



# CALLSIGN

## Ohio Appreciates Professional Communications Operations

May 2017

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**President's Message**  
**By OHIO APCO President**  
**Kelley Davidson**

We recently observed National Public Safety Telecommunicator Week, April 9 – 15, 2017. It is my hope that many of you had the opportunity to receive recognition from your community and your agencies for the outstanding work you do every day as public safety professionals. Those of you who were able to attend the 2016-17 Gold Star Awards luncheon in Sandusky, Ohio participated in recognizing those responsible for so many outstanding accounts of compassion, professionalism and heroism among your peers. Whether or not you attended the luncheon or celebrated during NPSTW, the Ohio chapter of APCO **thinks you** for your service to public safety! Thank you for your calm voice, professional guidance, endless dedication and support of your responders, your community and one another.

For those who either have not had time or are not aware, please continue support of one another by signing and spreading the word about the White House petition entitled "9-1-1 Professionals Should be Recognized for Protecting and Saving Lives." I have had the opportunity to talk with telecommunicators across the country about this issue, and this petition is an important opportunity to have our voices heard! There is a need to classify Public-Safety Telecommunicators within the category of Protective Service Occupations. Please sign this petition and spread the word! [www.apcointl.org/whitehousepetition](http://www.apcointl.org/whitehousepetition)

Finally, I encourage those of you who can to attend our quarterly chapter meeting on May 10<sup>th</sup> at Franklin County Emergency Management and Homeland Security at 5300 Strawberry Farms Blvd. in Columbus. There will be an 11:00am presentation on ASAP to PSAP by CommSys. If your comm center is overloaded with alarm calls, this will be great information to take back to your agency! Lunch will be provided at noon, followed by the combined business meeting for Ohio APCO and NENA. Please join us to learn, network and get involved! Many thanks to you all and have a great summer!

*Kelley*

Kelley Davidson, ENP  
Ohio APCO, President

### May Chapter Events

**Ohio APCO/Ohio NENA Combined Membership Meeting**

**Wednesday May 10<sup>th</sup> 10:00 AM**

Franklin County EMA 5300 Strawberry Farms Blvd.

Vendor displays 11:00-1:00

Lunch 12:00-1:00

APCO/NENA Business Meeting 1:00

**APCO - INTERNATIONAL**

**President**

Cheryl J. Greathouse, RPL  
Georgia Public Safety Training Center  
cgreathouse@gpstc.org

**Board of Directors- North Central Region**

Matthew D. Franke Ohio Chapter Butler Co. Communications Westerville, OH. mfranke@butlersheriff.org	Jason E. Kern Illinois Chapter S.E. Emergency Communications Crystal Lake, IL. jkern@seecom911.org
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**Executive Council Representative**

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Hamilton, Ohio 45011

**Ohio APCO Executive Committee**

**President**

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**Past President**

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**Chapter Executive Council Delegate**

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**Chapter Commercial Advisor**

Chris Zigo  
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**Appointed Executive Committee Position**

Lynne Feller  
[lcf911@aol.com](mailto:lcf911@aol.com)

**Ohio APCO  
Standing Committees/Chairs**

**Constitution and By Laws Committee**

2<sup>nd</sup> V.P. Lydia Frey, Chair  
[lfrey@dps.ohio.gov](mailto:lfrey@dps.ohio.gov)

**Training**

Matt Hanenkrath, Chair  
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**Nominating**

Jay Somerville, Chair  
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Holly Wayt

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Mike Banks

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**Awards & Scholarship**

Open

**Legislative**

Chapter Legislative Liaison, Jay Somerville  
[jsomerville@dublin.oh.us](mailto:jsomerville@dublin.oh.us)

**Frequency Advisory**

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**Additional Designations**

**Joint Conference Committee**

Rose Chambers  
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## Secretary/Treasurer Report

February 22<sup>nd</sup>, 2017

### Welcome and Introductions

The meeting started at 12:57 pm with 1<sup>st</sup> Vice President Satoru Persons presiding, he welcomed attendees to the meeting. Thomas Page led the attendees in reciting the Pledge of Allegiance.

