

EMERGENCY



SERVICES

PREPAREDNESS DEPENDS ON YOU

Dispatch Times



December 2023
Volume 10, Issue 12

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We wish to extend our deepest sympathies to the Franklin Police Department as they have lost a beloved member of their family. Canine Officer Fury was killed the morning of November 11th by a driver who was driving the wrong way on River Street and struck a Franklin patrol vehicle. Two of our police officers were also injured but will return to duty.



Mark Your Calendar!



December 1
Christmas Tree Lighting
Mason

December 1-3
Christmas in the Village
Waynesville

December 2
Horse Drawn Carriage Parade
Lebanon

Franklin City in Lights

December 9
Tree Lighting Celebration
Hamilton Twp./Maineville

December 16
Wreaths Across
America
Hamilton Twp.



EMPLOYEE SPOTLIGHT

October



Chris has been nominated by fellow supervisor, Brandy Cooper. Chris worked overtime 8 out of his 15 working shifts and 7 of them were 16 hour shifts, because other supervisors were out on leave.

Chris is always in a good mood and willing to step up and take on additional tasks as needed. He's compassionate about his career and we appreciate all his hard work and dedication.

October & November QPR High Compliance Queued Calls

Amber Wilson 2
Alexander Lucas 3
Carmen Carson 3
Mike Wiggins 7
Stephanie Abbott 1
April Kennard 5
Joey Bishop 4
Emmaline Ritchie 1

Jennifer Key 4
Sophia Sidley 2
Ashleigh Gillespie 1
Brian Holtel 2
Samantha Hall 1
Chris Carr 3
Sara Swierk 1
Kim Adams 1

Paige Barton 5
Seth Whitlock 5
Andrew Wagenknecht 5
Blake Holman 3
Cassidy Gatio 6
Kelly Fiebig 1
Jon Bright 1
Tiffany Baldwin 1

EMPLOYEE SPOTLIGHT CONTINUED

KUDOS AND THANK YOU

Amber Wilson you agreed to train Austin while his trainer has been off and you did a great job of being proactive with him and teaching him a ton of new things. We appreciate your willingness to help out and work with Austin. Thank you so much!

Ashleigh Gillespie you volunteered to stay after your shift until another ECO showed up on 11/4 and flex your OT schedule since we were short staffed. Your willingness to help when needed is greatly appreciated.

Dennis Rutter You stayed over until 0400 on 11/10 and worked a 20 hour shift when the crew had no one else to force and were down to 4 ECO's. Your willingness to stay and help out was very much appreciated and a great help to the night crew. Thank you for all you do!

APRIL KENNARD RETIRES FROM TDU—THANK YOU FOR YOUR SERVICE



"AFTER 11 YEARS WITH THE WARREN CO TDU, I HAVE DECIDED TO RESIGN AND LET OTHERS EXPERIENCE WHAT I HAVE. IN THE PAST YEARS THERE HAVE BEEN MANY CALLOUTS, TRAININGS, SPECIAL EVENTS, PRESIDENTIAL DETAILS, PRESIDENTIAL ELECT EVENTS AND MANY FACES COME AND GO. SOMETIMES THEY WERE VERY LONG HOURS AND SOMETIMES WAS JUST MINUTES, BUT WE ALL BONDED AND NOW I CALL THEM FRIENDS AND FAMILY. IT IS BITTERSWEET THAT I AM NO LONGER ON THE TEAM BUT IT WAS TIME FOR ME TO STEP ASIDE AND LET OTHERS GET TO SHARE THOSE EXACT THINGS AS I DID. I MAY NO LONGER BE ON THE TEAM BUT I AM ALWAYS IN DISPATCH, JUST CALL OR STOP IN DISPATCH FOR VISIT. THANKS FOR THE MEMORIES"

April Kennard



MEET OUR NEW DISPATCHERS



Kayla Conger

Kayla is from Lebanon and graduated from Lebanon High School. She also attended the Warren County Career Center where she earned her EMT-B card. She is also working for Clinton Warren Joint Fire and Rescue. Kayla has a 1-year-old son and a younger and older brother. In her spare time, she likes to read, going to watch her brother's dirt track races, kayaking, hiking, and most of all spending all her free time with her son.



Nicholas Orihood

Nick is from Englewood, Ohio and attended Eaton High School and Miami Valley Career Technology Center for carpentry. Nick comes to us from Green Velvet Sod Farms where he was the Inventory Manager and handled inside sales. Nick's father is a 15-year veteran of the Montgomery County Sheriff's Office and is now retired. His mother and stepfather are enjoying their retirement in Cape Coral, Florida. Nick also has 2 older sisters. Nick loves anything science related, and his hobbies are music, building decks, remodeling houses, working on cars, fishing, trap or target shooting and watching OSU and Browns football.



Shout Outs

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

Feedback Board

List Focused

She was very helpful, patient, polite and provided contacts to my inquiries.

Very helpful and quickly responsive

No problems. Everything was great.

Very helpful

Very professional and respectful.

Efficient and friendly. Great job

He was very kind and friendly and respectful to me and made sure that I clearly understood what he was talking to me about

Very friendly

Listened to my concerns and had an officer

Professional, Attention to Detail, all around an awesome dispatcher. Being a former firefighter, medic and police officer; I was very pleased with the timely communication back advising the change of location and police entity my sister and I were meeting with. I have nothing but positive feedback for the W.C.C.C. staff and the great job they've done and will continue to do.

