



# Dispatch Times



**April 2025**  
**Volume 12, Issue 4**

## **National Telecommunicator's Week** **April 13 - 19, 2025**

During National Public Safety Telecommunicators Week, we honor the telecommunications personnel in the public safety community and thank them for dedicating their lives to serving the public. This year's celebration starts April 13 and runs through April 19.

Dispatching takes a certain type of person with a certain type of personality. They don't necessarily all have the same type of personality, but they are all here for the same reason. They want to help and they don't need to be in the limelight. During this week in April we celebrate our dispatchers and put them in the limelight!

Dispatchers must have excellent communication skills, including verbal, written & listening. Often times when a citizen calls in to the dispatch center they are upset, angry and they want their problem solved immediately. It takes a certain skillset to calm a caller down, in order to obtain the pertinent information the first responders need. Dispatchers must also be able to multitask and have empathy and compassion.

Very seldom do dispatchers get closure. They don't always know how a situation ended and this can wear on them as their career progresses. If it weren't for dispatchers, first responders out in the field wouldn't know where to go or what they were facing once on the scene. Thank you for your service, Dispatchers of Warren County!

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### **April 5**

Harlan Twp. Fire & Rescue  
Health & Safety Fair 9-1

### **April 13-19**

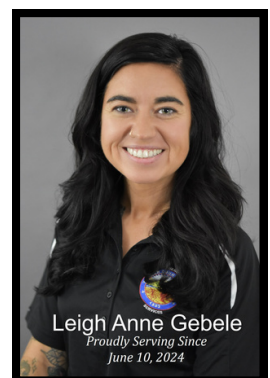
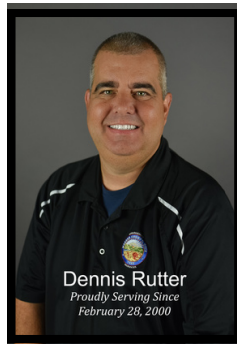
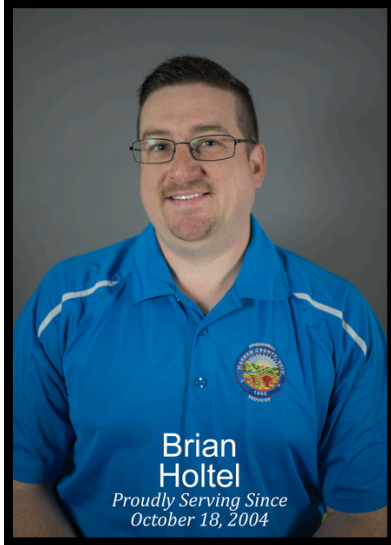
Telecommunicators Week

### **April 21**

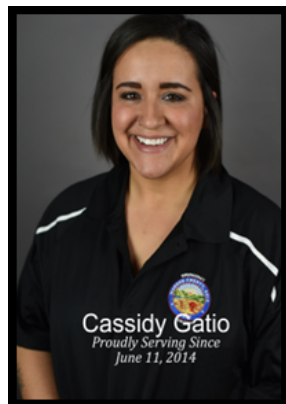
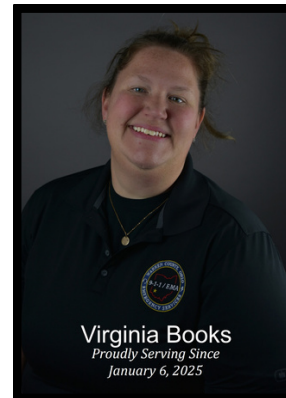
Happy Easter

