



2022

911

.....

LUCAS COUNTY

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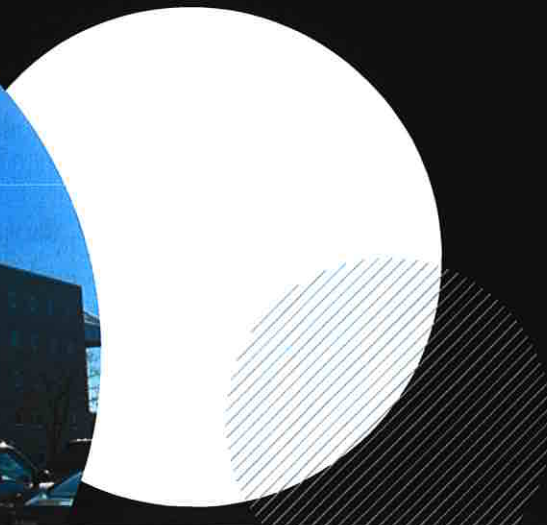
**REGIONAL COUNCIL
OF GOVERNMENTS**

ANNUAL REPORT



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A Message from the Executive Director

Stacey Mitchell



I am proud to present the first Annual Report of the Lucas County 911 Regional Council of Governments. The following pages highlight the successes of 2022 and represent what can be accomplished when a group of people work together toward a common goal. This collaborative effort allowed us to fully implement the plan of a consolidated countywide emergency service center in Lucas County.

Over 470,000 emergency and non-emergency calls were answered in Lucas County in 2022. This is approximately 1,300 calls per day. The many positive interactions and outcomes are not publicized, and our call takers, dispatchers, and telecommunicators often go unrecognized for their hard work and service. In the following pages, I am happy to share some of their achievements during our first full year of operation. Our amazing team of professionals should be commended for their resilience, endurance, and dedication to public safety. Despite staffing shortages, operational changes, and major technology upgrades in 2022, the employees stayed committed to ensuring efficient emergency services to the community and supporting our responders. They worked long hours, provided and received countless hours of training, embraced changes in responsibilities, and welcomed several new team members. I thank every single employee who found a way to overcome the challenges of the past year and continue to put forth their best effort to make our organization great. Their passion to serve as first responders and their dedication to be the best, makes me excited for the future.

In 2023, we look forward to stabilizing staffing levels, improving our processes to maintain efficient and effective service, providing continuing education to our employees, and strengthening partnerships with the agencies we serve. We are also working to increase public education and gain additional trust from the community and first responders. Our team will be sharing information at neighborhood meetings and connecting at community events. Our website will be improved to reflect updated statistics, partnering agency links, and helpful 911 resources. You will also see more communications through our social media platforms. Moving ahead, we will work tirelessly to provide excellent service and maintain the highest level of public safety.

Thank you to our Board of Directors and Technical Advisory Committees for your endless support and unwavering trust in our team. On behalf of the employees, I would also like to thank the community for allowing us to serve you.

OUR MISSION STATEMENT

The Lucas County 911 Regional Council of Governments provides the vital link to connect our emergency responders to the citizens of Lucas County. We are committed to assisting those in their time of need with compassion and integrity, and to ensure responder safety, using the highest level of effective and professional safety communication services.

OUR VISION

The Lucas County 911 Regional Council of Governments, in partnership with our first responder public safety agencies, will play a leadership role in providing and delivering critical information in the protection of life and property; striving to make a safer community in which we live, work and visit.

OUR CORE VALUES

SERVICE

We understand the impact that an interaction can have on those we serve and will strive to provide the appropriate level of customer service in the most professional manner. We are committed to quality, personal, and professional growth.

INTEGRITY

We believe in having honest and moral employees who strive to do the right thing, no matter who is watching.

RESPECT

We will treat every individual with empathy, fairness, and courtesy and will build trust by connecting with each caller and giving them peace of mind.

TEAMWORK

We promote working toward a common greater good through partnerships. We believe we are better and stronger through trust, collaboration, and support.

SAFETY

We will always keep in mind the safety of our first responders and citizens by mitigating the risk in emergency situations.



