

Dispatch Times

September 2024
Volume 11, Issue 9

We would like to congratulate Chief Jesse Madden, Joint Emergency Medical Service (JEMS) and Chief Jeremy Lane, Carlisle Fire Department on their new \$6.1 million dollar station. They held their opening/ribbon cutting ceremony on August 2nd. The 14,000 square-foot facility is located at 495 Central Ave. in Carlisle, Ohio.

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Mark Your Calendar!



September 5-6
Oktoberfest 2024

September 11
9/11 Remembrance

September 21
WC Community Shredding/Recycling Event

Heritage Festival & Parade
Mason

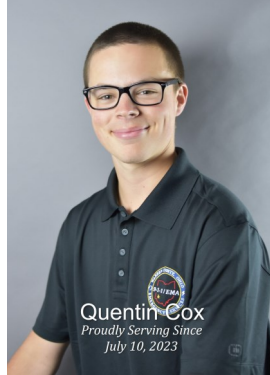
September 22
Sgt. Brian Dulle 5K

September 28
Feast & Fall-y, Lebanon

September 28-29
Applefest, Lebanon

EMPLOYEE SPOTLIGHT

July



Quentin was nominated by many! Keep up the great work & attitude! It does not go unnoticed.

"Quentin is a great employee! He is always friendly to his co-workers and new employees. He is funny and fits in well with our thin gold line family. He takes constructive criticism well and asks questions to ensure he understands. He is a breath of fresh air, and we are blessed to have him as an employee." ~ **Samantha Hall**

"I nominate Quentin. He always comes in with a positive attitude, never complains. Very receptive to feedback. Just an all-around great employee and we are lucky to have him on our team!" ~ **Chris Dill**

"I agree with Quentin's nomination. He was a great employee to have on my shift when he was in training and now that he is on the other rotation, he does exactly what he needs to do and does it with a smile when he works overtime with us." ~ **Brian Holtel**

"He is one of the few that you never hear a complaint from. He does his job and usually has a smile on his face." ~ **Jonathan Bright**

"I also agree with Quentin. I have nominated him the past 2 months and he has continued to do an amazing job and have a great attitude." ~ **Kim Jent**

May & June High Compliance Queued Calls by QPR

Tiffany Baldwin 9
Hunter Wiseman 9
Quentin Cox 6
Brian Holtel 6
Cassidy Gatio 4
Alexander Lucas 4
Mike Wiggins 4
Chris Carr 3

Carmen Carson 3
Jenny Key 3
Seth Whitlock 3
Stephanie Abbott 2
Blake Holman 2
Kim Jent 2
April Kennard 2
Emmaline Ritchie 2

Andrew Wagenknecht 2
Amber Wilson 2
Joey Bishop 1
Jonathan Bright 1
Brandy Cooper 1
Chris Dill 1
Samantha Hall 1
Sara Swierk 1

EMPLOYEE SPOTLIGHT CONTINUED

Employee: Brian Holtel – 8/8/24

Brian picked up OT from 2000-Midnight when our crew was down to just 3 and 1 Supervisor! We appreciate you coming in and helping us out. I have no doubt that if he wasn't due back in at 0700, he would have stayed longer! THANK YOU!

Submitted By: K. Adams / S. Abbott / C. Gatio

Employee: Jonathan Bright—8/1 to 8/13

In the last 13 days, Jon has voluntarily worked 55.25 hours of overtime, 42.25 being dispatcher overtime. He has worked various shift times out of his normal shift hours, which has given people the ability to train as well. Jon worked many hours on 1B night crew when they were very short staffed also. Thank you for all the hard work you have contributed, just this month alone, to help out! It is appreciated and does not go unnoticed.

Submitted by: Brandy Cooper

Employee: Sydney Renner

I want to thank you for spending time with me today. Your expertise and calm nature is greatly appreciated. We will take all that you shared and work on policy. We will take your suggestions and make some purchases as well.

I hope that your day goes well. Please know that you were a POSITIVE change to Family Promise of Warren County!!

