

Dispatch Times

September 2022
Volume 9, Issue 9



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Pray For Ney

Clearcreek Township Sergeant Eric Ney underwent another surgery on Tuesday, August 30th. The surgeon was able to locate where the air was entering his brain and was able to patch that area. Please keep Eric, his family, work family and his friends in your thoughts and prayers.



Rapid SOS Interface

Dispatch now has the Rapid SOS Interface through Central Square installed on our CAD (Computer Aided Dispatch) system. RapidSOS is another data sharing tool designed to help the dispatcher find the location of the caller. This technology could potentially speed up the response to an incident.

The dispatcher can click on the "Update Address" button shown below. They will then look in the source Column for RapidSOS. This is the RapidSOS location and the dispatcher can highlight the entry and click **Accept**. It's that simple!



Update Address Information

Current Address: Bunnell Hill Rd / N Str Rt 48

Date/Time	Source	Address	Apartment	Building	Location Name	City	County	State	Postal Code	Accept/Decline
8/3/2022 13:52:05	Phase 2	084°11'46.45"W 39°31'58.93"N /			EEK TWP			OH		
8/3/2022 13:51:45	Phase 2	084°11'46.45"W 39°31'58.93"N /			CLEARCR			OH		
8/3/2022 13:51:30	Phase 2	084°11'46.45"W 39°31'58.93"N /			EEK TWP			OH		
8/3/2022 13:51:14	RapidSOS	1-199 W Lower Springboro Rd			Clearcreek Warren Twp			OH	45066	

Accept Decline Close

Mark Your Calendar!



September 5
Labor Day

September 8 & 9
Sauterkraut Festival

September 9 & 10
Oktoberfest, Springboro

September 17
Heritage Festival,
Mason

September 24
Country Applefest,
Lebanon

A complete list of events on pg. 6



July



Congratulations!
Brandy Cooper

Exceptional Calls

A percentage of the Communications Center’s calls are reviewed by an outside service called Quality Performance Review (QPR). This includes quality assurance and accreditation services allowing us to have unbiased reviews of random pulled calls. We receive weekly and monthly reports from them. Below are the recent exceptional reviews. Great job!

Brian Holtel - 1185951 - CC 52: Alarm - This caller, from an alarm company, needed dispatch on a commercial fire alarm at a nursing facility. Brian did a great job with this case! The caller volunteered the 'area' of the alarm activation. Brian then made sure in Key Questions, when he was verifying this information, to use an appropriate clarifying question. This literally made my day!

Lyndsey Stump - 1219630 - CC 10: Chest Pains - This caller was complaining of chest pain. Lindsey displayed great customer service with this caller by speaking louder and repeating questions as he said he was hard of hearing. Lindsey also did an excellent job with the aspirin diagnostic tool and then remaining on the line with this caller to monitor his status until help arrived.

Kimberly Jent - 1209131 - CC 77: Motor Vehicle Collision - This was a Jeep rollover with ejection. Kimberly did a great job with this case. Kimberly stayed on task and was able to gather all needed information with no deviations. She also answered several questions on her own when in the protocol.

September Birthdays

Macey Patterson - 13th
Seth Whitlock - 17th



September Milestones

Kevin Tribbe (EMA Volunteer)
4yrs on the 25th



Employee Spotlight

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

Feedback Board

List Focused

She was thoughtful and courteous. The officer arrived very quickly to check out the situation, we were much appreciative of everyone who helped

Great Communication Skills,

Very Professional!

I always receive complete professionalism from the Springboro PD. Officer's assistance was much appreciated. A+ service.

Great job - professional and concise

She was very professional and did an excellent job the policeman who responded was great too

Very good

Excellent service and very kind albeit I was calling in for a very simple problem. The dispatcher was exceptionally kind and very helpful and put me in touch with an officer within minutes

The dispatcher was helpful and caring.

She was polite, professional and communicated clearly.

Thank you!

