

Dispatch Times



CONGRATULATIONS AND BEST WISHES CHIEF

DOUG WEHMEYER

On January 4th Melissa Bour, Jesse Madden, Samantha Hall and Cassidy Gatio of Warren County Emergency Services attended the Goodbye Luncheon held in honor of Deerfield Township Fire Rescue Battalion Chief Doug Wehmeyer at Station 57. Doug is moving on to his permanent position as Fire Chief for Lockland Fire Department where he initially began his fire service career.



Doug has been in the fire service since 1989. He served 11 years with the Lockland Fire Department, 7 years with the Woodlawn Fire Department, and most recently as Deerfield Township's Battalion Chief. Congratulations on your new position and best wishes.

February 2024

Volume 11, Issue 2

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Mark Your Calendar!



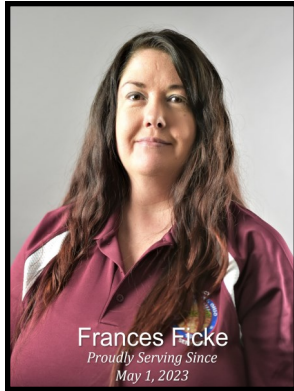
February 14
Valentine's Day

February 19
President's Day



EMPLOYEE SPOTLIGHT

December



Frances Ficke, LEPC Grants Coordinator

Operations Manger, Jesse Madden nominated Frances Ficke for Employee Of The Month. Below is what he submitted:

"She has worked very hard with the Tier II filings, and the work she puts into the LEPC meetings, EMPG grant work & state fillings.

She is always a beacon of light for the department. She comes in with a smile and always so appreciative of any assistance when given to her.

I am so glad she is a part of the ES Team!"

November & December QPR High Compliance Queued Calls

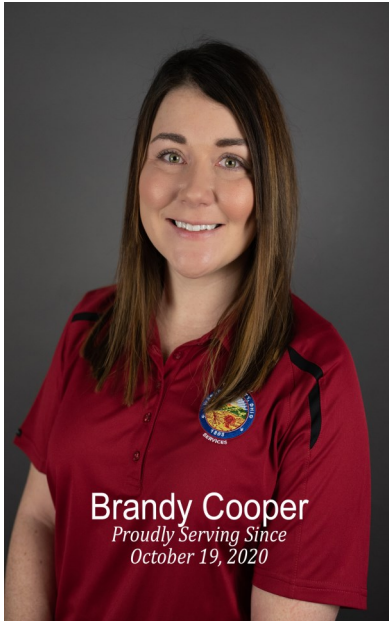
Amber Wilson 3
Alexander Lucas 7
Carmen Carson 1
Chris Carr 2
April Kennard 5
Joey Bishop 1
Emmaline Ritchie 5
Kaitlyn Niles 4
Samantha Hall 2
Stephanie Abbott 1

Jennifer Key 2
Sophia Sidley 4
Brittany Creager 2
Brian Holtel 2
Sara Swierk 1
Kim Adams 1
Quentin Cox 2
Ashlee Jones 4
Tiffany Baldwin 2

Paige Barton 3
Seth Whitlock 2
Andrew Wagenknecht 4
Blake Holman 3
Cassidy Gatio 2
Kelly Fiebig 2
Chris Dill 3
Kim Jent 1
Stacy Ryan 1

EMPLOYEE SPOTLIGHT (CONT.)

Meet Our New Training Supervisor—Brandy Cooper



CONGRATULATIONS on being promoted to Training Supervisor. Brandy began working as a dispatcher with us on October 19, 2020 and in July 2023 was promoted to Dispatch Supervisor. Brandy has now been promoted into a new position as Training Supervisor where she will work directly with Samantha Hall in training the new dispatchers. She came to us from Hamilton County Communications Center with 6 years of experience and prior to that she was a supervisor for Staples Call Center. Brandy grew up in Portsmouth, Ohio and currently lives in Cincinnati. She attended West Union High School and is currently working on her degree in Psychology at University of Cincinnati. In her free time she enjoys traveling, outdoor activities with her dogs, concerts, riding horses, trying new foods and restaurants and seeing how many new beaches she can find to add to all the ones she's already visited. Best of luck in your new position!

Great job!

At 11:44 on 1/20/24, **Alexander Lucas** took a call for a male that had just collapsed. Alex quickly created a call for dispatch and followed the EMD protocol for a cardiac arrest. He talked the patient's wife through CPR, which was then taken over by Springboro police and later Clearcreek EMS. The patient's father called in today to advise that his son was now extubated and recovering. He stated that Alex's quick actions and ability to assist the caller through CPR undoubtedly saved his son's life, along with the efforts of police and EMS.