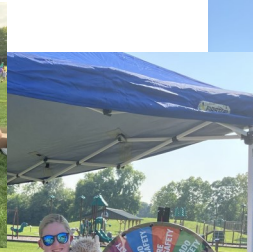


With gratitude,

Linda Rabolt
Executive Director

Community Outreach

Warren County Emergency Services personnel participated in National Night Out at Carlisle Roscoe Roof Park and Clearcreek Township Patricia Allyn Park locations. We played educational games, answered questions and gave away clip magnets, pencils, pouches, cups, stress guys and many other giveaways.



Director Melissa Bour volunteered to help raise money for the Warren County Peer Support Team by taking a turn in the dunking booth at the Lebanon Blues Festival! The Peer Support Team provides crucial support and intervention services to Warren County's First Responders.





Shout Outs

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

Feedback Board

List Focused

Very kind and helpful

Everything was great 👍

Polite professional very clear voice.

They assisted me quickly.

Dispatcher was very thorough and understanding

Took the information I wanted to share, very professional.

The dispatcher was wonderful. She was attentive and reassuring and got an officer dispatch very quickly.

He was fantastic. Friendly, and effective.

Very helpful

Very knowledgeable and courteous

Clear and efficient

He was very helpful, the call was very efficient

Thought she was very professional. Her questions quickly established the location of the accident and she immediately followed up if medical assistance was needed.

Calm professional, caring

All this license plate mix up. was caused by

Did You Know?

By: Sherri Holliday



The Warren County Communication Center utilizes Language Line Phone Interpreting Services. They provide on-demand access to professional interpreters in more than 240 languages, 24/7/365.

Phone interpreting offers a secure and confidential way to support our Dispatchers taking calls from persons who speak foreign languages to make sure we get them the proper type of help that is needed. Here is a chart of our usage for the first six months of 2024.

Language	JAN	FEB	MAR	APR	MAY	JUN	JUL	Total Number of Calls By Language
Russian	4	5	6	4	7	5	6	37
Spanish	9	12	12	9	12	10	19	83
Turkish	1	1	1	2	1	0	1	7
Uzbek	23	11	22	25	17	20	8	126
Japanese	0	3	0	0	0	0	0	3
Mandarin	0	1	2	1	0	0	0	4
Ukrainian	0	1	0	0	1	0	0	2
Arabic	0	0	2	2	0	0	1	5
French	0	0	0	1	0	0	1	2
Italian	0	0	0	1	0	0	0	1
Polish	0	0	0	0	0	1	0	1
Somali	0	0	0	0	0	1	0	1
Total Calls Per Month	37	34	45	45	38	37	36	
Total Calls for the Year	272							

September

CELEBRATING A MILESTONE:

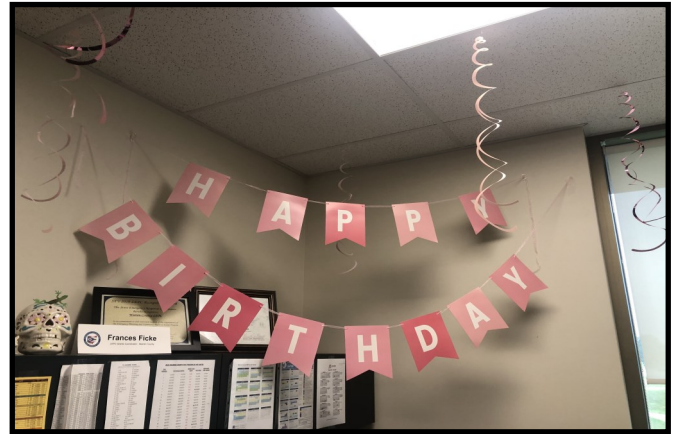
Blake Holman 12th — 2 Years

CELEBRATING A BIRTHDAY:

