



Dispatch Times

Warren County Emergency Services Achieves Accreditation!

After months of working towards a single goal, the Communications Center finally received word that they have met all of the criteria necessary to be dually approved by the International Academies of Emergency Dispatch (IAED) as an Emergency Medical and Fire Dispatch Center of Excellence—Warren County has earned the distinguished honor of becoming the 243rd Emergency Medical Dispatch Accredited Center, and the 40th Emergency Fire Dispatch Accredited Center in the world. It is also the only dually accredited center in the State of Ohio!

The IEAD is a non-profit standard-setting organization promoting safe and effective emergency dispatch services worldwide. This organization supports first-responder related research, unified protocol application, legislation for emergency call center regulation, and strengthening the emergency dispatch community through education, certification, and accreditation.



Warren County Emergency Services achieved accreditation for demonstrating compliance to the Medical Priority Dispatch System (MPDS) and the Fire Priority Dispatch System (FPDS) and the associated “20 Points of Excellence” which encompass the international practice standards of excellence for EMD and EFD.

In addition to being featured in the next issue of *The Journal of Emergency Dispatch*, Warren County Emergency Services will be recognized on the International Academies of Emergency Dispatch’s website:

<http://www.emergencydispatch.org/AccredCurrentAces>

September 2017
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Mark Your Calendar!



- Sept 2nd**—Ohio Renaissance Festival
- Sept 4th**—Labor Day
- Sept 8th – 9th** Springboro Oktoberfest
- Sept 17th** Fall Fair Arts Festival Deerfield Township
- Sept 30th** — Lebanon Country Applefest

Employee Spotlight

Employee of the Month



Jesse Madden
Employed since
2000

Birthdays

David Griffith
September 13th

Andrew Farlaino
September 14th

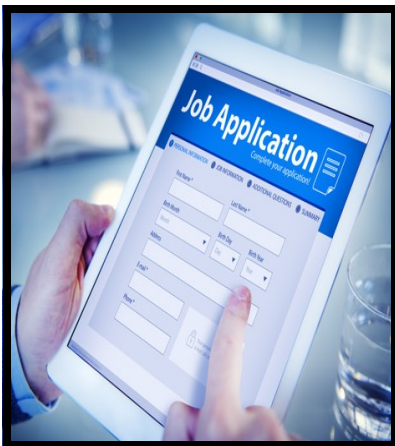
Milestones

David Griffith—6th
1 year

Keith Fudge — 6th
6 years

hip
hip
HOORAY!
www.the-red-kitchen.com

Moving Forward with the Hiring Process



After weeks of testing and interviewing, several promising candidates have spent time in dispatch observing. Forty-five individuals tested; fifteen of those have been interviewed with one more interview still scheduled.

Several of these candidates are already moving forward in the process and if all goes well, they could begin training some time in September. A special thanks to those ECOs who sat with the candidates and sent Melissa a detailed assessment! Your assistance is very much appreciated!

2017 National Night Out

Emergency Services was represented once again at the National Night Out on August 1st at Patricia Allyn Park in Clearcreek Township. Representatives from both Communications and EMA gave visitors to their booth 9-1-1 coloring books, brochures about calling 9-1-1 and disaster preparedness.

Additionally, there were Emergency Services pens as well as candy and treats that could be earned by answering questions from the trivia wheel. A special thanks to those who participated and represented the department!



Did You Know?

Cell Phone Companies “Exigent Circumstances” by Jonathan Bright

The public perception of how law enforcement handles a situation is always a topic of conversation. It is always asked, “Were things handled correctly?” or “Was enough done and were all of the resources available exhausted?” The public seems to have a misconception about what those available resources are. They see a scenario on television where the reported location of a suspect or missing person is triangulated in a matter of moments and believe that is how it works. What they do not realize is that this information, in reality, comes from the cell phone carrier and there is a delay in receiving the information. Sometimes the information is so dated that it is almost useless for the situation at hand.



The ability to receive the GPS coordinates of a phone is a great resource but is available with stringent criteria. Due to the legal requirements each company requires a signed form anytime there is a request for data. This form states, in some fashion, that the request was made due to a situation where there is a threat to the life of an individual. Any other requests have legal aspects that need to be covered before the activity, history and positioning data can be obtained.

