met department compliance goals the last 3 months and they have all turned in continuing education on time. He is always willing to help out and pick up overtime when needed."* Jesse seconds this and also noted that his nomination is because of all the work Jon has done with getting us ACE accredited.

September & October QPR High Compliance Queued Calls

Amber Wilson 2
Alexander Lucas 2
Carmen Carson 6
Mike Wiggins 1
Dennis Rutter 1
April Kennard 4
Joey Bishop 5
Quentin Cox 2

Jennifer Key 3
Kaitlyn Niles 2
Sophia Sidley 4
Ashleigh Gillespie 6
Brian Holtel 4
Samantha Hall 1
Brittany Creager 2
Chris Carr 2

Paige Barton 3
Seth Whitlock 3
Andrew Wagenknecht 7
Blake Holman 2
Cassidy Gatio 2
Kelly Fiebig 1
Sara Swierk 2
Kim Adams 2

KUDOS AND THANK YOU

Carmen Carson is consistently the first ECO on the crew to complete tasks on the weekly checklist. She often does the ASIST and TDD tasks, and if there is a new employee who hasn't done it, she will complete it with that employee. Carmen sat with a potential employee last week and is always willing to do whatever is needed. Thank you for being a team player and being an employee that can be counted on.

Amber Wilson has had multiple potential employees observe with her this last week. She is always diligent in showing them what we do and being engaging. She also cooked breakfast for the crew this weekend, which is something that everyone enjoys. She is always willing to do whatever is needed. Thank you for being a team player and being an employee that can be counted on.

Dennis Rutter has volunteered to clean the kitchen during our crew's cleaning week multiple times so far this year. Thank you for your extra effort.



CONGRATULATIONS TO Carmen Carson for becoming a Mimi to baby Saxon born on 10/25/23 at 9:07 AM weighing in at 6 lbs. 1 oz. and measuring 19 inches long! Carmen brought baby Saxon into dispatch to visit with all her co-workers. Wishing Carmen and Saxon's parents all the best.



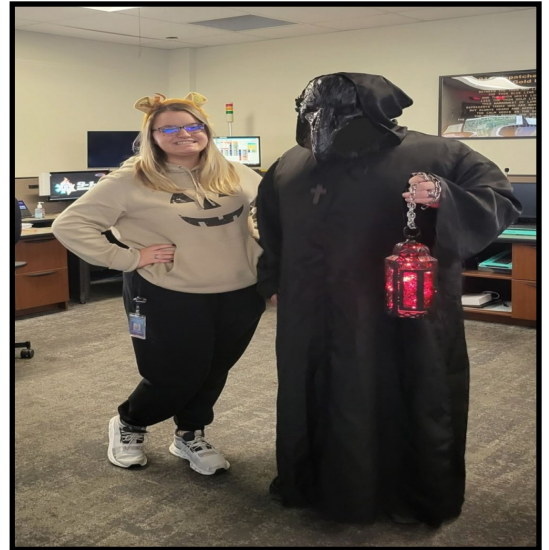
MEET OUR NEW DISPATCHER

Austin Price

Austin is from Van Wert, Ohio, where he graduated from Van Wert High School and then attended the Ohio State University studying nursing. Austin comes to us from the Van Wert County Sheriff's Office where he was also a dispatcher. Austin has a brother named Justin and 3 dogs named Marley, Wallen and Luna. In his free time Austin loves shooting guns, DIY projects, repurposing furniture, kayaking, trying new foods and taking his dogs to the dog park. Let's all give Austin a big welcome.

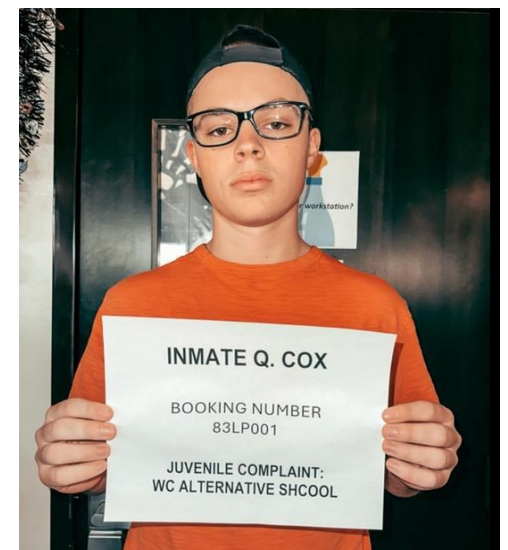
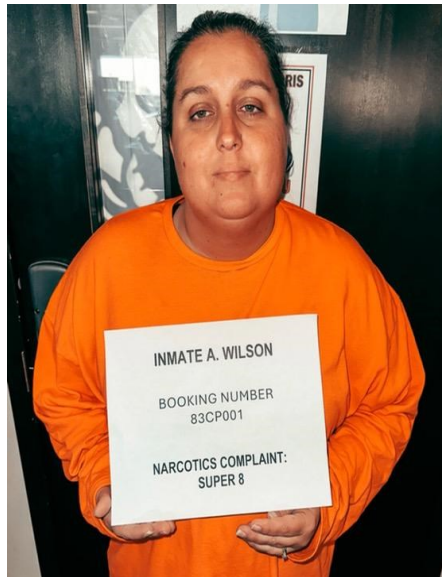


