



# Dispatch Times

## This Year Marks the 50th Anniversary of 911



50 years ago in Haleyville, Alabama's Speaker of the House, Rankin Fite, made the first 911 call from Haleyville City Hall. From that small, simple beginning, the technology has exploded into an increasingly more advanced and sophisticated system. Enhanced 911 (E911) in the 90's enabled calls to be routed to the right public safety answering point (PSAP) along with location information and call-back number.

Wireless E911 replicated that functionality for calls that were made from mobile phones. Prior to those advances, when a 911 call was received from a cell phone it had a generic number and no location information—the dispatcher not only did not know where the caller was located, they were unable to re-contact them should the call be terminated! Now the FCC requires the same functionality for Voice over IP that is required for cell phones.

Currently we are seeing Next Generation 911 (NG911) as it brings 911 into the age of smartphones and multi-media communications as text-to-911 has become a reality.

With each step forward as technology has advanced, the ability of first responders to save lives and property has improved. As the nation marks this historic event, we thank all of those people working behind the scenes that have helped us to reach this point. From its humble beginnings, 911 has become a tremendous success story!



May 2018  
Volume 5, Issue 5

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### Mark Your Calendar!



#### May 13th

Mother's Day

#### May 14th-20th

K.I. First Responders Days

#### May 27th

Waynesville Antique Show 9:00-16:00

#### May 28th

Memorial Day

#### May 28th

Franklin Memorial Day Parade 10:00 AM

# Employee Spotlight

## Employee of the Month



**April Kennard**  
Employed since 1999

## Birthdays

**Samuel LeMaster**  
May 12th

**Doug Short**  
May 17th

**Chris Carr**  
May 22nd

**David Wood**  
May 29th

## Milestones

**Samantha Hall**—11th  
20 years

**Tonya Cornett**—11th  
20 years

**Ron Kronenberger**—27th  
15 years



## Jesse Madden Promoted to Operations Manager

Congratulations to Jesse Madden on his promotion to the position of Communications Operations Manager. Jesse was hired at Warren County in 2000. In addition to Emergency Communications Operator, he has served as Supervisor and Certified Training Officer.

As Operations Manager, Jesse will be responsible for the daily operations in the Communications Center, establishing goals and developing policies and procedures.

Good luck, Jesse!



## In the Limelight: ECO Carmen Carson

Carmen began her career at the Communications Center on June 13, 2007 after taking time off to be a stay-at-home mom. She grew up in Lebanon where she graduated from high school.

Outside of work, Carmen enjoys spending time with her family—she has a daughter and three sons. More recently, Carmen became “Mimi” to her two grandsons, Carson who is 2 years old and Austin who is only 10 months. Carmen and Carson go on “Ventures” (otherwise known as “Adventures”!) to such places as the Cincinnati Zoo, the Festival of Lights, Jumping Jacks, Idle Hour Ranch, and Kings Island.

Carmen attends theater and ballet at the Schuster Center and Victoria Theater. She also likes to visit the beach—anywhere down south where it’s warm!



# Did You Know?

## Text-to-911 Ribbon Cutting Ceremony

April 10th, 2018 was the official ribbon-cutting ceremony marking the availability of Text-to-911 in Warren County. Command 400 Incident Command Center and Air Care were also on hand for visitors to see.

After the ribbon-cutting ceremony, there was an open-house at both Emergency Services and Telecommunications. Visitors to both departments enjoyed refreshments as they toured the newly remodeled area for Telecommunications, the Communications Center, the Emergency Operations Center, and the Emergency Services offices.



## Training Hosted by FBI-LEEDA and Hamilton Township Police Department

**Supervisor Leadership Institute** May 14th-18th, built especially for first-line supervisors and middle managers with the goal of enhancing leadership competencies.

**Reflective Leadership Institute** June 25th-29th which focuses on learning to lead an inclusive culture within our law enforcement agencies.

**Command Leadership Institute** July 16th-20th, a dynamic, intense and challenging program designed to prepare law enforcement leaders for command-level positions.

**Executive Leadership institute** September 10th-14th, designed for executive-level law enforcement leaders.

**Internal Affairs Investigations** October 15th-19th which focuses on procedures for conducting internal investigations.

Registration fee is \$650.00. Those interested can register online at [www.fbileeda.org](http://www.fbileeda.org). For further information, contact Chief Scott Hughes at 513-683-0538 or [shughes@hamilton-township.org](mailto:shughes@hamilton-township.org).



