

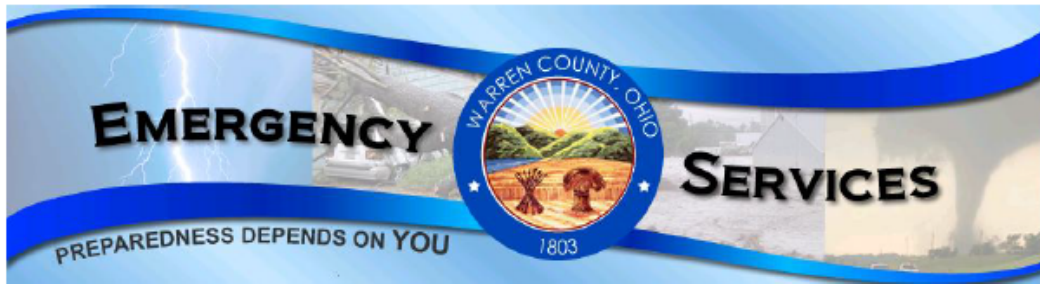


Dispatch Times

HAPPY 10th ANNIVERSARY DISPATCH TIMES!!

August 2024

Volume 11, Issue 8



Dispatch Times

Letter from the Director

Welcome to the first edition of "Dispatch Times", our long over-due newsletter. I hope that all of you share my excitement and interest in this project and that it can be used to keep everyone informed on the many changes that we have ahead of us in the future. This newsletter will help promote and further recognize the great work that you do on a daily basis.

I encourage everyone to get involved so please provide us with articles, feedback and suggestions on how to utilize and improve our newsletter to better serve you and our "customers".

Thank you!
Mike



MARCS in SCHOOLS SECURITY RADIO UPDATE

The MOU was signed by the Commissioners on July 15th which was the final stage in preparation of the radios going LIVE August 1st. The MOU includes 44 public school facilities, 2 dispatch centers, and numerous public safety agencies in Warren County. There is a document that lists all schools and facilities with these radios at every dispatch position in the yellow folder and in the ECOIC Manual at the supervisor's desk. Make sure you take the time to look over this. Schools will start testing the radios August 1st - September 7th. Make sure you are familiar with the MARCS In Schools Emergency Radios policy so you know how to handle the tests and activations.



Model STS 521072-A-1

1

1

Inside this issue:

10th Anniversary	1
Emp. Spotlight	3
Shout Outs	8
EMA Spotlight	10
National Days	11
Dispatch Stats	13

August 2014
Volume 1, Issue 1

Inside this issue:

Letter from the Director	1
Mark Your Calendar	1
Dispatcher Spotlight	2
Did you know?	3
New Building Update	4
Call of the Month	5
Monthly Dispatch Stats	5

Mark Your Calendar!



- August 21 - Supervisors Meeting
- August 23 - Mason Heritage Fest

Mark Your Calendar!



