



Dispatch Times

November 2020
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Dear Baby Dispatcher...

It probably took you months to get to this point. Tests, interviews, background checks, etc. you never thought you'd actually get that start date. Then it happened, you walked in on your first day fresh and not knowing what was up ahead. Welcome to your life never being the same.

Generally you will start your training answering the phones. Your first call could be as easy as an animal complaint to giving CPR instructions to a frantic Mom of a 2 year old. Every time you answer the phone you will never really know what is on the other end. You will have calls that you may relate to and some that you never thought possible. Welcome to the rest of your career.

At some point you will "graduate" to radio. That scary moment when you first key up on a radio band will have your adrenaline pumping. You will call officers the wrong identifier, say street names wrong and generally will just have moments where you can't find the right words. Add to this that you are most likely still taking phone calls and developing your split ear. For some, this comes much quicker but it can take months, even years to really get it right. You will have the moment when an officer doesn't answer a status check, your heart will be in your throat but you must stay calm. All for them to say everything is 10-4 I just had my radio turned down. You will have the moment when an officer does call for help. You will instantly switch to "go mode" and not think about the reality of what could be happening on scene. Welcome to never being able to un-hear that radio traffic again.

Then it happens...you pass your final evaluations and are on your own. No daily logs, no going home with your brain feeling like it is going to burst with memorizing, no more being called "the new girl". This will be farther from the truth because now you have to prove yourself and put into action all that training. Now you have to start working on your mental toughness. With callers, officers and most importantly co-workers. Being the low man you will get the crappy shift, the leftover overtime if there is any or forced in early or stay late. You will clash with co-workers and try to please those that will never be pleased. Welcome to your life as a dispatcher.

You will drive home some days in silence because you just can't bare to hear another voice. Family and friends may not understand this new side of you. They will try to make you feel better when you tell them that someone took their last breath while on the phone with you today. They mean well but will never understand that feeling. You will more than likely have fights with family & friends because you have to miss out on important events or celebrate them two days after the fact. Welcome to your new reality.

The months will pass and eventually you find yourself a couple of years in to this crazy career. You will find some things to be easier and you might think "great, I've got this" but don't be mistaken as soon as you start to feel comfortable something new will come along and shake you. You will be required to continue to train as our world changes on almost a daily basis and can affect how you do your job. You will develop friendships with those sitting in the same room as you and those you only hear on the radio and you will always have their six. Welcome to being a part of The Gold Line.

This job, this career will change you in ways you never thought possible. You will find a passion about your community and your first responders. When people ask what you do you will be ready for the "what's your craziest call" answer. You will educate your own friends and family on what to do when they have to call 911. You may even spring into dispatcher action when off-duty. You will think about life differently. Valuing your time with family & friends and remembering to try to let go of the little petty things in life. You will give an officers final radio call, either for a retirement or because they didn't come home that night. You will watch new dispatchers come on the floor looking the same way you did that first day. You may lose one of your own, through sickness or because the voices in her head were too much to bare.

Welcome, you are a dispatcher.

~unknown author

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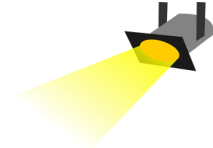
Mark Your Calendar!

November 11
Veteran's Day

November 26
Thanksgiving

November 27
Holiday Illumination, Lebanon

Employee Spotlight



Employee of the quarter is determined by several factors listed below:

- Met monthly compliance goals
- Voluntary overtime
- Continuing education
- Outside recognition
- Training other employees