An updated inquiry with the top 4 cell phone carriers in the nation led to similar answers to three questions and here is what each had to say:

What does your company identify as “exigent circumstances”?

Sprint – A current threat to life

Verizon – A current threat to life or possible death

T-Mobile – Immediate danger of death or serious injury

ATT – Currently a life threatening situation or possible death to the holder

What is the frequency at which you can obtain a ping?

Sprint – Not continuous but can call back as often as needed with the case number

Verizon – Can be set up as continuous at time of the call in increments of 15 or 30 minutes

T-Mobile – Not continuous but can call back as often as needed with the case number

ATT – Can be set up as continuous if requested in increments of 15 or 30 minutes

How long does it take to retrieve the location information?

Each advises it varies depending on numerous variables including the activity history and which tower locates it. The best scenario is a phone that is in use near a tower. The less desirable scenario is a powered off phone with hours of old data and some distance from a tower.

Even though it is a valuable resource, due to legal ramifications, the ability to use GPS to locate a cell phone is only available if it meets certain criteria. Make sure you understand under what conditions it is available so that you can take advantage of the opportunity when the situation presents itself.

In The Spotlight

Confidentiality at the Communications Center



The typical image of a 911 dispatcher is one of an individual who simply sends police, fire and EMS out to handle an emergency situation in a timely manner. Even though this image is not inaccurate, this generalization does not take into consideration the highly sensitive information that dispatchers are exposed to. As an ECO, ECC or ECS, you have access to Social Security and Operators License Numbers, criminal and medical histories, alarm codes, unlisted telephone numbers, members of public safety addresses and telephone numbers, non-public contact numbers to utility companies and on call personnel...the list is extensive!

A great deal of confidence and trust is placed on each individual in the Communications Center to protect and maintain this high level of security. If any employee has any doubt about whether something is confidential or if it can be utilized or released, they are encouraged to talk to a member of the management team for a decision before they risk their job and possible legal consequences.

Call of the Month

On August 27th just shortly after midnight, ECO Ashley Rector took a call that was transferred from Butler County for a vehicle into a residence. The caller advised that the car, occupied by a young girl, had ended up on its top.

After creating the call so that ST56 and the WCSO could be dispatched, Ashley continued with her interrogation and discovered that the female driver had no apparent injuries. However, the vehicle struck the residence in the area of the bedroom where the caller had been sleeping. Even though the house sat back off of the roadway, this was the second time it had been hit by a car.

While M56 transported the driver to West Chester, Ohio State Patrol, the County Building Inspector and 1-800 BOARD UP responded to the scene.

Ashley did a good job going through the protocol! Great job by everyone involved in this incident!





EMA NEWS

September is National Preparedness Month!

National Preparedness month in 2017 will focus on planning. The Goal of the theme “Disasters Don’t Plan Ahead. You Can” is to increase the overall number of individuals, families and communities that engage in preparedness actions at home, work, business, school, and place of worship.



EMA Training Corner

- Sept 6: Warren County Brown Bag—Training & Exercise Planning Workshop
- Sept 7-8: G 775 – EOC Mgt and Ops (Ham County)
- Sept 12-14: ICS 300 (Ham County)
- Sept 19-22: ICS 300/400 @ Clearcreek Station 21
- Sept 26-28: MGT 440 – Enhanced Sports & Special Event Incident Mgmt. (Ham County)
- Sept 26-27: MGT 315 – Critical Asset Risk Management @ Wayne Twp Admin Building
- Sept 27-29: G 290/291 Basic PIO @ Butler County Educational Service Center

For more information on available emergency management training opportunities in the region, visit our website @ <http://www.co.warren.oh.us/emerGENCYservices/emerGENCYmanagement/training/opportunities.aspx>

Download the Ready Warren County App!



The weekly themes for NPM 2017 include:

- Week 1: September 1-9 – Make a plan for yourself, family, and friends
- Week 2: September 10-16 – Plan to help your neighbor and community
- Week 3: September 17-23 – Practice and build out your plans
- Week 4: September 24-30 – Get involved! Be a part of something larger

Visit Ready.gov for more information on National Preparedness Week! Make sure to share hashtags, logos, and weekly themed material to help your community become more prepared!