August 2-3
Lebanon Blues Festival

August 6
National Night Out

August 10
Waynesville Street Faire

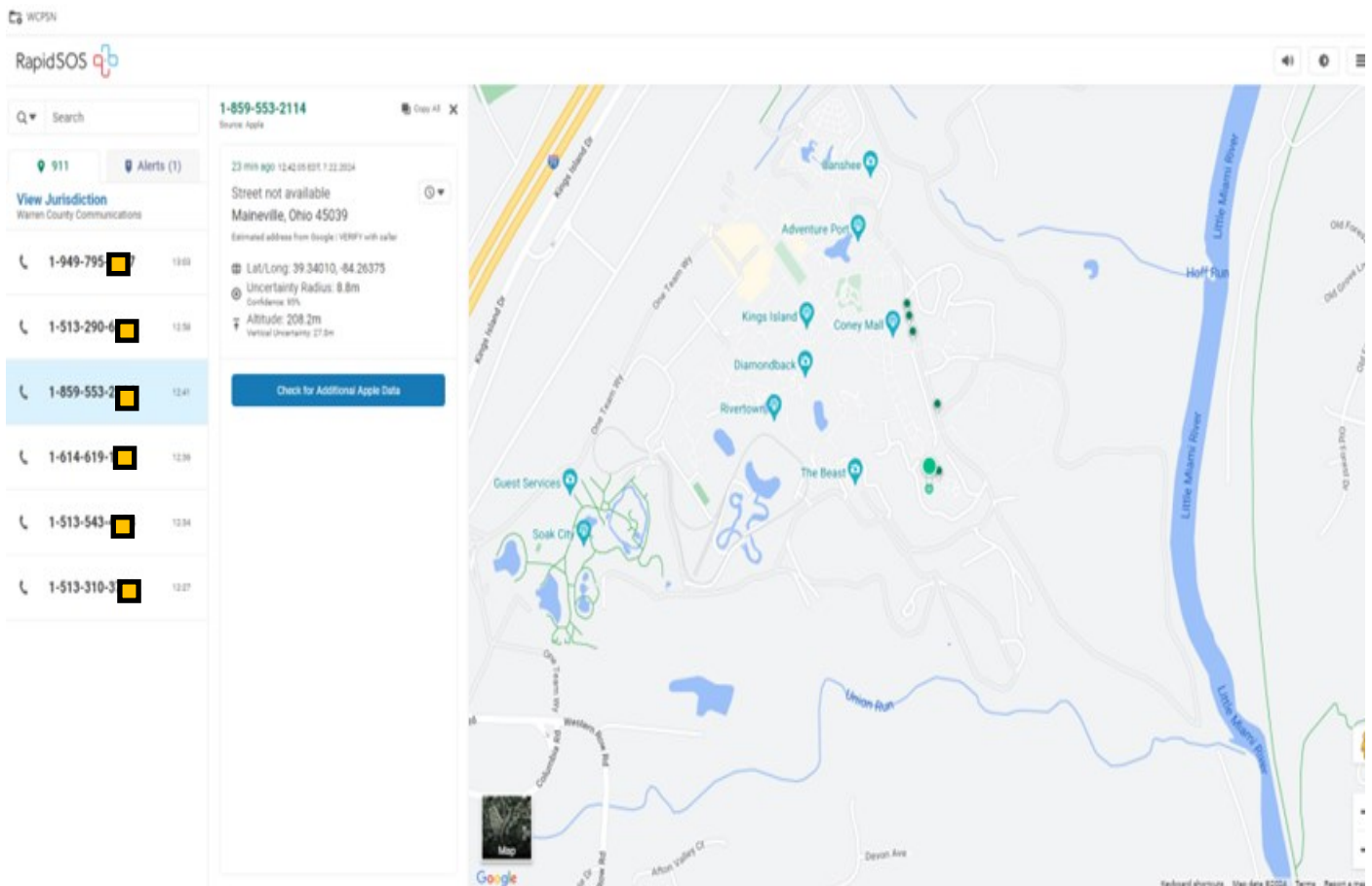
August 11-19
Western & Southern Open

August 17
Hamilton Twp. Cardboard Boat Regatta

RapidSOS to The Rescue

On July 19, 2024, approximately 1:10 am the Communications Center was finishing up a 911 call when the phone screen shut down and the call disconnected. At this time supervisor, Kim Jent started testing the cell phones at the supervisor's desk from all of the area providers i.e.; T-Mobile, AT&T/FirstNet, etc. none of which were able to make an outgoing call to our dispatch center. Telecom was paged and it was all hands-on deck at this point. The crew then realized that RapidSOS had continued to work and jumped into action using the back up cell phones to call back the phone numbers showing on the RapidSOS portal (see pic below) through 911. When the call backs were made, there were a couple callers that needed a squad and FIRE/EMS were quickly dispatched.

Way to think outside of the box and utilize the additional resources during this unprecedented event! A special shout out to Telecom and those working that night on Kim's crew; Stacy Ryan, Seth Whitlock, Curtis Holman, Hunter Wiseman and Stephanie Abbott.



EMPLOYEE SPOTLIGHT

June



Blake was nominated by Supervisor, Brian Holtel & Operations Manager, Jesse Maden. Great job Blake!