November Birthdays

Mike Wiggins-8th

April Kennard-26th



November Milestones

Chris Dill-14 years

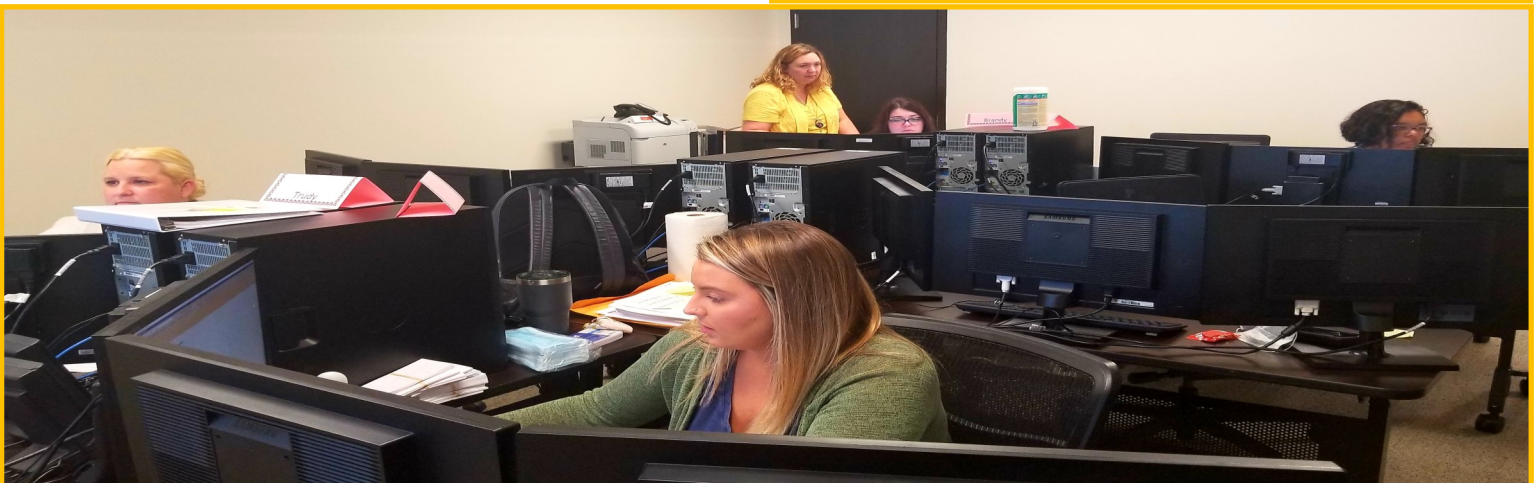
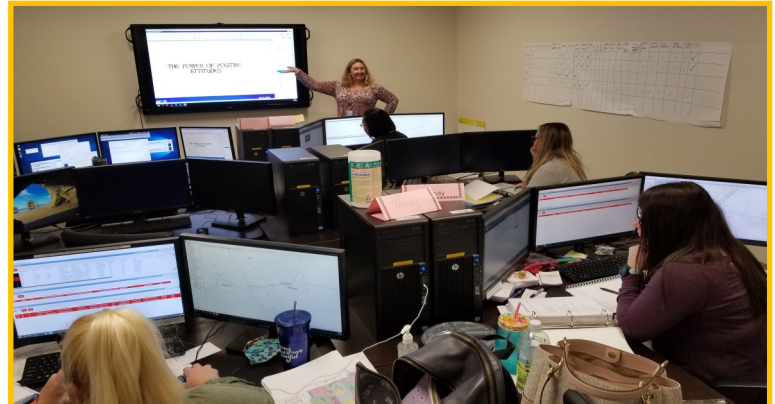
Stacy Ryan-2 years

congrats
congrats
congrats
congrats
congrats

Dispatcher Orientation

Orientation for new dispatchers is anywhere from 8-12 weeks in class instruction and then they will head into the dispatch room to begin training with their assigned trainer.

During this time, along with filling out administrative paperwork they also take courses with FEMA, CORSA, LEADS, Ohio Dept. of Administrative Services, NENA, Emergency Telecommunicator Course, Emergency Medical Dispatch Course, Emergency Fire Dispatch Course, ProQa Software Course, Call taking modules & ECAD Training.



Meet Our New Dispatchers



Brandy Cooper comes to us from Hamilton County Communications Center. She has 6 years of experience from Hamilton County and prior to that she was a supervisor for Staples Call Center. Brandy grew up in Portsmouth, Ohio and attended West Union High School. She has three dogs, a cat and enjoys traveling, spending time with family and friends and watching true crime shows.



Paige Barton taught pre-kindergarten at the Goddard School and was a paraprofessional at the Warren County Alternative School. She grew up in Springboro and furthered her education at Sinclair and Wright State for Early Education. She is super close to her family and is the only girl with five brothers. In her spare time she enjoys helping her dad breed and raise market hogs for 4H projects for the Warren County Fair. She also enjoys crafting, pizza and anything to do with Eric Church.



Jessica Butler was previously employed at Hamilton County Communications for the last 8 years. She also worked at UC Dispatch and currently still works at Northeast Communications. Jessica grew up in Oklahoma City, Oklahoma and attended Good Sam School of Nursing. Being a single mom with 3 teenage sons (ages 18, 16 & 13), they keep her busy playing football, soccer and rugby. In her spare time she likes spending time with friends & family, traveling, going to concerts and reading.



Trudy Jones comes to us from UC Health and Cincinnati Dispatch Center. She grew up in Mason and has a two year old son. When she's not working she enjoys traveling, spending time with family and friends, playing soccer, making crafts, planning parties and decorating.



EMA NEWS

by Lesli Holt

COVID Response

The Warren County Board of County Commissioners asked jurisdictions to help offer masks at no charge to citizens who were at risk from the effects of COVID-19. The Commissioners purchased KN95 masks and our local fire departments offered them to the public. The graphic below highlights those agencies that helped with this project. On behalf of the Warren County Commissioners and Warren County Emergency Management-THANK YOU to everyone who participated in this effort!

Mask Mondays!