SOME HALLOWEEN FUN





HALLOWEEN FUN CONTINUED





Shout Outs

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

Feedback Board

List Focused

Very clear and understandable

Prompt, professional, warm, effective.

Was very attentive and through

satisfied

Great experience!

Very attentive and detailed.

Excellent!

Excellent information & the Officer made me feel confident w/ his input.

Very polite and professional and prompt

The dispatcher did a wonderful job. Very clear

courteous, listened to my issue and then acted accordingly and timely.

Very understanding

Excellent help

Very professional and efficient

Very friendly and clear when asking questions

The team handled the situation with a great deal of professionalism

Dispatch was fast and very helpful. Thank you

Thank you for being so thorough

Very kind and helpful

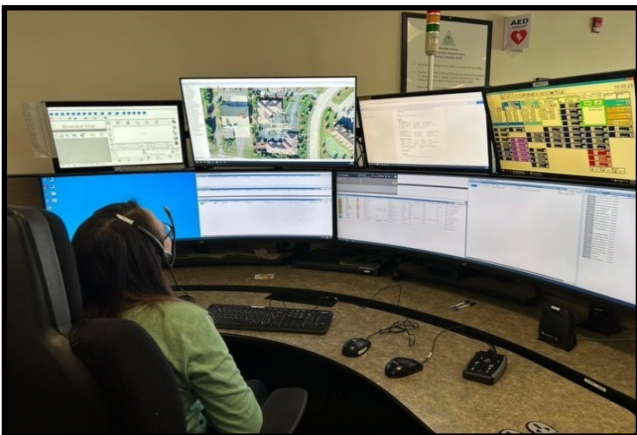
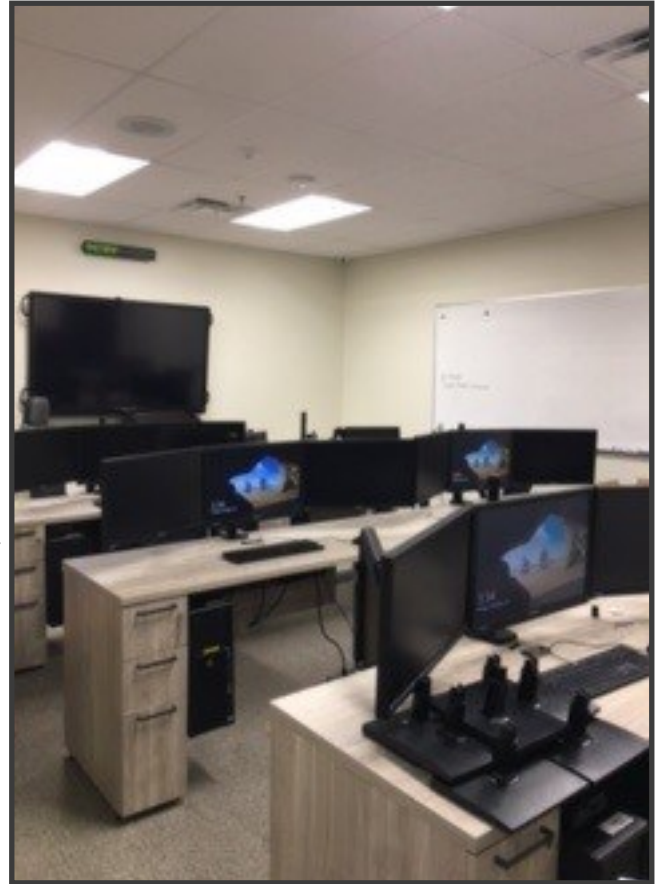