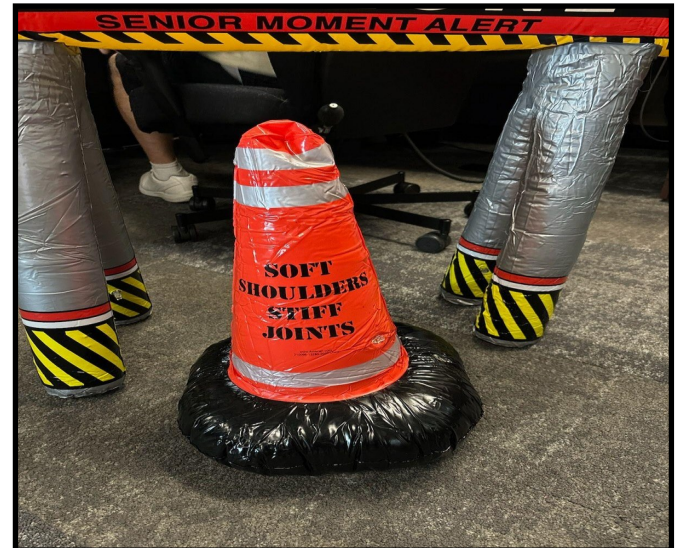
Seth Whitlock — 17th

Special Milestone Birthdays

Happy 40th Frances Ficke—July 29th



Happy 50th Dennis Rutter—August 10th



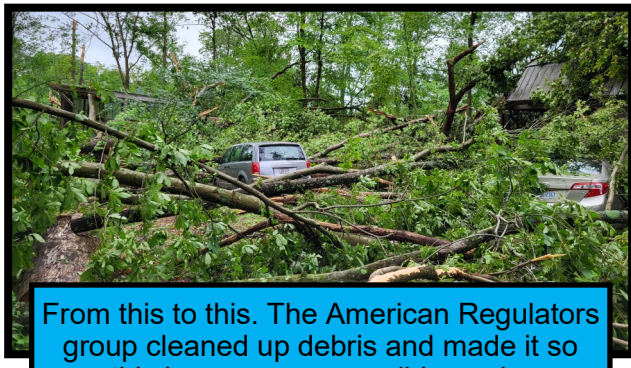
Happy 50th Carmen Carson—August 20th



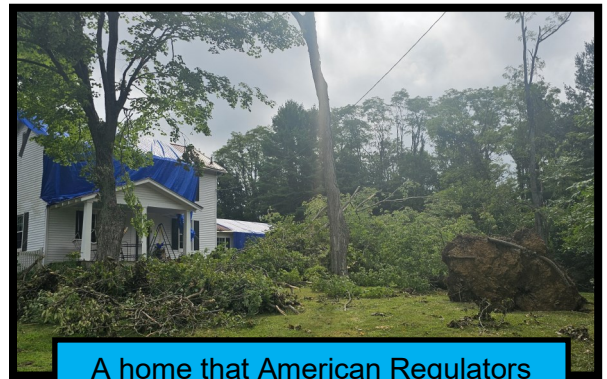
EF1 TORNADO IN MORROW/BLANCHESTER

In the early morning hours of July 30th, a quick moving storm passed through the region. Just as the storm began to move out of Warren County into Clinton County, an EF1 tornado popped up. The tornado left a path of uprooted trees, debris and damages to properties/homes from east of the Village of Morrow to northeast of Blanchester. The area around Middleboro Road experienced much of the tornado's impacts. Due to the amount of large uprooted trees, debris and homes with damages, Warren County EMA coordinated resources to aid clean up efforts.

One group WCEMA reached out to was the American Regulators disaster relief organization. This group of volunteers specialize in providing immediate assistance to communities impacted by disaster. American Regulators were able to respond and have worked tirelessly to assist residents with tarping roofs and debris clean up—including bringing in backhoes, bobcats and a team of trained chainsaw operators. WCEMA also worked with the County Engineer's Office to coordinate the Road Crews being able to haul away the woody debris from these properties, and with the Warren County CERT Team and Team Rubicon to provide additional volunteers to assist with clean up efforts. These organizations have been a huge help in assisting impacted residents recover from the event. Thank you to all who have participated in the recovery efforts! Your involvement has been invaluable.