Receiving feedback from a family member that our efforts as dispatchers has saved a life is the best possible result of our professional efforts. Great job doing exactly what you should have done quickly and effectively.

Brian Holtel
Emergency Communications Supervisor

Thank you!

Over the weekend of January 20th **Alyssa Hardin** was our EMA on-call during the winter weather and extremely cold temperatures. During which Alyssa managed the EMA's social media pages and handled the comments that were left in a professional and well-worded manner. KUDOS TO ALYSSA on her responses!!!

Blue Card Training

On Dec. 18, 19, and 22 of 2023 Deerfield Twp Fire Department held a Blue Card Certification Simulation Lab and invited dispatchers to play the role of the dispatcher for the simulations. This was an excellent learning opportunity for the dispatchers that chose to attend available sessions. We appreciate being invited and love to be involved in trainings to learn and bridge the gap between dispatchers/firefighters with a personal connection! Here was the feedback the dispatchers provided!

Brittany Creager

'It was really neat to go and see the way the command operates, how they set up command and each roll the firefighters play in a structure fire. Talking to them and understanding the language they use makes it easier to picture what is happening. In the background being the dispatcher, we always paint this picture in our mind of what is going on, but never actually know. Now looking at the map knowing Alpha, Bravo, Charlie and Delta sides is helpful especially using AVL. I can see what side command is set up on and that is the Alpha side if I remember correctly. I also learned what the purpose of the size up is, the size of the building on the size up allows the responding apparatus to know how much hose can fit into the building, which is all really cool to learn because now it makes things make sense. We also got to discuss how important it is sitting the TAC channel and putting in all the updates and how vital they are to command that is responding and can not write all the things down at that time.'

Paige Barton

"I got the opportunity to attend a portion of Deerfield Township Fire's Blue Card Training as a "dispatcher" during their simulations and I was able to learn so much! It really opened my eyes on how operations run on the other side of the radio and the meaning behind a size up or a 360 I am either typing out or repeating back to the unit. I asked several questions which were answered in a way I, someone who has zero fire background, could understand, which was greatly appreciated. This is beneficial to me in my dispatching career as it will help me become a better fire dispatcher and a better trainer. I hope to get the opportunity to attend many more trainings like this one in the future! Thank you again to Deerfield Township Fire, Deputy Chief Wehmeyer and Deputy Chief Hannigan!"

Blue Card Training (Cont.)

Andrew Wagenknecht

"IT WAS VERY EDUCATIONAL. IT GAVE A GREAT OUTSIDE LOOK IN ON THE COMMAND STRUCTURE OF AN INCIDENT SUCH AS A STRUCTURE FIRE. WE TRY OUR BEST EVERY TIME TO PAINT A PICTURE OF EVERY INCIDENT IN OUR MIND ON THIS SIDE OF THE RADIO, AND BEING FORTUNATE ENOUGH TO BE INCLUDED AND INVITED TO DEERFIELD FIRE DEPT. TO NOT ONLY ASSIST, BUT ALSO LEARN WHAT THE TERMINOLOGY MEANS. THIS IS VERY BENEFICIAL TO EVERYONE TO KEEP EVERYONE SAFE ON ANY INCIDENT. I HOPE IN THE FUTURE, NOT ONLY DEERFIELD, BUT OTHER AGENCIES INVITE US TO PARTICIPATE IN TRAININGS SUCH AS THESE AS IT BENEFITS NOT JUST THAT AGENCY, BUT ALL THE AGENCIES IN WARREN COUNTY."

Kaitlyn Niles

"I thought the experience was very beneficial as the dispatcher. I was able to see a little more "behind the scenes" of how the fire department operates on scene. The scenarios they did were a structure fire in Lowe's and a structure fire in an apartment complex with 15 units in each building and approximately 10 buildings right next to each other. As the dispatcher, we were there so that they could give the scene size up to us and have it repeated back to them. It was different and a little more difficult not having a computer in front of me to type it as they say it. And the size ups they gave were very long and very detailed as if they were talking on TAC and not primary, so it was hard to repeat all of it back not having the resources I usually have. But it was great to see everything from the FD's point of view and the policies and procedures that they have to go through in order to operate efficiently. There is so much more to it than it seems, as there is with all jobs. I think it's very beneficial to have this communication and these events/trainings with the fire dept. It helps build our relationship with them and also helps the fire department and us learn about each other's jobs which I think leads to more effective communication and appreciation for each other's jobs. I had mentioned to Jesse when I went to 76's for the post-incident analysis for the SF w/entrapment that I think it would be a very good idea to somehow do these meetings/trainings/events with the fire departments often. Whether it's for blue card, PIA's or something else. I think it would help us as dispatchers when we're sitting fire radio or when we take calls for a fire. And I think it would help the fire departments be a little more knowledgeable of our side and then it could be easier for everyone all around. But I did thoroughly enjoy being present and am thankful they invited us to join!"