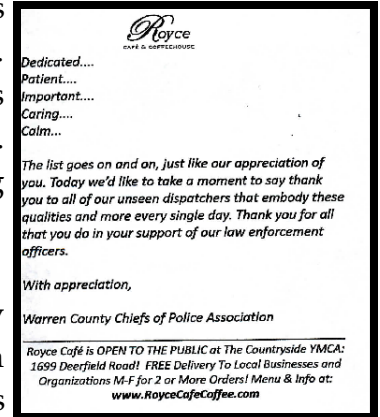
# In The Spotlight

## National Telecommunicators' Week (NTW) at the Communications Center



National Telecommunicators' Week (NTW) was celebrated this year with different daily activities. Casual dress was permitted all week. Monday was Chili Day with lunch provided by Administration. On Tuesday there were many visitors coming through all day with the Open House.

Wednesday was lunch from Royce Café provided by the Police Chief's and Thursday was lunch from Chipotle from the Fire Chief's—both were delicious and much appreciated!



On Friday, the drawings for prizes were held. This year there were gift cards from Miami Valley Gaming, Rapid Fire Pizza, The Beach Waterpark, LaRosa's, Papa John's, Marco's, Village Parlor, Chocolate Factory, Flavors Eatery, Skyline, Outback, Goldstar, BW3's, Kohls, T.J. Maxx, and \$150 color/cut and style.



Thoughtful gifts and cards were received from many other departments and

## Communications Center is in the 5th Year of Dispatch Employee of the Month

We are in the 5th year now of the employee recognition program at Communications. The Dispatch Employee of the Month is selected using the following criteria:

- Working overtime hours
- Maintaining at least 100 hours of sick time, earning a PA day, and not having any call offs
- Volunteering to train new employees
- Maintaining good customer service
- Working on special projects and making good suggestions
- Completing all CDEs on time, completing additional training or CDEs
- Receiving recognition for a job well done
- Not receiving any discipline or counseling



Employees receive points in the various categories which are then tallied to determine the Employee of the Month. The use of a point system helps to insure impartiality. The only restrictions are that the same person cannot win twice in a 3 month period or more than two times in the same year.

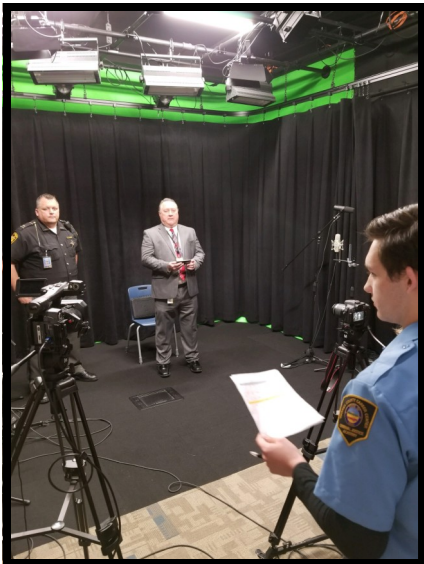


# WCCC Family Reunification Exercise

by David Wood

On April 5th, Warren County EMA helped facilitate a full scale family reunification exercise with Warren County Career Center and Urbancrest Church. The exercise tested five objectives:

- Incident Command
- Public Information and Warning
- Communications
- Evacuation and Transportation
- Family Reunification

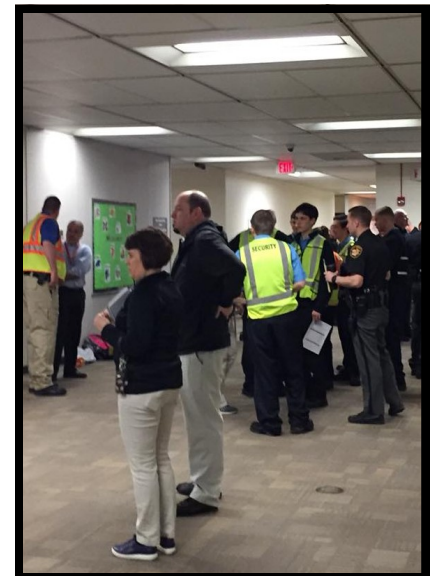
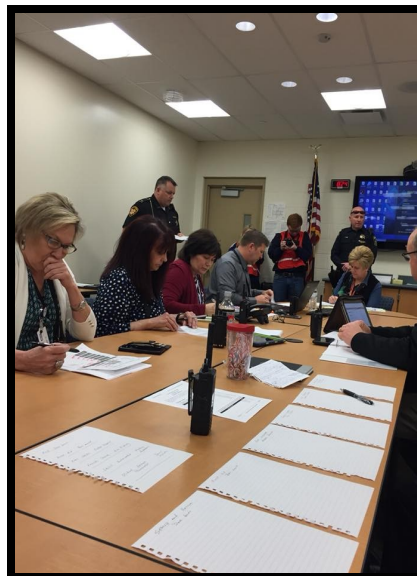