ABOUT OUR AGENCY

In December 2019, a resolution was executed to form the Lucas County 911 Regional Council of Governments (RCOG) as a single, consolidated Public Safety Answering Point (PSAP). The intent of the consolidation was to create a safer and more effective and efficient countywide 911 system.

Since then, Lucas County 911 RCOG has established agency bylaws, created an organizational structure, developed policies and procedures, and maintained necessary infrastructure.

The Board of Directors is the governing board for the Lucas County 911 Regional Council of Governments and is responsible for the conduct of the RCOG's business in accordance with Ohio Revised Code Section 167.04(A).

Board of Directors members include:

- Sheriff of Lucas County;
- Police chief of the most populous municipality in Lucas County (City of Toledo);
- Fire chief of the most populous municipality in Lucas County (City of Toledo);
- Police chief of the second most populous jurisdiction in Lucas County (Sylvania Township);
- Municipal police chief selected by a majority of the municipal chiefs;
- Municipal fire chief selected by a majority of the municipal fire chiefs;
- Township fire chief selected by a majority vote of the Lucas County Township Association; and
- Chair of the Administrators Technical Advisory Committee (non-voting member).

The Board of Directors selected Stacey Mitchell to lead the agency in consolidation efforts commencing August 17, 2020, with full operations beginning October 1, 2021.

The Lucas County 911 Regional Council of Governments has three technical advisory committees (TACs) focusing on law enforcement, fire and emergency medical service, and administration. The committees provide guidance and recommendations to the Board of Directors.

On a daily basis, the RCOG strives to meet our mission by operating a state of the art, combined police, fire, and EMS emergency communications center which serves to receive emergency calls to 911 and dispatch the appropriate response to provide assistance. Calls are answered through 9-1-1, 10-digit, Text to 9-1-1, and non-emergency platforms.

The RCOG closed out its first full year with 149 total staff; including nine (9) administrative staff, six (6) information technology staff, forty-five (45) call takers, six (6) dispatchers, seventy-two (72) telecommunicators and twelve (12) supervisors.

Partner Agencies

[City of Maumee](#)

[Monclova Township](#)

[Toledo-Lucas County
Port Authority](#)

[City of Oregon](#)

[Ohio Air National Guard
180th Fighter Wing](#)

[Village of Berkey](#)

[City of Sylvania](#)

[Providence Township](#)

[Village of Harbor View](#)

[City of Toledo](#)

[Richfield Township](#)

[Village of Holland](#)

[City of Waterville](#)

[Spencer Township](#)

[Village of Ottawa Hills](#)

[Harding Township](#)

[Springfield Township](#)

[Village of Whitehouse](#)

[Jerusalem Township](#)

[Swanton Township](#)

[Washington Township](#)

[Lucas County](#)

[Sylvania Township](#)

[Waterville Township](#)

[Metroparks Toledo](#)

[The University of Toledo](#)



2022

Lucas County 911 Regional Council of Governments

Board of Directors



Chief George Kral
President
Toledo Police Department



Chief Barry Cousino
Vice-President
Springfield Township Fire Department



Chief Allison Armstrong
Toledo Fire & Rescue Department



Chief Joshua Hartbarger
Whitehouse Fire Department



Chief Paul Long
Sylvania Township Police Department



Sheriff Michael Navarre
Lucas County Sheriff's Office



Chief John Wenzlick
Ottawa Hills Police Department



Mayor Timothy Pedro
Non-voting Member
City of Waterville

Served in 2022

Interim Chief John Kaminski
Toledo Fire & Rescue Department
January 2022

Monthly Board Meeting Schedule
www.lc911.org/events/

2022

Lucas County 911 Regional Council of Governments

Technical Advisory Committees

Law Enforcement Technical Advisory Committee

Chairperson - Chief John Wenzlick

The Law Enforcement TAC reviews, presents, and establishes recommendations to the Board of Directors regarding law enforcement policies and procedures that impact the Lucas County 911 Regional Council of Governments. Every law enforcement chief in Lucas County shall hold a seat on the committee. The committee is chaired by a chief that serves on the Board of Directors.

