



Dispatch Times

We Are Hiring

Warren County Communications



Emergency Communications Operator

Starting Rate \$23.46

12hr Schedule

Every other Friday, Saturday and Sunday Off

12 paid Holidays

Earn approximately 120 hours of sick leave per year

Ohio Public Employment Retirement System (OPERS)

Employee 10% Employer 14% of earnings (pre-tax)

Deferred Comp

Scan the QR Code for more Information



Contact: Susan Spencer 513-695-1747 Susan.Spencer@co.warren.oh.us



December 2024
Volume 11, Issue 12

Inside this issue:

We are Hiring	1
Employee Spotlight	2
Spirit Week Shenanigans	6
Shout Outs	7
Dispatch Stats	12

Mark Your Calendar!



December 6-8
Christmas in the Village,
Waynesville

December 7
Horse-Drawn Carriage
Parade, Lebanon

Franklin in Lights 4-7PM

December 14 1-3 PM
Santa at Beedle Cabin,
Lebanon

December 25



EMPLOYEE SPOTLIGHT

October



"My suggestion is Lydia. She is always pleasant and cheerful. She will and has done a last-minute trade to help a co-worker, back filled on-call with absolutely no problem, she accepts forcings with a smile. She is excelling in training and keeps pushing herself to learn." **Joey Bishop, Supervisor**

"I agree with Joey and would also recommend her as well." **Jesse Madden, Communications Operations Manager**

On November 12, 2024 our very own Carmen Carson was honored at the Regular Meeting of the Clearcreek Township Trustees for her outstanding call taking during a medical emergency call that saved Randy Bertram's life. The call came in on Thursday, September 12 at 6 pm and Carmen instructed Randy's wife on how to start CPR and kept her going until help arrived. Randy and his family personally thanked all involved.



Pictured from left to right are Mike Toothman, Todd Wilson, Kimberly Robinson, Randy Bertram and Carmen Carson.

EMPLOYEE SPOTLIGHT CONTINUED

Employee: Quentin Cox-10/31/24

On October 31, Quentin Cox stayed over after his shift and volunteered to go get the crew dinner since we were short staffed! Thanks for being a team player!

Submitted by: Crew B

Employee: Kimberly Adams—11/19/2024

While handling an active pursuit, Kim made sure to have her trainee listen, and even had him assist with some of the command since he has just started training on police radios. This shows great multi-tasking skill, as well as great forethought to have him be involved in a pursuit even though he was not actively training at the time. GREAT JOB!!

Submitted by: Kim Jent

Employee: Jenny Key– 11/13/2024

I don't know who to speak with over in dispatch, but I want them to know that Jenny was absolutely phenomenal last night during our fiasco. She sent teletype information down to Laredo, TX and kept in contact with us throughout the evening until we got everything sorted out. She was a big help in working with other agencies in Texas. Please pass this along so she can get recognition for it, it would not have went as smoothly as it did without her. Thanks!

Submitted by: Officer Conroy
Probation Officer - Community Corrections/Electronic Monitoring
Warren County Common Pleas Court

Community Outreach

Warren County's EMA office was represented at the Lebanon Area Chamber of Commerce, Warren County Safety Council meeting by Frances Ficke who presented on Winter Preparedness.



Carlisle Local Schools & Ohio Means Jobs Career Exploration & Post Secondary Options Fair was held at Carlisle High School on Wednesday, November 20th. Warren County Emergency Services was represented by Jesse Madden, Communications Operations Manager and Frances Ficke, LEPC Grants Coordinator. They gave a CAD demonstration, answered questions and handed out some goodies.



United Way Of Warren County



In addition to the county's incentives of the gift card drawing & 10 free tickets for the annual basket raffle, Emergency Services offered our employees the below incentives if they made a donation:

\$10 - shorts

\$15 - sweatpants

\$20- pj's (weekends: Saturday/Sunday for day shift & Friday/Saturday for night shift)

\$50- leggings

If a donation was made to United Way or any of the organizations listed on the email from OMB, then they could partake in the extra incentives until Jan 1st of 2025!