From this to this. The American Regulators group cleaned up debris and made it so this home was accessible again.



A home that American Regulators helped tarp after multiple trees damaged the roof.



Group picture of some of the American Regulators, Warren County CERT Team, and Team Rubicon volunteers.



AMERICAN REGULATORS USA DISASTER RESPONSE

Hi Sydney,

I am pleased to report that the American Regulators have removed all residential debris using our heavy equipment team. As we move forward, a few remaining tasks necessitate chainsaw work, which we plan to address over the coming weekend with our Sawyer team. In cases where tree work extends beyond our scope, we have advised homeowners to engage professional tree services.

Upon the entirety of our efforts in Blanchester, we intend to make a comprehensive post on Facebook detailing our volunteer hours, the number of families assisted, and the estimated total cost savings to the community due to the debris cleanup.

I wish to convey my sincere gratitude for granting American regulators the opportunity to make a meaningful contribution to the community. I commend the outstanding level of professionalism and communication you've demonstrated throughout the recovery process. The community deeply appreciates the support from Warren County EMA and the dedicated volunteers who rallied during their time of need.

Sincerely,

Mark Fouts
Board President
American Regulators USA
1978 Main Street, P.O. Box 535
Goshen, Ohio 45122

T: (513)456-2806 |
Skywarn-Emergency Comms (KE8YTW)
E: Boardpresident@americanregulators.com
www.AmericanRegulators.com



ICS 400 Advanced Incident Command System for Command & General Staff - Complex Incidents

On August 20th & 21st EMA hosted ICS 400. There were 23 professionals in attendance including 2 dispatch supervisors, Joey Bishop & Jenny Key. Most in attendance were also in the ICS 300 class July 16th -18th.

This class expands on the Incident Command System and is geared towards those who are expected to perform in a management capacity during an incident.



National Days to Observe in September:



1st Forgiveness Day

2nd Hummingbird / Blueberry Popsicle / Labor Day

3rd Cinema / Bowling League Day

4th Spice Blend / Newspaper Carrier / Wildlife Day

5th Cheese Pizza Day

6th Read a Book / Coffee Ice Cream Day

7th Grateful Patient / Salami Day

8th Star Trek / Hug Your Hound Day

9th Share Your Care / Teddy Bear Day

10th TV Dinner / Swap Ideas Day

11th Hot Cross Bun / Make Your Bed Day

12th Hug & High Five / Video Games / Chocolate Milkshake Day

13th Positive Thinking / Uncle Sam / Peanut Day

14th Parent's Day Off / Eat a Hoagie / Cream Filled Donut Day

15th Online Learning / Cheese Toast / Double Cheeseburger Day

16th Guacamole / Working Parents / Stepfamily / Play-Doh Day

17th Monte Cristo / IT Professional's / Apple Dumpling Day

18th Air Force Birthday / Cheeseburger Day

19th Butterscotch Pudding / Talk Like a Pirate Day

20th Care for Kids / Fried Rice / Pepperoni Pizza Day

21st Clean Up / Pecan Cookie Day

22nd Girls Night Out / White Chocolate / Ice Cream Cone Day

23rd Snack Stick / Great American Pot Pie Day

24th Cherries Jubilee / Punctuation Day

25th Daughter's Day / Quesadilla / Lobster / Comic Book Day

26th Dumpling / Pancake / Shamu the Whale / Johnny Appleseed Day

27th Day of Forgiveness / Scarf / Corned Beef Hash / Chocolate Milk Day

28th Save Your Photos / Strawberry Cream Pie / Good Neighbor Day

29th VFW / Coffee Day

30th Orange Shirt / Love People / Chewing Gum Day



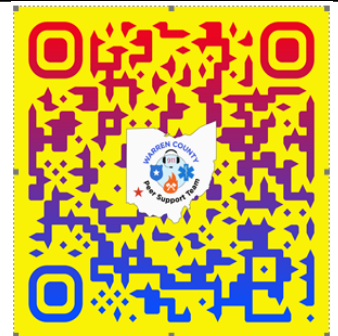
Dispatch Statistics

July 2023 911 Calls	July 2024 911 Calls	2024 911 Total Calls	County Stats
County 7,370	County 6,271	County 34,792	July Admin 9,462
Franklin 589	Franklin 464	Franklin 3,569	Year to Date Admin 62,247
Lebanon 617	Lebanon 694	Lebanon 4,149	Total to Date 911 & Admin 97,039



