

Dispatch Times

January 2025
Volume 12, Issue 1



Warren County Sheriff Larry L Sims is retiring after 24 years of service. Sheriff Sims started his law enforcement career at Muskingum County Sheriff's Office in 1978 as a Corrections Officer.

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He holds an Associates' Degree in Law Enforcement from the Muskingum Area Technical College. He graduated from Ohio Peace Officer's Training Academy in Muskingum County in 1979 and is a 2006 graduate of the FBI National Academy. During his tenure at the Muskingum County Sheriff's Office, he served as a corrections officer, patrol deputy, detective, sergeant, lieutenant and captain.



He started working with Warren County in October 2000. Since that time, he has served as a special investigator for child abuse, captain, chief deputy and has been our sheriff since 2008. We all want to Thank Sheriff Sims for his dedication and service and the happiest of retirements.

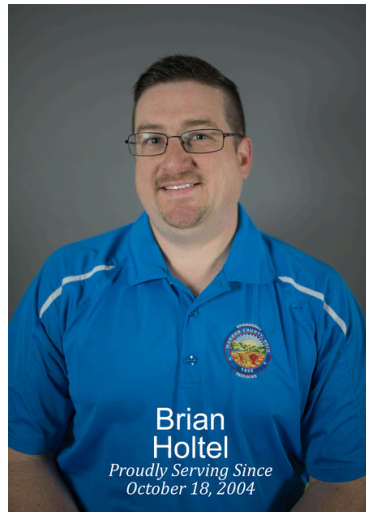


January 1
New Year's Day

January 9
National Law Enforcement Day

January 20
Martin Luther King, Jr. Day

EMPLOYEE SPOTLIGHT



Brian Holtel, Dispatch Supervisor

“I would like to again nominate Brian as the employee of the month. He made sure, even when short staffed, that Lydia got training time and continued so that she would remain on track. He consistently stayed over until 2000 to give her training hours. He picked up a few hours of OT on his off days on multiple occasions in the past month so that the center would not be short or the On Call could go home a little earlier. He goes the extra step in making sure that response plans are correct, and things work as designed. He consistently looks for updated businesses and map corrections. He does what should be done on daily basis by all employees. He does this every month, not just a single month.”

Jon Bright, Supervisor

“I believe the employee of the month should be Brian Holtel. He has stepped up to the plate to help with new employee training, taking him away from his other Supervisor duties. He always offers insightful feedback and looks at changes from a different perspective! He is willing to help with anything asked of him! He also picks up Supervisor and Dispatcher overtime to help with staffing! We are lucky to have him as a dedicated employee!”

Samantha Hall,
Training Coordinator

EMPLOYEE SPOTLIGHT CONTINUED

Congratulations! To the following employees who earned a personal day off (or 2) in 2024 for no unscheduled sick time in 180 consecutive calendar days!

Brian Holtel X2

Joey Bishop

Kim Jent X2

Jonathan Bright X2

Dennis Rutter

Andrew Wagenknecht

Sherri Holliday X2

Quentin Cox X2

Frances Ficke



Brandy Cooper X2

Christopher Dill

Jennifer Key

Alexander Lucas X2

Melissa Abrams X2

Sydney Renner X2

Samantha Hall X2

Lydia Shannon



Employees: Lydia Shannon, Kaitlyn Niles, Hunter Wiseman, and Supervisors - 12/29/24



On December 29th we as a crew pulled together with as short staffed as we were and made the day go smoothly. I appreciate you all!

Submitted by: Carmen Carson



Congratulations to Jesse Madden for being promoted to Deputy Director of Emergency Services. Jesse started as a Dispatcher on December 18, 2000 and has held many positions since then and is a great asset to our department.



Many Great Memories You'll be Missed Bubba

On December 5, 2024 The Wayne Township Fire Department lost their beloved Chief. Chief Mark “Bubba” Greatorex served the fire service industry for 42 years. He started his career as a cadet with the Loveland Volunteer Fire Department and worked his way through the ranks at different departments in Warren County. He ended his career as the Fire and EMS Chief of the Wayne Township Fire Department in Clermont County. Our deepest sympathies go out to his fellow firefighters, community he served, and his loving family.



Thank You to everyone that dropped off goodies to our Communications Center over the holidays!

A special thank you to the Keith Fudge Foundation for providing Olive Garden dinners for all 4 crews on Christmas Eve & Christmas Day! This is the 4th year they have provided these meals to our crews, and it is as always greatly appreciated.