The Warren County Board of County Commissioners has partnered with local jurisdictions, first responders, and county agencies to provide masks to Warren County residents at risk from the effects of COVID-19. Masks can be picked up **on Mondays in October** (additional times/dates may be available per jurisdiction. See information listed below). If you are in one of the listed at-risk categories, you can visit one of these locations to pick up a mask at no cost.

At risk categories could include: cancer, renal disease, COPD, immunocompromised state from solid organ transplant, obesity, serious heart condition, sickle cell disease, type 2 diabetes, hypertension, and elderly with pre-existing conditions.

Carlisle	Franklin	Harveysburg / Massie Twp.	South Lebanon / Union Twp.
Where: Carlisle Town Hall 760 Central Ave., Carlisle, OH 45005 When: 10am-12pm on Mondays in October <i>*Alternate pickup dates/times can be arranged by contacting Town Hall</i>	Where: City of Franklin Division of Fire / EMS 45 East 4 th Street, Franklin, Ohio 45005 When: 9am-3pm on Mondays-Fridays in October	Where: Massie Twp. Fire Department 10 N. Harveysburg Rd., Harveysburg, OH 45032 When: available any date/time. Contact Fire Chief at 513-432-1042 to coordinate pickup or delivery.	Where: Union Twp. Fire Dept. 285 Pike St., South Lebanon, OH 45065 When: Mondays in October 8am-10am and October 8 (TH), 14 (W), 20 (T), & 28 (W) from 5pm – 8pm
Clearcreek Twp. / Springboro	Franklin Twp.	Hamilton Twp. / Maineville	Salem Twp.
Where: Clearcreek Fire District Headquarters 925 S. Main Street, Springboro, OH 45066 When: 8am-5pm on Mondays-Fridays in October	Where: Franklin Twp. Administration Bldg. 418 Fairview Drive, Franklin, OH 45005 When: 10am-12pm on Mondays in October Other Locations: Franklin Township Fire Station 20 7901 Keays Rd., Franklin, OH 45005 Franklin Township Fire Station 19 3773 Robinson-Vail Rd., Franklin, OH 45005 When: 8 am – 10 pm daily in October <i>*May be a delay if medic crew is on an EMS run.</i>	Where: Hamilton Twp. Fire Station 76 7684 S. State Rte. 48, Maineville, OH 45039 When: 10-12 on Mondays in October	Where: Salem Twp. Fire Department 5270 U.S. Rte 22/3, Morrow, Ohio 45152 When: 8am-8pm daily in October <i>*Please call 513-899-2222 prior to arrival to ensure staff is not on an emergency run</i>
Deerfield Twp.	Lebanon	Harlan Twp.	Turtlecreek Twp.
Where: Deerfield Twp. Administration Bldg. 4900 Parkway Dr., Ste 150, Mason, OH 45040 When: 8am-4pm on Mondays-Fridays in October	Where: Lebanon City Hall 50 S. Broadway, Lebanon, Ohio 45036 When: 10am-12pm on Mondays in October <i>*Alternate pickup dates/times can be arranged by contacting the information desk at Town Hall</i>	Where: Harlan Twp. Fire Station 81 9120 Morrow Rossburg Rd., Pleasant Plain, OH 45162 When: 10am-12pm and 6:30pm-8:30pm on Mondays in October	Where: Turtlecreek Fire Station 32 670 N. State Route 123, Lebanon, OH 45036 When: 10am-12pm on Mondays in October
JEMS (in franklin)	Mason	Waynesville / Wayne Twp.	
Where: Joint Emergency Medical Services (JEMS) Station 15 201 E. 6 th St., Franklin, Ohio 45005 When: 8 am – 10 pm daily in October <i>*May be a delay if medic crew is on an EMS run.</i>	Where: Fire Station 51 (at main entrance) 4420 Mason-Montgomery Rd, Mason, OH 45040 When: 9am-3pm Mondays-Fridays in October	Where: Wayne Township Fire Department 1100 Franklin Road, Waynesville, Ohio 45068 When: 10am-12pm on Mondays in Oct, and October 26 th from 7-8 p.m.	

Wood Instructs Waynesville BSA Troop 51 For Emergency Preparedness Merit Badge



On Wednesday, October 21st David Wood, LEPC Grants Coordinator met Waynesville's BSA Troop 51 at Station 91, 1100 Franklin Rd. in Waynesville to help them earn their Emergency Preparedness Merit Badge.



Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than November 30th. 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 Chief Kruithoff, Springboro Police Chief for guessing that last month's picture was the Springboro Veterans Memorial at Gardner Park in Springboro.



October Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received in September	5,479	668	566	County Saturdays 1,112 calls	County 4:00 pm
Total 911 Calls Year To Date	52,139	6,455	5,503	Franklin Thursdays 143 calls	Franklin 4:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD	99.86%	98.08%	94.80%	Lebanon Saturdays 103 calls	Lebanon 2:00 pm



Warren County Emergency Services

520 Justice Dr
Lebanon, OH 45036
(513) 695-1315

Stay connected with us by:
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