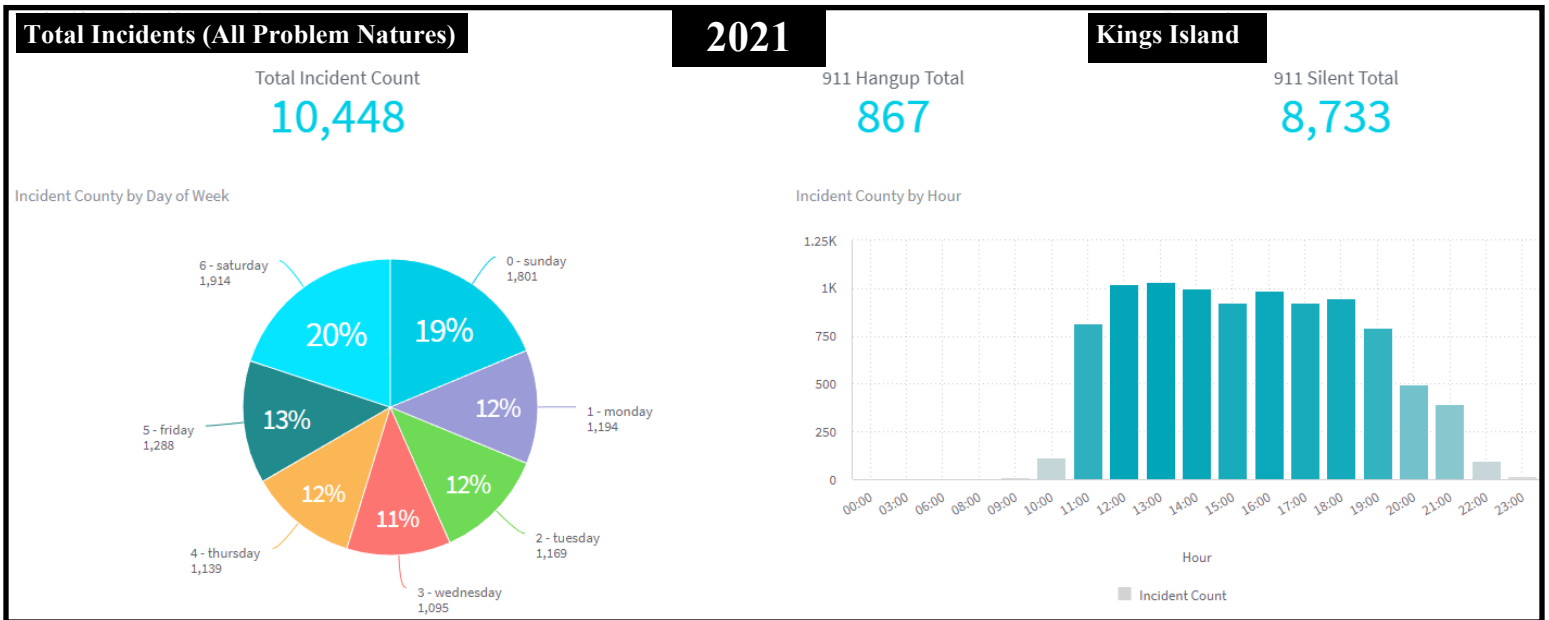
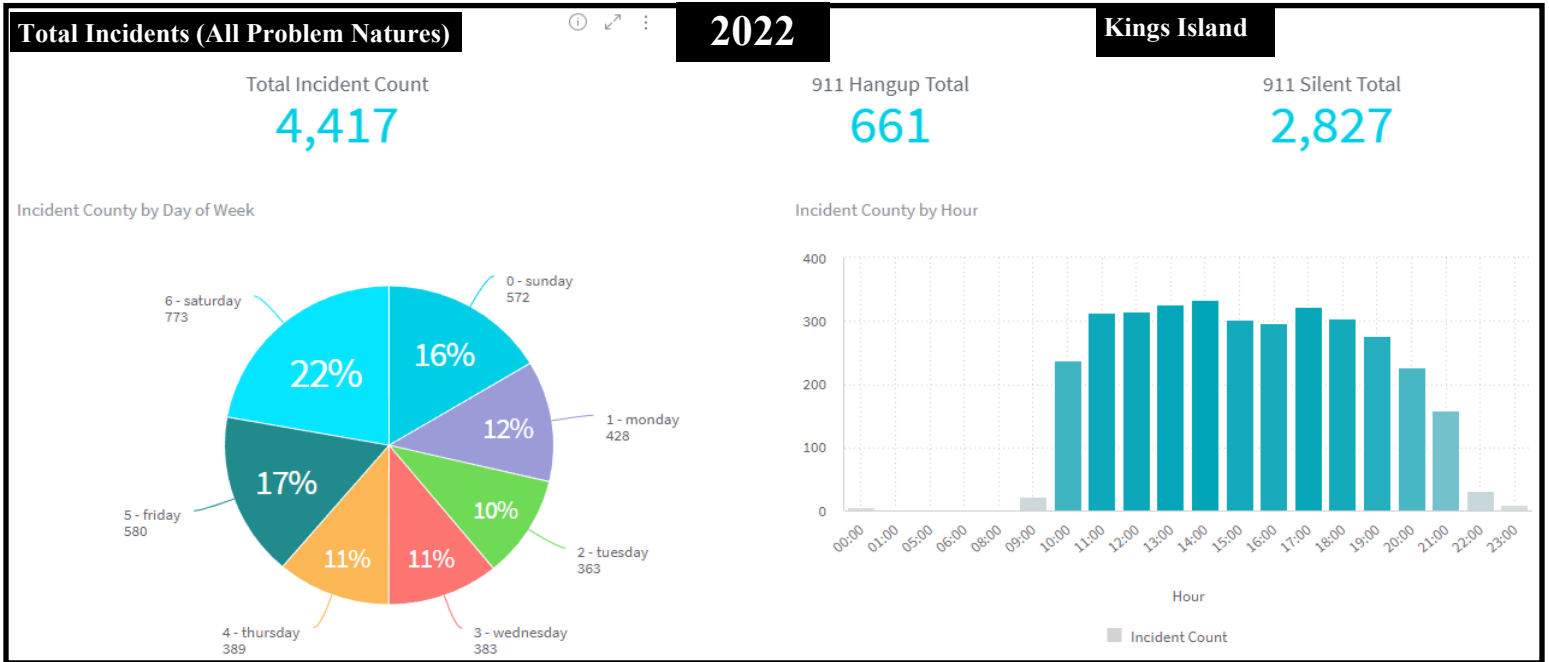
The offer was very polite and professional thanks for your help

