

Lake County Sheriff's Office

Sheriff Daniel A. Dunlap

Central Communications, 8505 Garfield Rd., Kirtland, Ohio 44094 (440) 350-5499

2018 Annual Report



CENTRAL COMMUNICATIONS DIVISION 2018 ANNUAL REPORT

Captain R. Mike Warner



Central Communications Dispatchers are professionals who are certified in PST1, NIMS ICS, CPR and Emergency Medical Dispatch. They are a critical element in the 911 link to Life Saving Services.

The Central Communications Division, under the command of Captain R. Mike Warner, employs 35 full and part-time employees who include 1 Captain, 1 Lieutenant, 6 Sergeants, 19 full-time Dispatchers, 4 part-time Dispatchers, and 4 civilian employees. They provide enhanced 911 telephone service and Computer-Aided Dispatch (CAD) to assist in efficient dispatching of Police and Fire calls for eleven (11) police agencies and nine (9) fire departments.

In 2018 the Central Communications Division dispatched 153,918 incidents. 31% increase since 2013. Calls for service are received in a variety of ways. They are as follows:

2018

- 72,744 wireless 911 (cell phone) calls for service;
- 4,779 (hard line) or regular 911 telephone calls for services;
- 19,450 non 911 calls for service
- 3,447 VOIP (Voice Over Internet Provider) calls
- 19,450 7-Digit Phone Lines

Calls for Service Average per Day/ average 424/day

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
404	413	416	436	430	443	421

2017

- 71,962 wireless 911 (cell phone) calls for service;
- 5,814 (hard line) or regular 911 telephone calls for services;
- 19,876 non 911 calls for service

2016

Central Communications Division dispatched 143,800 incidents

- 69,299 wireless 911 (cell phone) calls for service;
- 8,165 (hard line) or regular 911 telephone calls
- 19,896 non-911 calls for service

2015

In 2015 the Central Communications Division dispatched 141,745 incidents

- 69,978 wireless 911 (cell phone) calls for service;
- 8,667 (hard line) or regular 911 telephone calls for services;
- 21,683 non 911 calls for service

Wireless technology and computer voice over I.P. continues to explode. Meetings and information about Generation 4 (texting and video streaming) are taking place with a common platform being discussed for the United States. Wireless calls continue to be the most popular for contacting 911. More than half the households in Lake County no longer have hard line phones and rely heavily on wireless technology.

Central Communications is located at 8505 Garfield Road in Kirtland, Ohio, behind Lakeland Community College. Housed in a secure facility, built 13 feet underground, it is here that the Lake County Sheriff's Office Communications Division provides police, fire and EMS dispatching services for 20 Public Safety Agencies throughout Lake County.



These agencies include:

- **Police service for:** Fairport Harbor, Grand River, Kirtland Hills, and Lake Metro Parks, North Perry, Timberlake, Painesville City, Perry Village, Willoughby Hills, Waite Hill and the Lake County Sheriff's Office.
- **Fire, EMS service for:** Concord, Fairport Harbor, Grand River, Leroy, Madison Fire District, Painesville City, Painesville Township, Willoughby Hills, and Perry Fire District.

The Central Communications Division is an integral part in helping to maintain the computer system for the Lake County Sheriff's Office which includes:

- Computer Aided Dispatch;
- Records Management System;
- Jail Management System; and
- MDT (mobile data terminal) system for the Lake County Sheriff's Office, Perry Village, Kirtland Hills and Lake Metro Parks.



Lake County Sheriff's Office Central Communication Partners

CENTRAL COMMUNICATIONS SUPERVISION

Listed below are the members of the Central Communications Personnel:



Lt. Cynthia Baker



Sgt. Cichon



Sgt. A. Lerman



Sgt. K. Chaffee



Sgt. K. Bajc



Sgt. E. Higham



Sgt. King



Dispatchers - Full Time

Molly Church
Dale Few
Susan Furman
Jason Heller
Adam Lasota
Breanna Wigand
Christopher Newell
Mike Legan
Ryan Moyers
Sharita Johnson

Dispatchers – Part Time

Louis DiMattia
Brigid Willis
Chaundra Sacko
Alexandra Longo

Dispatchers - Full Time

Monica Patterson
Lara Scott
Jamie Shahan
Jennifer Henry
Barbara Jeschelnic
Toni Nosse
Brandy Catanese
Alexa Akers
Suzanne Middendorf

Civilians

Robert Kundrat
Jeff Fortuna
Kevin Fogle
Cynthia Prib

Specialized services provided include:

- Central Communications is ADA compliant by providing T.D.D. telephone communications for the hearing and speech impaired. Dial 911 or 354-3434 to be connected to our T.D.D. equipment;
- Provides county-wide team support for the Amber Alert Program (locating abducted children & missing adults);
- County support for Silver Alert (locating missing senior adults);
- Central Communications is trained in using the reverse 9-1-1, which is a rapid outbound calling system that notifies homes of important information in any given geographic area of Lake County;
- Central Communications can activate the Emergency Alert System (EAS).
- Central Communications has direct contact with the Perry Nuclear Power Plant. In the event of a problem at the Nuclear Power Facility.
- Central Communications Division makes initial notification for the activation of the County's Emergency Operations Center (EOC); Staff during large scale events.
- Central Communications provides Lake County after-hour dog file information for the safe return of a dog to its owner.