### Awards and Scholarship Committee

Mindy Lane – three awards to give out: Betty Riggs, Tricia White, Diana Ruble have been awarded \$600 for professional development, in recognition of the professionalism, work, and assistance to their communities. Each was awarded a certificate by Vice President Persons.

Mindy advised that the awards committee will open up for more nominations in the September-October range keep tuned to the website.

### Secretary Report

Mike Banks announced the chapter meeting minutes from the November meeting were posted on the Ohio APCO website and copies were available at the front table. Mike asked for a motion to waive the reading of the minutes. Patrick Brandt made the motion, seconded by Janet Boland, the motion carried with all in favor.

### Treasurer Report

Mike Banks read off the current account balances for the Ohio APCO held accounts; APCO Checking \$21793.53; APCO Money Market \$29569.23; Gold Star \$32907.10

Lynne made the motion to accept the Treasurer's Report, seconded by Patrick Brandt. Motion carried with all in favor.

### APCO Executive Council

Jay Somerville - there are a few important dates to keep in mind at the national level. APCO national committees are accepting applications through 4/1. Participating at the committee level with APCO can be very rewarding, it's critical that Ohio continues to participate in these committees

Credentials committee certified 1 candidate for 2<sup>nd</sup> VP, Tracy Hilburn (LA), and is the sole candidate for this position. Ms. Hilburn previously served as LA chapter president, Executive Council and has been very involved in APCO and NENA in Louisiana. An affirmative vote is

required to elect her into office even though she is unopposed. Also, the 1<sup>st</sup> Vice-President candidate, Holly Wayt (City of Westerville) requires an affirmative vote to be voted into this office, be sure to sign in to the APCO website to vote once polls open.

Aging in the Communications webinar is available on the website, it can be seen free of charge if you did not have an opportunity to participate in the January 24<sup>th</sup> teleconference.

APCO international and APCO Institute CPE program, two 12 week online courses, followed by 9 day in person class. Just completed their first round and requirements have changed.

Previously required RPL, or college degree.

Now open to anybody that has been a supervisor or director for a minimum of 10 years. Registration deadline approaching, April 15<sup>th</sup> for spring/summer and January courses. This course is on par with the PELC program or OFE program.

ASAP to PSAP protocol: A presentation will be held at the May chapter meeting. Membership is up at APCO national, total member 24468, about 3000 higher from same time period last year, expect it to go up as renewals come in through February.

Next emerging technology forum will be Feb 28<sup>th</sup> thru March 1<sup>st</sup> in Raleigh, NC

APCO 2017 held in Denver. April 3<sup>rd</sup> is flash day, providing a \$100 discount on member full conference registration. APCO housing is first day for housing as well.

### Ohio 9-1-1 Program office

Nick Levine - the RFP for Ohio NG 911 project went out on Friday and is available on Ohio's procurement website and a link will be on the Ohio 911 program office website.

Subcommittee will meet soon regarding language in ORC 128

Rob Jackson will be at the APCO/NENA conference manning the booth for the Ohio 911 Program Office and delivering a presentation. Rob and Jay will be conducting a session on PSAP standards on what to expect in the audit process.

Date of compliance with the PSAP rules is May 12, 2018. There will be a compliance and support position posted with the Ohio 911 Program Office on July 1<sup>st</sup>.

### APCO/NENA Joint Conference

Rose Chambers – the joint conference is April 9<sup>th</sup> thru 12<sup>th</sup> at the Kalahari in Sandusky. Information has been posted on the APCO and NENA Ohio sites. Sunday Supersession will be Dep. Chief Harpster from Moraine PD “911 – is the caller the killer?” 12pm-6pm. Monday night

welcome reception with DJ Ken Campbell. There will be a costume conference at the reception, so come dressed as your favorite super hero! Vendor show will be on Tuesday, vendors interested in exhibiting should see Doug Broach to register. Conference will finish on Wednesday with morning classes and the Gold Star luncheon for 2015/2016 nominees and winners.

