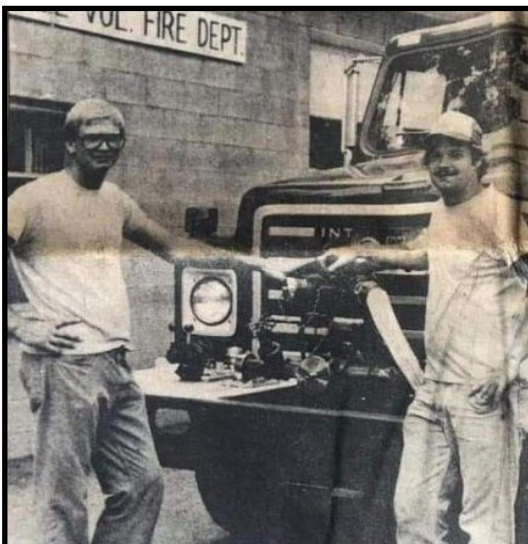


Dispatch Times

On December 26, 2023 The Clinton-Warren Joint Fire District lost their beloved Chief. Chief Robert Wysong passed after having a critical medical emergency while accompanied by family & friends. Our deepest sympathies are with Chief Wysong's family as well as his Fire Department family. It will take some time to process and cope this sudden loss of their beloved Chief. The family will receive friends from 2-8 pm on Thursday, January 4th at the Bible Baptist Church in Wilmington and funeral services will be held at the church as well at 10:00 am on Friday, January 5th. Full Active Duty Fire Honors will be accorded.



January 2024

Volume 11, Issue 1

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Mark Your Calendar!



January 1
New Year's Day

January 9
Natl. Law Enforcement Appreciation Day

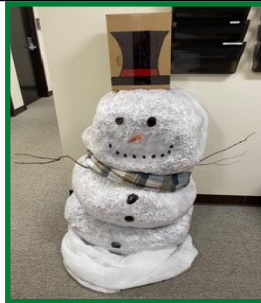
January 15
Martin Luther King, Jr. Day



Thank You to everyone that dropped off goodies to our Communications Center over the holidays!

A special thank you to the Keith Fudge Foundation for providing Olive Garden dinners to all 4 crews on Christmas Eve & Christmas Day! This is the 3rd year they have provided these meals to our crews and it is as always greatly appreciated.

Thank you to Case Towing for the chocolates, Grace Chapel for the goodie basket, Deputy Farmer (WCSC) who brought in Christmas Eve pizzas and to Officer Geyer (Waynesville PD) who brought in cookies and treats.



Santa, a snowman made from shredded paper, gifts, PJ's, and a fun ugly sweater contest with supervisors and dispatchers.

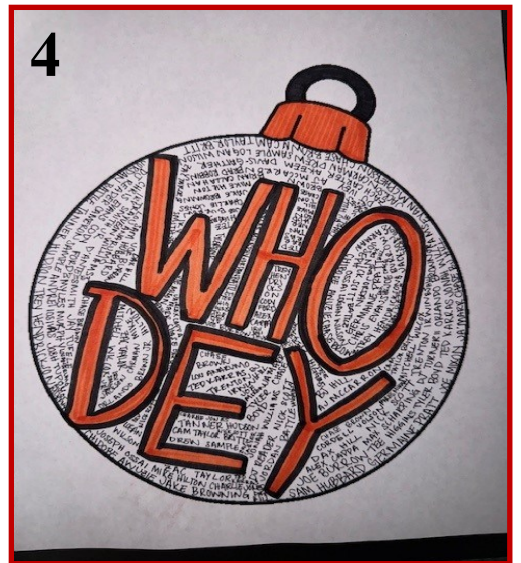
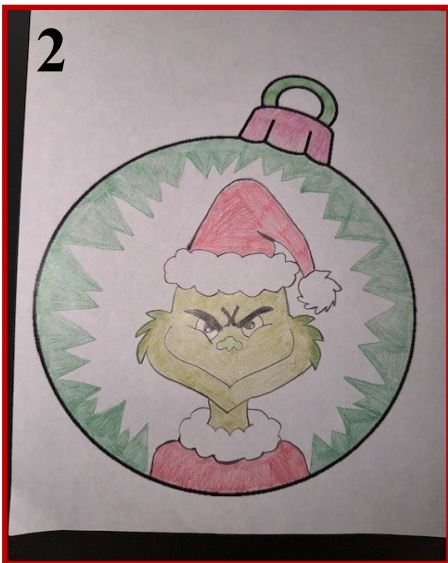
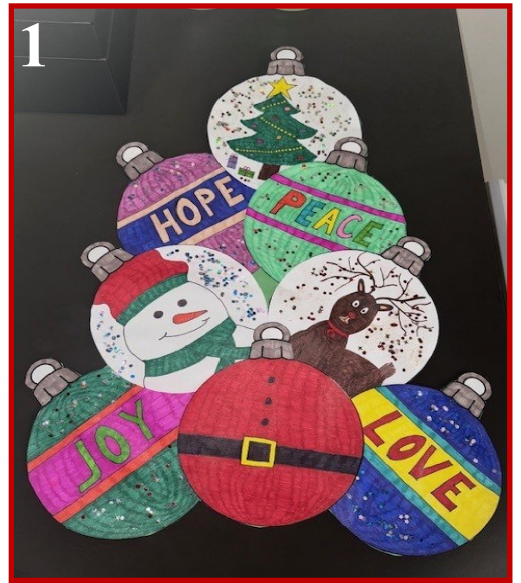