Shout Outs

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

Feedback Board

List Focused

helpful appreciated her caring for my needs.

She was very prompt and professional. She had someone on the road to check my daughter very quickly and I appreciate that. I am 2 1/2 hours away in Athens Ohio. Thank you for making sure my daughter was ok. It was very important to me. I had three children and only one is still living and it's her. Thank again, Candace

He was very helpful and calming the way he handled the situation. The response time was very fast. This was my first time to call a 911 in and it is nice to know how fast and professional they responded. Keep up the good work

Dispatcher was very understanding and knew exactly what I needed and communicated where to meet officer perfectly

Very professional and did exactly what they said they would.

They were very nice and quick about everything

Very polite and professional.

She was very helpful and polite. I had a situation, and she was able to give me direction and keep me calm. I really appreciated it.

Very helpful & understanding

The dispatcher was very compassionate and was able to contact a police officer that knew my situation and had him call me back

it was really awesome. Even though it was a false alarm you guys handled it very well and she stopped me from having a panic attack! Amazing work thank you

Fantastic, calm, easy to communicate with



Celebrating a Birthday:

Stacy Ryan—19th

Samantha Hall—23rd

Celebrating a Milestone:

Dennis Rutter 28th—24 years

Chris Carr 28th—24 years





Dispatch Times Pet Parade

HI, I AM GRACIE MAE!

Owners: Seth Whitlock and Kaitlyn Niles

I am an 8 week old Australian Shepherd. My humans found my ad for puppies needing a home and they came and picked me up!! I have a German Shepherd sister who is 5 and a human brother, Derek, who is 2. I am still learning my name and all the new things puppies need to learn, my humans are going to work very hard on my training. I love to run around especially when my toys are thrown. I am adjusting well to my new family and I think I am really going to love and learn from my puppy sister. I love to be wrapped up in a blanket when I am tired and I LOVE TO EAT!!! Keep following the Pet Parade for more pictures as I grow.



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

Send to: sherri.holliday@wcoh.net



Did You Know?

