



Dispatch Times

Miss Barbara Visits Dispatch

For anyone who hasn't had the pleasure of meeting this wonderful lady pictured here, this is Miss Barbara. She has shown to be a beacon of light for us at the Communications Center with her kindness, generosity and her daily jokes! She makes sure to call into dispatch every single day and say, "it's Miss Barbara and it's time for today's joke of the day." And she proceeds to tell us a different joke each time, that we share with each other in dispatch for a good laugh. Every so often she makes an appearance in person to say hello to us and, just like her jokes, she brings us smiles! We are honored to have someone like her who gives us so much reassurance that we are appreciated throughout our community. So thank you for being you, Miss Barbara!



March 2024

Volume 11, Issue 3

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Mark Your Calendar!



March 10
Daylight Savings

March 16
Springboro Hometown Expo

March 17
St. Patrick's Day

March 19
Election Day
Spring Begins

March 31
Easter



EMPLOYEE SPOTLIGHT

January



"I nominate Brandy Cooper for Employee Of Month. Brandy has taken on several tasks since being named Training Supervisor and is already making changes for the betterment of the department. Brandy is a significant asset to the training division of the Communications Center."
Operations Manager, Jesse Madden

January & February QPR High Compliance Queued Calls

Amber Wilson 4

Alexander Lucas 3

Carmen Carson 4

Chris Carr 3

April Kennard 4

Joey Bishop 3

Kaitlyn Niles 3

Jonathan Bright 1

Stephanie Abbott 2

Seth Whitlock 2

Jennifer Key 2

Sophia Sidley 5

Brittany Creager 3

Brian Holtel 1

Sara Swierk 1

Kim Adams 3

Quentin Cox 5

Tiffany Baldwin 2

Christopher Morgan 2

Paige Barton 7

Andrew Wagenknecht 5

Cassidy Gatio 3

Chris Dill 1

Dennis Rutter 1

Stacy Ryan 1

Mike Wiggins 2

Ashlee Jones 3

Blake Holman 1



Shout Outs

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

Feedback Board

List Focused

Nice understanding very helpful deserves a raise

Very kind. Took my concern seriously & advised accordingly.

Very helpful. Had an officer contact us 5 minutes later and help with our issue. Thank you.

Dispatcher and all officers are the very best!!

I believe I spoke with two dispatchers. Both were professional and polite.

Promptly handled my call to a resolution

Good. Job

He listened to what I had to report and guided me through the possible steps I could take. I also

She was professional and effective. Obviously it's never a fun moment when you need to contact police, especially when your 11yo is home alone and thinks a stranger is in the house. It's quite scary. She acted fast and got help to him way quicker than I could have ever gotten there. As a side note, my son's mom also called, but she called 911 and was routed to MCSO regional dispatch center before being transferred. She said the phone rang "forever" there before anyone answered which is bonkers, but I'm not surprised having worked there myself back in 2014. During training, I would watch, horrified, as calls would bounce from one station to the next. It stressed me out so much I left that field of work. You guys are doing it right. You're the men and women behind the curtain. Without you, no help would come. Keep up the good, lifesaving work. And thank you for taking care of my son.

LEADS

By: Christopher Dill, Supervisor & LEADS TAC

LEADS ENTRIES

What is needed to get an entry into LEADS?

1. Every entry that is being requested to be entered into LEADS needs to have an **entry sheet**.

* If you do not have the new entry sheet, just call and we can make sure you have the updated version.
2. Every entry request needs a report with the following exception:
 - A. Wanted Persons
 - i. No report is needed for warrant entries.
 - B Missing Juvenile
 - ii. The report is needed; however it can be entered into LEADS without it initially due to it being a juvenile. You can give us the report after it is finished.
3. Most departments fax their entries to Dispatch to get them entered in LEADS. Some departments want to hand deliver their entries. There are even a few that want to deliver them through the mail. These are all acceptable practices.
 - A. If you hand delivery you know we received the entry
 - B. Did the fax go through? Did the mail get delivered?
 - i. With mail delivery and faxing, It's imperative nothing falls through the cracks.
4. The Communications Center requests that you **PLEASE call to verify we received the entry request**. This will ensure that we have all the information that is needed and not delay the entry getting entered in LEADS.