Ornament Coloring Contest

Our Dispatchers had an ornament coloring contest over the holidays and here are some of the entries, they are all amazing!

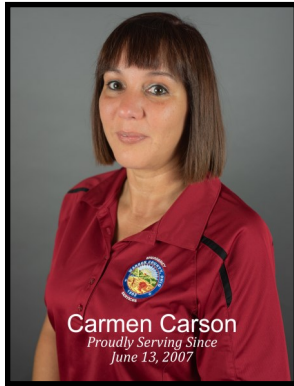
And the winning ornaments from each crew are:

- Stacy Ryan #7
- Cassidy Gatio #4
- April Kennard #1
- Brittany Creager #5



EMPLOYEE SPOTLIGHT

November



Carmen was nominated by her supervisor, Brian Holtel. Here is what he had to say, *“My nomination for employee of the month for November is Carmen. She finished up Andrew’s inquiry radio training and is working to get him cleared on police radio. That was just another example of helping out where needed. She completed continuing education on time. She has met department goals for protocol compliance every month this year, with a YTD percentage of 91% compliant or high compliant.”* Great job Carmen-well deserved! Thank you for your dedication to the department.

November & December QPR High Compliance Queued Calls

Amber Wilson 3
 Alexander Lucas 5
 Carmen Carson 4
 Mike Wiggins 2
 April Kennard 2
 Joey Bishop 4
 Emmaline Ritchie 1
 Kaitlyn Niles 3

Jennifer Key 4
 Sophia Sidley 5
 Brittany Creager 3
 Brian Holtel 1
 Chris Carr 2
 Sara Swierk 3
 Kim Adams 2
 Quentin Cox 1

Paige Barton 7
 Seth Whitlock 3
 Andrew Wagenknecht 3
 Blake Holman 4
 Cassidy Gatio 5
 Kelly Fiebig 1

EMPLOYEE SPOTLIGHT CONTINUED

KUDOS AND THANK YOU

CARMEN CARSON—WELL DONE

Melissa,

I hope this email finds you well. I wanted to drop a line and give a kudos to ECO Carson. Recently we had an incident involving a domestic/runaway suicidal juvenile. Carmen was the call taker on the incident and did a superb job. I have been accustomed to having to ask for information for calls that is not always available in the call for service readily. On this particular incident it seemed as if a question came to mind while responding to the incident it was literally the next update placed in the call. As you are well aware this makes it so much easier to respond and have awareness of what we can expect upon arrival. Having dispatchers such as Carmen on the other side whether it be taking calls or operating a radio is comforting and provides a crucial level of confidence for our officers. Thank you so much and enjoy the holidays.

Sgt Tim Rector

BRIAN HOLTEL—*Thank you for picking up time to train the trainees on 12/8 while Brandy was off. We appreciate your dedication to the department!*
From Melissa Bour, Jesse Madden & Samantha Hall

Congratulations! To the following employees who earned a personal day off (or 2) for no unscheduled sick time in 180 consecutive calendar days!