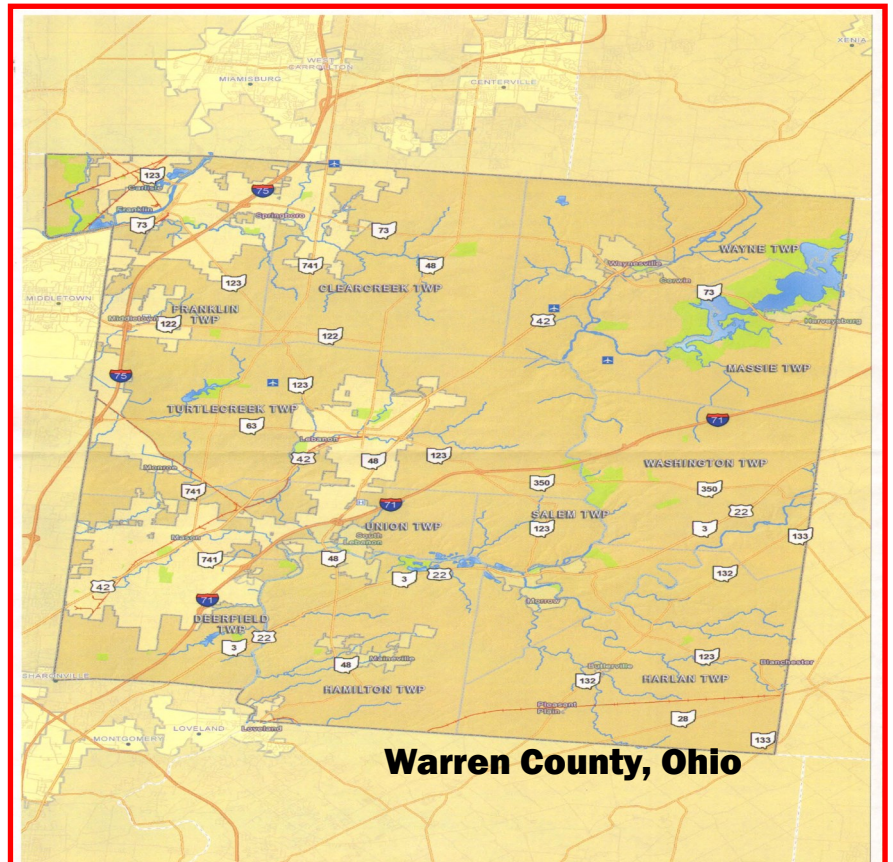
By: Brian Holtel

Did you know that there are 14 Warren Counties in the US? We should all know that we are not the only one, because we have probably all received calls from someone trying to get ahold of one of the other 13. Here are some other tidbits:

- Warren County, Ohio is the most populous of the 14 Warren Counties*
- Many of them are also named after Revolutionary War hero General Joseph Warren, who is known for the Battle of Bunker Hill*
- Probably the most notable of the other Warren Counties is Warren County, Kentucky, which is home to the City of Bowling Green, Western Kentucky University, and the National Corvette Museum*

The other Warren Counties are in the following states:

*Georgia
Illinois
Indiana
Iowa
Kentucky
Mississippi
Missouri
New Jersey
New York
North Carolina
Pennsylvania
Tennessee
Virginia*





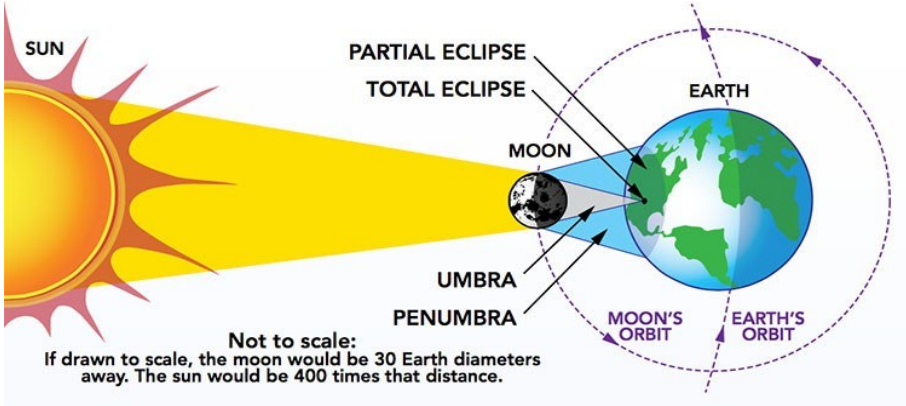
Ohio



TOTAL SOLAR ECLIPSE

APRIL 8, 2024

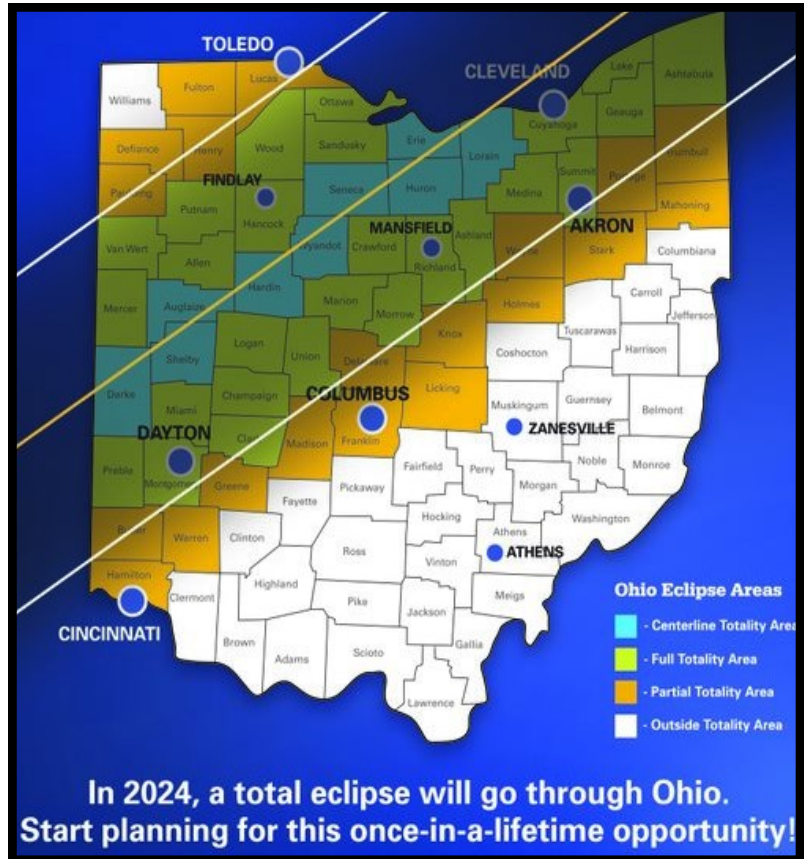
The countdown begins for Monday, April 8, 2024. Start planning for this once in a lifetime opportunity happening across Ohio!