The most common entry we enter in LEADS is warrants. We want to make sure that warrants are prioritized in a manner that are entered quickly and efficiently!



The Hope Squad

By Samantha Hall

In 1997 a high school principal in Utah dealt with 1-2 youth suicides a year and vowed to do everything he could to prevent further completion of youth suicide. This vow began as a community task force comprised of adults. Over the next several years the number of youth suicides did not end but were reduced. The principal realized that many times the troubled youth never told an adult they were in crisis and peer-to-peer interactions were born, now known as “The Hope Squad”. After implementation of The Hope Squad the principles school district suicides dropped to ZERO.

Building a local student led Hope Squad is completed by peer nominations. The nominees must possess the following attributes: kind, easy to talk to, and do not bully others. The students selected for The Hope Squad are trained to identify suicide warning signs and refer those peers to adults. Hope Squads are now in over 1200 schools across 35 states and Canada.

City of Mason SRO Shaffer reached out to me about their Hope Squad at Mason High School. Training Supervisor Brandy Cooper and I attended 2 1-hour classes totaling over 75 students that are part of Mason High School’s Hope Squad. During each class Brandy and I discussed what it is like to be a 911 dispatcher/call taker for Warren County Emergency Services. We expressed the top priority for ALL Hope Squad members is their personal wellness and safety. We taught the students how to obtain location information for a student in crisis. Although location is the most important piece of information, we also discussed the types of questions they may be asked if they must call 911 for a student in crisis. Following classroom discussions, the students did break out session’s where Hope Squad members played a 911 dispatcher who gathered all vital information from another Hope Squad member reporting a student in crisis.

This was an incredible collaborative effort between Mason Police, Mason City Schools, and Warren County Emergency Services. We were blessed to meet the Hope Squad founder’s son, who is the new COO of the Hope Squad, Greg Hudnall, Jr. Building rapport and relationships with local agencies and communities while providing education is priceless and someday could save a life. SRO Shaffer, “They (dispatchers) are the true unsung heroes of public safety.”

Many times, from tragedy, we find HOPE.

To become involved or find out more information about the Hope Squad visit: <https://hopesquad.com/>





Happy St. Patrick's Day!

Celebrating a Milestone:

Amber Wilson—6th 7 Years

Stephanie Abbott—7th 2 Years

Celebrating a Birthday:

Jonathan Bright—20th

Brittany Creager-21st

Alexander Lucas-27th





Did You Know?

By: Brian Holtel



Did you know that some LEADS/NCIC entries stay entered indefinitely, but some automatically purge? With the beginning of each new year, certain LEADS/NCIC records that we have entered purge from the system. Below is the retention period of the things that we commonly enter. Note that some records will not follow this schedule in certain conditions (a locate has been placed on the record, a VIN was not entered for the vehicle, entry error, etc.). You may also recall that OVI Auto Suspension entries auto purge after 15 days. Protection orders may be entered as non-expiring or may be set to expire on some other date set by the court (often a year or two).

Guns - indefinitely

Wanted Persons - indefinitely

Missing Persons - indefinitely

Vehicles and Boats - the year it is entered plus 4 more calendar years

License plates - the year it is entered plus 4 more calendar years

Articles - the year it is entered plus 1 more calendar year

This year, we had 10 vehicles and 9 plates that were entered in 2019 and never located that purged. There were 29 articles that were entered in 2022 and never located that purged.

Last year, we had 15 vehicles and 10 plates that were entered in 2018 and never located that purged. There were 15 articles that were entered in 2021 and never located that purged.



EMA Spotlight

While severe weather (including storms and tornadoes) can happen anytime of the year, the peak season typically kicks off in March. To prepare for this hazardous time of year, Warren County EMA is hosting a Weather Spotter Training, engaging in social media campaigns, and sharing damage reporting tools with partners!