TAKE A LOOK AT OUR NEW TRAINING ROOM AND ECO STATIONS

Emergency Services Training Room Remodel

By Samantha Hall

Warren County Emergency Services strives to make our employees the best they can be and set up for success. The training program is robust, sets high expectations with clear objectives to develop the skills and knowledge to become a successful 911 Dispatcher. Our probationary period is 1 year, consisting of approximately 5 months training to field 911 and administrative calls, 4 months training on Police and Inquiry radios, and finally, 3 months training on Fire radio. During this year new employees train in a classroom type setting for 6-8 weeks prior to be assigned a trainer and moving into dispatch for on-the-job training. This classroom type setting is used for initial CAD training and obtaining required certifications, such as ETC (Emergency Telecommunicator Certification), EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch), and CPR classes, as well as 5 FEMA and 9 CORSA classes. New employees also complete required LEADS trainings and other online courses from NE-NA and the Ohio Department of Administrative Services. The need for a classroom type setting for initial Dispatcher training has developed significantly over the years. We are blessed and excited to see the training room remodeled making this space more useful and spacious for new employees to use while completing this 6-8 week of initial training. Thank you Warren County Facilities Department!



We strive to give our dispatchers the best tools needed to do what they do. In July we started upgrading their workstations with new 49" curved monitors and new wiring connections. 11 have been completed and the upgrade process should be completed by the end of November. Thanks to Telecom for all their help in updating these stations.

NOVEMBER CELEBRATIONS

CELEBRATING A MILESTONE:

Stacy Ryan 13th—5 Years

Chris Dill 27th—17 Years

CELEBRATING A BIRTHDAY:

Stephanie Abbott—4th

Ashlee Jones—4th

Michael Wiggins—8th

Sydney Renner—13th

April Kennard—26th

Ashleigh Gillespie—26th





Dispatch Times Pet Parade

HI, I AM WALLY!

Owner: Becky Hillyer

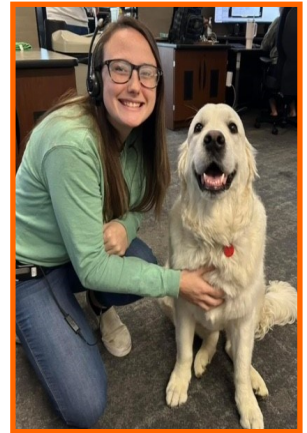
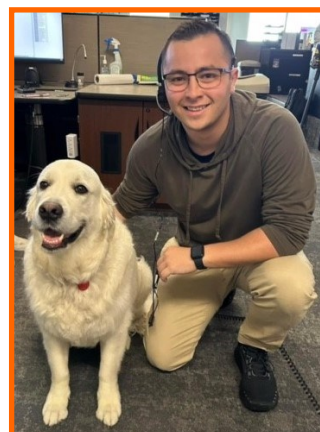
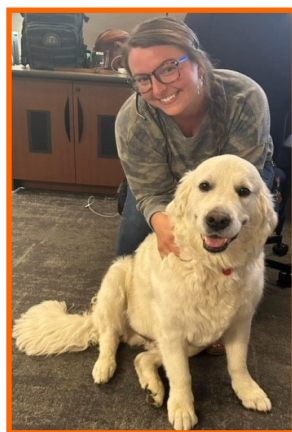
I am a 3-1/2 year old Beagle mix and I was adopted at 6-months old from the rescue group Louies Legacy by my owner Becky Hillyer. Becky knew that after she retired in 2021, She wanted to be a Pet Therapy volunteer if she had the right dog. The stars aligned and here we are! Becky and I became a registered Pet Therapy team in January 2023 with the organization called Pet Partners. We now visit two in-patient Hospice units, some long-term care facilities, various Tri-Health hospitals and Warren County Communication Center & the Probation Department. Some days Becky feels like my Administrative Assistant! We recently completed training for AACR - Animal Assisted Crisis Response. This additional registration allows us to provide emotional comfort in communities after natural disasters or human tragedies. Becky and I look forward to providing support to our community.



Hi, I AM OFFICER BLUE!

Springboro Police Department

Officers Blue and Morgan of the Springboro Police Department stopped by to show their appreciation for all our dispatchers. "These are the people that will talk you through an emergency until someone arrives on scene. We are so thankful for our dispatchers" stated Springboro Police Department. Thank you for all your service and for sharing Officer Blue with us!