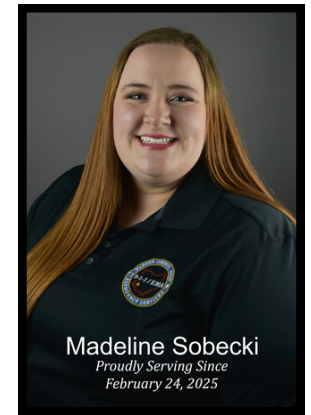
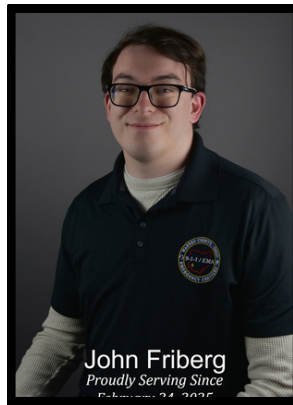
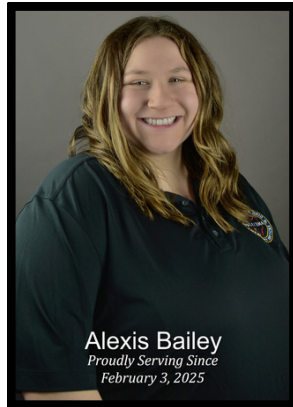


# HONORING OUR DISPATCHERS











Before help could come, before the lights  
shone bright,  
Before the sirens wailed in the lonely  
night,  
Before any responder knew of my plea,  
I reached for you, the hope that set me  
free.

To our brave dispatchers, calm and true,  
Your steady voices guide us through,  
Each call you answer, every word you  
send,  
Is a beacon of comfort, a steadfast friend.  
In that quiet moment before rescue drew  
near,  
Your courage and care erased every fear,  
With every ring and every sound you  
embrace,  
You bring us solace, a light in the darkest  
place.

# EMPLOYEE SPOTLIGHT

February 2025



Carmen Carson, Dispatcher

*"Although there were several people that stood out to me for February, I would like to nominate Carmen for employee of the month. Carmen did a fantastic job with the new hires onboarding process and made sure to get all their checklist items completed and then had them working on other things when they were done with their portion of the checklist. Carmen made sure everything was filled out appropriately and completed, and was among the dispatchers that stood out to the new employees as being extremely helpful during their onboarding process. Carmen also consistently meets compliance and does a great job fielding calls in the radio room by putting them on hold to answer other incoming calls, even on police radios. Carmen is always willing to help out and is much appreciated! I would also like to point out that she was nominated for Dispatcher of the year for the incredible exemplary call she took!"* **Brandy Cooper, Training Supervisor**



**Employee: Leigh Anne Gebele 03/16/2025**

Leigh Anne has been picking up massive amounts of overtime. She often does 16-18 shifts on her work days and usually picks up at least 8 hours, if not more, on her off days. Many dispatchers have been able to stay home during their on call days thanks to Leigh Anne. Thank you for your hard work and commitment!!



**Submitted by: KIM JENT**



## EMPLOYEE SPOTLIGHT - Continued



Each year part of the Navigator conference is the nomination and selection of the IAED Dispatcher of the year. Samantha Hall nominated **Carmen Carson** for Dispatcher of the year! Here is her nomination for Carmen to be considered for IAED Dispatcher of the year!

*On 9/12/2024 Dispatcher **Carmen Carson** received a 911 call from a female reporting her 60-year-old husband had recent surgery and had passed out. The patient was initially breathing then his ears began turning purple. Carmen remained very calm, immediately used the breathing diagnostic tool, at which time you can hear the caller recognizing the gravity of the situation unfolding before her eyes. Carmen recognized the caller's emotional state deteriorating, used the caller's name several times, grounding her to follow instructions and begin CPR. Although the caller was in crisis Carmen continued to push the caller to continue CPR until responders arrived. Through the caller's screams and cries Carmen continued coaching the CPR compression rate, reassured her to keep going and to not stop until the first responders were with her. Fire and EMS arrived on scene and transported the patient to Kettering Hospital Main Campus. The majority of time this is where our story ends. In this case, the patient survived and requested to meet everyone involved in saving his life, including Dispatcher Carson. In his email he stated, "One more I need to thank is the dispatcher that spent the early minutes keeping my wife calm and on task." On 11/12/2024 at 1730 Dispatcher Carson was able to meet the female caller that she coached for a very long 5 minutes and man whose life she saved.*

Part of the nomination process is wanting to know more about your community service preformed.