Brian Holtel X2
Joey Bishop
Kim Jent
Jonathan Bright X2
Dennis Rutter X2
Mike Wiggins
Andrew Wagenknecht
Sherri Holliday

Paige Barton
Brandy Cooper X2
Christopher Dill
Ashleigh Gillespie X2
Jennifer Key X2
Alexander Lucas X2
Melissa Abrams
Sydney Renner



EMPLOYEE SPOTLIGHT CONTINUED

KUDOS AND THANK YOU

CASSIDY GATIO – WELL DONE

Melissa,

I hope you had a good holiday and enjoyed some family time. I wanted to take a moment to recognize ECO Gatio for an outstanding job during a recent vehicle pursuit (EP2312063861). When Ofc. Clift advised that he was in pursuit and Dispatcher Gatio responded on the other end of the radio there was an immediate sense of confidence. In conjunction with Ofc. Clift and Ofc. Perry's level of calm along with that of Dispatcher Gatio the entire incident remained in complete control. This is a testament to dispatchers and officers working together and remaining calm and collected during these high-stress situations. As we both know, when one person involved in a high-stress incident becomes excited it tends to heighten everyone's emotions resulting in ineffective communication. Dispatcher Gatio coordinated with Lebanon PD to get "stop sticks" deployed and kept Ofc. Perry/ Ofc. Clift informed, which I am glad to say resulted in the suspect vehicle being disabled due to the tire deflation devices and allowed no police vehicles to become collateral damage from the "stop sticks". Her level of calm and professionalism did not waiver during the entire pursuit and continued once the vehicle crashed and the occupants fled on foot. Dispatcher Gatio kept the radio traffic while officers attempted to secure all four suspects. When I requested a Law Channel for the incident due to the complex nature, she did not waiver by keeping the incident on Primary South due to staffing issues inside dispatch. This did not seem to phase her in the least and she continued the same professional demeanor while K9 and a drone were deployed to search the area. A patch with Lebanon PD was in place as well adding to additional radio communication that had to be navigated along with numerous officers involved due to this incident occurring at WCSO shift change. As you are aware, these pursuits have become way more common due to the increased vehicle thefts we have experienced in the county. Having a dispatcher such as ECO Gatio on the radio is a welcomed voice in what could potentially be a chaotic event. As a result of her efforts, she directly helped in the capture of three of the four suspects who were all booked into jail and as of this email are still currently incarcerated on the charges.

Thank you,

Sgt. Tim Rector

The Annual Warren County Basket Raffle

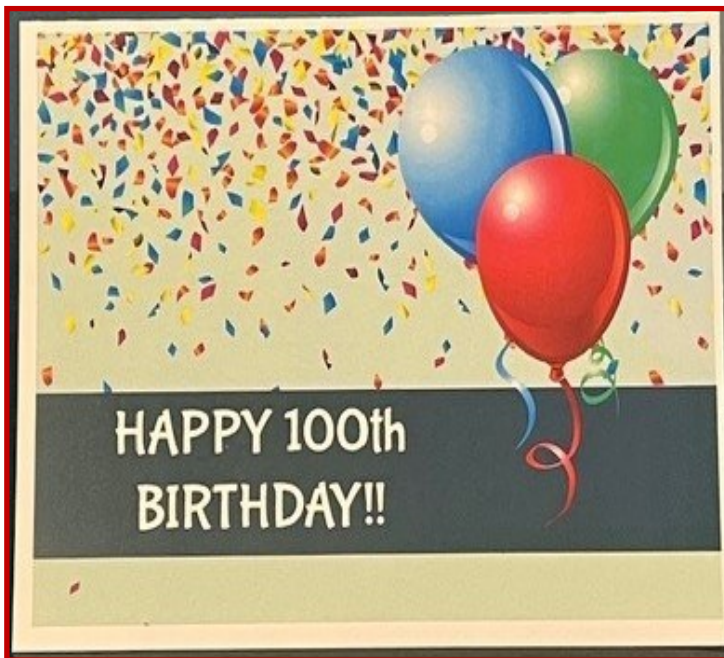
This year's Annual Warren County Basket Raffle sponsored by the Office of Management & Budget was a great success! They raised \$4,080.00 which was divided equally between WC Children Services, for their Christmas Program, and the Franklin Food Pantry. Thank you to all the Emergency Services Department employees who donated so that we could put together our Snow/Gift Card man as our basket for the raffle.



Congratulations to all the Winners!

WWII Veteran Turns 100 Years Old

We have a Veteran in our county that turned 100 years old on 12/23/23. The city of Franklin has declared 12/23/23 as Warren Edwards Day which also included a parade! Warren County Emergency Services sent Warren a birthday card to honor his service and this milestone birthday.