The Annual Warren County Basket Raffle

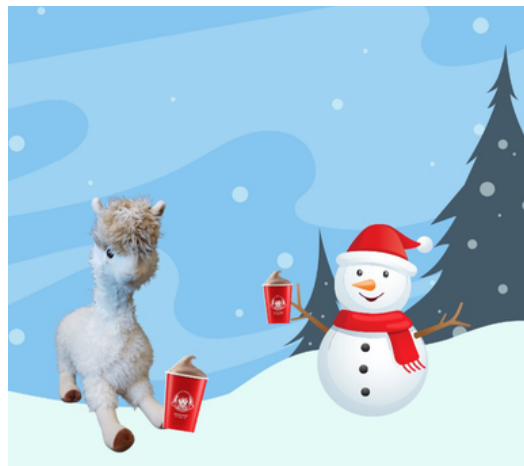


This year's Annual Warren County Basket Raffle sponsored by the Office of Management & Budget was a great success again! They raised \$2,937.10 which was divided equally between WC Children Services, for their Christmas Program, and the Lebanon Food Pantry. Thank you to all the Emergency Services Department employees who donated so that we could put together our Gift Card Tree (pictured & made by Jesse Madden) for our department's contribution for the raffle. **Congratulations to all the Winners!**

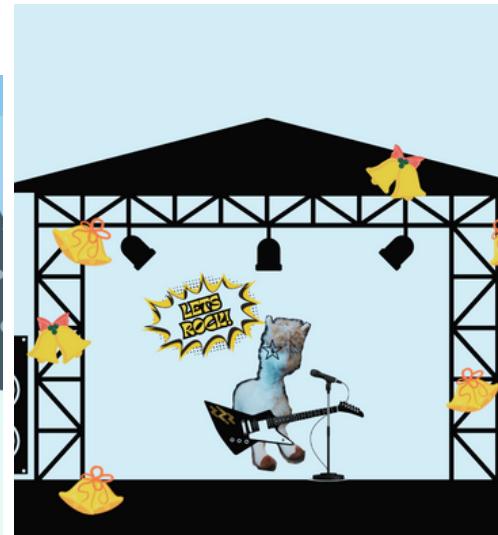
Mitigation Murphy Christmas song pictures are listed below. Congratulations to Kim Jent, of WC Emergency Services for correctly guessing all the songs. Your gift card can be picked up at the supervisor's desk in the Communications Center.



You're a Mean One, Mr. Grinch



Frosty the Snowman



Jingle Bell Rock

LEADS

***By: Christopher Dill,
Supervisor & LEADS TAC***

LEADS Roster

For agencies that use the Communications Center for LEADS tests and your roster, there are a few changes that have been implemented.

1. To add a new user to your roster, the Communications Center will need the request on your department letterhead and include the user's OLN/SSN and the date the user's fingerprint results were **returned**.
2. Users **will be disabled** from LEADS within 1 week when they:
 - a. Have expired (will need a new request to be re-enabled)
 - b. Are no longer associated with the department
 - c. Are in violation of organizational policy, or
 - d. Have been inactive with the department for 90 calendar days.

It is the responsibility of your department to notify the Communications Center (513-695-1574) if any of these conditions exist (**note- this is in addition to notifying Telecom**).

Any department that this may affect will receive a letter with the monthly validations that will address the changes in more detail.

Text to 911- Rapid SOS

By: Chris Dill, Dispatch Supervisor

It was a normal Sunday afternoon on December 8, 2024, and not a whole lot of calls up on the board when we received a text to 911 call. The text read "I am taking a trip with Uber. Toyota Sienna ABC1234(plate). My current location is ### (current address). My intended destination is ### (address). My emergency is: "There was nothing else filled out. An automated message from our 911 system, sent a text back saying "YOU HAVE REACHED 911. PLEASE MAKE A VOICE CALL NOW, IF POSSIBLE" we waited and did not receive any further information from the texter. The call for service was sent to deputies and officers in the locations mentioned. While waiting for another text, the Communications Center attempted to gather more information. The Communication Center uses a wide variety of systems that aid in location and contacting users that might be having an emergency. One of those systems is called Rapid SOS. When we receive 911 calls and texts with GPS locations, we can go to this system, and it will map and provide additional information if available. The additional information stated a rider has hit the SOS feature, it provided the riders name, telephone number, vehicle information along with the current location and destination. It also provided live GPS locations of the caller every 15 seconds. The Communications Center updated the responding units with the additional information. We were able to follow the user on the map and verify they were headed towards the destination address that was provided by Uber. The Deputy was waiting at the destination address when the Uber arrived. The Deputy was able to check on the rider, who was luckily ok. The rider realized he had hit the emergency SOS feature on Uber by accident. Obviously, this is the outcome everyone wanted.