## EMPLOYEE SPOTLIGHT - Continued

Carmen is proactive in making sure other dispatch centers have our support when tragedies unfold. She will do the legwork to find agency names, addresses, and begin the process of having our dispatchers sign cards to send to agencies. Her kindness does not stop there, in 2018 a tragedy unfolded in our own community near the holidays, when a mother of 3 small children was killed by her boyfriend leaving the children motherless. Carmen began a toy/clothing drive for the children to bring them some happiness on Christmas. In 2019 an Officer from Clearcreek Twp Police Department was killed when his vehicle was struck by a drunk driver. Carmen assisted in a wrist band drive to raise money for his family. Carmen is an asset to the communities and agencies we serve and our department. We are proud of her and grateful to have her as part of our team.

Although you were not chosen as the IAED Dispatcher of the year, here is IAED's response ref all nominations received:

*Thank you for submitting your nomination for the IAED Dispatcher of the Year award. This year, we were truly impressed by the volume and quality of nominations, which provided a deeper look into the remarkable emergency dispatchers who tirelessly serve their communities. Among all the outstanding candidates, your nominee stood out as truly exceptional.*

*After careful and thoughtful consideration, the IAED Awards Committee has made its decision. Although your nominee was not selected as the 2025 Dispatcher of the Year, the significant impact your nominee has made on your agency, community, and public safety is a testament to the excellence of this profession.*

I am lucky to work beside you and call you my friend. We appreciate your years of service, hard work, and dedication to our Department and the communities we serve!





# COMMUNITY OUTREACH

On 3/13/2025, Training coordinator Samantha Hall was invited and attended an Employment Expo at Yellow Springs High School. Students were offered a wide variety of careers to explore, including those in the public safety sector, such as 911 Dispatch, flight nurse, BCI, Coast Guard and mental health careers. The students were provided "passports" and when they visited the career booths that interested them! The passports were stamped by the career representative while answering any questions about the career! Working in conjunction with schools is a great way to show students various career opportunities available to them after High School Graduation.

Other careers available for exploration were horse training, electrician, plumbing, excavating, welding, aviation, architecture, human resource specialist, manufacturing, sales, marketing, business, project management, mental health, hotel management, restaurant management, carpentry, tattoo artist, podcast radio producer, cyber security network, defense attorney, banking manager, real estate, local news editor and reporter, engineering, graphic design, and athletic training.



# COMMUNITY OUTREACH - Continued

On Wednesday, March 12<sup>th</sup> Emergency Services Director, Melissa Bour, attended the Blessing of the New Baby Box at Fire Rescue Station 57.



**Safe Haven**  
Baby Boxes

Contact: Deputy Chief Matt Hannigan  
Deerfield Township Fire Rescue Department  
513.583.4791 / [mhannigan@deerfieldtwp.com](mailto:mhannigan@deerfieldtwp.com)

## **Deerfield Township Celebrates the 14th Baby Box in Ohio**

Deerfield Township, OH – The Deerfield Township Board of Trustees and Deerfield Township Fire Rescue Department will dedicate a state-of-the-art baby box at Fire Rescue Station 57 (3435 US Route 22) on March 19, 2025, at 12:00 pm EST. This important and innovative safety resource provides a safe and anonymous alternative for individuals who make the difficult decision to surrender an infant.

The baby box offers a secure and compassionate option for parents in crisis and guarantees that every infant has a safe and loving future. Designed with innovative safety features and installed on an exterior wall of the fire station, this box ensures the safe surrender of infants. The exterior door locks automatically when a newborn is placed inside, and an interior door allows medical personnel to promptly and securely retrieve the baby, ensuring immediate care and protection.