Shout Outs

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

Feedback Board

List Focused

Great and helpful

Everything was handled very professionally.
Thank you

Professional

She was very kind and courteous. She was very helpful in getting the proper help that was needed.

Very very nice... he had a hard time finding the location based on intersections street names. At one point I even got confused, and I live on the street. Very nice! A assumed he was new

He was very friendly and was great at explaining things to me

The dispatcher was amazing. The officer showed up very fast. The whole experience with

Handled issue. Understood issue. Professional. As a new resident here, appreciate it. My former home town county is in the dark ages

5 best

Very calm, thorough and helpful

Very helpful

Super helpful and kind Thank you

Mason PD is always very friendly and professional. They do a great job!

She was compassionate and professional

She was great, and she handled my call even though it wasn't an emergency, but she understood it was to me.



Celebrating a Birthday:

Melissa Bour—25th

Tiffany Baldwin—30th

Celebrating a Milestone:

Joey Bishop 4th—25 Years

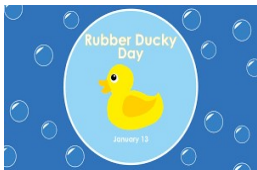
Kimberly Jent 27th—4 Years

Kimberly Adams 27th—4 Years



Hope Your Year is Filled
with all that is Good and
New Adventures

National Days to Observe in January:



1st New Year's Day

2nd Cream Puff / Buffett Day

3rd Drinking Straw / Chocolate Covered Cherry Day

4th Trivia / Spaghetti Day

5th Whipped Cream / Bird Day

6th Play Outside / Technology / Cuddle Up Day

7th Bobblehead Day

8th Winter Skin Relief / Clean Off Your Desk Day

9th Law Enforcement Appreciation / Apricot Day

10th Shop for Travel / Bittersweet Chocolate / Cut Energy Costs Day

11th Milk / Step in a Puddle and Splash your Friend Day

12th Curried Chicken / Pharmacist Day

13th Sticker / Rubber Ducky Day

14th Sunday Supper / Dress Up Your Dog Day

15th Martin Luther King, JR / Strawberry Ice Cream / Hat Day

16th Fig Newton / Nothing Day

17th Classy / Hot Buttered Rum Day

18th Thesaurus / Winnie The Pooh Day

19th Popcorn Day

20th Use Your Gift Card / Cheese Lover's Day

21st Sweatpants / Squirrel Appreciation / Hugging Day

22nd Polka Dot / Blonde Brownie Day

23rd Handwriting / Pie Day

24th Peanut Butter / Compliment Day

25th Irish Coffee Day / Opposite Day

26th Fun at Work / Green Juice Day

27th Seed Swap / Chocolate Cake Day

28th Blueberry Pancake / Kazoo Day

29th Bubble Wrap / Corn Chip / Puzzle Day

30th Plan for Vacation / Croissant Day

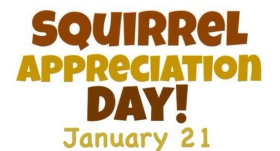
31st Hot Chocolate / Backward Day



JANUARY 2



Jan 5th





Dispatch Times Pet Parade

HI, WE ARE LANDO AND KIT!

Owner: Alyssa Hardin, Warren County Emergency Management Agency



Lando is a male brown tabby and Kit is a female orange tabby and they were adopted 1 year apart from each other from the League for Animal Welfare by their humans Alyssa and Charles. Kit is considered “rare” since only 20 percent of orange cats are female. Lando is very vocal and responds when talked to. They love “worm on a string” and cardboard boxes. Kit will lay on any type of bag. Their humans made them a “Catio”, a netted-in balcony, where they love chirping at the birds and wrestling. Lando is very affectionate and switches between us humans every 30 seconds when he can’t decide whose lap to sit on. They must get their nightly treats!!



DON'T FORGET TO SEND US A PICTURE OF YOUR PET!

Send to: sherri.holliday@wcoh.net

EMA Spotlight

EMA ATTENDS EMAO WINTER CONFERENCE



At the beginning of December, EMA Operations Manager Sydney Renner and LEPC / Grants Coordinator Frances Ficke attended the Emergency Management Association of Ohio's (EMAO) Winter Conference. EMAO is an association of professional emergency managers in Ohio who connect to review legislation, share best practices and lessons learned, and work with Ohio EMA to make positive changes in the field of emergency management.