The Warren County Peer Support Team

can be reached through Warren County Communications Center at 513-695-2525 or you can scan the QR code. You're request doesn't have to 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 regularly 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)

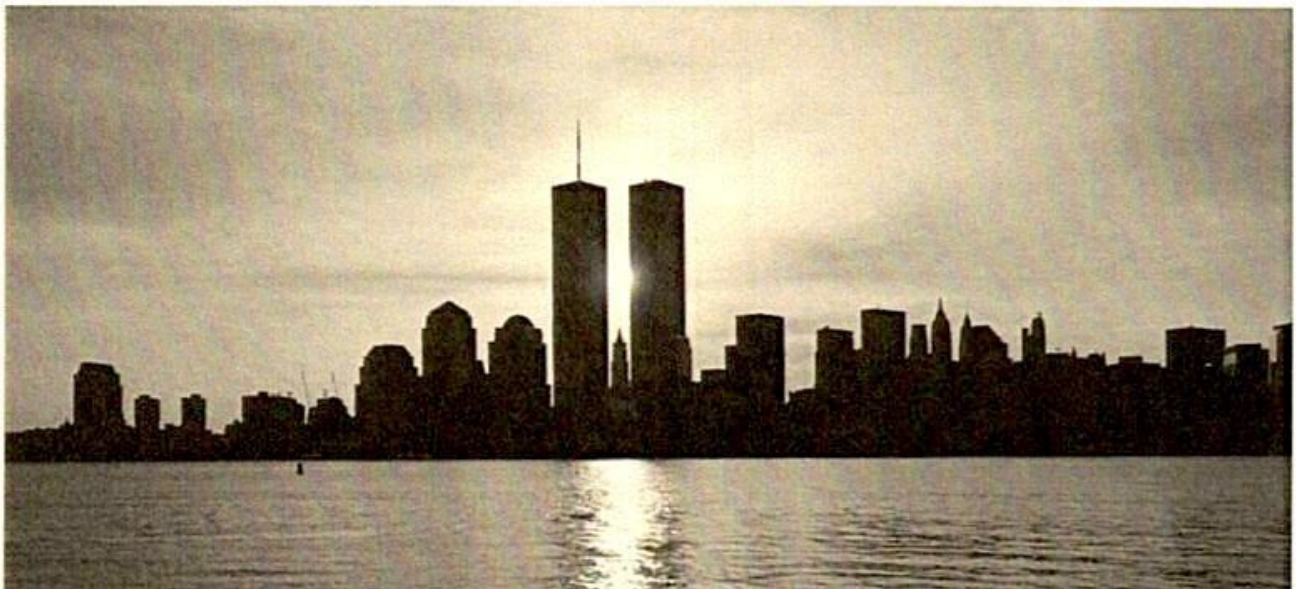
Newsletter Editor: Melissa Bour & Sherri Holliday

Email: Sherri.holliday@wcoh.net

9/11 Remembrance



Please join us as we gather
for Warren County's 9/11 Remembrance,
on the Wednesday Morning of 9/11/2024.
Ceremony begins promptly at 8:30AM ends 9:10AM
at the 9/11 Memorial
at 500 Memorial Drive,
Lebanon, Ohio 45036





9-11

NEVER FORGET

**FIRE, POLICE, & FIRST RESPONDERS
PLEASE ACCEPT A FREE SANDWICH ON 9/11**

**as a small gesture of our thanks
for all you do to Protect, Serve & Save.**

MISSION BBQ
The American Way.