“The baby box at Station 57 will be a vital resource for our community, providing a lifeline for mothers in crisis and a safe beginning for their newborns. The Deerfield Township Board of Trustees and Deerfield Township Fire Rescue Department partnered with Safe Haven Baby Boxes to help parents in crisis and guarantee that every child has a bright future,” says Deerfield Township Board President Julie Seitz.

According to Monica Kelsey with Safe Haven Baby Box, the new baby box would not have been possible without the support of the Deerfield Township Trustees, especially Trustee Lelle Lutts Hedding. Kelsey says, “We would like to thank the Deerfield Township Board of Trustees and Deerfield Township Fire Rescue for bringing this important initiative to their community.”

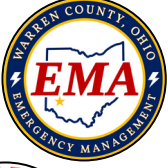
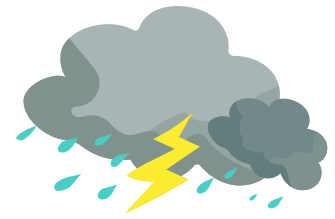


The background features a light-colored wooden plank surface. On the left side, a yellow ribbon is draped diagonally from the top towards the bottom. Scattered across the surface are several decorated Easter eggs: a solid blue egg at the top left, a green egg with white floral patterns below it, a solid pink egg to the right of the green one, a pink egg with white horizontal stripes below the pink egg, a solid yellow egg to the right of the striped pink egg, a green egg with white geometric patterns below the yellow egg, and a blue egg with white floral patterns at the bottom right.

HAPPY  
Easter

## Celebrating a Birthday

Leigh Anne Gebele - 6th  
Joey Bishop - 11th



# 2025 NWS Weather Spotter Training

Hosted by Butler, Montgomery & Warren County EMAs



**All are  
welcome to  
join!**

## 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!**

## Date & Time:

**Monday, April 14th from 6:00 PM - 8:00 PM**

at the Atrium Medical Center - Professional Building  
200 Medical Medical Center Dr, Middletown OH 45005

## Registration:

Please visit: [bit.ly/4gKn1Cl](https://bit.ly/4gKn1Cl)



**Due to seating capacity, registration will be on a first come first serve basis and will max out at 150!**

**Mark  
your  
Calendar**

## How to Get There:

When you enter the Medical Center Campus, the Professional Building will be to the LEFT of the main hospital entrance. Park in the parking lot in front of the Professional Building. Enter through the doors and turn RIGHT to take elevators to the 5th Floor. Follow the signage to the auditoriums. **If additional directions are needed, you may call the hospital operator at 513-424-2111 and ask for Campus Police assistance.**

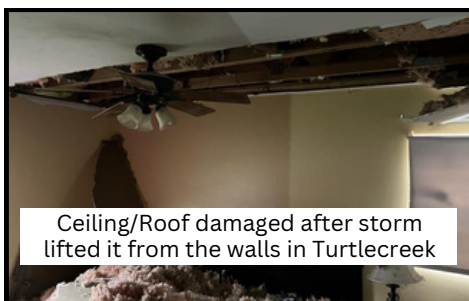
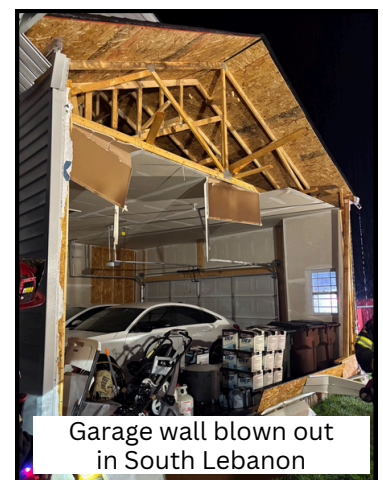
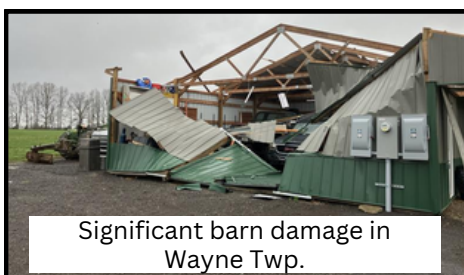
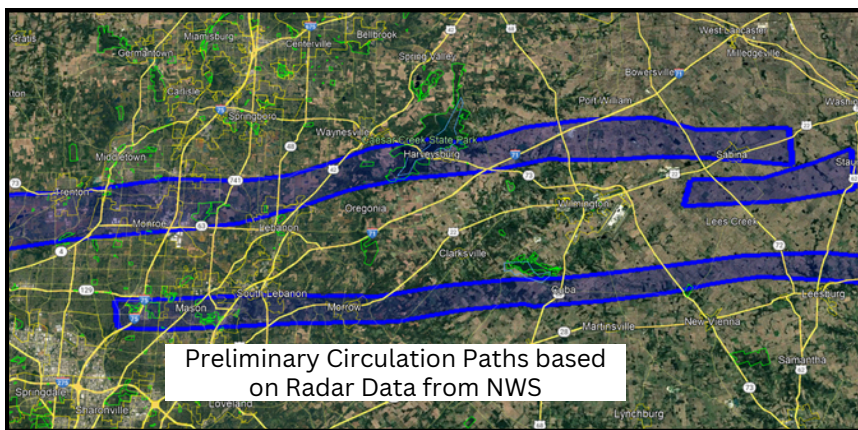