Room reservations need to be made by March 13<sup>th</sup>, you have to call Kalahari and request the APCO/NENA \$112 Sun-Tue

Gold Star Awards:

Alan Fish – the selection committee reviewed all of 2016's nominations, they were all very good nominations, individual award Sara Miller from Wooster Ashland Regional Dispatch and Delaware County Sheriffs Office won the team award.

#### **APCO AFC/700/800**

Bob Bill – CAPRAD training in April in the DFW area to aid in 700Mhz frequency applications. Rick Schmall with MARCS program office – encouraged attendees to reach out to their office for support with radio meetings and issues regarding the MARCS systems. A web interface will be available to update radios in the system replacing the old spread sheet.

#### **Legislative Committee**

Jay – nothing specifically brewing at the statehouse right now. The 911 Program Office has been collecting input from the PSAP ops committee on things to consider on updating ORC 128. A legislative push is expected in the end of the year to convert a wireless device fee to a universal device fee. Jay encouraged attendees to get in contact with legislators and involve and educate them about PSAP operations, issues, challenges, successes, employee milestones, etc. The RFP will be a huge component of what we'll accomplish with the legislature, they want to know that the device fees are the correct amount, the costs attributed to the RFP submissions will give them an idea of what the actual costs are and what the fee should be. There are a lot of new senators and representatives – now is the time to talk to them.

#### **APCO Nominating Committee**

Jay Somerville, Holly Wayt, Lynne Feller, Matt Franke have been appointed to the nominating committee. They have recommended following slate of candidates: Pres. Satoru Persons, 1<sup>st</sup> VP Lydia Frey, 2<sup>nd</sup> VP Jonna Sells (OSU). Motion to accept the nomination by Mike Banks, seconded by Patrick Brandt, motion carried with an all in favor vote.

**Commercial Advisory** - Chris Zigo – thanked B&C Communications, Sound Communications, Zetron, Xybix, and our lunch sponsor Oracle for supporting today's meeting. Exhibit day at the next conference is April 11<sup>th</sup> – Doug Broach is still accepting vendor registrations. Every registrant gets 5 bosses passes and they are welcome for attending on exhibit day. Norberto Colon, Motorola Solutions, will be aiding with future meeting vendors.

**Training Committee** – Lydia Frey has been asked for volunteers to assist with the training committee and training presentation selections for this and future conference needs..

#### **Good of the Order**

Deb Robinson won the scholarship raffle for \$300.

Ron Bien (Hamilton County) diagnosed with lung cancer, has a tumor mass in the middle of his lungs wrapped around a lot of the vascular structure of the lungs. The prognosis is very good, he's currently undergoing chemotherapy and radiation, and he is in good spirits. Ron thinks the world of our organizations and would appreciate a kind word, note, etc.

Monte Diegel – Mercer County will have another in-service this year, planning on holding this in the end of May. They have provided training to just short of 9000 dispatchers over the past 16 years of holding this course. They are planning on adding a second day for CIT. Both days are free with breakfast and lunch provided. May 24<sup>th</sup> and May 25<sup>th</sup>.

Bob Bill – wanted to recognize Kelly Castle with Ohio Firstnet – her leadership through some of the FirstNet pilot projects (OSU, Green County, Red White & Boom) which has helped put Ohio on the map as an innovator with Firstnet and gives us an opportunity to see what Firstnet can do for Ohio's public safety community down the road.

Roger Hixon – the statement about text to 9-1-1 in the Columbus Dispatch is incorrect regarding the \$650k cost for text to 911. The costs are nowhere near this much, he just wanted to provide clarification to the recent news.



## Mercer Co. SO In-Service Day

Registration is now open for our two days of FREE training coming up, May 24<sup>th</sup> and May 25<sup>th</sup>. You can find the registration for both of these days on the left side of our home page on our web site at [www.mercercountysheriff.org](http://www.mercercountysheriff.org). Below is the general information for you again. Please feel free to contact me if you have any further questions regarding the Dispatch In Service Day or the CIT Day. THANK YOU in advance for your support of our two in service days.