"I only work with him a couple hours each week, but here is what I see: He does his job well, with little assistance. He comes in every day with a positive attitude and is friendly with all coworkers. He has met the department compliance goal each month this year. He was on time and did not call off for his shifts all month, for a total of 240 working hours, as well as staying over an extra 15 minutes for someone who was running late after already working a 16 hour shift"- Brian

"I would nominate Blake. Even working multiple on call shifts, mandated before/after his shift, he maintains a positive attitude and truly LOVES his job. " - Jesse

May & June High Compliance Queued Calls by QPR

Joey Bishop 7

Alexander Lucas 6

April Kennard 6

Cassidy Gatio 6

Kaitlyn Niles 6

Kim Adams 5

Brian Holtel 4

Quentin Cox 3

Blake Holman 3

Andrew Wagenknecht 2

Kim Jent 2

Sara Swierk 2

Tiffany Baldwin 3

Chris Carr 2

Stephanie Abbott 2

Carmen Carson 2

Samantha Hall 2

Carmen Carson 2

Mike Wiggins 2

Seth Whitlock 1

Jenny Key 1

Kelly Fiebig 1

Stephanie 1

EMPLOYEE SPOTLIGHT CONTINUED

EMPLOYEE NAME: *Joey Bishop*

On 7/16/24 Joey was a participant in the ICS300 Training hosted in the EOC. At the end of the day, Joey took it upon himself to cleanup and bring the coffee pot back upstairs. When told he didn't have to do that and that we would take care of it, his response was "I've got it, we're all on the same team". While it was a simple task, Joey's attitude and willingness to go out of his way to help other's in the department is very appreciative!

RECOGNIZED BY: *Sydney Renner*

From: Kimberly Jent

Sent: Friday, July 19, 2024 06:46

To: Stephanie Abbott; Curtis Holman; Hunter Wiseman; Stacy Ryan; Seth Whitlock

Cc: Brandy Cooper; Brian Holtel; Chris Dill; Jennifer Key; Jesse Madden; Joey Bishop; Jonathan Bright; Kimberly Jent; Melissa Bour; Samantha Hall

Subject: **Amazing Job during the Outages!**

I want to thank every single one of you for your hard work tonight! Each of you did your part to make sure we were doing everything we could to still provide the best service possible to the county during the outages. You all had great ideas and used all of your tools to make sure we did as much as we could with what we had. You remained calm and helped each other. I am very proud of the teamwork you showed tonight.

Kimberly Jent

Supervisor

Warren County Communications

EMPLOYEE APPRECIATION

Alexis Greene (pictured to the right) a representative from Mission BBQ (Mason, Ohio location) came to the Warren County Communications Center on July 16th around lunchtime and brought enough food, drinks, and dinnerware for 20 people. She also came back on July 23rd around dinnertime and did the same so that both our crews were able to enjoy. She stated this was their way to show appreciation for “the first, first responders”. This was a very nice gesture and greatly appreciated by the entire Warren County Emergency Services Department!



Telecom Summer Picnic 2024

Thank you Telecom for inviting us to your Summer Picnic—great food and a great time was had by all!!



Community Outreach



Don't Forget to come on out to enjoy National Night Out. On **Tuesday, August 6th, 2024** from 5-9 p.m. the Clearcreek Township community will be invited to attend this free event held at Patricia Allyn Park on State Route 48. Scheduled events will include Warren County Sheriff's Department and the Ohio Highway State Patrol, Clearcreek Fire District vehicles with a crashed car extrication exercise, Warren County Emergency Services, Miami Valley Care Flight helicopter landing, Warren County Tactical Response Unit, canine demonstrations, bike rodeo, the Safety Town Village, and the Seat Belt Safety Train. We will also have visits from PC the Patrol Car and Sparky the Fire Dog, just to name a few.

Warren County Emergency Services will also be set up at Roscoe Roof Park in Carlisle for their National Night Out!



Natural Gas and Pipeline Safety



Call 811 every time before you dig!

**Building a Deck? Planting a tree or garden? Installing a fence or mailbox?
Call 811 every time before you dig!**

There are millions of miles of buried utilities beneath the surface of the earth that are vital to everyday living like water, electricity and natural gas. Homeowners, contractors, or anyone else digging or penetrating the earth should be aware of hazards lurking underground so they can be avoided.

811 is the federally designated call before you dig number that helps homeowners and professionals avoid damaging vital underground utilities. By calling 811 a few days before you dig, you'll help prevent unintentional injuries, damage to property, utility service outages, and fines and repair costs. dig

What happens when you call 811?

