

Dispatch Times

February 2025
Volume 12, Issue 2

We have been in our “new”
building 10 years!

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February 2
Groundhog Day

February 9
Super Bowl LIX

February 9-15
Random Acts of Kindness
Week

February 14
Valentine's Day 

February 17
President's Day

EMPLOYEE SPOTLIGHT

December 2024



Hunter Wiseman, Dispatcher

"I would like to, again, nominate Hunter Wiseman for EOTM. He has been doing a great job with the intern, Caden and he has been helping by filling in with training when needed. Hunter has also met compliance standards." **Brandy Cooper, Training Supervisor**

"He is always willing to help out with warrants and when observers come in!" **Jenny Key, Dispatch Supervisor**

"Along with what others have said, Hunter picks up overtime all the time to save other ECO's to not getting forced. He is an asset to the communications center and he is appreciated for all that he is doing. Great job Hunter!" **Chris Dill, Supervisor**

EMPLOYEE SPOTLIGHT - Continued

Employee: Blake Holman

Blake came in on call and offered to train Clayton for 4 hours. Thank you so much! We truly appreciate you!



Submitted by: Jennifer Key

MEET OUR NEW DISPATCHER



GINNY BOOKS - We are so happy to Welcom Ginny back to the Dispatch Center. Ginny worked with us for 5 years and left due to having twin baby girls. Ginny is married and they have 3 girls all under 2 and a dog named Kane. She laughed at hobbies or interests "I have 3 girls under 2 - but she does enjoy reading and crafting when given the chance. Welcome back Ginny!!

MEET OUR NEW INTERNS



Dispatch Welcomes - Caden Dill from the Warren County Career Center. Caden is currently enrolled in the Criminal Justice Program. He has worked at Kroger and Burger King. He enjoys video games, bowling and hanging out with his friends.



EMA Welcomes - Mikayla Minton from the Warren County Career Center. Mikayla attends Carlisle High School and has worked at Health Food Unlimited. She has two older sisters (they are all 5 years apart). She plans on entering law enforcement and will be attending Wilmington College in the fall. She loves baking, being outdoors, working out, going to church and enjoying time with friends and family.

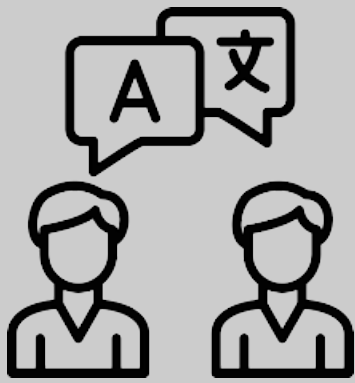


Texts via RapidSOS by: Kim Jent

On December 22nd we received an alert on RapidSOS of a text message sent to 911. However, we did not receive anything on our actual 911 phone system. There was no message from the phone, but the program gives us GPS coordinates and a location for the phone. The program also allows us to “start a chat” with the phone number. Since this is a new occurrence, where one system is showing a Text-to-911 and our phone system is not, we decided to create the call at the auto-populated location as a 911 Hang Up Call. These calls are usually meant for when someone calls 911 and disconnects before speaking to a call taker. Often times they are accidental, and when we call back, many people advise that they accidentally activated the “SOS” feature on their phone and they thought they shut it off in time before it called. We then initiated several texts to the phone to see if anyone would answer. On this occurrence, they didn’t.

However, a few weeks later the same thing happened again. Another alert for a text message sent to 911 but no indication of it on our phone system. This time, after initiating a chat, the subject responded advising they had just gotten a new phone and were told to send the message to test it. They then called into the communications center to let us know that everything was alright and there was no emergency.

Although in both cases it was eventually determined there was no emergency, this new tool can be invaluable in the future to get information for responders and assist citizens during true emergencies. This is just one of the many features RapidSOS offers and is integrating into its services. Soon there will be photo and video sharing capabilities to assist the communications center in gathering even more information.