- Central Communications is the centralized answering point for all Wireless 9-1-1 calls made in Lake County. Once a correct location of the caller is obtained the 9-1-1 call is supervised and transferred to the appropriate agency.
- Central Communications also serves as the back-up Public Service Answering Point (PSAP) for the city of Mentor, and the Madison Township dispatch center.
- Central Communications provides public education tours to groups throughout the year; such as Lakeland Community College, Boy Scouts of America, Leadership Lake County, Western Reserve Junior Service League, the Auburn Career Center, Girl Scouts, Cuyahoga County Police and Fire Agencies, Mentor Police and Cleveland Police.
- Central Communications also provides emergency contact services for such groups as the Game Warden, Dog Warden, Water Rescue Teams, SWAT Teams, Humane Society, just to name a few.
- Central Communications is the point of contact for AERO Medical Helicopter Services by coordinating radio communications between flight crews and ground emergency services.

New Dispatcher Training program is overseen by Lt. Baker and covers customer service, call taking, multitasking, CAD training and hands on call taking with our simulators. The program is geared to reducing the basic training in most cases by two months



Dispatchers acquire training and technical skills Independently and through in-service training by the Sheriff's Office. Many employees have college educations, in addition to specialized training, such as hostage negotiations, and the National Incident Management System (NIMS), which is critical in meeting the national disaster standards outlined by FEMA. Central Communications participates in all FEMA drills conducted in Lake County.

All dispatchers are EMD, CPR and AED trained. Dispatchers have emergency medical training, and on numerous occasions have administered medical pre-arrival instructions to persons in need.

Specialized Training:

Warrant Check Team Training, Sexual Harassment Policy, National Weather Alert System, LEADS, MABAS, CPR, EMD (Emergency Medical Dispatch), EMD Refresher training, Tornado Siren Activations, PNPP Siren Activations, EAS, Financial Institution Alarm Procedure (Red Card), Active Shooter Emergency Alert, Equipment/Building Malfunction Notification, Call Taking, Wireless 911 Transfer Procedure, Language Line, Sergeant Leadership Training, Amber Alert and Amber Alert Response Team Training, Vesta Rapid outbound calling system Portable Radio Training, LEADS Training, County Wide Radio Fleet Call procedure Patching Sub fleets, Marine Patrol Activity Training,

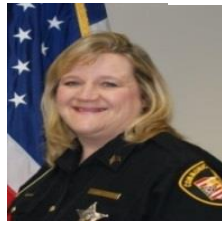
Water Rescue and Coast Guard Notification Bomb Threats, Reginal Bomb Squad Requests, BSSA Deployment, FSA, PNPP 5 Way Phone training / Beaver Valley 5way bridge, Aircraft Crashes, Disciplinary Action Training, and NIMS are a few of the training subjects covered by our in-house trainings.

In addition, dispatchers must be trained and certified in the State's Law Enforcement Automated Data Systems (LEADS), and Computerized Criminal History (CCH).

PELC Graduates



Lt. Baker



Sgt Cichon



Sgt Bajc

Lt. Cynthia Baker, Sgt. Dee Cichon and Sgt. Kelly Bajc have successfully completed Police Executive Leadership College (PELC). Central Communications develops its supervisory personnel by sending all supervisors to advanced supervisory schools such as PELC and Maxwell Leadership classes. PELC is administered by the Ohio Law Enforcement Foundation. PELC was founded in 1986, and each year graduates at least two classes in the Spring and Fall. To date, over 2100 law enforcement executives are proud graduates of PELC. PELC is an intense executive leadership training program that requires a three month commitment for each session. PELC is based on the premise that leadership skills can be learned, and that given the opportunity to participate and practice the principles, executives can substantially improve their ability to lead. PELC provides law enforcement executives with one of those rare moments in their professional careers to learn how to practically apply leadership concepts. It is an intensive learning experience focused on leadership skills vital to long term personal success and change in the organization — both for the benefit of the community.

VISION

The vision of PELC is to develop dynamic, visionary leaders to effectively serve and protect our communities.

MISSION

The mission of PELC is to provide unique and innovative leadership education geared toward today's demands and tomorrow's needs.