**DAY #1:** The Mercer County Sheriff's Office and the Celina Police Department are proud to be hosting our 2017 Dispatcher In Service Day. The in service day will be held on Wednesday May 24<sup>th</sup>, 2017 at the Mercer County Fairgrounds. Sign in registration and continental breakfast will be from 0700-0815 hours. The in service day will be held from 0830-1600 hours. Topics for the day will include the following: "Handling Calls With Our Veterans", "ALICE Training" (2 Hours), "Helicopter Calls", "K9 Demo", "Electrical Emergences" and one topic to be announced. There is NO Registration fee for this event and lunch is also provided at no cost. Preregistration is required. Certificates of attendance will be provided. Each attendee must register separately for each of these training days.

**DAY #2:** The Mercer County Sheriff's Office is proud to be offering a second day of free training for dispatchers to be held on Thursday May 25<sup>th</sup>, 2017 at the Mercer County Fairgrounds. This entire second day will be dedicated to "Crisis Intervention Training" (CIT) for dispatchers. There is NO Registration fee for this day and lunch is also provided at no cost. Registration and continental breakfast (provided at no cost) will be available from 0730-0800 hours. The class day will run from 0800-1630 hours which will include lunch (provided at no cost). The CIT objectives are: "Increase the likelihood of a safe resolution", "Identify the attributes of special populations", "Explore de-escalation basics and fundamentals", "Discover the effectiveness of the LOSS and EAR models", "Apply techniques from the models using real dispatch calls". This will be a very interactive day. Preregistration is required. Certificates of attendance will be provided. Each attendee must register separately for each of these training days. Suggested hotels: Best Western (Formerly Holiday Inn) 419-586-4919; West Bank Inn 419-584-3625; Romer's Westlake Villas 419-584-1444. For additional information please contact Dispatcher April Gerlach [april.gerlach@mercercountysheriff.org](mailto:april.gerlach@mercercountysheriff.org) or Dispatcher Rachel Williams [rachel.williams@mercercountysheriff.org](mailto:rachel.williams@mercercountysheriff.org) at 419-586-7724. Thank you.



## THANKS!

Both Ohio APCO and NENA Chapters want to express our gratitude to the following exhibitors for sponsoring the February meeting:

**B&C Communications**  
**Stephen Campbell & Associates,**  
**Inc.**  
**Sound Communications Inc.**  
**Xybitx**  
**Zetron**

The lunch sponsor for the February meeting was:

**Oracle**

For the May meeting we thank the following vendors:

May lunch is being provided by:

**Sponsor Needed**  
**(\$650)**

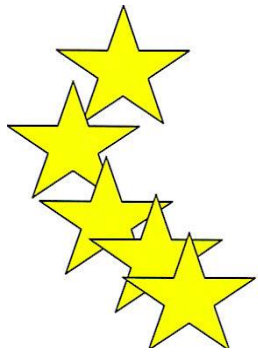
Exhibitors:

**Exhibitors Needed**  
**(\$75)**

## The chapters wish to thank our sponsors for their support

For sponsorship opportunities at future meetings, please contact Chris Zigo or Norberto Colon [cjzgo14@gmail.com](mailto:cjzgo14@gmail.com) or [614-329-1780](tel:614-329-1780) [Norberto.colon@motorolasolutions.com](mailto:Norberto.colon@motorolasolutions.com)





**OHIO  
GOLD  
STAR  
AWARDS  
PROGRAM**

**2016 TELECOMMUNICATOR OF THE YEAR  
SARAH MILLER - Wooster-Ashland Regional Dispatch**

On September 13, 2016, Dispatcher Sarah Miller received a 9-1-1 call from a female advising she had been abducted and needed help. The captor was in the room with her and asleep at the time. The caller whispered to the dispatcher that she did not know exactly where she was other than she was in a yellow house near the 4th Street laundry in Ashland.

