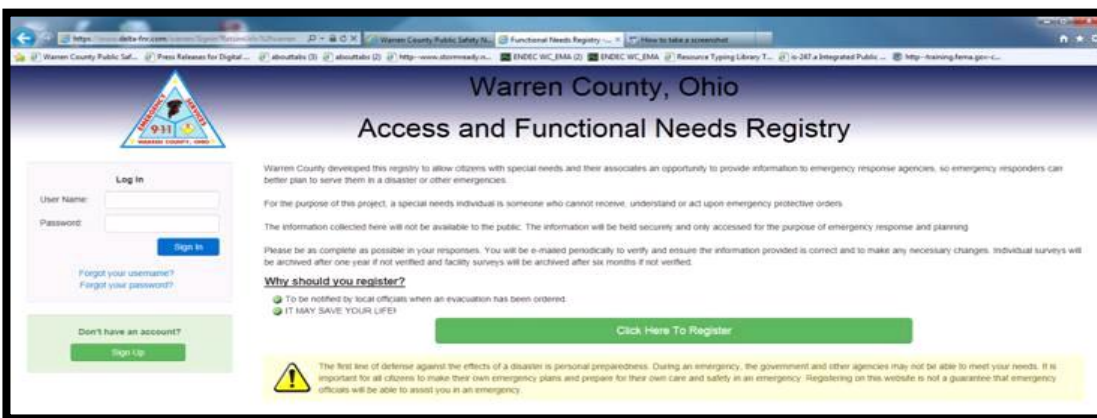# Dispatch Times

Functional Needs Registry

The Access and Functional Needs Registry helps state and local government identify and assist individuals with Access and Functional needs during an evacuation. It is an efficient way to catalog individuals and their needs, map the evacuation area, and deploy the essential resources to where they are needed most. You can register yourself, a loved one or a facility. There is no cost to Warren County residents to register.

Warren County Emergency Management developed this registry to allow citizens with special needs and their associates an opportunity to provide information to emergency response agencies, so emergency responders can better plan to serve them in a disaster or other emergencies.

For the purpose of this project, a special needs individual is someone who cannot receive, understand or act upon emergency protective orders. For example, if a fuel tanker overturned in your area and there was an evacuation order, this program would help make sure that you have the information and recourses needed to evacuate. Examples of those who should register are individuals who are physically and/or mentally disabled, those with mobility limitations, deaf and hard of hearing, frail elderly, children or anyone else who may need assistance during a disaster.

The information collected here will not be available to the general public and all information will be held securely and only accessed for the purpose of emergency response and planning.

To get registered there is a link on our website.

Inside this issue:

Mark Your Calendar!

- **October** – Kings Island Halloween Haunt
- **October 4 & 5** – Potato Festival – Spring Valley
- **October 5** – CCFD Fall Open House- Station 21
- **October 11 & 12**– Sauerkraut Festival
- **October 11** – Treat & Greet – Hamilton Township
- **October 12** – Hill Climb
- **October 16** – Supervisor Meeting
- **October 24 & 25** – Fall Fest - Franklin

Employee Spotlight

Employee of the Month

Keith Fudge
Employee Since 2011

Birthdays

October 6th – **Ron Kronenberger**

October 14th – **Brent Morgan**

October 16th – **Melissa Abrams**

October 22nd – **Allison Wagoner**

October 24th – **Kelly Fiebig**

Retirements

Bob Anson
Lebanon Fire Dept. 23 yrs.
Sgt. Tony Workman
WCSO 22 yrs.

Milestones

Scott Carlisle
Celebrating 13 years

Brian Holtel
Celebrating 10 years

Michael Wiggins
Celebrating 7 years

Joshua Moyer
Celebrating 6 years

Our New Call Taker!

Kelly Fiebig

Kelly grew up in Clermont County and currently resides in Butler County. Before starting her career with Warren County she worked for Tri County Mall Security and still works there part time. She loves helping others and is very eager to learn more about Warren County. When she's not working she enjoys running and spending times outdoors with her boyfriend and dog, Isabell. Kelly said she is very excited to extend her career in dispatching.

Did You Know?