The total solar eclipse will impact a 124 mile-wide band across Ohio, including northern parts of Warren County! It will begin at 3:08 PM and the final exit of the moon's shadow will occur at 3:19 PM.

For More Information:

- Follow Warren County EMA on Facebook @WCOHEMA or on Twitter @WCEMAOhio
- Interactive Map of Viewing Sites in Ohio: <https://ema.ohio.gov/media-publications/ohio-total-solar-eclipse>
- Ohio Total Solar Eclipse: <https://ema.ohio.gov/media-publications/ohio-total-solar-eclipse>
- Viewing Safety Tips & Viewer Purchase Options Reputable Vendors (Prices Vary): <https://ema.ohio.gov/media-publications/ohio-total-solar-eclipse>



MULTIPLE TRAINING OPPORTUNITIES IN 2024

In 2024, EMA is scheduled to host multiple courses. The following courses currently have seats available and are open for enrollment!

PER-229 INTRODUCTION TO C.A.M.E.O. SUITE

March 19th – 21st from 8:00 AM – 5:00 PM

At the Warren County EOC (520 Justice Drive, Lebanon OH 45036)

This course provides training on the fundamental elements of the CAMEO Suite of programs as they relate to emergency situations (i.e., severe weather events, chemical emergencies, mass casualty, etc.). To better understand how the programs interface, participants are provided hands-on opportunities to practice key procedures that allow users to enhance planning and response activities associated with community risks.

OH-386 MASS FATALITY INCIDENTS

May 7th – 8th from 8:00 AM – 4:00 PM

At the Mason Fire Depart. Station 51 (4420 N. Mason Montgomery Road, Mason OH 45040)

This course prepares state and local response personnel and other responsible agencies and professionals to handle mass fatalities effectively and to work with the survivors in an emergency or disaster. This course covers incident management, mass fatalities, planning before and operations during an incident, establishing the morgue, family assistance support operation, and assistance from the federal government. The course concludes with a tabletop exercise.

MGT-466 SPORT & SPECIAL EVENT RISK MANAGEMENT

June 25th – 26th from 8:00 AM – 5:00 PM

At the Warren County EOC (520 Justice Drive, Lebanon OH 45036)

This course provides participants with tools and methodologies for conducting venue-specific and event-specific risk assessments. In the course, participants will utilize assessment outputs to make risk mitigation decisions and determine how to measure the effectiveness of decision-making. This innovative training will introduce methodologies designed to complement and expand on national critical infrastructure framework guidelines.

MGT-475 CROWD MANAGEMENT FOR SPORT & SPECIAL EVENTS

August 7th – 8th from 8:00 AM – 5:00 PM

At the Warren County EOC (520 Justice Drive, Lebanon OH 45036)

This course will provide participants with tools and techniques for conducting crowd management and crowd control. Participants will engage in scenario-based activities designed to expand their ability to resolve risks related to crowd management and crowd control. The training is applicable across the United States regardless of the venue size, capacity, or type of event.

More information or to enroll for any of the above courses, visit: <https://www.co.warren.oh.us/emergencyservices/emergencymanagement/Training/Default.aspx>

National Days to Observe in February:



2nd Ground Hog / Wear Red / Tater Tot / Bubble Gum Day
3rd Ice Cream for Breakfast / Missing Persons / Carrot Cake Day

4th Homemade Soup / Thank a Mail Carrier Day

5th Weatherperson's Day

6th Chopsticks / Frozen Yogurt Day

7th Send a Card to a Friend / Fettuccine Alfredo Day

8th Boy Scouts / Giving Hearts / Kite Flying Day

9th No One Eats Alone / Pizza Day

10th Home Warranty / Cream Cheese Brownie / Umbrella Day

11th Pork Rind / Inventor's / Peppermint Patty / Shut-In Visitation/ White T-Shirt Day