**WARREN COUNTY FALL
COMMUNITY SHRED &
ELECTRONICS RECYCLING DAY**



Saturday, September 21st, 2024: 10am – 1pm
406 Justice Drive, Lebanon, Ohio 45036
Administration Building Parking Lot

**NOTE: Event is first come, first serve, staff will assist
with emptying boxes/electronics**

**Electronics Accepted:
Computer Equipment, TVs, Batteries**

**Questions about Electronics?
Phone: 513-695-1259**

or

Email: solid.waste@co.warren.oh.us

**Shred Information:
5 Box Maximum, Will Be Shredded Offsite**

**Questions about Shredding?
Phone: 513.695.1815**

or

Email: Jennifer.Haney@co.warren.oh.us



Sergeant Brian Dulle EOW 05-10-2011

Sergeant Brian Dulle

5K

12th Annual

WALK RUN

See you in person or choose to be virtual!

Virtual Sept 22—Sept 28, 2024

In Person Sept. 22, 2024

8:22 a.m.

**Warren Co Sheriff's Office
822 Memorial Drive
Lebanon, Ohio 45036**

Register online at:

GetMeRegistered.COM/SgtBrianDulle5K

All proceeds help fund the "Brian Dulle Memorial Award" for outstanding cadets at the Butler Tech Peace Officer Academy & Police Unity Tour

COST

Bailmaker Sponsor	\$500
Shirt Sponsors:	\$82.20
Adult Registration:	\$18.22
Children under 12:	\$8.22

(Must be accompanied by an adult)

Registration includes a T-shirt and medal
Any team of 10 that registers together will get their team name on the back of the shirt .

REGISTRATION DEADLINE 8/22/2024

To be guaranteed a T-shirt.

FAMILY FRIENDLY!

Strollers, wagons and pups welcome!

The walk starts at Brian's memorial at the Warren County Sheriff's Office 822 Memorial Drive, ends at Brian's headstone at Lebanon Cemetery and then back to the Sheriff's Office where you can reward yourself with ice cream.

For more information:

E-Mail: SgtBrianDulle5K@YaHoo.com

On Facebook! [SgtBrianDulleMemorial](#)

WIDE AREA SEARCH

PER-213

When disaster strikes it can be a challenge to effectively mobilize, organize, and deploy needed resources. The TEEX /NERRTC Wide Area Search course is an excellent training opportunity for nearly any jurisdiction or agency that may face such an emergency. The discipline applies to a vast number of critical situations including natural disasters or terrorist incidents. Participants are instructed in practical search methods and skills so they can perform systematic searches over a large affected area. The training includes challenging exercises that mirror real life scenarios. The three-day long event concludes with an in-depth exercise that requires participants to apply the skills gained during the course. The instructors delivering the course are knowledgeable, experienced emergency responders who have actively employed wide area search techniques during some of the nation's largest and most challenging search and rescue operations.

Topics

- Preparedness and Response
- Search Management and Planning
- Mapping
- Search Strategies and Skills
- Communication
- Team Management
- Hands-on Exercise

Recommendations

- IS-100 - Introduction to the Incident Command System or equivalent
- IS-200 - ICS for Single Resources and Initial

Action Incidents or equivalent

FEMA / SID Number

Students must register and bring a copy of their SID number to class. Register online:

cdp.dhs.gov/femasid

Course Length

3 Days (24 hours)
 Course Date: Dec 10-12, 2024

Venue

Camp Kern
 5291 State Route 350
 Oregonia, OH 45054

Class Size

24-40 Participants

CE Credits

IACET – 2.4 CEUs
 ACE - 1 Hour College
 Credit (Lower Divi)



Participants

- Fire and rescue
- Law enforcement
- Medical professional
- Emergency management
- Military
- Hazardous Materials
- Immigration and Naturalization
- Environmental
- Canine Handlers
- Non-governmental organizations

Ohio Course Link

<https://my.teex.org/TeexPortal/Default.aspx?MO=mCourseCatalog&D=FP&C=PER213&S=725>

Ohio Course Contact: Kim Camera 404-234-0688
 Kim@ucpaws.com