LANGUAGE LINE USAGE FOR 2024

Language	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	Total Number of Calls By Language
Russian	4	5	6	4	7	5	6	4	10	6	3	4	64
Spanish	9	12	12	9	12	10	19	12	17	20	10	6	148
Turkish	1	1	1	2	1	0	1	2	23	21	13	3	69
Uzbek	23	11	22	25	17	20	8	16				18	160
Japanese	0	3	0	0	0	0	0						3
Mandarin	0	1	2	1	0	0	0					2	6
Ukrainian	0	1	0	0	1	0	0						2
Arabic	0	0	2	2	0	0	1		1			1	7
French	0	0	0	1	0	0	1			2			4
Italian	0	0	0	1	0	0	0						1
Polish	0	0	0	0	0	1	0						1
Somali	0	0	0	0	0	1	0						1
Albanian									1				
Total Calls Per Month	37	34	45	45	38	37	36	34	52	49	26	34	
Total Calls for the Year	467												



A collection of red and white hearts of various sizes, some with soft shadows, arranged in the top corners of the page.

Celebrating a Milestone:

Dennis Rutter 28th - 25 Years

Chris Carr 28th - 25 Years

A collection of red and white hearts of various sizes, some with soft shadows, arranged in the bottom corners of the page.

Celebrating a Birthday:

A cluster of four white starburst sparkles on the left side of the page.A cluster of four white starburst sparkles on the right side of the page.


Hunter Wiseman - 11th

Stacy Ryan - 19th

Samantha Hall - 23rd

HAPPY
Valentine's
Day

Warren County CERT Team Training

Are you looking to find ways to get involved after a disaster? Do you want to know more about how to prepare yourself for emergency situations? Check out this opportunity (ages 18+) 



The graphic features a group of CERT team members in green and yellow gear. A large white starburst contains the text 'CERT COMMUNITY EMERGENCY RESPONSE TEAM TRAINING'. Below this, it says 'REGISTRATION' and 'WWW.WCOHCERT.ORG'. A QR code is also present. At the bottom, it lists training details and the location: '520 Justice Drive, Lebanon, Ohio 45036 8am - 5pm'.

Training:

1. 12-hour on-line course (don't need to do it all at once!)
2. takes 2 Saturdays, Feb 22 & Mar 1 (Including Mock Disaster)

520 Justice Drive, Lebanon, Ohio 45036
8am - 5pm

The Warren County Community Emergency Response Team (CERT) is hosting training on February 22nd & March 1st. The training will cover basic skills that are important to know preparing for a disaster and immediately after, including being able to protect yourself and maximize your capability to help the greatest number of people.

The training is a 2 step process:

- A 12-hour self-paced, online course.
- Two days of in-person, hands-on training. Includes a mock disaster experience.

To register for the training, visit:

<https://wcohcet.org/training.html>

To learn more about CERT, visit:

<https://wcohcet.org/index.html>



SAVE THE DATE

Hazard Mitigation Plan Update

Warren County EMA has begun the process of the required 5 year update of the County Hazard Mitigation Plan. This plan is required for federal grant funding tied to mitigation projects. Updating this plan requires collaboration from each jurisdiction. We are asking our community partners (elected officials, floodplain managers, administrators, law enforcement, fire representatives, schools, etc.) to attend the meetings listed below to help identify municipal trends, determine local hazards, and design projects that will mitigate risks. Save these dates! More information coming soon!

Meeting #1

February 19th, 2025
9:00 AM - 12:00 PM

Meeting #2

April 17th, 2025
9:00 AM - 12:00 PM

Meeting #3

June 18th, 2025
9:00 AM - 12:00 PM

Caution Note Validations

In efforts to keep the Caution Notes in CAD accurate and up to date, this month we will be sending out a list to each Police/Fire/EMS agency to validate.

⚠ DANGER

⚠ WARNING

⚠ CAUTION

NOTICE

**SAFETY
FIRST**



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

December 2023 911 Calls	December 2024 911 Calls	2024 911 Total Calls	County Stats
County 4,625	County 4,497	County 59,834	Dec. Admin 7,759
Franklin 519	Franklin 441	Franklin 6,184	2024 Admin Calls 105,295
Lebanon 593	Lebanon 588	Lebanon 7,056	Total 2024 911 & Admin 113,054

Warren County Emergency Services

520 Justice Drive

Lebanon, OH 45036

513-695-1315

Stay connected with us by:

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

Facebook: @WCOHEMA

Twitter: @WCEMAOhio

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