12th Clean Out Your Computer / Plum Pudding Day

13th Cheddar / Tortellini Day

14th Valentine's / Cream-Filled Chocolates / Ferris Wheel / Organ Donor Day

16th Tarter Sauce / Caregivers / Do a Grouch a Favor / Almond Day

17th Red Sock / Cabbage / Random Acts of Kindness Day

18th Battery / Drink Wine / Crab Stuffed Flounder Day

19th President's / Arabian Horse / Chocolate Mint Day

20th Leadership / Comfy / Muffin / Cherry Pie / Love Your Pet Day

21st Grain-Free / Sticky Bun Day

22nd Supermarket Employee / Cook a Sweet Potato / Margarita Day

23rd Skip the Straw / Dog Biscuit / Banana Bread Day

24th Tortilla Chip Day

25th Clam Chowder / Chocolate Covered Nut Day

26th Letter to an Elder / Set a Good Example / Tell a Fairy Tale / Pistachio Day

27th Retro / Polar Bear / Strawberry Day

28th Pancake / Chocolate Souffle / Tooth Fairy / Floral Design / Public Sleeping Day



December 911 Dispatch Stats

| | County | Franklin | Lebanon | Busiest Day of The Week | Busiest Time of The Day |
|---|---------|----------|---------|---------------------------------|-------------------------|
| Total 911 Calls Received | 4,625 | 519 | 593 | County Fridays 812 calls | County 4:00 pm |
| Total 911 Calls Year To Date | 70,671 | 6,791 | 7,002 | Franklin Fridays 97calls | Franklin 5:00 pm |
| Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small> | 97.71 % | 95.76 % | 96.80% | Lebanon Fridays 100 calls | Lebanon 9:00 am |

CONGRATULATIONS AND THANK YOU FOR 25 YEARS OF SERVICE!



Joey Bishop has been with the Warren County Department of Emergency Services since January 4th, 1999. We all want to give our thanks and appreciation for your 25 years of dedicated service.

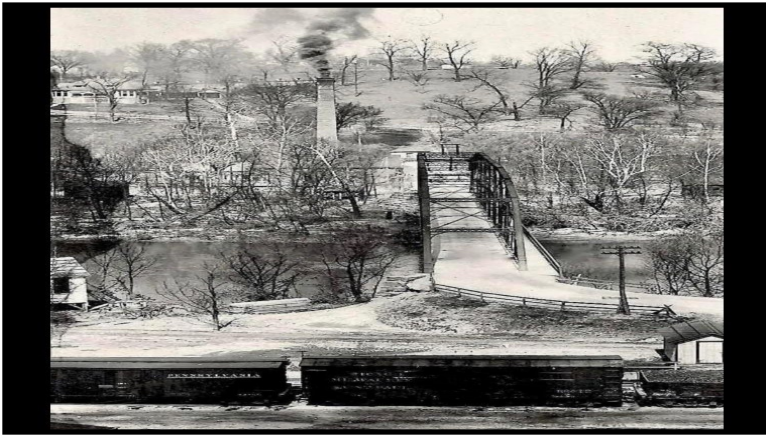


KING AVENUE AND GRANDIN ROAD NOW OPEN TO TRAFFIC

Press Release from Warren County Engineer's Office:

Lebanon, Ohio – Deerfield/Hamilton Townships and City of South Lebanon, Warren County, Ohio – King Avenue and Grandin Road, between Miami Street and Striker Road are now open to through traffic. Construction of the \$22,000,000 King Avenue Bridge Project is now complete. The new two span bridge has a total length of 520 feet and carries two wider lanes of traffic and a shared-use path for pedestrians and bicyclists across the Little Miami State and National Scenic River. A new precast arch bridge, adjacent to the river bridge, now spans over the Little Miami Scenic Trail, eliminating the previous dangerous at-grade road and trail crossing. The shared-use path on the bridge and the Little Miami Scenic Trail are now open as well. Other improvements associated with the project include a new parking lot for the trail, roundabout at the intersection of the trail parking lot and the Peters Cartridge Factory development, and improved geometry of roadway approaches to the bridge.

Below are pictures of the original bridge from about 125 years along with the new 2023 finished bridge.



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 regularly 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 February 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, to Nicci Cepin of the Warren County Auditor's Office for guessing last month's Where Am I picture of the Broadway Street Bridge in Lebanon, Ohio.

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



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)

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