



# Dispatch Times

## TriCON 2017

### TriTech's Annual Training Event

This year's training took place in Las Vegas, Nevada, February 26th -March 1st. Pictured below; Lt. Jonathan Dennison from the Warren County Jail, Melissa Bour, Emergency Services, Kathleen Farmer and Lt. Brian Payne from WCSO, Rhonda and Paul Bernard from Telecom, and Brian Holtel from Emergency Services. Not pictured, Gary Estes from Telecom.



Having 8 representatives from the County allowed us to cover many of the training sessions. Our agenda's were full beginning with breakfast each day at 7:30 am until the last session ending around 5:30 pm. Each day there were 32-42 different training opportunities from which to choose. While Brian Holtel and Melissa focused on CAD features, priority dispatch and communication seminars, Telecom and the Sheriff's Office attended classes on Inform Mobile, jail workshops, RMS implementation, Crime View Dashboard and many more.

Month Year  
Volume 4 Issue 3

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#### Mark Your Calendar!



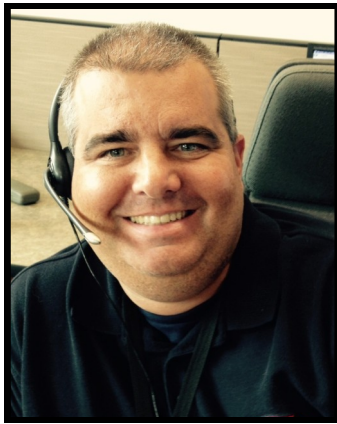
**March 12th**  
Daylight Savings Time begins

**March 17th**  
St. Patrick's Day

**March 23rd**  
National Chip and Dip Day!

# Employee Spotlight

## Employee of the Month



Dennis Rutter  
Employed since 2000

## Birthdays

Jonathan Bright  
March 20th



## Milestones

Liz Hollon  
6th—22 years

Nancy Machulskiy  
23rd—25 years

Rob Plummer  
26th—9 years

## Meet our New Employees



### Amber Applegate—ECC

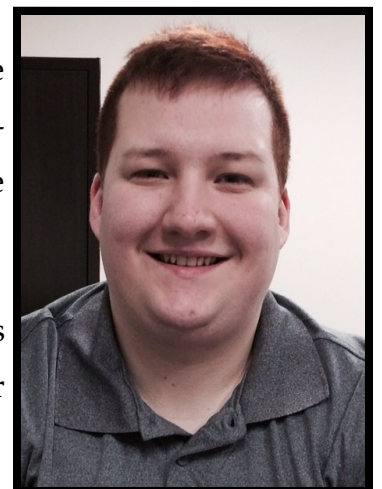
Amber worked for the past 5 years as Assistant Manager at Applebees. She graduated from Kings High School and attended the Warren County Career Center for Legal/Medical Office Technology.

Originally from Northern Kentucky, Amber has lived in Ohio since the age of 4. She is recently engaged and has a son named Cameron. Amber enjoys softball, camping, hiking and canoeing.

### Patrik Longfellow—ECO

Patrik was born in Japan but has lived in this area for the past ? Years. He is a Lebanon High School graduate. Prior to beginning his career here Patrik worked for the Cincinnati Casino and as a corrections officer in Greene County.

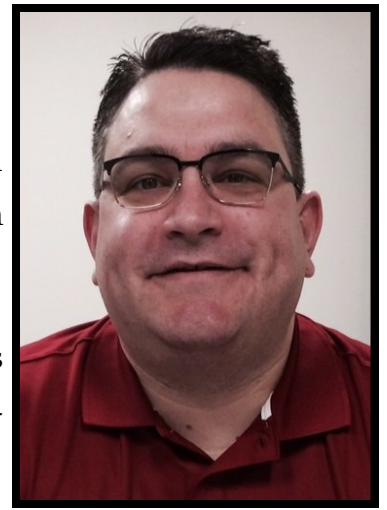
Patrik is engaged and has a 2-year-old daughter named Riley. He enjoys singing in a Barbershop Quartet, performing with the Lebanon Theater Company and playing games that challenge his mind.