Employees that chose to have just \$5 come out of their paycheck each pay period in 2025 were then able to benefit from all 4 options above!

Thank you to all who participated in this year's United Way Campaign. As a department we donated \$920!

Brandy Cooper
Matthew Stewart
Dylan Thomas
Lacie Decatur
Andrew Wagenknecht
Matthew Mumma
Carmen Carson
Samantha Hall
Leigh Anne Gebele

Kaitlyn Niles
Alex Lucas
Hunter Wiseman
Kim Jent
Jesse Madden
Clayton Harper
Jennifer Key
Sherri Holliday
Melissa Bour

SPIRIT WEEK (OCTOBER 28-NOVEMBER 1) SHENANIGANS



Favorite Team Day



Orange & Black Day



Wacky Hair Day



Costume Day



Costume Day



Pajama Day



Shout Outs

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

Feedback Board

List Focused

Amber was fantastic. Took down all the information we provided and relayed it to the responding officer well.

They were quick and polite.

Polite friendly, thanks Glad I had # to call vs calling 911

Very helpful, quick response, and sent someone immediately to our home.

She seems like a really great kind and caring woman!

Very polite and helpful.

Very helpful and professional.

She was very courteous, professional, and friendly. Thank you.

Dispatcher was excellent. Officer Bates was very helpful and professional.

Did good

Very positive. She listened to what I said very well and the police came in a very timely fashion

Polite and efficient

Dispatcher was attentive and showed knowledge of the area and concern for the situation.

Great communicator with great action

Very understanding and I felt my concerns were heard. Thank you!

The dispatcher was pleasant, professional, and calming. My incident occurred at a location where there was no visible street sign. The dispatcher was patient while we determined the street name. The deputies who responded were timely, compassionate, and professional.

DECEMBER



CELEBRATING A BIRTHDAY:

Jesse Madden — 4th

Sherri Holliday — 10th

Quentin Cox — 30th

CELEBRATING A MILESTONE:

April Kennard 6th — 25 Years

Jesse Madden 18th — 24 Years



INTERNATIONAL ASSOCIATION OF EMERGENCY MANAGERS CONFERENCE

The International Association of Emergency Managers (IAEM) annual conference was held November 15th—21st, 2024 in Colorado Springs, Colorado. The conference had over 2,500 attendees and had emergency managers from 25 different countries! Warren County EMA was represented by Director Melissa Bour and Operations Manager Sydney Renner. There were many great presentations from this conference including topics regarding lessons learned from hazmat incidents in Kentucky, tools for children in disaster response, maximizing disaster grants, and more! There were many takeaways to incorporate into WCEMA's operations and plan updates. An additional perk of the conference was that Melissa and Sydney were able to participate in many networking events and tour the Colorado Springs Real Time Crime Center!

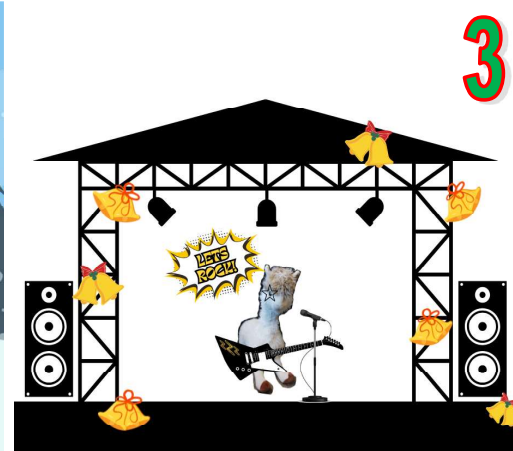


Guess the Christmas Song

PICTURES WITH MITIGATION MURPHY!