Just a Few Reminders – By Samantha Hall

Reminder #1 - Regarding WCDES procedure for crashes on county/twp roadways in WCSO jurisdictions, as of 02-26-2013 we were instructed to no longer call OSP83 to handle crashes unless requested to do so by WCSO.

Reminder #2 - Whenever making a CFS for a public service, every effort should be made to get the address to where the incident took place. Once this address is obtained from the caller, it should be placed in the address field. If you are unable to obtain said address you should then use the generic 19-<police agency> in the address field. All public services for all law enforcement agencies go to the district car, unless it is for a specific unit or an OIC request. This is also true if the address is 19-<police agency>.

Use of Technology to Locate Emergency Victims – By: Brian Hotel

We have done training and spent time focusing on Wireless Phase II technology and rebidding to find a caller's updated information. Other developing technologies that help locate emergencies include vehicle telematics and mobile medical alarms.

Vehicle telematics is the use of wireless and satellite technology to detect, collect and transmit vehicle data, especially for crashes and other emergencies. Companies can now reliably locate a vehicle and relay its location and condition to emergency responders. These systems include:

- Onstar, a subsidiary of General Motors, is a subscription based service that includes access to emergency operators at the touch of a button or initiated automatically by the vehicle upon detection of a crash. Other features include directions, stolen vehicle tracking, remote unlock, diagnostics and a mobile app.
- Ford 911 Assist is part of the SYNC system on Ford vehicles that uses a Bluetooth-paired and connected phone to initiate a 9-1-1 call directly to local responders, even if the occupant is unable to reach the necessary controls. Before initiating the emergency 911 call, SYNC will provide a 10-second window to allow the driver or passenger to decide whether to cancel the call.
- Chrysler has also recently introduced Uconnect Access, which is activated by pressing the "911" or non-emergency "Assist" buttons. It does not have an automatic accident notification system. Hyundai has a similar system known as "Blue Link". Toyota has "Safety Connect", which includes help buttons and automatic crash notification. Honda has "HondaLink", which gives maintenance updates and roadside assistance. This is not a comprehensive list, but covers the most popular auto brands.

Advances in medical alarms include MobileHelp, which is the first company to offer coverage outside the subscriber's home. The system's mobile device uses the AT&T wireless network, which allows the alarm company to obtain GPS coordinates of the emergency victim to relay to emergency services. It also has an attached online tool that allows a caregiver to locate the user. I know of at least one instance a couple weeks ago in which Warren County Communications received an alarm activation from this company and Clearcreek Fire District responded. It turns out that the user was in the home, but she could have been anywhere and we need to be prepared to handle these calls. Keep your eye on these and other new tools that will aid both dispatchers and responders.

Where am I? – By: Sarah Robers

If you know the location of where this picture was taken, email us at melissa.bour@wcoh.net. Everyone that has the right guess will be entered into a drawing for a prize. Include your name, phone number, department you work for and your guess of the location and any other details. Don't forget to check back next month to see if you are the one that won!!!

We Welcome your Input!

We want this to be "our newsletter" and want everyone to be involved! So, if you have any ideas of what you would like to see or if you would like to write an article to possibly be in upcoming newsletters please send them to us and we will take a look! If it is a time sensitive article we will make every effort to get it in the next newsletter. Articles that you would like in the next month's newsletter must be submitted to us by the 3rd Monday of the prior month. So, send your ideas and/or articles to Josh Moyer or Melissa Bour at melissa.bour@wcoh.net. No ideas are too small so please give us your input.

Warren County Trick or Treat Times

Thursday October 30th:
City of Franklin – 6:00pm to 8:00pm
Village of Carlisle – 6:00pm to 8:00pm

Friday October 31st:
Clearcreek Twp – 6:00pm to 8:00pm
Deerfield Twp – 6:00pm to 8:00pm
City of Lebanon – 5:30pm to 7:30pm
City of Springboro – 6:00pm to 8:00pm
Village of Waynesville – 6:00pm to 8:00pm
City of Mason – 6:00pm to 8:00pm
Hamilton Twp – 6:00pm to 8:00pm
Harlan Twp – 6:00pm to 8:00pm
Village of Maineville – 6:00pm to 8:00pm
Village of Morrow – 6:00pm to 8:00pm
Pleasant Plain – 6:00pm to 8:00pm
Turtlecreek Twp – 5:30pm to 7:30pm
City of Middletown – 5:30pm to 7:00pm

All Times are subject to change

Call of the Month

Structure Fire at 3095 Lytle Rd, Wayne Twp.

