



Dispatch Times



December 2020
Volume 7, Issue 12

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High Winds Caused High Call Volume

By: David Sauer

Sunday, November 15 2020 began as most days in dispatch with phones ringing and radios chirping; which is expected daily operations. As the morning progressed and winds began to pick up almost instantaneously the communications center jumped into overdrive.

Most days there are 2-3 call takers at any given moment with the remaining staff handling the radio communications for Warren County. During this time period due to the increased volume of calls, all personnel were handling phone calls while trying to get the incidents dispatched as quickly as possible all while still maintaining their assigned radio channels. This dramatic increase as well as seeing how the new Enterprise CAD system functioned under the additional load were challenging. Not because it was something we had never encountered before, but this was the first true test under a wide scale type of weather event since launching the new system.

Overall we learned a few things and were able to handle issues immediately as we came upon them. I believe there was in the neighborhood of 102 CFS (Calls For Service) in a short few hours period which is high compared to many other times even during severe weather. This number doesn't include duplicate calls or calls for anything other than storm related incidents.

Our crew that day varied in years of experience from a couple of years to 2 decades. When a dispatcher with years of experience says that he felt as though this almost mirrored hurricane Ike when it came to the volume of calls coming through dispatch it spoke to the incredible individuals working to handle the situation.

Once we get units dispatched our job isn't over. Many times we need to contact Duke, DPL, Centurylink, Spectrum, road crews, other dispatch centers, enter road closure information in CAD so that mapping can adjust routes, etc. We do all this while still maintaining radio channels as well as handling the continued calls coming into the communications center.

To the crew that worked during this event thank you for the hard work and true professionalism that you showed.

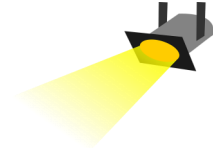
Those working were; Doug Short, Ashlee Rector, Kelly Fiebig, Ginny Books, Tonya Cornet, Kim Adams, Sam LeMaster, Amber Wilson, and Lance Czinege.

Mark Your Calendar!



**December
4th, 5th, 11th,
12th, 18th & 19th**
Ohio Renaissance Yuletide
Event 6pm-9pm

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

December Birthdays

David Sauer -1st

Jesse Madden -4th

Tesci Davis- 5th

Rob Plummer - 13th

Ginny Books - 16th



December Milestones

April Kennard-21 years

Jesse Madden-20 years

congrats
congrats
congrats
congrats
congrats

Earned Personal Day(s)

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

Sophia Abrams

Joey Bishop

Ginny Books

Jonathan Bright X2

Carmen Carson

Brittany Carvalho

Lance Czinege

Keith Fudge

Brian Holtel

Rob Plummer

Kim Jent

Ashlee Rector

Dennis Rutter

Doug Short X2

Mike Wiggins

Amber Wilson



Dispatcher Recognized by Caller

On October 6, 2020 dispatcher trainee Tammi Wolf took a call where we later received an email thanking her and the medical professionals for their kindness. Below is an excerpt from an email that the patient's daughter sent. Great job Tammi!

Thank you doesn't say enough to you and the EMS guys that responded to my call for help for my Dad on October 6th

and I just want to make sure that you know that you helped me through that situation and I will never forget your kindness.

We were able to get my Dad the help that he needed, however, he passed away on the 1st after a long brave struggle.

My family and I know that he is in a better place with Mom and is happy again and we did get to have those last days with him which meant the world to us.

Thank you for making a difference.

Sue

Dispatch Turkey Coloring Contest

All submissions were sent out to county directors for judging. A \$25 gift card was given to the turkey with the most votes on each crew. Congratulations Kelly Fiebig, Stacy Ryan, Shelby Davis and Amber Wilson!



LEADS

By: Chris Dill, Supervisor, LEADS TAC

BMV EMERGENCY CONTACT / NEXT OF KIN

Ohioans may add two emergency contacts to their Bureau of Motor Vehicles record for use by law enforcement in the event one of your family members would need to be contacted regarding emergency situations. Parents of children who have an Ohio ID card are encouraged to add contact information to their child's record for use in the event the child becomes lost or is reported missing.

There is no fee to add contact information to your record.

Minors under age 18 must have a parent or legal guardian as their primary contact.

Those age 18 and older may list anyone as a primary contact.

Contact information is stored in a secure database accessible only by the Ohio BMV and law enforcement.

How Do I Provide My Information?

[Online](#) at bmv.ohio.gov under online services.

In person at any [deputy registrar license agency](#) in Ohio.

By mail to:

BUREAU OF MOTOR VEHICLES
VERIFICATION SERVICES
DOCUMENT MANAGEMENT
PO BOX 16520
COLUMBUS OH 43216-6520

Ohio Administrative Code: [4501:1-1-40](#)

Ohio Revised Code: [4501.81](#)