Locate crews will be dispatched to your area to mark your dig site with paint or flags within a few days and will make sure you know where to avoid digging so you don't hit buried utilities. Remember the depths of utility lines may vary and there may be multiple utility lines in the same area so be cautious and remain alert while digging!

UTILITY COLOR CODES

When utility company representatives mark a location, they use colored flags and/or paint to identify the type of underground service *(note, the soil will not be colored as depicted in the graphic below.)*



PIPELINE SAFETY

How to recognize the location of a pipeline

Pipeline markers are important for the safety of the general public and provide emergency responders with critical information.



Markers are located in the pipeline right-of-way and indicate the approximate location, but not the depth, of a buried pipeline. Pipeline markers are mostly found at road crossings, fence lines, and street intersections. Markers typically display the name of the pipeline operator, the product being transported in the pipeline, and a telephone number where the operator can be reached in the event of an emergency.

How to recognize a pipeline leak



SIGHT

Natural gas and other liquids are colorless and nearly invisible to the eye. Small leaks can be identified by looking for dying or discolored vegetation in a naturally green area. Hazardous liquids can also produce a strong sheen or film standing on a body of water.



SOUND

The volume of a pipeline leak can range from a quiet hissing to a loud roar, depending on the size and nature of the leak.



smell

An unusual smell, petroleum or gaseous odor will sometimes be present with pipeline leaks. Natural gas and other liquids are colorless, tasteless, and odorless unless odorants are added. Most highly volatile liquids contain a pungent odor. Most are non-toxic, however products such as ammonia are considered a toxic chemical and can burn senses when it seeks out moisture (eyes, nose, lungs). If inhaled, HVL's may cause dizziness or asphyxiation without warning.



Shout Outs

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

Feedback Board

List

Focused

The dispatcher was excellent. She was very kind and very professional.

She was great! Thank you for all that you do to keep us safe!

They were very helpful in working with me to figure out a solution to the problem I was having

Very attentive and friendly

Clear concise communication.

The dispatcher was courteous and took the appropriate information, super polite and answered all my questions

She did an excellent job

They were great

He was polite and informative.

Dispatcher handled very well. Very satisfied

Very pleasant and helpful

Courteous, thorough

Great

The dispatcher was very helpful and professional

Courteous, prompt, helpful, and friendly.



CELEBRATING A MILESTONE:

Kelly Fiebig 18th—10 Years

Emmaline Ritchie 29th—2 Years

CELEBRATING A BIRTHDAY:

Blake Holman—2nd

Dennis Rutter—10th

Carmen Carson—20th



INTRODUCING RADAROMEGA!

Warren County EMA with support from Warren County Telecommunications is rolling out a new and advanced weather monitoring system called RadarOmega! Weather monitoring is a critical role for Warren County EMA to provide safety guidance to schools, first responders and outdoor event organizers, post critical alerts on social media, prepare for impacts, and so much more.

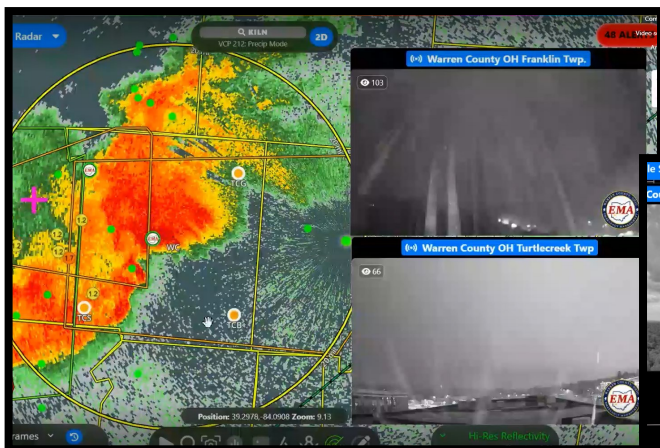
This new system includes multiple exciting features, such as:

- Replacing EMA's 1 outdated weather station with 5 new stations situated throughout the county. Three of these stations are currently live, with the remaining two scheduled for implementation.
- Providing real-time weather data to desktop and mobile devices, including wind speed and direction, temperature, heat index, rainfall measurements, and more!
- Displaying live camera feeds from all the new weather stations to allow for real-time observation and tracking of what is happening.
- Integrating active weather alerts and storm tracking with estimated impact times.

