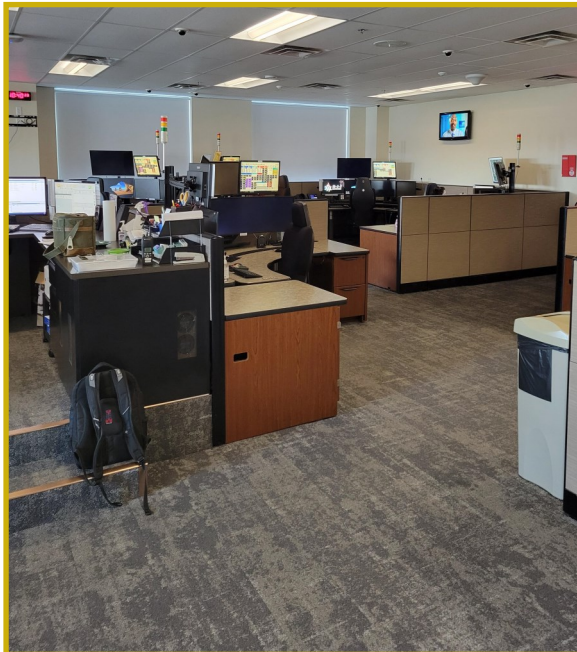


# Dispatch Times

February 2023  
Volume 10, Issue 2



## Communications Center 2014 and 2023



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**Mark Your Calendar!**



**February 9**  
8 years ago we moved into our new building

**February 15**  
Pursuit Meeting

**February 20**  
President's Day



November



Jordan Williams

## Exceptional Calls

A percentage of the Communications Center's calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are the recent exceptional reviews. Great job!

*Alexander Lucas - 1361630 - CC 52: Alarm - Alexander made an incorrect sub-Chief Complaint selection but quickly noticed the error during Key Questions and updated his selection to the correct sub-Chief Complaint thus ensuring the right questions and instructions were displayed.*

*Joey Bishop - 1363022 - CC 10: Chest Pains - The caller said she had really high blood pressure and chest pain. Joey selected the priority symptom on this call and attempted the aspirin diagnostic tool. Joey also had a kind and calming voice that went a long way to calming this caller.*

*Sophia Abrams - 1358350 - CC 10: Chest Pains - The caller said her husband thought that he was having a heart attack as he was having chest pain and an elevated blood pressure. Sophia walked this caller through the aspirin diagnostic, even when she said that her husband had probably already taken his nightly dose. Sophia had such a kind and calming tone with this caller throughout the call.*

# Employee Spotlight

## February Birthdays

Jordan Williams - 13th  
Stacy Ryan - 19th  
Samantha Hall - 23rd

Happy  
Birthday

## February Milestones

Dennis Rutter - 23 yrs. on the 28th  
Chris Carr - 23 yrs. on the 28th



## Yearly EMD & EFD Compliance Report

By: Brian Holtel

We ended December with some of the best numbers for the year. We were at 86% compliant and 7% non-compliant over 202 calls. Those at 100% compliant were: Abrams, Adams, Bishop, Books, Cooper, Gatio, Kennard, Key, Orr, Rath, Stump, Wiggins, and Wilson. The top crew was 2B/Bright with 91%/2%.

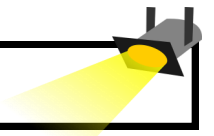
For the year, all crews were close, but the top crew on average was 1A-Dill/Sauer with an average of 84%/6%.

The crews with the most months at the top of the leaderboard were 2A-Holtel and 2B-Bright with 4 each. The following dispatchers met department goal all 12 months: Cooper and Gatio.

The top averages over all 12 months were: Books 90%/0%, Cooper 92%/4%, Gatio 89%/0%, Wiggins 94%/4% and Wilson 90%/4%.

The following dispatchers had no non-compliant calls: Books, Gatio, Gillespie (2 months), Lucas (5 months).