Now, imagine if this was an actual emergency call. We were able to follow the caller and get updated locations in real time for the rider and have a Deputy waiting on them, not knowing what the emergency even was. This type of technology is a game changer for communications centers, responders and citizens. It's only going to get bigger and better. Technology is evolving daily, and our Communication Center is always looking for new technology to help the citizens and responders. This is only one example of what this technology can do for everyone involved.

What's next? Photos and videos being able to be sent during an active situation, so the communications centers can see and relay to responders in real time what is going on? Yes, that technology is already in the works and will be available to communication centers soon.



JANUARY

2025

CELEBRATING A BIRTHDAY

Lydia Shannon - 11th

Clayton Harper - 12th

Melissa Bour - 25th

CELEBRATING A MILESTONE

Joey Bishop 4th - 26 years

Kimberly Jent 27th - 5 years

Kimberly Adams 27th - 5 years

*Happy
New Year*

EMA Attends EMAO Winter Conference

At the beginning of December, EMA Operations Manager Sydney Renner and LEPC/Grants Coordinator Frances Ficke attended the Emergency Management Association of Ohio's (EMAO) Winter Conference. EMAO is an association of professional emergency managers in Ohio who connect to review legislation, share best practices and lessons learned, and work with Ohio EMA to make positive changes in the field of emergency management. This year, presentations included Joint Information Center best practices, effectively using A.I. in day to day operations, the May 2024 geomagnetic storm, the EF #3 Logan County tornado, and many other great topics! These insightful presentations allow the Warren County EMA team shape future plans and procedures.



Sydney Renner received her Ohio Certified Emergency Manager (OCEM) at this year's conference! The OCEM is achieved by meeting a set of professional standards in experience and professional training.
Congratulations Sydney!



Hazard Mitigation Plan Update Coming Soon!

The Warren County Hazard Mitigation Plan is up for its required 5 year update! This plan is required for federal grant funding tied to mitigation projects. Updating this plan is a very encompassing process as it must include updated FEMA standards, research and content updates, and collaboration from the whole community. Representatives from each jurisdiction (including elected officials, floodplain managers, administrators, law enforcement, fire, schools, etc.) will be invited to attend 3 planning meetings. During these meetings, we will work with partners to help identify municipal trends, determine local hazards, and design projects that will mitigate risk. Keep an eye out as these meeting invites will be coming out in early 2025!





Use Caution Tape for Disabled Vehicles That You Check

We all know that crashes and disabled vehicles are on the rise during the winter months. During hazardous road conditions it is not uncommon for a driver to leave their vehicle until the roads clear and/or they can get help to remove it. This causes a lot of repeat calls for the same disabled vehicle. We are asking that officers and firefighters tie yellow caution tape around the side mirror of the vehicle that is facing the roadway. This helps when dispatchers are taking these types of calls. They will ask if the caller sees caution tape on the vehicle. If the caller says they see the tape then the dispatcher knows that we have already been out with the vehicle and there is no need to send anyone out. For several years now this practice has reduced unnecessary calls and dispatches.



Road & Utility Department Updates

At this time of year we like to ask that all cities, towns, villages and township representatives please update their road and utility department contact lists before bad weather arrives and we need to call them out. We are sure it's aggravating to get woke up at 3:00 in the morning to get out and salt the roads when you no longer work on a road department. So please, take some time to make sure all of the contacts on your callout lists are correct. Any changes can be emailed to: Jesse.madden@wcoh.net



2nd ANNUAL

Ohio Counter Terrorism & Homeland Security Conference



REGISTER

<https://tinyurl.com/OCTC2025>

REGISTER



Hotel Reservations

<https://tinyurl.com/OCTC-HOTEL>

Presentations by FBI (OH case studies and POTUS Assassination attempt); GWU, NCTC, NMERTC, and much more!

Police, Fire, EMS, Infragard Members, ILOs, Military, Private Partners, and other Public Safety Professionals

Hosted at The Blom Administrative Center – 3430 OhioHealth Parkway

Columbus, OH January 15-16, 2025

14.5 hours CPT for LEOs AND 14.5 hours CEUs for EMS/Fire



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. Your 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.

Dispatch Statistics

November 2023 911 Calls	November 2024 911 Calls	2024 911 Total Calls thru November	County Stats
County 4,418	County 4,181	County 55,337	Nov. Admin 7,387
Franklin 470	Franklin 515	Franklin 5,743	Year To Date Admin 97,536
Lebanon 519	Lebanon 480	Lebanon 6,468	Total to Date 911 & Admin 152,873



Warren County Emergency Services

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Stay connected with us by:

Website: www.co.warren.oh.us/emercyncservices

Facebook: @WCOHEMA

Twitter: @WCEMAOhio

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