Participants in the exercise included members of Clearcreek Fire District, Clearcreek Twp. Police, Hamilton County EMA, Ohio EMA, Turtlecreek Twp. Fire, Urbancrest Church, Warren County CERT, Warren County EMA, Warren County Sheriffs Office, Warren County Career Center and Warren County Career Center Criminal Justice Class.

The scenario of this full-scale exercise was an active shooter drill that upon conclusion would require the evacuation of the career center to Urbancrest Church for family reunification. Exercise play involved school staff coordinating the evacuation of students and teachers from the career center and transporting them to the Reunification Center, organizing the family reunification team to establish the parent pick-up process, and co-

ordinating public information and warning to the general public, students, faculty and staff.

Warren County EMA worked with the Career Center Criminal Justice class to design and implement this full scale exercise. The objectives students chose helped to test Warren County Career Center's Emergency Operations Plan and also helped to foster relationships among stakeholders involved in the evacuation and reunification processes for the school.



# Kings Island Rides and Attractions Word Search

by Nancy Machulskiy



- |                   |                   |
|-------------------|-------------------|
| Firehawk          | Xtreme Skyflyer   |
| Flight of Fear    | Viking Fury       |
| Invertigo         | Zephyr            |
| Mystic Timbers    | Monster           |
| The Beast         | Kite Eating Tree  |
| Vortex            | Linus Launcher    |
| The Racer         | Snoopy's Junction |
| The Bat           | Surf Dog          |
| Banshee           | Dodgem            |
| Diamondback       | Castaway Cove     |
| Adventure Express | Splash River      |
| Windseeker        | Thunder Falls     |
| Drop Tower        | Delirium          |
| Slingshot         | Zoom Flume        |

## Kings Island First Responder Days!

MAY 14th—20th, 2018

### FREE ADMISSION TO KINGS ISLAND FOR ALL ACTIVE FIRE, POLICE AND FIRST RESPONDER PERSONNEL

Fire, Police and First Responder personnel who qualify for **FREE ADMISSION** include:

- |                           |                          |
|---------------------------|--------------------------|
| Firefighters              | Crime Lab Techs          |
| EMTs                      | Investigators            |
| Uniformed Police Officers | Evidence Techs           |
| State Troopers            | Firearms Examiners       |
| Intelligence Analysts     | Correction Officers      |
| 911 Dispatchers           | Investigative Assistants |

Fire, Police and First Responder personnel can also purchase up to six (6) discounted tickets for \$34.00 per ticket for family members. For more info go to

<https://www.visitkingsisland.com/>



## Where Am I?

If you know the location where this picture was taken, email us at [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net) no later than May 24th. Everyone that has the correct answer will be entered into a drawing for a prize. Include your name, phone number, department you work for and your guess of the location and any other details. Don't forget to check back next month to see if you are the winner!



Congrats to Dustin Flint with Telecommunications for guessing that last month's picture was taken, in honor of NTW, at the building where the Communication's Center is located. Stop by dispatch to pick up your prize!

## March Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
<b>Created the Most Incidents</b>	7,960	Carmen Carson/Andrew Farlaino 197 Calls	Tesci Davis 519 Calls	Sarah Oliver 574 Calls
<b>Most Status Changes</b>	44,576	Carmen Carson 1,765	Amber Applegate 2,597	Emmaline Ritchie 2,106
<b>Total 911 Calls Received</b>	6,927 Calls	1,194 Calls	2,909 Calls	2,824 Calls
<b>Total 7-Digit Calls Received</b>	10,138	1,505 Calls	4,799 Calls	3,834 Calls
<b>Busiest Day</b> (Based on 911 & Admin Calls)	Thursday 3/08 481 Calls			
<b>Busiest Time of Day</b> (Based on 911 & Admin Calls)	16:00-17:00 1,174 Calls			



### 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](http://www.co.warren.oh.us/emergencyservices)  
Facebook: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)  
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

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