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





Warren County Emergency Services Community Events

Warren County Emergency Services attended several community events this month. Director Melissa Bour represented the department at the Lebanon Fire Dept. open house while Dispatcher Blake Holman represented us at the Hamilton Township Fire Dept. open house. Communications Operations Manager Jesse Madden and his son Guy represented Emergency Services at the WCCS trunk or treat. At each event people were presented with informational handouts along with a variety of take home goodies.





Did You Know ?

By: Brian Holtel

Did you know that there are mile markers on the interstates, state routes and the bike trail?

The bike trail mile markers are painted on the bike trail each half mile and look like this:

Short list of locations along the trail:

- MM 0 – Xenia
- MM 7 – Spring Valley
- MM 9 – Warren/Greene Co line
- MM 14 – Corwin
- MM 20 – Oregonia
- MM 29 – Morrow
- MM 34 – South Lebanon
- MM 38 ½ - Fosters
- MM 42 ½ - Warren/Clermont Co line
- MM 43 – Loveland
- MM 51 – Milford



And.....Did you know that the Little Miami Bike Trail running through Warren County is also officially known as "State Bike Route 1"?

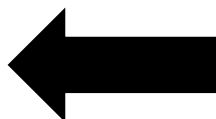
Mile markers on the interstate look like this on the berm



However, in some areas, they are found every two tenths of a mile and look like this



And in other areas, they are every tenth of a mile



Mile markers on the state routes look like this.

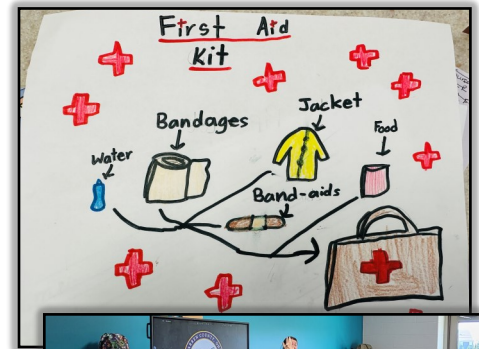
EMA Spotlight

LITTLE MIAMI SAFETY WEEK

Kicking off the month of October, EMA partnered with Little Miami Schools for Safety Week for the 3rd year in a row! Safety Week includes presentations and demonstrations from EMA, fire, police and SWAT.

Leading up to safety week, EMA hosted a poster contest with the 2nd & 3rd grade classes at Little Miami Primary School. Classes were tasked with creating an emergency preparedness themed poster. Poster contest winner was able to spend the day with Mitigation Murphy, EMA's mascot.

During safety week, EMA discussed tornado preparedness tips, having an emergency kit, family meeting spots, and fire safety with all 2nd & 3rd grade classes, before heading to the Little Miami Early Childhood Center. EMA visited with Pre-K— 1st grade students to talk about emergencies and disasters, when to call 911, and fire safety tips.



BOYS SCOUTS EOC VISIT & WORK ON EARNING MERIT BADGE



In addition to Safety Week, EMA also worked with local boy scout troops. One troop visited the Emergency Operations Center (EOC) to learn more about how EMA helps the county to prepare for disasters, and how the EOC operates during and following an incident. The troop also took a tour of dispatch.

EMA also attended the Fall Camporee that took place at Caesar's Creek. During the Camporee, troops were able to work on earning different merit badges, including the Emergency Preparedness Merit Badge! (see pg. 13 for recognition letter)

EMA staff Sydney Renner, Alyssa Hardin and Dispatch Supervisor Brian Holtel covered merit badge requirements such as the National Incident Management System (NIMS), Incident Command Systems (ICS), EOC operations, 5 phases of emergency management, emergency kits, and much more!



*BERNARD MARSHALL
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LEBANON, OHIO 45036
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BSMarshallJR@gmail.com*

October 17, 2023

Melissa Bour Director
Warren County Dept. of Emergency Services
520 Justice Drive
Lebanon OH 45036

Re: Boy Scout Camporee

Dear Director Bour,

On behalf of the Dan Beard Council I would like to express my gratitude for you and your agency's participation in our recent First Responder Camporee held on October 13 thru 15 at Caesar Creek State Park. Your department provided valuable lessons on Saturday Oct 14, and they arrived early on a cold, soggy morning and worked for hours.