Fire & Emergency Medical Services Technical Advisory Committee

Chairperson - Chief Joshua Hartbarger

The Fire and Emergency Medical Services TAC reviews, presents, and establishes recommendations to the Board of Directors regarding fire and emergency medical policies and procedures that impact the Lucas County 911 Regional Council of Governments. Every fire chief in Lucas County, as well as the administrator of Lucas County EMS, shall hold a seat on the committee.

Administrators Technical Advisory Committee

Chairperson - Mayor Timothy Pedro

The Administrators TAC is responsible for reviewing administrative and budgetary matters, as well as recommending the annual budget and all collective bargaining agreements of the Lucas County 911 Regional Council of Governments. The Administrators TAC is comprised of the chief elected official, or their designee, of each political subdivision of Lucas County.

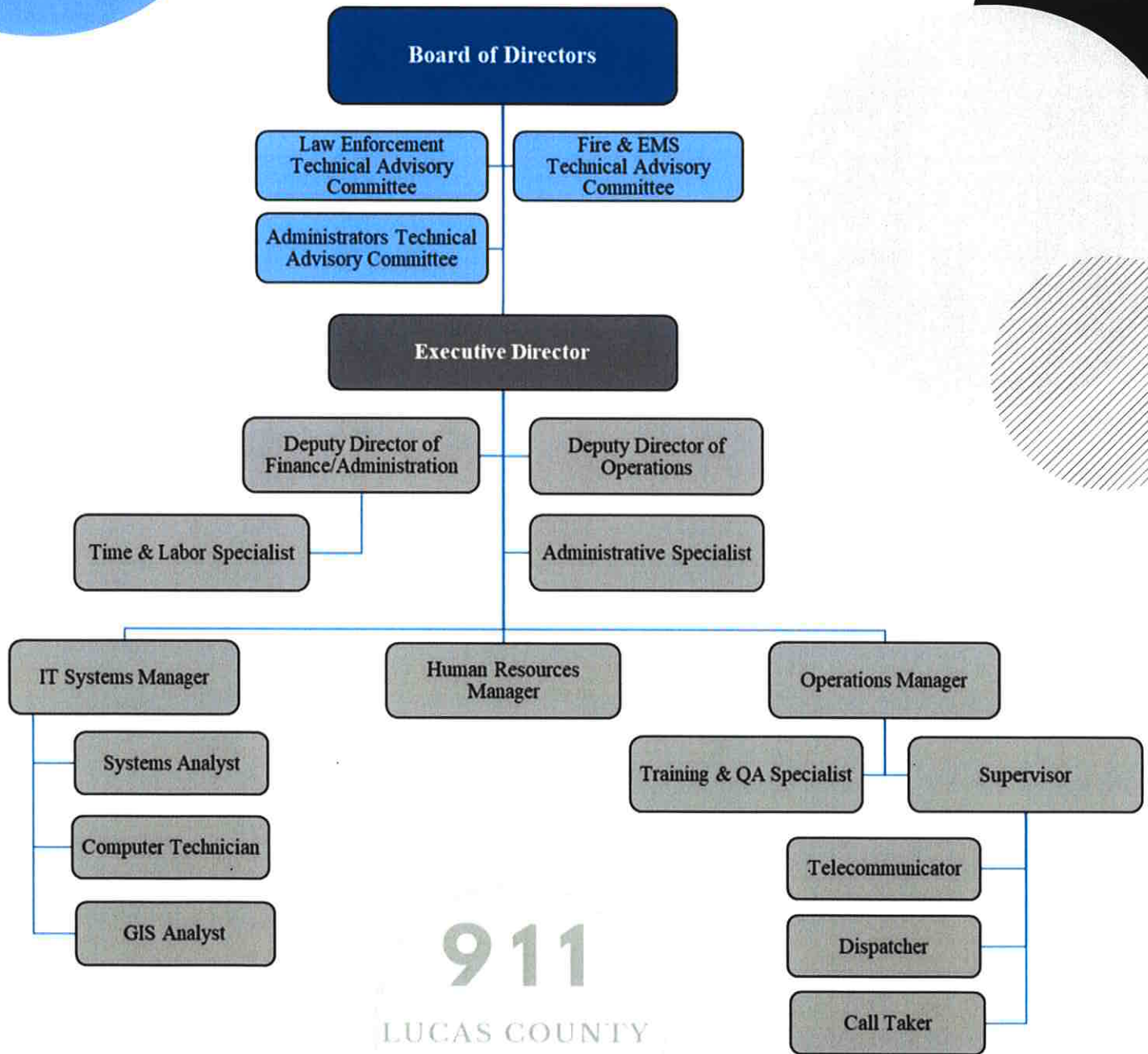


Fire & EMS Technical Advisory Committee

2022

Lucas County 911 Regional Council of Governments

Organizational Chart



911
LUCAS COUNTY
REGIONAL COUNCIL
OF GOVERNMENTS

ADMINISTRATION

In 2022, the Lucas County 911 Regional Council of Governments dedicated a great deal of time to recruiting and hiring. Six (6) classes of call takers and telecommunicators were hired last year, adding several new staff members to our operations team. In addition, two (2) administrative positions were created and approved by the Board of Directors, in order to support an increased workload.

During the year, we welcomed Human Resource Manager **Tina Kirk**, who brought fourteen (14) years of experience, most recently working for the Lucas County Sheriff's Office; Time & Labor Specialist **Diana Ruble**, who joined consolidation as a telecommunicator and previously served with the City of Maumee; and Deputy Director of Finance & Administration **Lisa Delaney**, who worked for twenty-three (23) years in administrative leadership for the Criminal Justice Coordinating Council.