# Employee Spotlight



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

Feedback Board List Focused

Efficient	Very professional everything went smoothly
They were very fast and they did a excellent job	Very generous
The dispatcher was courteous and very helpful	He's was thorough and kind. That was very appreciated.
Excellent Quick great at calming me dwn.	Calm and polite
Very nice and accommodating.	Dispatcher was very polite, quick, and efficient
Very polite and helpful	Very polite, quick to respond, was interested in my call
Incredibly helpful and understanding	Polite and understanding
Awesome and thorough.	The dispatcher was friendly and courteous. I have no complaints whatsoever.
Prompt and accurate. Helped me figure out what road I was on when I couldn't remember. Very professional and courteous	They were very nice and considerate

Ohio EMA Mission Statement:  
To coordinate activities to mitigate, prepare for, respond to, and recover from disasters

## G194.4: PREPARING FOR POST-DISASTER RESPONSIBILITIES

**Course Description:** This course is designed to familiarize participants with the issues surrounding getting teams started for work in the post-disaster environment. Topics include: Identifying Partners and Resources; Creating Post-Disaster SOPs; Introduction to Post Disaster SOPs; Introduction to Post-Disaster Operations; initial sweeps and public information; detailed substantial damage inspections; substantial damage declarations and posting; permitting documentation; and compliance and funding sources.

This course has in-depth discussion of the topics and exercises to help floodplain Managers prepare for post-disaster activities and is designed for Floodplain Managers with at least 2 years of experience.

**Recommended Prerequisites:** E0273, Managing Floodplain Development through the NFIP

**Enrollment:** Students must enroll via the Department of Public Safety Training Campus website: <https://learning.dps.ohio.gov/PSTC/>. Course registration will generally close 10 working days prior to the course start date. You can check enrollment/approval status via the Department of Public Safety Training Campus website.

**Course Materials:** Student manuals are provided electronically at: <https://ema.ohio.gov/prepare-respond/training-and-exercises/training/student-manuals>



### **Dates of Course:**

May 16, 2023

### **Time of Course:**

Registration: 7:30a-8:00a  
Class: 8:00a-5:00p

### **Location of Course:**

Virtual Via Microsoft Teams

### **Hosted By:**

Warren County Emergency  
Management Agency

### **State POC:**

Ben Weisbrod  
State Training Coordinator  
bmweisbrod@dps.ohio.gov

### **County POC:**

Sydney Renner  
Warren County EMA  
sydney.renner@wcoh.net



It is the goal of Ohio EMA to ensure that all students have the tools necessary for successful course completion. If students require additional accommodations, they should make the Ohio EMA training office aware, and staff will confidentially meet reasonable requests.



# Did You Know?

By: Brian Holtel

Did you know that multiple jurisdictions in Warren County use traffic pre-emption devices at certain intersections? The purpose of these devices is to change the signal to green for approaching emergency vehicles. They are activated by either a visual or audible signal from the emergency vehicle. The signals in Lebanon and Franklin are activated when an approaching siren is set to "wail". The last time I checked, the signals in Middletown and Mason were activated by a strobe light on the emergency vehicle. Below is a picture of one set of devices. The sensor is located in the blue circle. Once activated, the indicator light (circled in yellow) will come on, letting emergency vehicle operators know that they will be given the right of way and letting other motorists know that it has been activated for an approaching emergency vehicle.



# 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 February 24th. 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.



## Join Our Teams

We are currently hiring for:

- ⇒ Emergency Communications Operators
- ⇒ Emergency Communications Supervisor
- ⇒ EMA Operations Manager



Those interested, please visit the Warren County website for an application and job descriptions.



### Warren County Emergency Services

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Lebanon, OH 45036  
(513) 695-1315

Stay connected with us by:  
Website: [www.co.warren.oh.us/emercyservices](http://www.co.warren.oh.us/emercyservices)  
Facebook: [@WCOHEMA](https://www.facebook.com/WCOHEMA)  
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

Newsletter Editor: Melissa Bour



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