



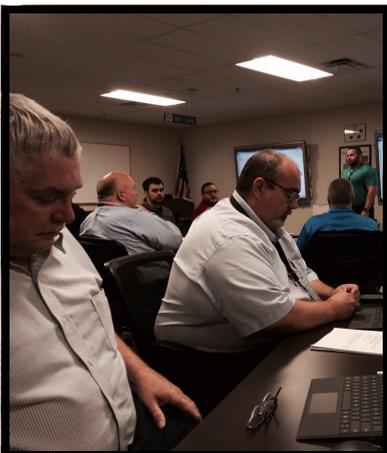
Dispatch Times

Tabletop Exercise Tests the Communications Center Alternate Dispatch Site

On September 29, 2016, the Warren County Communications Center hosted a tabletop exercise to discuss the procedures for safely and rapidly switching our dispatch operations to our alternate site when the Communications Center is inoperable. Key personnel were present including Emergency Services Administration, Supervisors and an Emergency Communications Operator, Warren County Telecommunications, Warren County Career Center, as well as representatives from The Warren County Sheriff's Office, Franklin Police and Fire Dept. and Mason Fire Department.



The scenario presented was a severe thunderstorm with a lightning strike that depleted all of the Center's communications as well as the back up generator. Everyone involved in the exercise had their own area of concentration as their main concern: Telecom was involved in supporting the Communications Center and getting them back up and running; police and fire units were concerned with the safe continuity of their emergency operations while the Career Center was concerned by any interruption or inconvenience for their staff and students if the outage was sustained for a long period of time.



All participants were able to get a better understanding for where this project is currently at and what we need to plan and prepare for as we move forward.

October 2016
Volume 3, Issue 10

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Mark Your Calendar!



October 8th—9th
Sauerkraut Festival

October 8th
Lebanon
Oktoberfest

October 9th
Oregonia Hillclimb

October 21st
Franklin Fall Fest

Employee Spotlight

Employee of the Month



Bob Anson
Employed since 1995

Birthdays

Ron Kronenberger
October 6th

Nichole Stitzel
October 8th

Melissa Abrams
October 16th

Kelly Fiebig
October 24th

Milestones

Brian Holtel
Celebrating 12 Years

Mike Wiggins
Celebrating 9 Years



Meet our New Employee



David Griffin

David started his employment here on September 6th as a Supervisor. He comes to Warren County from Hamilton County Communications Center where he was an Emergency Communications Operator. Prior to that he worked at Atrium as an ER Registrar.

David is originally from Franklin. He attended Butler Tech where he received a diploma in Commercial Art and Miami University for an Associates Degree in Criminal Justice.

David enjoys drawing and is a Reds, Bengals and Patriots fan.

This Month's 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. Way to go!

Bob Anson	MaKenzie Cotton	April Kennard	Tonya Shutts
Joey Bishop	Andy DeWine	Katrina Kouts	Emily Smitley
Erin Caito	Brad Edrington	Stevenson Long	Nichole Stitzel
Ava Campbell	Kelly Fiebig	Jesse Madden	Tramel Waddell
Chris Carr	Cassidy Gatio	Rob Plummer	Mike Wiggins
Carmen Carson	Samantha Hall	Ashlee Rector	



Did You Know?

The Devils Staircase Hill Climb

By Nancy Machulskiy

This race has been held on the Powell Farm every year since 1948. It occurs on the second Sunday in October which, as we all know in Dispatch, corresponds to the same weekend of the Waynesville Sauerkraut Festival, making it one of our busiest weekends of the year! The event has only been cancelled one time during its 68 year history.

The Hillclimb has been hosted by the Dayton Motor-



cycle Club since 1973. By the time property owner, Fritz Powell, died in April 2008 at the age of 86, the event had been held on his property for over 50 years and, according to local lore, he stipulated in his will that the property would be made available to host the hillclimb for another 50 years!

The “Staircase” features a trio of stair step-like jumps at the 15-, 40- and 70-yard marks that give the hard clay hill its reputation. It is not a natural course but is, rather a groomed run that measures 360 feet long and 25 feet wide. No one knows the hill’s incline for certain but one racer reported that it is so steep he had to climb the hill on foot, down on all fours during his “pre-event survey” of the course.

Participants are not permitted to practice on the hill—they are allowed two runs only. The winner is the fastest one to reach the top. The race has not been without tragedy—in 2011 Shawn Farnsworth was killed in a crash and in 2014 AMA Racing Pro , Todd Libhart was killed when his motorcycle flipped over and landed on top of him.