Two (2) significant projects were led by Administrative Specialist **Kimberly Bunce**. Early in the year, a new online application and onboarding service was launched that streamlined the hiring process. A new time and labor management system was also built and implemented to provide an efficient solution to manual timekeeping and payroll processes. This supports our initiative to become a paperless agency.

At the start of 2022, the Administrative team consisted of 8 staff members (pictured below). Today we have grown to 10 staff members.



Left to right (back): Ralph Shearn, Jr., Kimberly Bunce, Stacey Mitchell, Jennifer First, Brian Twining (front) LaDonna Putnam. Amanda Hill. Dena Swantek

AUDIT

The Lucas County 911 Regional Council of Governments experienced our first audit in 2022 for the year ending December 31, 2021 and for the period of May 4, 2020 to December 31, 2020. The Ohio Auditor of State, who acted as the independent auditor, issued the opinion that the financial statements were presented fairly and in accordance with the cash-basis of accounting.

Our agency was given a clean bill of health. The 2020 and 2021 annual financial report is available through our [website](#) and the Ohio Auditor of State [website](#). The 2022 annual financial report has been filed through the Ohio Auditor of State Hinkle System and will be available for review in the near future.

We, at The Lucas County 911 Regional Council of Governments, continue to maintain transparency with regular financial reporting to the Board of Directors and the Administrators TAC.