Sydney Renner, Alyssa Hardin and Brian Holtel provided instruction to over 150 Scouts in pursuit of the Emergency Preparedness and Search and Rescue Merit Badge. The Scouts and the Adult Leaders were very impressed by their professionalism and deep knowledge. Sydney, Alyssa and Brian provided valuable instruction to these Scouts in the pursuit of the merit badges, and in general knowledge of being a first responder. Few Scouts ever get such a full and robust coverage of the subject matter!!!! I know that I learned a lot. Over 150 Scouts from 18 Troops from all over the greater Cincinnati area attended this event.

Thank you and your department so much for this!!!!!! You have provided a valuable service to the Scouts.

Yours in Scouting,


Bernard Marshall

Grant Funding Application Period Now OPEN!

FEMA Hazard Mitigation Assistance (HMA) Grants are designed to provide funding for sustainable actions that reduce or eliminate long-term risk to people and property from future disasters. Below are two HMA grant opportunities that are currently accepting pre-applications. Pre-applications for both grants must be submitted by **November 20th, 2023!** For more information about the grants, eligibility, and how to submit, email wcema@wcoh.net.

FLOOD MITIGATION ASSISTANCE (FMA) GRANT

The FMA Grant provides funding assistance for eligible projects that reduce or eliminate flood risks posed to repetitively flooded properties insured under the National Flood Insurance Program (NFIP).

For FY2023, the priorities for the program are to incentivize:

<p><u>Localized Flood Risk Reduction Projects</u> that address community flood risk for the purpose of reducing the NFIP flood claims payments.</p>	<p><u>Capability and Capacity Building</u> to develop future Localized Flood Risk Reduction Projects and / or Individual Flood Mitigation Projects that will subsequently reduce flood claims against the NFIP.</p>	<p><u>Individual Flood Mitigation Projects</u> that mitigate the risk of flooding to individual NFIP insured structures.</p>
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BUILDING RESILIENT INFRASTRUCTURE AND COMMUNITIES (BRIC) GRANT

The BRIC Grant provides funding assistance for eligible applicants for hazard mitigation projects, including:

- **Capability and Capacity Building (C&CB)** – Activities which enhance the knowledge, skills, expertise, etc. of the current workforce to expand or improve the administration of mitigation assistance. This includes building codes, partnerships, project scoping, mitigation planning and planning-related activities, and other activities.
- **Mitigation Projects** – Cost-effective projects designed to increase resilience and public safety, reduce injuries and loss of life, and reduce damage and destruction to property, critical services, facilities, and infrastructure (including natural systems) from a multitude of natural hazards and the effects of climate change.
- **Management Costs** – Financial assistance to reimburse the recipient and subrecipient for eligible and reasonable indirect costs, direct administrative costs, and other administrative expenses associated with a specific mitigation measure or project in an amount up to 15 percent of the total amount of the grant award (of which not more than 10 percent of the total award amount may be used by the recipient and 5 percent by the subrecipient for such costs).

FY23 BRIC Grant is giving priority to mitigation projects that include:

<p>Natural hazard risk reduction activities that mitigate risk to public infrastructure.</p>	<p>Incorporation of nature-based solutions including those designed to reduce carbon emissions.</p>	<p>Enhancement of climate resilience and adaptation.</p>	<p>Promotion of equity and prioritize disadvantaged communities as referred in Executive Order 14008.</p>
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September 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	5,107	498	577	County Saturdays 1,147 calls	County 3:00 pm
Total 911 Calls Year To Date	56,469	5,285	5,249	Franklin Saturdays 98 calls	Franklin 5:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small>	97.24 %	94.98 %	89.77 %	Lebanon Fridays 108 calls	Lebanon 6:00 pm

Happy Thanksgiving would you rather?

Choose which option you would prefer, Thanksgiving style!

- | | | |
|---------------------------|-----------|-------------------------------|
| Thanksgiving meal at home | OR | Dine out at a restaurant |
| Thanksgiving Potluck | OR | Cook the entire meal yourself |
| Parade in person | OR | Parade on TV |
| No football games | OR | No parades |
| Thanksgiving at beach | OR | In Mountains |
| Small gathering | OR | Big group |
| No appetizers | OR | No desserts |
| Home made dishes | OR | Store Bought dishes |
| Cozy cabin in woods | OR | Mansion in the city |
| Cozy clothing | OR | Fancy attire |
| Celebrity Guest | OR | Surprise family visit |
| Favorite athlete | OR | Favorite musician appearance |
| Sound like a turkey | OR | Look like a turkey |
| Cook the meal | OR | Clean up the meal |