Mitigation Murphy is EMA's preparedness mascot. Murphy stays very busy visiting schools and sharing disaster & emergency preparedness tips on social media. Follow him on our Facebook & Twitter with the hashtag: [#MitigationMurphy](#)

If you know the Christmas songs related to each of the three pictures below, email us at sherri.holliday@wcoh.net. Everyone with all three correct answers will be entered into a drawing for a gift card. Check back next month for the answers and to see if your name was drawn.



National Days to Observe In December:



- 1st Pie / Eat a Red Apple Day
- 2nd Fritters / Mutt Day
- 3rd Roof Over Your Head Day
- 4th Santa's List / Wildlife Conservation / Sock Day
- 5th Communicate With Your Kids Day
- 6th Microwave Oven / Mitten Tree Day
- 7th Cotton Candy / Slime / Pearl Harbor Remembrance Day
- 8th Crossword Solver's / Brownie Day
- 9th Christmas Card / Pastry Day
- 10th Dewey Decimal Day
- 11th Stretching / App / Noodle Ring Day
- 12th Ambrosia / Poinsettia / Gingerbread House Day
- 13th Violin / Cocoa / Day of Horse Day
- 14th Money Day
- 15th Wear Your Pearls / Cupcake / Bill of Rights Day
- 16th Chocolate Covered Anything Day
- 17th Say It Now / Maple Syrup / Wright Brother's Day
- 18th Twin's Day
- 19th Oatmeal Muffin / Hard Candy Day
- 20th Go Caroling Day
- 21st French Fried Shrimp / Humbug / Crossword Puzzle Day
- 22nd Date Nut Bread Day
- 23rd Family Roots Day
- 24th Eggnog / Christmas Eve Day
- 25th Pumpkin Pie / Christmas Day
- 26th Whiner's / Candy Cane Day
- 27th Fruitcake Day
- 28th Short Film / Card Playing / Chocolate Candy Day
- 29th Tick Tock Day
- 30th Bacon Day
- 31st New Year's Eve / Make Up Your Mind Day





1st Annual AMVETS Post 120

Fundraiser GOLF Tournament Saturday May 17th, 2025

7AM Registration • 8AM Shotgun Start
Majestic Springs Golf Club

1631 Todds Fork Rd., Wilmington, OH 45177

Swing for a Cause – Supporting Our Veterans

Join us for a day of golf, fun, and giving back as we support the brave men and women who have served our country.

4 Person Team Scramble • Max 36 Team • 18-Hole • \$80 Per Player
Registration Includes: Green fee, Cart, Prizes, Food at Post 120 & More!

Table Sponsors:

\$200.00

Hole Sponsors:

\$750 Gold -- \$500 Silver-- \$250 Warrior -- \$150 Veteran -- \$100 Bronze

All donations are welcome! We are also looking for things to raffle! If you are interested in donating a basket, gift card, or anything please fill out the form below!

All proceeds from event will go to support AMVETS Franklin Post 120, a nonprofit organization dedicated to supporting veterans, active-duty military members, and their families.



Hole / Table Sponsor: (Check One)

Name: _____

Phone: _____

Gold Silver Warrior Veteran Bronze

Table

Team:

Captain: _____ Phone: _____

Name: _____ (non foursome will be paired)

Name: _____

Name: _____ # of players eating _____

Contacts:

Shane Whitten: (984) 215-8404

amvetsadjutantpost120@gmail.com

Todd Tadych: (513) 907-2862

Dispatch Statistics

October 2023 911 Calls	October 2024 911 Calls	2024 911 Total Calls	County Stats
County 5,159	County 5,201	County 51,156	Sept Admin 9,161
Franklin 517	Franklin 611	Franklin 5,228	Year to Date Admin 90,149
Lebanon 641	Lebanon 617	Lebanon 5,988	Total to Date 911 & Admin 141,305



The Warren County Peer Support Team

can be reached through Warren County Communications Center at 513-695-2525 or you can scan the QR code. 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 regularly and if anyone in your department is interested in joining, please reach out.



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)

Newsletter Editor: Melissa Bour & Sherri Holliday

Email: Sherri.holliday@wcoh.net