Warren County EMA staff pictured with emergency managers from the Southwest Ohio region

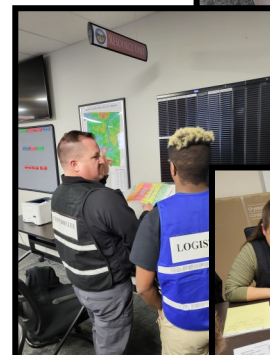
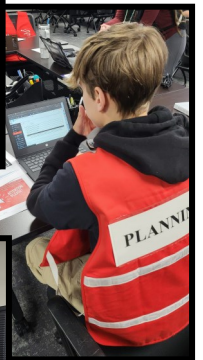
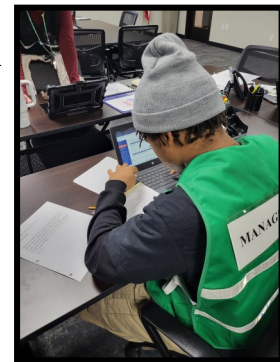
This year, presentations included Weather Awareness for a Rural Nation (WARN), Emerging Trends in HazMat Planning, Lessons Learned from the East Palestine Derailment, and much more! These insightful topics will help the Warren County EMA team shape future plans and procedures.

WCCC STUDENTS PARTICIPATE IN EOC EXERCISE

For the 2nd year in a row, Warren County EMA has partnered with the Warren County Career Center (WCCC) Senior Criminal Justice class. Throughout the span of a couple months, EMA staff introduced students to the emergency management field, and how to develop tabletop and functional exercises. This partnership resulted in the class creating the school's annual exercise, which is required by the State.

To wrap up this year's partnership, the class visited the EMA offices, toured the Communications Center, and participated in a functional Emergency Operations Center (EOC) exercise. The students did a great job playing the roles assigned to them and so many fantastic discussions were had.

Thank you to the WCCC for continuing a great partnership, and thank you to Ohio EMA SW Regional Supervisor Phil Clayton and Preble County EMA Assistant Director Heather Thomas for their assistance and guidance in the exercise.



November 911 Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received	4,418	470	519	County Thursdays 781 calls	County 6:00 pm
Total 911 Calls Year To Date	66,046	6,272	6,409	Franklin Wednesdays 76 calls	Franklin 12:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD <small>(Arrow indicates % increase or decrease from last month)</small>	96.74 %	93.83 %	97.11%	Lebanon Wednesdays 109 calls	Lebanon 4:00 pm

Reminder— Use Caution Tape For Disabled Vehicles That You Checked

We all know that crashes and disabled vehicles are on the rise during the winter months. During hazardous road conditions it is not uncommon for a driver to leave their vehicle until the roads clear and/or they can get help to remove it. This causes a lot of repeat calls for the same disabled vehicle. We are asking that officers and firefighters tie yellow caution tape around the side mirror of the vehicle that is facing the roadway. This helps when dispatchers are taking these types of calls. They will ask if the caller sees caution tape on the vehicle. If the caller says they see the tape then the dispatcher knows that we have already been out with the vehicle and there is no need to send anyone out. For several years now this practice has reduced unnecessary calls and dispatches.



At this time of year we like to ask that all cities, towns, villages and township representatives please update their road and utility department contact lists before bad weather arrives and we need to call them out. We are sure it's aggravating to get woken up at 3:00 in the morning to get out and salt the roads when you no longer work on a road department. This also delays the entire process. So please, take some time to make sure all of the contacts on your callout lists are correct. Any changes can be emailed to: Jesse.madden@wcoh.net

Mitigation Murphy Christmas song pictures are listed below. Congratulations to Tiffany Baldwin, Dispatcher! Your gift card can be picked up at the supervisor's desk in the Communications Center.

1. "Rocking Around The Christmas Tree" 2. "Santa Claus is Coming to Town"

3. "Dreaming of a White Christmas"



The Warren County Peer Support Team can be reached through Warren County Communications Center at 513-695-2525. Just ask for Bob Moertle to be paged and he will call you back. **If you don't want to call the center, you can also access the team simply by clicking on our QR code.**

Not only can you access the team, there is also peer support information. Your 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 monthly and if anyone in your department is interested in joining, please reach out.



Where Am I?

If you know the location where this picture was taken, email us at sherri.holliday@wcoh.net no later than January 26th. 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 Lisa Hicks of Telecom for guessing last month's Where Am I picture of a Christmas Display at The Christmas Ranch located in Morrow, Ohio.

Your gift card can be picked up at the dispatch supervisor's desk.



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)

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