2018 CENTRAL COMMUNICATIONS DIVISION REVIEW

By Captain R. Mike Warner

In 2018, the Central Communications Division dispatched 152,667 incidents for the following police and fire agencies:



2018 Total Calls Dispatched by Central Dispatch

Police Calls	Total Dispatched
Fairport Harbor PD	4212
Grand River PD	1276
Kirtland Hills PD	10797
Lake County Sheriff	47658
Lake Metroparks PD	23490
Madison Township PD	99
Madison Village PD	9
North Perry PD	3434
Painesville City PD	30379
Perry Village PD	6252
State – Headlands	34
Timberlake PD	3789
Willoughby Hills PD (since 1 August 2018)	5975
Waite Hill PD (since 1 August 2018)	594

TOTAL POLICE CALLS DISPATCHED – 137,998

Fire Calls	Total Dispatched
Concord Twp. FD	2405
Fairport Harbor FD	1007
Grand River FD	86
Lake FD	16
Leroy FD	335
Madison FD	3059
Painesville City FD	4237
Painesville Twp. FD	2590
Perry FD	1192
Willoughby Hills FD (since 1 August 2018)	991

TOTAL FIRE CALLS DISPATCHED – 15,918

TOTAL POLICE & FIRE CALLS DISPATCHED FOR 2018 – 153,918

Wireless calls, 173,551, VOIP calls, 9337, and wireline calls, 34,776.

Many good things continue to happen at the Lake County Sheriff's Office-Central Communications Division. These include:

- Sergeant Angela King attended and completed the Ohio Fire Chiefs Maxwell Leadership Program. This 3 day course includes lessons on each of the 21 laws, small group and large group activities, reading assignments, oral presentations, and 6 assignments due post class. The post class assignments are what make this class unique and has received high praise from the evaluations. It is an opportunity to take the lessons learned and put them to practice with a mentor to help with solutions to problems. EXPERIENCE is the key to our growth. Self-reflection regarding what was successful and what failed makes us better. The erroneous belief that it is always others that must adapt to OUR ways erodes effectiveness.



- Central Communications participated in several outside community public display projects, including National Night Out in Painesville City, Mentor Career Expo & Law Days at the Great Lake Mall Mentor, Willoughby Hills Touch a Truck Day, Auburn Career Center, Waite Hill Family Day, Waite Hill Halloween, and Painesville Twp. Family Days, to mention a few.
- Training was continued with an in-service training program; developed our Emergency Medical Dispatch (EMD) program, CPR updates, Lake County Jail Observation Program, Central Agency Ride-along Programs, a training session on weapons of mass destruction, several training drills for the Perry Nuclear Power Plant, in house leadership training for Sergeants, and many more.
- Emergency Medical Dispatch Refresher Class completed and passed by personnel with more than 2 years dispatch experience
- Emergency Medical Dispatch Class completed and passed by new personnel: What is an EMD (Emergency Medical Dispatcher): An **emergency medical dispatcher** is a professional telecommunicator, tasked with the gathering of information related to medical emergencies, the provision of assistance and instructions by voice, prior to the arrival of emergency medical services (EMS), and the dispatching and support of EMS resources responding to an emergency call.
- FEMA drill, required for the PNPP for Lake County, Ohio. Central Dispatch, which is an essential part of this drill, once again passed with good marks.
- April 2018: Successful LEADS Audit
- LEADS classes for new hires for our local police departments were conducted by the staff of Central Communications, as well as TAC in-service classes.
- Personnel Update:
The Lake County Sheriff's Office Communication Division hired 3 more personnel full time in 2018.
- July 2018: Successfully completed and passed the Ohio 9-1-1 Program Office Audit.

- August 2018: Lake County Sheriff's Office Communication Division added Willoughby Hills Police and Fire Department and the Waite Hill Police Department to our list of agencies we dispatch.
- Ongoing in-house training or out-sourced training is critical to maintain a cadre of well-qualified employees who are able to deal with the tremendous amounts of technology that the Sheriff's Office possesses for dealing with natural or manmade disasters.



- The County Sheriff's Office Central Communications Division, continues to give numerous presentations to outside counties on centralized dispatch.
- Central Communications is working with a new 911 phone system known as Airbus for installation in 2018. As technology changes, so does the need for constant upgrades. This is a joint venture with the City of Mentor so that each Communications Center has a Back Up system.
- Central Communications continues to look to upgrading its PSAP to next generation 911. The major issue is, no common accepted National Standard has been adopted yet of funding.
- The Lake County Sheriff's Office Central Communications Division continues to be a leader in the field of public safety communications. Modern equipment and a well-trained staff make the Lake County Sheriff's Office second to none in the services they provide to 21 police and fire agencies in our County.

We are looking forward to 2019 for new and challenging projects and the potential for growth through collaborative efforts as well as providing excellent service to all of the constituents of Lake County.

Captain R. Mike Warner

Central Communications Division Commander