Below are some helpful tips to help you promote National Preparedness Month:

- Ready.gov isn’t just for personal preparedness. Encourage the public to visit Ready.gov/business, Ready.gov/campus, and fema.gov/faith-resources for more information on building preparedness plans.
- Ready.gov’s section on NPM contains Social media phrases, hashtags, and graphics to help you promote preparedness. All you have to do is copy, paste, and share!
- Don’t just limit yourself to Social Media! Provide preparedness information while on calls, working at events, during trainings or inspections, wherever you are! Promote NPM on your email signature, monthly newsletters, or other messaging tools!
- *Preparedness starts with you!* Get your family actively involved in preparing for emergencies and disasters. Know the emergency plans for work, home, church, school, etc.

WEEK 1	WEEK 2	WEEK 3	WEEK 4
Theme: Make a Plan for yourself, family, and friends!	Theme: Plan to help your neighbors and community	Theme: Practice and build out your plans	Theme: Get involved! Be a part of something larger
Important Tips to Promote: <ul style="list-style-type: none"> - Plan how to receive emergency alerts & warnings. - Create a fire evacuation plan that includes a family meeting spot. - Make a family communication plan that includes how and when to contact someone in an emergency. - Memorize at least three phone numbers from your contacts in case your phone is lost or the battery dies. - Have a family meeting place that includes a location in your neighborhood, in your town, and outside your town. 	Important Tips to Promote: <ul style="list-style-type: none"> - Plan to aid non-ambulatory or elderly neighbors in evacuations. - Take a CPR and/or First Aid course to help save a life. - Talk to your local utility company about utility safety and how and where to shut off valves for water/gas/electricity. - Discuss emergency plans with your neighborhood watch groups or homeowners associations. - Help mitigate disasters before they start! Call 811 before you dig, remove dead trees & limbs, follow building and zoning laws. 	Important Tips to Promote: <ul style="list-style-type: none"> - Participate in a home or community emergency drill. - Practice fire evacuation drill when you change your smoke detector batteries in the spring and the fall. - Create an emergency savings account for use in case of emergency. - Save back-up copies of important documents. Place hard copies with a relative or in a safety deposit box or make electronic copies and save to a secure app or on the cloud. - Don't just plan to respond to a disaster, plan for how to recover from a disaster. 	Important Tips to Promote: <ul style="list-style-type: none"> - Help your school, church, or business be prepared for an emergency. - Join a local Citizen Emergency Response Team (CERT) to help your community in a disaster. Visit Masoncert.org or wcohcet.org to get more information! - Find out how to volunteer to help with disaster relief in your jurisdiction. There are agencies who train and deploy regularly. - Ask your town how you can help plan for or respond to disasters.



Preparedness includes the whole community!

Labor Day Word Search

by Nancy Machulskiy



- | | |
|---------------|------------------|
| Cookout | Time Off |
| Fireworks | Grover Cleveland |
| Relaxation | September |
| Rest | Picnic |
| Parade | Back to School |
| Employee | Monday |
| Holiday | Celebration |
| Workers | Festivals |
| Long Weekend | Party |
| End of Summer | Family |

*Celebrating
Workers on this
Labor Day—
You provide a
service that saves
peoples lives!
For all you do,
Thank You!*



Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than Sept. 25th. 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 Melissa Abrams with Emergency Services for guessing that last month's picture which was taken at Landen-Deerfield Park. Stop by dispatch during this month to pick up your prize!



July Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	9,916	Kelly Fiebig 244 Calls	Samuel LeMaster 1024 Calls	Andy Jackson 944 Calls
Most Status Changes	38,319	Andrew Farlaino 2,026	Tonya Shutts 3,528	Emmaline Ritchie 4,068
Total 911 Calls Received	9,786 Calls	1,358 Calls	4,094 Calls	4,334 Calls
Total 7-Digit Calls Received	10,340 Calls	1,525 Calls	4,552 Calls	4,263 Calls
Busiest Day (Based on 911 & Admin Calls)	Friday 7/07 594 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	16:00-17:00 1,403 Calls			



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Stay connected with us by:

Website: 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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