## Tornadoes Confirmed in Warren County on 3/30/25

On Sunday evening, March 30<sup>th</sup>, a severe storm system moved through the region. As it moved into Warren County, two paths with hazardous conditions popped up. One path impacted the northern portion of the county and other path impacted the southern portion (see map for initial tracks). This resulted in many trees and wires down, and scattered damages to homes and businesses throughout the county.

The following morning, Warren County EMA and the National Weather Service (NWS) conducted damage assessments to document the damages which help determine what level of storm occurred, and to address any unmet needs. Huge thank you to all who provided damage reports! With damages this widespread, your assistance helps narrow down where we need conduct assessments and areas to visit first.

As of 3/31/25, NWS has confirmed that two EFO tornadoes impacted Warren County. One tornado started in West Chester traveling through Mason and Kings Mills before ending just west of Morrow. The other tornado touched down near Waynesville Road and continued to the Caesar Creek Visitor Center. As additional assessments occur, these paths could alter slightly over the next couple days. A third EFO tornado was also confirmed: it started in Butler County and ended in Monroe right on the Warren County border.



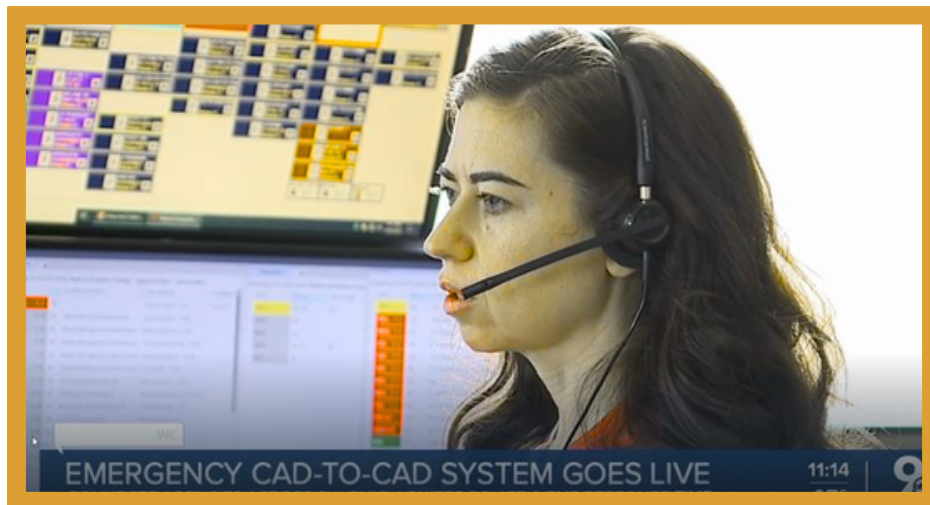
## CAD-to-CAD FINALLY LIVE

After several years we are now able to share real time information with neighboring counties. No longer do we have to pick up a phone or radio to ask for mutual aid into our county or relay pertinent information to another.