Anyone with a RadarOmega subscription can access the entire weather system! There are 3 levels of subscriptions, but the base version is only a one-time purchase for \$8.99! Interested individuals may purchase subscriptions from <https://www.radaromega.com/>.

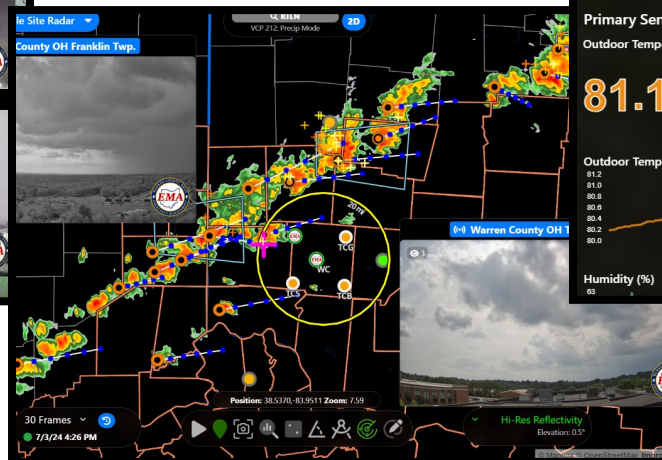
NOTE: WARREN COUNTY DOES NOT SELL OR SUPPORT THE APPLICATION TO INDIVIDUALS END USERS.

For more information or to discuss how RadarOmega can benefit your organization, contact wcema@wcoh.net.

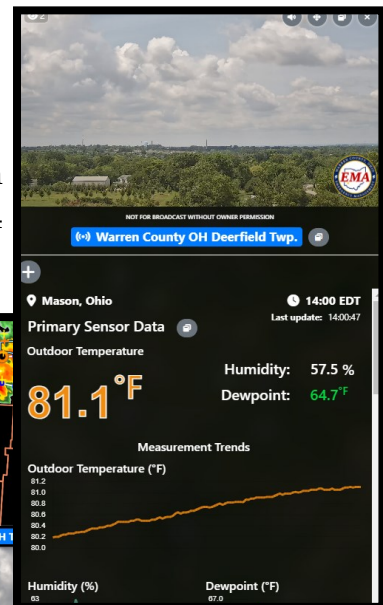


RadarOmega radar and weather station camera feeds from May 7th, 2024

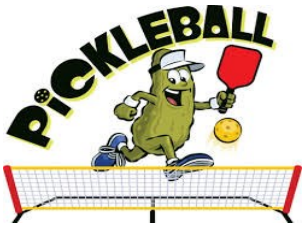
RadarOmega weather station camera feed from July 22nd, 2024



RadarOmega radar and weather station camera feeds from July 3rd, 2024



National Days to Observe in August:



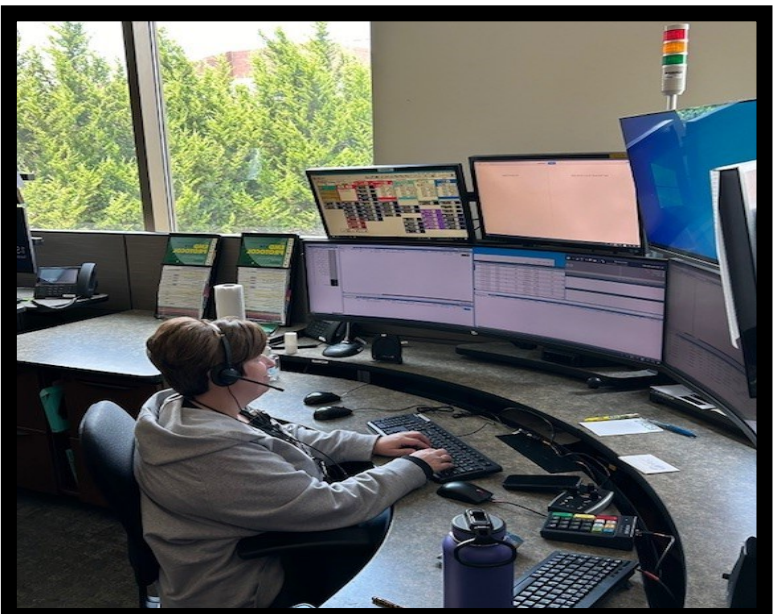
- 1st Respect for Parents / Girlfriends Day
- 2nd Ice Cream Sandwich Day
- 3rd Sunflower / Watermelon Day
- 4th Coast Guard / Chocolate Chip Cookie Day
- 5th Oyster / Work Like a Dog Day
- 6th National Night Out / Root Beer Float / Wiggle Your Toes Day
- 7th Purple Heart / Raspberries N' Cream / Lighthouse Day
- 8th Pickleball / Sleep Under the Stars Day
- 9th Passion Fruit / Rice Pudding / Book Lovers Day
- 10th Bowling / Garage Sale / S'mores Day
- 11th Play in the Sand / Son's and Daughter's Day
- 12th Vinyl Record / Middle Child Day
- 13th Filet Mignon Day
- 14th Creamsicle Day
- 15th Leathercraft / Lemon Meringue Pie / Relaxation Day
- 16th Roller Coaster / Tell A Joke Day
- 17th Black Cat Appreciation / Nonprofit / Thrift Shop Day
- 18th Fajita / Ice Cream Pie Day
- 19th Potato / Bow / Soft Ice Cream / Aviation Day
- 20th Chocolate Pecan Pie / Radio Day
- 21st Senior Citizens / Spumoni Day
- 22nd Pecan Torte / Tooth Fairy / Be an Angel Day
- 23rd Cuban Sandwich / Sponge Cake Day
- 24th Waffle Day
- 25th Banana Split Day
- 26th Cherry Popsicle / Dog Day
- 27th Peach / Just Because Day
- 28th Thoughtful / Power Rangers / Bow Tie Day
- 29th Lemon Juice / Chop Suey Day
- 30th Beach / Grief Awareness / Toasted Marshmallow Day
- 31st Eat Outside / Trail Mix / Matchmaker Day

In Former Times

**Warren County Emergency Services
answered 218,081 calls in 2012**



**Warren County Emergency Communications Center
answered 298,757 calls in 2023**



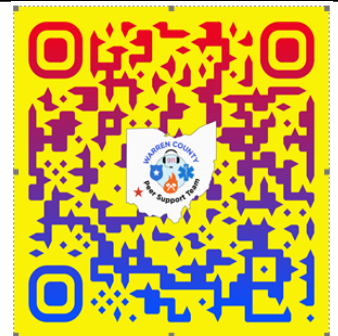
Dispatch Statistics

June 2023 911 Calls	June 2024 911 Calls	2024 911 Total Calls	County Stats
County 9,452	County 5,625	County 28,521	June Admin 9,373
Franklin 675	Franklin 586	Franklin 3,105	Year to Date Admin 52,785
Lebanon 643	Lebanon 602	Lebanon 3,455	Total to Date 911 & Admin 81,306



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



WE ARE HIRING

Warren County

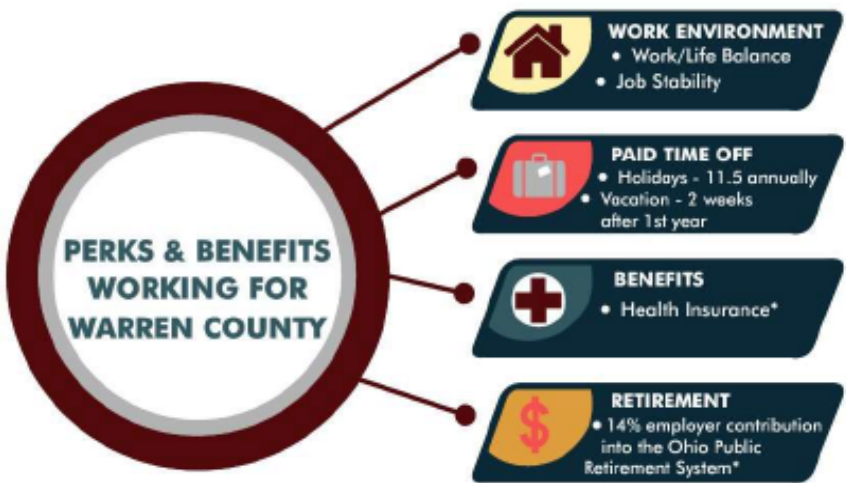
Dept. of Emergency Services

Position: Emergency Communications Operator



- Paid Training
- Competitive Salary
- 12 hr. Schedule
- On-Call Pay
- Every other Friday, Saturday, and Sunday Off
- 11 ½ Paid Holidays
- Earn approximately 120 sick hours per year
- Medical, Dental, Vision Insurance
- Ohio Public Employer Retirement System (OPERS)
- Deferred Comp programs