As units were being dispatched Dispatcher Miller asked about the circumstances of the abduction and a description of the suspect. The caller informed her they were in an abandoned house, she had been tied up but managed to free herself; he was armed with a taser. Dispatcher Miller worked to keep the victim calm and communicating, keeping in mind she could not speak louder than a whisper without waking up the suspect. There was no way for the caller to leave the room without waking the suspect. To make matters worse, arriving officers found two yellow abandoned houses next to each other in the location given by the caller.

As officers attempted to determine the correct location and prepare for entry, Dispatcher Miller did her best to keep the victim on the line and calm, advising her that help was outside. She told the caller to indicate when she saw officers outside the window so she could inform them they were surrounding the correct residence. Once the correct location was verified and the perimeter secured, officers made a swift entry into the house, rescuing the victim and apprehending the suspect who woke up as the officers made entry.

Without a doubt, the efforts of Dispatcher Miller and the Ashland Police Division's officers saved this victim's life. Unknown to the responders and victim, remains of two deceased women were discovered inside the vacant house. The suspect was charged with the murder of the two deceased women and is suspected in several other homicides of females in the region.

Dispatcher Miller's confident and cool demeanor throughout the call was key to the successful rescue of the victim and apprehension of an accused serial killer. The caller's fate would have been very different if she had not remained calm, if she could not be located quickly, and did not remain on the phone until officers made contact with her. Keeping the caller calm was key. Losing the element of surprise would have greatly increased the risk of further harm to the victim and potentially for the responding officers. With no successful conclusion to this call, the other victims, all of them missing persons, would have remained open cases and an undetected serial killer would remain free to commit further crimes.



## **2016 DOUBLE GOLD WINNERS Delaware County Sheriff's Office**

On Sunday December 4, 2016 Dispatcher Scott Lill took a phone call from a female requesting a well being check on her brother. She told Dispatcher Lill that she received multiple calls from her brother requesting her to go to his house to take care of his children. He also stated his wife was not good. She was afraid he may hurt himself so she drove two hours to the house and found her two nieces, ages two and four, at home by themselves.

Because the caller did not want to say much in front of the children Dispatcher Lill had some difficulty getting the necessary information for responding units. The caller's spouse finally got on the phone to say the four year old just said that "daddy shot mommy in the car."

During this conversation Dispatcher Brittany Dowler searched the CAD system and LEADS for any information on the brother and his wife hoping to get a possible vehicle description or location where they might be. Additional checks in CAD revealed cellphone numbers for both the male and female. Dispatcher Dowler contacted the cell phone provider and requested a ping of their phones. Twenty-six minutes into the call a location was returned within a radius of 1180 meters, almost 3/4 of a mile.

While her partners were tied up in their different attempts to get vital information Dispatcher Alisa Smith started units to the house to speak with the caller and children. Once the possible cell phone location was provided by the phone company she had other units from the Delaware County Sheriff's Office and officers from four other agencies respond to the designated area of the county in hopes of finding the male and female. A deputy located a vehicle matching the description of the brother's car in a parking area at one of the state parks in the county. After waiting for back up units, the deputy found a female in the passenger seat, deceased from a gunshot wound. Not knowing the location of the male, a canine was deployed and found a male subject along a path just north of the vehicle, also deceased from a gunshot wound.

The teamwork and synergy displayed in the radio room during this incident exemplify the professionalism of each dispatcher involved. They performed their duties exactly as trained and worked towards the goal of locating the missing persons while keeping the responding officers safe.

**The Ohio APCO Scholarship & Awards Committee**  
**Is proud to announce the**  
**2017 OHIO APCO Scholarship Program**

***Who is eligible?***

*Anyone who is currently working in the public safety communications field and has been employed for a minimum of two years*

***What is eligible?***

*Education, training, or other opportunity with topics applicable to advancing the knowledge, skills and/or professionalism of public safety communications*

***When do I apply?***

*Application period is October 1 - November 30<sup>th</sup>*

***For more information and to apply visit***

**[www.ohioapco.org](http://www.ohioapco.org)**