Why 911 was Chosen as the Emergency Phone Number

Article found on HowStuffWorks.com

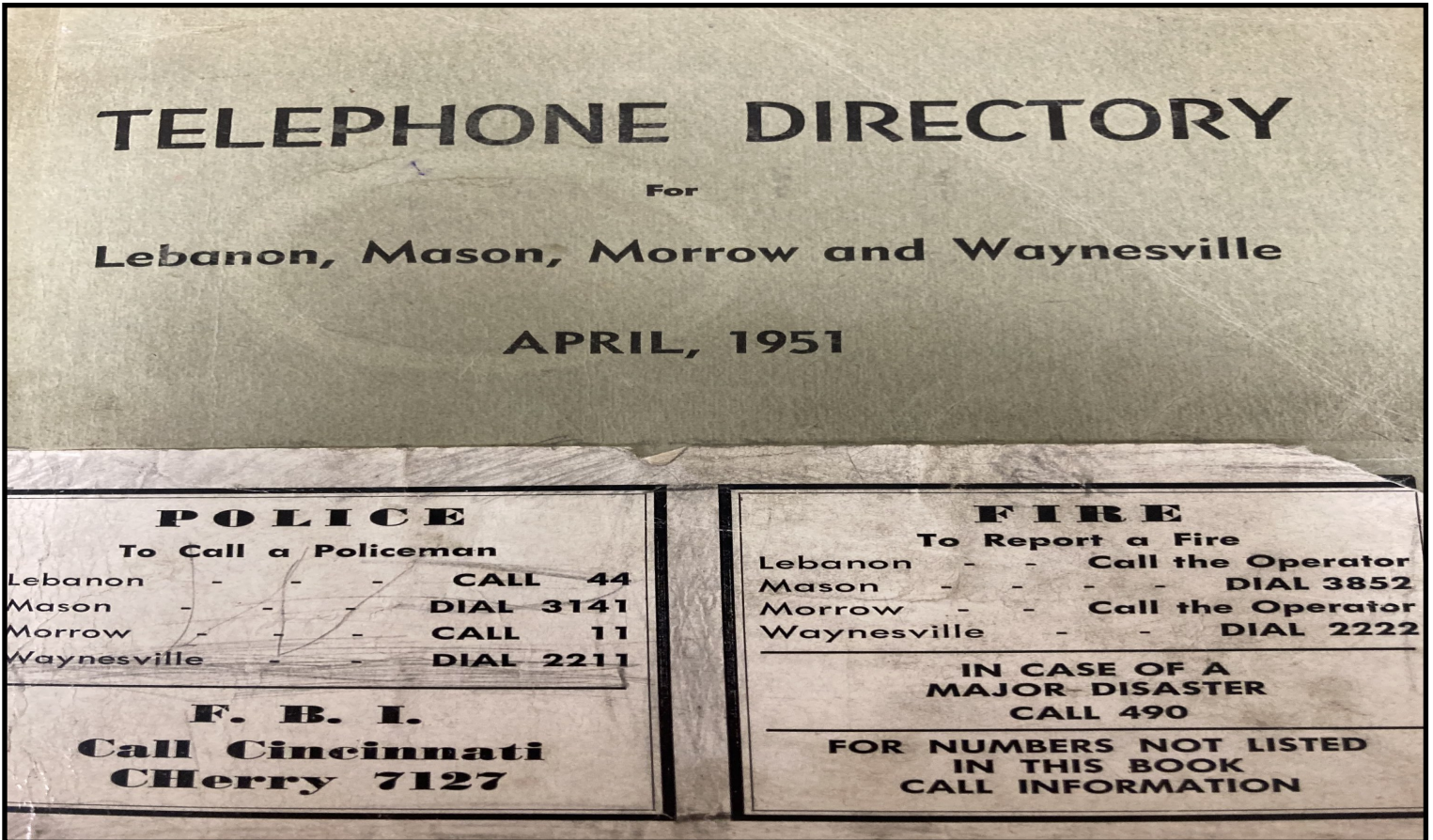
The number "911" is the universal emergency number for everyone in the United States. In 2000, approximately 150 million calls were made to 911, according to the [National Emergency Number Association](#) (NENA). If you were born in the 1960s or later, 911 was ingrained in you during childhood, and those born prior to 1968 have been exposed enough to 911 that it has become second nature.

Prior to 1968, there was no standard emergency number. So how did 911 become one of the most recognizable numbers in the United States? Choosing 911 as the universal emergency number was not an arbitrary selection, but it wasn't a difficult one either. In 1967, the [Federal Communications Commission](#) (FCC) met with [AT&T](#) to establish such an emergency number. They wanted a number that was short and easy to remember. More importantly, they needed a unique number, and since 911 had never been designated for an office code, area code or service code, that was the number they chose.

Soon after, the U.S. Congress agreed to support 911 as the emergency number standard for the nation and passed legislation making 911 the exclusive number for any emergency calling service. A central office was set up by the Bell System to develop the infrastructure for the system.

On February 16, 1968, Alabama Senator Rankin Fite made the first 911 call in the United States in Haleyville, Alabama. The Alabama Telephone Company carried the call. A week later, Nome, Alaska, implemented a 911 system. In 1973, the White House's Office of Telecommunication issued a national statement supporting the use of 911 and pushed for the establishment of a Federal Information Center to assist government agencies in implementing the system.

After its initial acceptance in the late 1960s, 911 systems quickly spread across the country. By 1979, about 26 percent of the United States population had 911 service, and nine states had passed legislation for a statewide 911 system. Through the latter part of the 1970s, 911 service grew at a rate of 70 new local systems per year, according to the NENA. Approximately 50 percent of the U.S. population had 911 service by 1987. In 1999, about 93 percent of the U.S. population was covered by 911 service.



1951 Telephone Directory submitted by Chief Billy Goldfedder

Where Am I?

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

No one correctly guessed this picture in November, so I'll leave it in for December.



November Dispatch Stats

	County	Franklin	Lebanon	Busiest Day of The Week	Busiest Time of The Day
Total 911 Calls Received in November	4,811	569	544	County Sundays 858 calls	County 6:00 pm
Total 911 Calls Year To Date	56,950	7,024	6,047	Franklin Mondays 100 calls	Franklin 2:00 pm
Percentage of 911 Calls Answered Under 10 Seconds YTD	100%	93.75%	95.58%	Lebanon Mondays 94 calls	Lebanon 3:00 pm



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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