NWS WEATHER SPOTTER TRAINING

Warren County EMA and Butler County EMA have partnered together to co-host the National Weather Spotter Training on March 5th, 2024 from 6:00—8:00 p.m. at Atrium Medical Center. During this **FREE** training, a National Weather Service meteorologist will discuss techniques and safety for severe weather spotting. This is a great opportunity for anyone wanting to learn more about weather, and a chance to become a trained weather spotter!








To register, visit: <https://arcg.is/0e44z>

2024 Butler & Warren County National Weather Service Weather Spotter Training March 5, 2024 at 6PM

The Role of a Weather Spotter:
As a trained spotter, you perform an invaluable service for the NWS. Your real-time, ground-truth observations of tornadoes, hail, wind, and significant cloud formations provide a truly reliable information base for severe weather detection and verification. By providing observations, you are assisting the meteorologists at Wilmington in their warning decisions and enabling the NWS to fulfill its mission of protecting life and property. **Your spotter report can literally mean the difference between life and death!**

This year counties in the Southwest Ohio Region will be collaboratively by combining Weather Spotter Training opportunities in an effort to continually deliver this invaluable training. We have strategically selected large training sites to accommodate as many students as possible. Below you will find counties that are partnering for this training course as well as instructions for registration. Important Note: Due to seating capacity registration will be on a first come first serve basis and will max out at 150.

SEVERE WEATHER AWARENESS WEEK SOCIAL MEDIA CAMPAIGN

OHIO SEVERE WEATHER AWARENESS WEEK TOPICS:						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY*	THURSDAY	FRIDAY	SATURDAY
 Planning & Preparedness	 Shelter & Safety	 Receiving Alerts	 Tornado & Wind Damage	 Risk Perception	 Flooding	 Severe Weather & YOU

Severe Weather Awareness Week is March 17th—23rd, 2024. During this week, Warren County EMA and other partners across the state will be sharing a variety of weather safety tips and ways to prepare. Follow us on [Facebook](#) or [Twitter](#) to learn more! #MitigationMurphy will also be making an appearance.

DAMAGE REPORTING TOOL

While we hope that we don't experience a severe weather event that causes damage to the county, we have tools in place in case it does. On the Warren County EMA website, under the Recovery tab is an option to Report Storm Damage.

This is a helpful tool to report information to the EMA to help track and identify where damage has occurred.





Ohio



TOTAL SOLAR ECLIPSE

APRIL 8, 2024

The countdown begins for Monday, April 8, 2024. Start planning for this once in a lifetime opportunity happening across Ohio!

What is a Total Solar Eclipse & Why is it Important?

A total solar eclipse occurs when the moon passes between the sun and earth, completely blocking the face of the sun. The sky will darken as if it were dawn or dusk. The last total solar eclipse visible from Ohio took place in 1806 and the next one, following April 8, 2024, won't occur until the year 2099!

Safely View the Eclipse	Travel Tips	Emergency Preparedness
<ul style="list-style-type: none"> • Get to your viewing spot early and DO NOT trespass on private property. • Order solar eclipse glasses early and from a reputable vendor to avoid supply chain issues. • Wear appropriate solar eclipse viewing glasses. • DO NOT view the eclipse while driving. 	<ul style="list-style-type: none"> • Be prepared for prolonged travel times and heavy traffic. • Fuel your vehicle early. • Let people know where you are going. • Try to stay off the roads during the eclipse and heavy traffic times. 	<ul style="list-style-type: none"> • Plan ahead and come prepared. • Have an updated emergency kit. • If an emergency happens: know where to go for shelter and how to receive emergency updates. • Keep cell phones charged and be aware that cell service may be slow or spotty.

Purchase your glasses from a reputable source! You can find this information on the inside of your glasses.

Check the inside of your glasses. Look for the ISO mark as this certifies your glasses are safe for eclipse viewing.



Check the lens in your solar glasses. All eclipse glasses should be ISO rated to protect your eyes, and should be free of tears or holes.

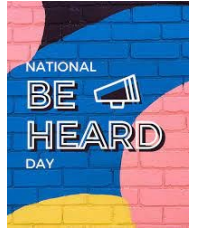
Children should always be supervised! Everyone should have the opportunity to enjoy a solar eclipse, but the glasses are not a toy. Make sure children are supervised by an adult.