In The Spotlight

Dispatch Priority ProQA By Chris Dill

Specifically designed to improve call taking efficiency, Priority Dispatch Pro QA was created with the goal of increasing responder safety. A consistent high level of service is maintained by automatically providing appropriate questions for various types of emergencies and incidents. These questions are intended to assist the calltaker in quickly determining the appropriate call type and response for each incident. Pro QA then guides the calltaker to provide relevant pre-arrival instructions before responding units arrive on scene. One feature that responders may not know exists, is that there is an “Urgent Message” box, where if a suspect flees the scene or any other pertinent information is given, the calltaker can immediately enter that information and the responder can be updated within seconds.

A rating of “High Compliance” is achieved when the protocol is followed exactly as it was designed without any deviations. Each month, more and more of our employees are receiving high compliance ratings as they work to master this tool. We want to recognize each and everyone of these employees as they continue to improve.

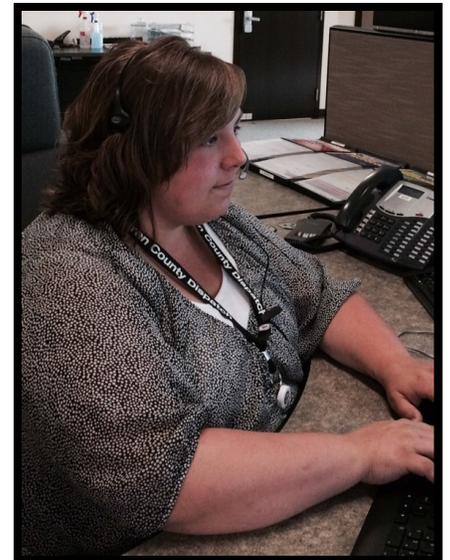


Call of the Month

On September 9, 2016, Ava Campbell took a 911 call for an accident with injuries. The original report indicated that the vehicle had rolled over and one of the occupants had been ejected and was laying in the roadway.

Ava moved through the protocol obtaining all pertinent information, remaining calm and assuring the caller that help had already been dispatched and was on the way. This was one of Ava’s calls for which she achieved a high compliance rating.

Good job, Ava!



We are currently hiring for the following positions:

- LEADS/Training Coordinator**
- Emergency Communications Operator**
- Emergency Communications Call Taker**

Apply at: www.co.warren.oh.us



October—National Apple Month!

By Nancy Machulskiy



October is National Apple Month—there are 7,500 varieties of apples worldwide—2,500 varieties are grown in the US with 100 grown commercially. Out of all of those apples though, the only one that is native to the US is the Crabapple!

Find these varieties in the puzzle!

- | | |
|---------------|------------------|
| AMBROSIA | MCINTOSH |
| GRANNY SMITH | HONEYCRISP |
| EMPIRE | CAMEO |
| WINESAP | SWEET TANGO |
| GALA | ROME |
| JONATHAN | PINATA |
| RED DELICIOUS | HONEYGOLD |
| BRAEBURN | PINK LADY |
| JAZZ | JONGOLD |
| FUJI | GOLDEN DELICIOUS |



October 30th 5:30 pm -7:30 pm

City of Franklin
City of Carlisle

September 23rd-October 29th

Halloween Haunt at Kings Island

October 31st 5:30 pm to 7:30 pm

City of Lebanon
City of Mason
Turtlecreek Twp.

October 23rd 14:00-16:00

Village of Morrow Trunk or Treat

October 31st 6:00 pm -8:00 pm

Deerfield Twp.
Franklin Twp.
Village of Maineville
Village of Morrow
City of Springboro
Village of Waynesville

October 1st-31st

Howl-O-Ween at Great Wolf Lodge

October 31st

Halloween in Maineville

Where Am I?

If you know the location where this picture was taken, email us at melissa.bour@wcoh.net no later than October 26th. 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!

No one correctly guessed that last month's picture was taken of the Franklin Indian mound, the Kinder-Hill Mound, located just off of Dear-doff Road and visible on the horizon coming up northbound I-75 toward Franklin.



August Monthly Dispatch Stats

	Total	First Shift	Second Shift	Third Shift
Created the Most Incidents	9,433	Emily Smitley 366 Calls	Liz Hollon 679 Calls	Ava Campbell 1,160 Calls
Most Status Changes	54,437	Joey Bishop 2,457	Bob Anson 3,742	Seth Whitlock 3,482
Total 911 Calls Received	5,001 Calls	674 Calls	1,881 Calls	2,446 Calls
Total 7-Digit Calls Received	10,456	1,545 Calls	4,778 Calls	4,129 Calls
Busiest Day (Based on 911 & Admin Calls)	Thursday 8/15/16 655 Calls			
Busiest Time of Day (Based on 911 & Admin Calls)	15:00-16:00 1,093 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
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Newsletter Editors: Melissa Bour and Nancy Machulskiy
Email: melissa.bour@wcoh.net