On Sunday September 14th Cassidy Gatio took a 911 call from a resident reporting a loud explosion coming from her neighbor's house. She advised that there was white smoke coming from 3095 Lytle Rd in Wayne Township. The caller also reported that two elderly males with burns to their face, neck arms and hands exited the residence. Initial reports were that no one was in the residence. Command quickly requested Careflight be put on standby. Fire crews on the scene quickly went to work and had the fire under control. Careflight was then called and requested to the scene to transport both males. The on call fire investigator was also called to the scene. The two males were transported to Miami Valley Hospital with reported 3rd degree burns. DP&L was also called to the scene. Fire is still under investigation but believed to be caused by the furnace. Fire dispatcher was Bob Anson.

August Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Took the Most Calls	8,281	Ashlee Gibson 243	Allison Wagoner 1,096	Shawn Hogsten 860
Most Status Changes	52,433	Doug Short 2,124	Bob Anson 3,862	James Bishop 3,373
Total 911 Calls	5,030	680	2,083	2,267
Total 7-Digit Calls In	12,909	2,128	5,771	5,189
Busiest Day	Mon 8/11 – 1,040		**Busiest Time of Day**	1800-1900 – 1,220

In this cryptogram puzzle, the letters of the alphabet are shuffled around with each letter taking the place of another. The same 'code' applies to the entire word list. See if you can decipher these encrypted names of popular Halloween candies.

FSPTTHWK   KBEQW UQUUJ

KCQWYNHK   XQAPPOQ

YPPYKNH WPZZK   UBC UBC TPTK

PPCTQK   XZQLO LPF

QNW SHQUK   RPZZJ WQGLSHWK

KGNLOHWK   LQGUJ LPWG

Locate these popular Halloween costumes in the word search:

SUPERMAN	PUMPKIN	GHOST	BALLERINA
ZOMBIE	SKELETON	SPIDERMAN	DOCTOR
PRINCESS	DEVIL	VAMPIRE	COWBOY
FIREMAN	NURSE	ROCK STAR	ALIEN
POLICEMAN	NINJA TURTLE	WITCH	BATMAN
PIRATE	CAPTAIN AMERICA	INDIAN	THOR

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P F A O E G R U S C A T M O Z P A N
A E N I N J A T U R T L E G O A Q I
R I I X O E S R O H N O I L M Y N N
A H R T T S H K O R U N I R B D L T
T C E R E A D R A W E C L L I S O H
R A L A L I V E D E E N C A E P I G
O P L Z E L A M U M Q E N M L I A M
O T A O K O M Q A B R I D G E D K E
P A B M S R P N K H N L A M B E C C
E I O O P U T A L S C A R E C R O H
R N T N A M P M U P L U M B E M L A
E A A S T A Z E R A T E M T H A O N
T M N T C N O R R A V G G E A N R I
R E I E H C T I W M T A N W N B A C
O R S R A C E F T Q A S I I S L S O
P I T E N E L F E G X N K T F A U R
E C O V D E L S A P O P I C H C O N
R A L I P O C X R M M A R E O K I S
E T P L W O H J I U R O D E O R C S
D S S E C N I R P J P Y M M U M I E
R O S P O O K I E I E R I P M A V T
I H C B R E W H I C R E E P Y A H S
D G M T B E W B O C H A N I G H T O
E O T H O V G K O H R O T S K O O H
Z F K C O R D R A Y A L I E S R U N
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Can you spot the 13 differences?

1,2,3—extra bats; 4,5,6—extra branches on right tree; 7,8—extra branches on left tree; 9—extra tooth, 10—pumpkin eyes; 11—pumpkin stalk; 12-fence, and; 13-blade of grass beside center pumpkin.