## Andy Jackson—ECC

Originally from Dublin, Ohio, Andy now lives in Mason with his wife and two children. Andy attended Logan College in southern Illinois. While in college he was a volunteer firefighter.

Andy enjoys playing baseball and coaching kids baseball teams. He enjoys fishing, auto racing, traveling and taking care of his yard. He's also involved in his sons' sports activities.



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## Warren County Career Center Completes Emergency Telecommunicator Course

On February 13th, Debra Walker and Jeff Piper brought their students to the Communications Center. They divided into two groups and while one practiced inputting calls into CAD in the training room, the others shadowed dispatchers.

Debra Walker, Jeff Piper and Glen Beach will teach EMD, EFD and EPD to this class beginning March 11th at the Career Center. In addition to these students, eight of our new employees also attend this training.



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## Girl Scout Troop #79760 Tours Dispatch



February 26th, April Kennard did an awesome job showing the troop members and their parents what we are all about. There were a lot of good questions by the girls and their parents.

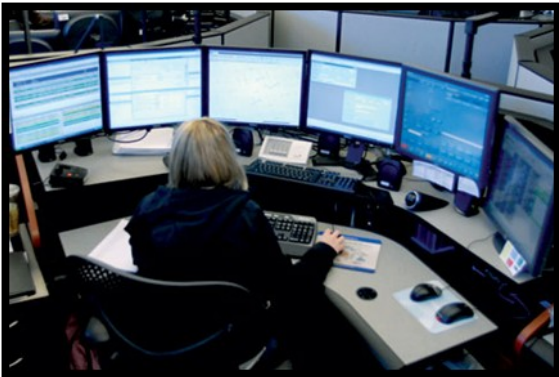
Officer Nathan Ketterer from Mason PD's daughter is a member of this troop. Officer Ketterer emailed me and said that this was one of the troops favorite tours.

Thanks April!

# Did You Know?

## Aging in the Communications Center

By Melissa Bour



Recently telecommunicators from around the country were surveyed regarding aging in communication centers. Aging is being looked at because the job of a communications operator is no longer a 'stepping stone' to another career but has itself become a career. The majority of telecommunicators are "middle-aged" and will soon be heading for retirement.

The number one concern is chairs with some of the others being consoles, lighting, headsets vs. handsets, monitors and changing technologies.

Physiological issues with aging are memory, stress, shift work and overtime. All employees should have respect for trainers and staff, both senior to junior and junior to senior. It may take a senior employee more time to learn new technology, but they will get it—the trainer just needs to have patience.



Recommendations that were suggested as a result of the survey were the need for adjustable monitors, individual headsets (yes, there are agencies out there that have to share headsets!), ADA compliant headsets, ergonomic keyboards and chairs.

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## Employee's with Exemplary Compliance Ratings

The following employees achieved a rating with Exemplary Compliance which is 95% to 100% accuracy while using the new protocols:



# EVERYONE!!



This is the first rating period where all ECOs, ECCs and ECSs have achieved an Exemplary compliance rating! Thank you all for your hard work and congratulations on a great job!!

# In The Spotlight

## Flash Flooding Dangers by Nancy Machulski

The CDC reports that over half of all flood-related drowning occurs whenever vehicles are driven into hazardous flood water. Drivers believe that their vehicles are heavy enough to keep them safe and are too heavy to float—just remember that aircraft carriers weigh 97,000 tons and they are able to float! Objects float because of buoyancy—most cars can be swept away in 18-24 inches of moving water.