Veterans Day Word Search

F M I L I T A R Y T H A N K S
 L A S H O S C F R E E A P O P
 A N D E V E O N R R E E A G R
 G V O R E V U O E E T O T N O
 A O E O R O R V S H E R R O T
 M M S T T O A A P I F D I V E
 E R E D N O G H E T S O O E C
 R D B R A V E E C O O S T M T
 H D P R I D E P T R A A S B O
 O O P S A C U A S A L U T E B
 D A N O O F A L G V E T E R E
 O S S O L D I E R O A Y F S R
 R B O O R E M E M B E R A F O
 S F R O D A M E S T R O O P S
 V E T E R A N S E R V I C E A

AMERICA	HERO	PRIDE	SERVICE
BRAVE	HONOR	PROTECT	SOLDIER
COURAGE	MILITARY	REMEMBER	THANKS
FLAG	NOVEMBER	RESPECT	TROOPS
FREEDOM	PATRIOT	SALUTE	VETERANS



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.**

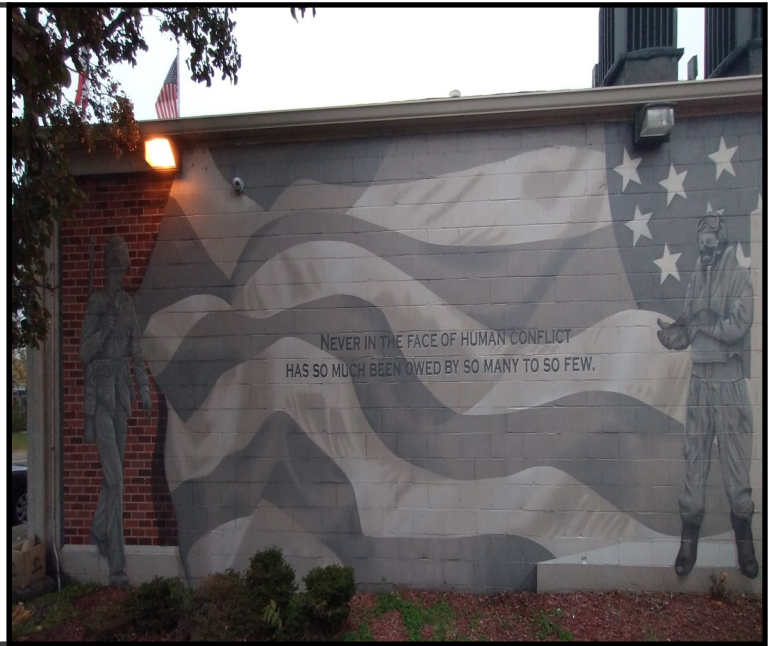
Not only can you access the team, there is also peer support information. You're request doesn't have to be for a big event that just occurred. You never know when something can trigger a past experience. The team or just a member of the team is available any time someone needs to talk.

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



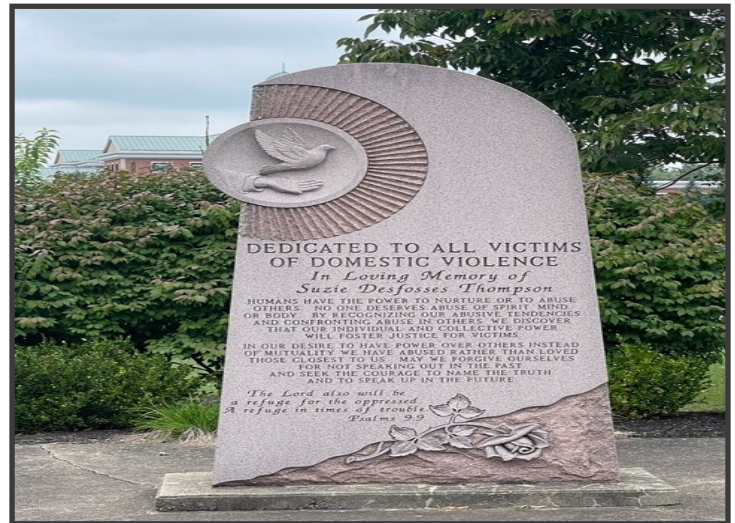
Where Am I?

If you know the location where this picture was taken, email us at sherri.holliday@wcoh.net no later than November 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, Sydney Renner of Warren County EMA for guessing last month's Where Am I picture of the Domestic Violence Memorial located at 880 Memorial Drive, Lebanon, Ohio.

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



Warren County Emergency Services

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Stay connected with us by:

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