Very kind and helpful

Citizen Interaction Software Brings Amazing Stats

On March 7, 2022 The Communication's Center went live with new software allowing callers to receive updates about their incident while it is active. For 911 hang-up calls and 911 silent calls at Kings Island this season, a caller receives a text message confirming their location, letting them know a unit is responding and provides a number they can call if they have additional information. Seeing this text message and realizing their phone accidentally dialed 911 while on a roller coaster has significantly decreased calls for service at Kings Island. Below are stats from both seasons.

Last year between January 1- August 31, dispatch created a total of 10,448 calls at Kings Island, 9600 of those were 911 hang up or 911 silent calls. This year we created 4,417 calls and 3,488 of those were 911 hang up or 911 silent calls.



K-105 PUBLIC INFORMATION BASICS

Hosted by: **Warren COUNTY EMERGENCY MANAGEMENT AGENCY**

SEPTEMBER 19-21, 2022

Course Description: To equip participants with the skills needed to be full or part-time PIOs, including oral and written communications; understanding and working with the media; and basic tools and techniques to perform effectively as a PIO, both in the proactive/ advocacy times and crisis/emergency response.

The learner must achieve a minimum passing score of 75% on final knowledge assessments or demonstrate mastery on performance assessments or research assignments to earn the IACET CEU

L-105 is a "Required" Pre-requisite for the E/L 388 Advanced PIO Course

Registration Deadline: September 5, 2022
Register early as space is limited

Time of Course: Check in - 7:30 am – 8:00 am (first day)
Course Time: 8:00 am – 5:00 pm (daily)

Location: Microsoft Teams



Recommended Participants: The primary audience for this training is individuals who have public information responsibilities as their main job or as an auxiliary function at the federal, state, local, tribal, or territorial level of government, and in the private and nongovernmental sectors.

Required Prerequisite: IS0029.a: Public Information Officer Awareness

Enrollment: Students must first enroll via the Department of Public Safety Training Campus website: [Public Safety Training Campus \(ohio.gov\)](https://www.dps.ohio.gov). ****Once approved by the State Training Officer, you will be given instruction to register through FEMA's NETC admissions web page: DHS-FEMA General Admissions Application**

Course Costs: This course is free to participants

County Point of Contact: Sydney Renner, Warren County EMA, (513) 695-1313,
sydney.renner@wcoh.net

State Point of Contact: Benjamin Weisbrod, State Training Coordinator, Ohio EMA (614) 799-3666,
bmweisbrod@dps.ohio.gov

It is the goal of Ohio EMA to ensure that all students have the tools necessary for successful course completion. If students require additional accommodations, they should make the Ohio EMA training office aware, and staff will confidentially meet reasonable requests.

Mission Statement

To coordinate activities to mitigate, prepare for, respond to, and recover from disasters.

September Events in The County

September 3 Bike The Boro North Park, Springboro

September 3 -October 30 Ohio Renaissance Festival

September 4 Lionheart CX Cyclocross Race, Deerfield Twp



September 8-9 Sauerkraut Festival, Waynesville

September 9-10 Oktoberfest, Springboro

September 10 Touch A Truck, Deerfield Twp.

September 10 South Lebanon Car Show



September 15-18 F.A.R.M Club Old Machinery Days, Oeder Lake

September 16 3rd Friday, Lebanon

September 17 Feast & Fall-y, Lebanon

September 17 Harveysburg Historic Fall Fest

September 17 Heritage Festival, Mason



September 17 Pioneer Days at Whitacre Park, Harlan Twp.

September 18 Deerfield Handmade Market-Fall

September 24 County Applefest, Lebanon

September 24 Sonder Oktoberfest & 5k, Deerfield

September 25 Sgt. Brian Dulle 5k Walk/Run



Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than September 29th. 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.



Warren County Peer Support Team

If you or a member of your department has a need for the Warren County Peer Support Team, please don't hesitate to reach out. Currently we can be reached through Lebanon Dispatch 513-932-2010. Just ask for Bob Moertle and he will call you back. It may not 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 monthly and if anyone in your department is interested in joining, please reach out.



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)

Newsletter Editor: Melissa Bour



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