Water weighs around 62 pounds per cubic foot and flows downstream at 6-12 miles an hour. Whenever a vehicle becomes stalled in the water, the momentum of the water is transferred to the vehicle—for each foot that the water rises, 500 pounds of force are applied to the vehicle! That rise in the water moving up



the side of the vehicle causes a displacement of 1,500 pounds of water—in other words, for every foot the water rises, the vehicle will weigh 1,500 pounds less. That is why 2 feet of water can carry away most cars.

Remember that floodwaters can conceal a damaged roadway. Many drivers who are rescued from flood waters report that they were in a hurry to reach the safety of their homes as the reason why they were attempting to cross a flooded road. Flash floods normally do not last for more than an hour—wait to cross the road if you must. Don't trade one hour for a lifetime!

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## Call of the Month

On February 26th at around 3:30 in the morning, Kelly Fiebig took a call from a man whose wife was expecting a baby with a due date of February 27th. As Kelly worked through the Protocol questions, the wife was not cooperating, refusing to allow her husband to do what was necessary to obtain the answers to Kelly's questions.

As the husband worked with Kelly to try and prepare for the baby's delivery, he also had to contend with his wife's resistance to all of the instructions! The woman told her husband that she thought the baby was coming but did not want him to look. Kelly told him that she needed to let him do that—eventually she complied and he was able to determine that no part of the baby was out of the mother yet.

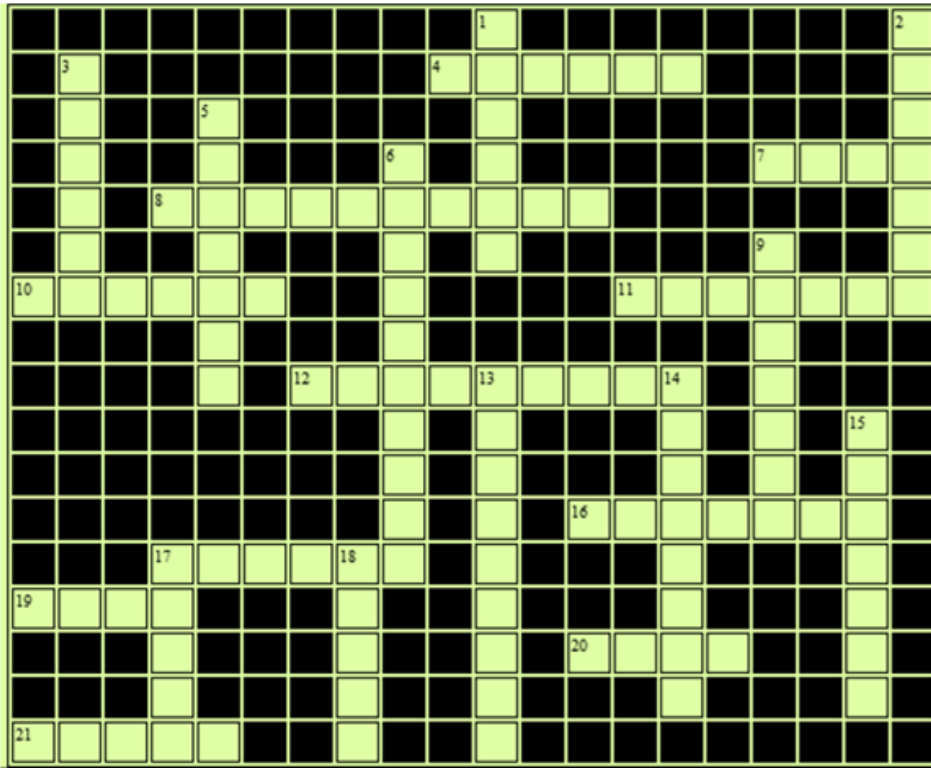
Kelly was able to reassure the husband and keep him calm until the life squad arrived. Seven minutes after they advised that they were in route to Bethesda North, Capt. Kevin Wedding, Andy Ballard, Brad Schlake and Mike Burden of Hamilton Twp. Fire & Rescue delivered a healthy baby boy! Great job everyone!