YOU WILL HIT THE BULLSEYE WORKING FOR WARREN COUNTY



Visit: WWW.CO.WARREN.OH.US
 Contact: Sue Spencer 513-695-1747
 Scan QR code for more info:



Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$270 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)



WE ARE HIRING

Warren County

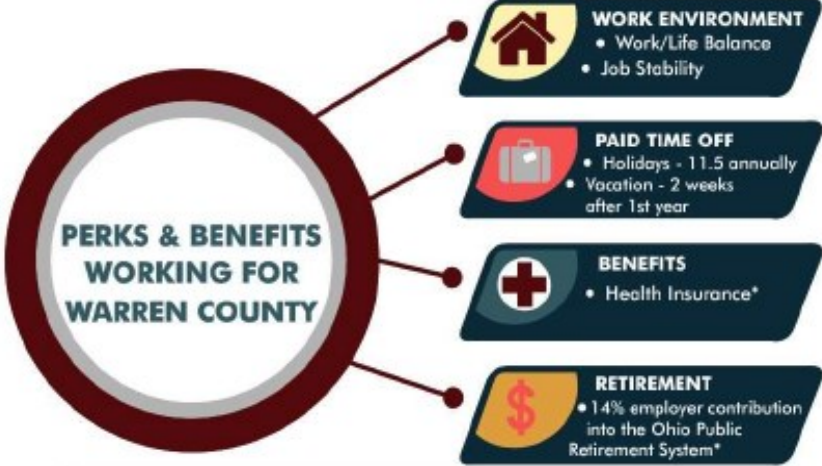
Dept. of Emergency Services

Position: EMA Specialist



- Paid Training
- Competitive Salary
- Restrictive Pay
- Flexible Schedule
- 11 ½ Paid Holidays
- Earn approximately 120 sick hours per year
- Medical, Dental, Vision Insurance
- Ohio Public Employer Retirement System (OPERS)
- Deferred Comp programs

YOU WILL HIT THE BULLSEYE WORKING FOR WARREN COUNTY



Visit: WWW.CO.WARREN.OH.US

Contact: Sue Spencer 513-695-1747

Scan QR code for more info:



Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$270 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)



Sergeant Brian Dulle EOW 05-10-2011

Sergeant Brian Dulle

5K

12th Annual

WALK RUN

See you in person or choose to be virtual!

Virtual Sept 22—Sept 28, 2024

In Person Sept. 22, 2024

8:22 a.m.

**Warren Co Sheriff's Office
822 Memorial Drive
Lebanon, Ohio 45036**

Register online at:

GetMeRegistered.COM/SgtBrianDulle5K

All proceeds help fund the
"Brian Dulle Memorial Award"
for outstanding cadets at the
Butler Tech Peace Officer Academy &
Police Unity Tour

COST

Bailmaker Sponsor	\$500
Shirt Sponsors:	\$82.20
Adult Registration:	\$18.22
Children under 12:	\$8.22

(Must be accompanied by an adult)

Registration includes a T-shirt and medal
Any team of 10 that registers together
will get their team name on the back of
the shirt .

REGISTRATION DEADLINE 8/22/2024

To be guaranteed a T-shirt.

FAMILY FRIENDLY!

Strollers, wagons and pups welcome!

The walk starts at Brian's memorial at the
Warren County Sheriff's Office
822 Memorial Drive, ends at Brian's
headstone at Lebanon Cemetery and then
back to the Sheriff's Office where you can
reward yourself with ice cream.

For more information:

E-Mail: SgtBrianDulle5K@YaHoo.com

On Facebook! [SgtBrianDulleMemorial](#)