She was pleasant

Very clear speaking, easy to understand and pleasant.

She was super nice and caring and informative

Very nice speaking voice, easy to understand too!

Very helpful



CELEBRATING A BIRTHDAY:

Jesse Madden—4th
Sherri Holliday—10th
Christopher Morgan—24th
Quentin Cox—30th

CELEBRATING A MILESTONE:

April Kennard 6th—24 Years
Jesse Madden 18th—23 Years

**HO HO HO
AND HAPPY HOLIDAYS**





Dispatch Times Pet Parade

HI I AM FRYE! I am a 8-year old Labrador Retriever and with my owner Larry I visit the Warren County Communications Center once a month. Each Dispatcher gets a “FRYE sticker” (his picture) for their badge. I love getting petted, and getting carrots as a treat.

We also respond to critical incidents through the Tri-State with the Peer Support Team and SW Ohio Critical Incident Stress Management Team.

To arrange a visit, contact Larry Bennett, lawrence.bennett@uc.edu (Cell 513-470-2744).



HI I AM BETTI MAE! I am a 4-year old Papillon and my owner is Jo Reasinger . I have been a certified therapy dog since I was 2. I am full of energy and personality and I keep busy by attending classes in obedience, rally, nose work and agility. I have an extremely high prey drive and I will be starting a Barn Hunt class in 2024 where I will enjoy finding live rats in tubes within a barn setting full of hay and tunnels. Currently I enjoy chasing the many squirrels, chipmunks, bunnies and the occasional stray cat in my backyard. I love going on “sniff walks” every day with my mom. I am working on my Advanced Trick Dog title. I love to do many tricks so the next time you see me, please ask me to perform.



My handler and I are a certified therapy dog team through Pet Partners of Greater Cincinnati. We have also done additional training and are members of the Animal Assisted Crisis Response Team (AACR) through Pet Partners that provide visits to 1st responders. This team of handlers and dogs are available to provide Stress Relief visits and post-critical incident support visits to all local First Responders: Fire, EMS, Police, Corrections & 911 Dispatchers throughout the Tri-State area.



I am also a member of the volunteer Therapy Dog Team at Children’s hospital which provides visits to the staff and patients at their various locations around the Cincinnati area. I also conduct therapy visits at the Ronald McDonald House, the Christ Hospital, area schools, fire stations, police departments and 911 Communication Centers. I love meeting people and performing my therapy dog visits and I look forward to meeting all of you!



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

EMA Spotlight

INTERNATIONAL ASSOCIATION OF EMERGENCY MANAGERS CONFERENCE

The International Association of Emergency Managers (IAEM) annual conference was held November 3rd – 9th, 2023 in Long Beach, California. The conference had over 2,000 attendees and had emergency managers from 20 different countries! Warren County EMA was represented by Operations Manager Sydney Renner. There were many great presentations from this conference including topics regarding pre-disaster recovery planning, addressing animal concerns during disasters, advancements in EOC technology, lessons learned from the Kentucky tornadoes, and more! There were many takeaways to incorporate into WCEMA's operations and plan updates. An additional perk of the conference was that Sydney was able to tour Disneyland's EOC and Communications Center!



Guess the Christmas Song

PICTURES WITH MITIGATION MURPHY!

Mitigation Murphy is EMA's preparedness mascot. Murphy stays very busy visiting schools and sharing disaster & emergency preparedness tips on social media. Follow him on our Facebook & Twitter with the hashtag: [#MitigationMurphy](https://twitter.com/MitigationMurphy)

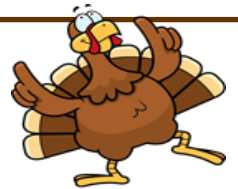
If you know the Christmas songs related to each of the three pictures below, email us at sherri.holliday@wcoh.net. Everyone with all three correct answers will be entered into a drawing for a gift card. Check back next month for the answers and to see if your name was drawn.



October 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	5,159	517	641	County Sundays 890 calls	County 5:00 pm
Total 911 Calls Year To Date	61,628	5,802	5,890	Franklin Mondays 108 calls	Franklin 7:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small>	96.59 %	96.32 %	94.07 %	Lebanon Mondays 119 calls	Lebanon 2:00 pm

2023 TURKEY COLORING CONTEST WINNERS



Congratulations to our Turkey Coloring Contest Winners:
Sara Swierk, Stacy Ryan and Ashley Gillespie!



In Former Times 2009

Shift Supervisors

Melissa Bour and Scott Carlisle work one rotation.



Rob Ramby and Jason Shatto work the other rotation.



The Warren County Peer Support Team can be reached through Warren County Communications Center at 513-695-2525. Just ask for Bob Moertle to be paged and he will call you back. **If you don't want to call the center, you can also access the team simply by clicking on our QR code.**

Not only can you access the team, there is also peer support information. 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 monthly and if anyone in your department is interested in joining, please reach out.



Where Am I?

If you know the location where this picture was taken, email us at sherri.holliday@wcoh.net no later than December 26th. 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.



Congratulations, Capt. Kenrick Hamilton of the Franklin Township Fire Department for guessing last month's Where Am I picture of the Veterans Memorial at the Franklin VFW on Main Street, Franklin, Ohio. .

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



Warren County Emergency Services

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Stay connected with us by:

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

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