# St. Patrick's Day Crossword

By Nancy Machulskiy

Answer the following questions based on Irish sayings and proverbs!



*May you always  
walk in sunshine.*

*May you never  
want for more.*

*May Irish angels  
rest their wings right  
beside your door.*

## Across

4. Where the \_\_\_\_\_ slips, it speaks the truth.
7. May the \_\_\_\_\_ of the Irish be with you!
8. May you always have a clean shirt, a clear \_\_\_\_\_, and enough coins in your pocket to buy a pint!
10. May you have food and raiment, a soft pillow for your head; may you be forty years in \_\_\_\_\_ before the devil knows you're dead.
11. May your home always be too small to hold all of your \_\_\_\_\_.
12. May you have the hindsight to know where you've been, the \_\_\_\_\_ to know where you are going, and the insight to know when you have gone too far.
16. Here's to a long life and a merry one, a quick death and an easy one, a pretty girl and an honest one, a cold pint and \_\_\_\_\_ one!
17. The older the \_\_\_\_\_ the sweeter the tune.
19. If you buy what you don't need you might have to \_\_\_\_\_ what you do.
20. You'll never \_\_\_\_\_ a field by turning it over in your mind.
21. There are only two kinds of people in the world, the \_\_\_\_\_ and those who wish they were.

## Down

1. Here's to me, and here's to you, and here's to love and laughter; I'll be true as long as you, and not one \_\_\_\_\_ after.
2. May your heart be light and happy, may your smile be big and wide, and may your \_\_\_\_\_ always have a coin or two inside.
3. You must take the \_\_\_\_\_ potato with the big potato.
5. May neighbors respect you, trouble neglect you, the angels \_\_\_\_\_ you, and Heaven accept you.
6. May \_\_\_\_\_ follow you the rest of your life and never catch up!
9. May the roof above you never fall in, and those gathered \_\_\_\_\_ it never fall out.
13. May your thoughts be as glad as the \_\_\_\_\_, may your heart be as light as a song; may each day bring you bright, happy hours, that stay with you all the year long.
14. It is better to spend money like there's no \_\_\_\_\_ than to spend tonight like there's no money!
15. Lose an hour in the \_\_\_\_\_ and you'll be looking for it all day.
17. Lie down with dogs and you'll rise with \_\_\_\_\_.
18. A good \_\_\_\_\_ and a long sleep are the two best cures.



## Where Am I?

If you know the location where this picture was taken, email us at [melissa.bour@wcoh.net](mailto:melissa.bour@wcoh.net) no later than March 27th. Everyone that has the correct answer 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!!!

Congrats to Greg Brooks with Franklin Twp. Fire Department for correctly guessing the location of last month's picture which was taken at Franklin Junior High School. Stop by dispatch to pick up your prize anytime during the month of March!



## January Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
<b>Created the Most Incidents</b>	7,984	Carmen Carson 269 Calls	Ava Campbell 1,026 Calls	Stevenson Long 1,029 Calls
<b>Most Status Changes</b>	33,362	Carmen Carson 984	April Kennard 2,073	Erin Caito 1,981
<b>Total 911 Calls Received</b>	3,729	691 Calls	1,566 Calls	1,472 Calls
<b>Total 7-Digit Calls Received</b>	8,616	1,377 Calls	3,664 Calls	3,117 Calls
<b>Busiest Day</b> (Based on 911 & Admin Calls)	Tuesday 1/17 536 Calls			
<b>Busiest Time of Day</b> (Based on 911 & Admin Calls)	16:00-17:00 851 Calls			



### 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](http://www.co.warren.oh.us/emergencyservices)  
Facebook: [Warren County Ohio Emergency Management](https://www.facebook.com/WarrenCountyOhioEmergencyManagement)  
Twitter: [@WCEMAOhio](https://twitter.com/WCEMAOhio)

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