National Days to Observe in March:



- 1st Dress in Blue / Speech & Debate Education Day
- 2nd Banana Cream Pie / Old Stuff Day
- 3rd Soup it Forward / Cold Cuts Day
- 4th Son's / Grammar / Pound Cake Day
- 5th Cheese Doodle Day



6th Dentist / Dress / Oreo Cookie / White Chocolate Cheesecake / Frozen Food Day



7th Flapjack / Cereal / Be Heard Day

8th Proofreading / Peanut Cluster Day



9th Barbie / Get Over It / Meatball / Crab Meat Day

10th Pack Your Lunch / Blueberry Popover Day

11th Promposal / Oatmeal Nut Waffles / Johnny Appleseed Day

12th Working Moms / Girl Scout / Plant a Flower Day

13th K9 Veterans / Good Samaritan / Earmuff Day



14th Write Down Your Story / Equal Pay / Children's Craft / PI Day

15th Everything You Think is Wrong / Shoe the World Day



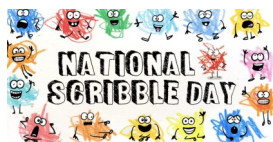
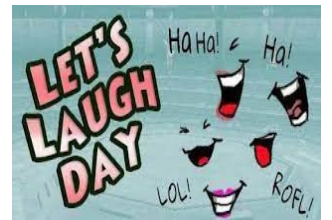
16th Corn Dog / Everything You Do Is Right / Freedom of Information Day

17th St. Patrick's / Corned Beef and Cabbage Day

18th Biodiesel / Sloppy Joe / Awkward Moments / Supreme Sacrifice Day

19th Backyard / Certified Nurses / Let's Laugh Day

20th Proposal / Ravioli Day



21st Memory / Countdown / Farm Rescuer Day

22nd Bavarian Crepes / Goof Off Day

23rd Puppy / Tamale / Near Miss / Chip and Dip Day

24th Cocktail / Cheesesteak / Chocolate Covered Raisin Day

25th Medal of Honor / Lobster Newburg Day

26th Nougat / Spinach Day

27th Scribble / Little Red Wagon Day

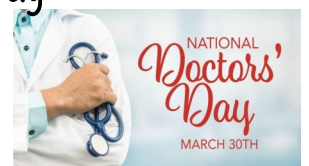
28th Black Forest Cake / Something on a Stick Day



29th Vietnam War Veterans / Mom and Pop Business Owners Day

30th Pencil / Doctor's / I am In Control Day

31st Crayon / Clams on the Half Shell Day





Dispatch Times Pet Parade

HI, WE ARE ZEKE AN STELLA!

Owner: Sara Swierk and Tyler

Zeke is a 3 year old Great Pyrenees Lab Mix and Stella is a 7 month old German Shepherd. Zeke was bought off craigslist out in the middle of nowhere, and Stella came from a breeder in Kentucky. Tyler is 1000% Stella's human and I am Zeke's. Zeke knows how to sit and give his paw and can give hugs as well. Stella knows sit and we are working on getting her to speak. Zeke loves to sleep and steal Stella's toys. Stella loves to play ball and play in the water and especially likes to annoy her brother all day every day. Stella's favorite toy is her green chuck it ball and Zeke loves any crinkle toy. Stella loves water so much that she will jump into the shower with me. Zeke loves to go bye bye and he knows the words and will get all excited and start whining.



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

Send to: sherri.holliday@wcoh.net



January 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	4,470	492	522	County Mondays 715 calls	County 2:00 pm
Total 911 Calls Year To Date	4,470	492	522	Franklin Tuesdays 103calls	Franklin 10:00 am
Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small>	96.44 %	94.72 %	96.93%	Lebanon Wednesdays 89 calls	Lebanon 6:00 pm

Congratulations, to Frances Ficke of Warren County EMA for guessing last month's Where Am I picture of the Log Cabin located at Caesar's Creek Pioneer Village.

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



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/emergencyservices

Facebook: @WCOHEMA

Twitter: @WCMAOhio