Josh Moyer, Public Safety Systems Manager with Warren County Telecommunications was the project manager and we are very grateful for all the time and work he has dedicated to this important project.

CAD- to-CAD dramatically improves emergency response times when seconds matter. When we have a call for service that requires a response from an agency that we do not dispatch for, the request automatically goes to that center. They can then dispatch the appropriate units from their departments.

At this time the City of Cincinnati, Hamilton County Communications, West Chester Communications and Northeast Communications are connected to the HUB.



## Your LEADS Roster

LEADS states that if a user has expired they are to be disabled in LEADS within a week. Unfortunately we have had several agencies this month who have officers where their LEADS access has expired.

When disabling a user, it removes them from your active roster and they are unable to have any LEADS access. In order to re-enable them, the Communications Center has to submit the request to LEADS to get them added back to the active roster. When we do this, LEADS now requires a fingerprint date. This date is the date your agency received the results back from the fingerprint check.

Due to these changes, the Communications Center requires your department letterhead with the users; name, OLN/SSN, and fingerprint return date to add new users and to reactivate expired users. This can be mailed or sent as an attachment via email to

[es.supervisors@wcoh.net](mailto:es.supervisors@wcoh.net)

This is why it is imperative that users keep track of their expiration dates and not let themselves expire.

If you have any questions please reach out to Supervisor Chris Dill at 513-695-1574.



**Join us Saturday April 5th for our first annual Health and Safety Fair.  
09AM - 1PM at Staion 81. 9120 Morrow Rossburg Road.**

## **Harlan Township Fire & Rescue**

### **Health and Safety Fair**

**Saturday April 5<sup>th</sup>**

**9:00 – 1:00**

**Partner entities who will be on site:**

Warren County Senior Services, Warren County Adult Protective Services, Meals on Wheels, Health Source of Ohio, Warren County Sheriff, Warren County 9-1-1, Warren County Emergency Management, Red Cross, Warren County Veterans Services, Premier Health, Harlan Township Fire and Rescue and the 9-Lincoln Auxiliary

**HTFR Station 81**

**9210 Morrow Rossburg Road**

**Pleasant Plain, Ohio 45162**



# WARREN COUNTY COMMUNITY SHRED & ELECTRONICS RECYCLING DAY



**Date: Saturday, May 10th, 2025**

**Time: 10am – 1pm**

**Location: 406 Justice Drive, Lebanon Ohio 45036**  
**Administration Building Parking Lot**

**NOTE: Event is first come, first serve, staff will assist with emptying boxes/electronics**

## Shredding

## Electronics

- 5 Box Maximum
- Shredding will be completed offsite

### Electronics Accepted:

- Computer Equipment
- TVs
- Batteries

## Questions?

- Phone: 513.695.1815
- Email: [Jennifer.Haney@co.warren.oh.us](mailto:Jennifer.Haney@co.warren.oh.us)

## Questions?

- Phone: 513.695.1209
- Email: [solid.waste@co.warren.oh.us](mailto:solid.waste@co.warren.oh.us)

**MORE INFO:** <https://www.co.warren.oh.us/recordscenter/GenInfo/ShredDay.aspx>

# 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. 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.





  
*Stronger Together*

**We understand because we've been there.  
Talk to someone who gets it—no judgment.  
Just confidential support.**

**BECAUSE EVEN THE STRONGEST NEED SUPPORT.**



## Warren County Emergency Services

520 Justice Drive

Lebanon, OH 45036

513-695-1315

Stay connected with us by:

Website: [www.co.warren.oh.us/emercencyservices](http://www.co.warren.oh.us/emercencyservices)

Facebook: @WCOHEMA

Twitter: @WCEMAOhio

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