FINANCE

2022 REVENUES

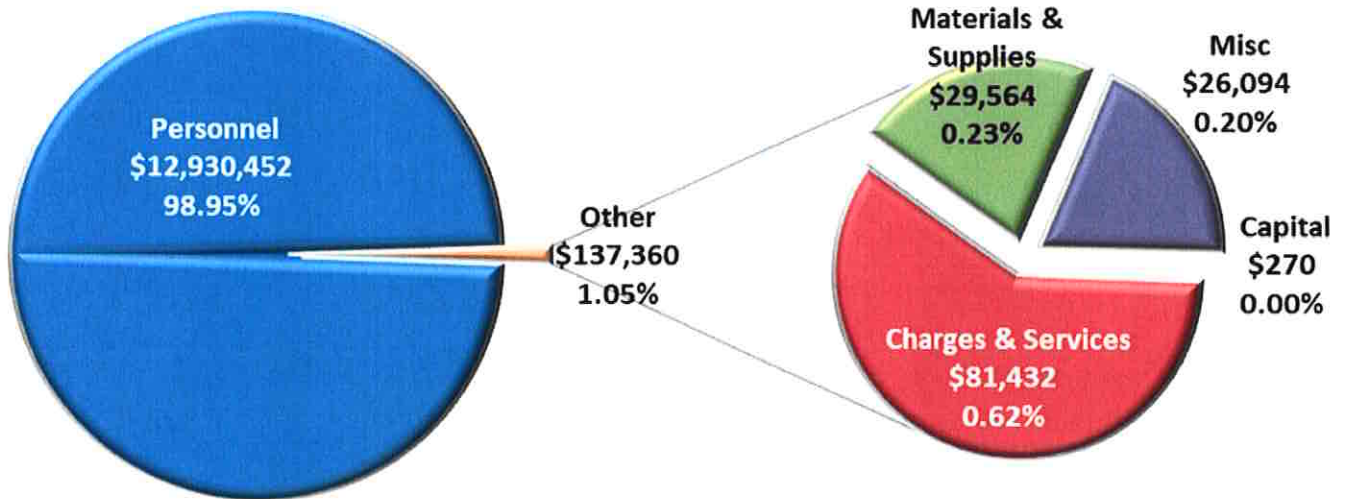
The main sources of funding for the Lucas County 911 Regional Council of Governments include a dedicated 911 property tax levy on Lucas County properties, Wireless 911 Government Assistance Fund collected and distributed by the State of Ohio on wireless phone services, and operational cost allocations collected from Lucas County, its twenty-one (21) subdivisions, and four (4) agencies in which we hold service agreements with.

2022 EXPENSES

Expenses are shown below for the three (3) funds: Operations costs are associated with the support of daily operations; Levy costs are associated with equipping, furnishing, and maintaining infrastructure; and Wireless costs are associated with equipment and technology to support Next Generation 911 (NG911).

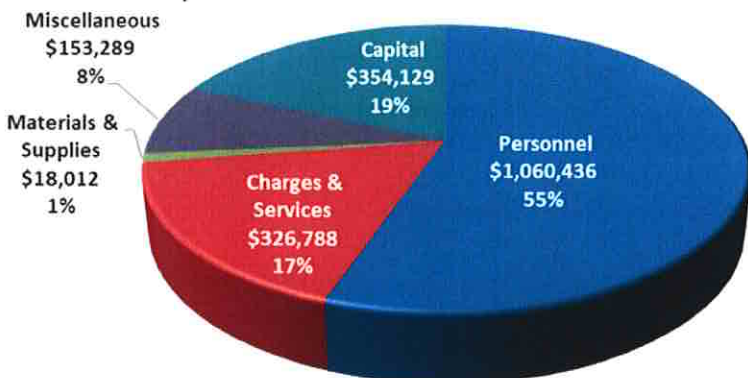
OPERATIONS EXPENSES

\$13,067,812



LEVY EXPENSES

\$1,912,653



WIRELESS EXPENSES

\$901,660



TECHNICAL SERVICES

With IT, our challenges are our accomplishments.

- Eric Klavinger

Emergency services could not operate without the 24/7 support of our Technical Services team. The team oversees the mission-

critical systems upon which emergency communications and partner agencies rely.

Functions and responsibilities include installing, maintaining, repairing, and upgrading all systems for the Computer Aided Dispatch (CAD) system, 911 phone system, and a multitude of supporting computer systems for the infrastructure of the 911 operation. They also provide access to outside systems and maintain cybersecurity for the network to prevent intrusions or data breaches.

The technicians support and maintain a virtual environment with approximately 175 servers, maintain networking equipment, and provide Mobile Data Terminal (MDT) support to agencies served by the RCOG.

Manager, Eric Klavinger says the group's biggest challenge is continually upgrading systems and maintaining cybersecurity in an ever-increasing online world.

Projects completed in 2022:

- New 911 phone system
- Sweeping server upgrades
- Upgraded Disaster Recovery site systems
- Implemented multifactor authentication
- Implemented new domain
- Replaced Uninterrupted Power Source (UPS)
- Deployed new anti-virus software
- Updated WiFi Controllers

Projects started in 2022:

- New message switch for LEADS transactions
- New integrated login process
- New mobile CAD screens

Meet the Staff

Eric Klavinger: Manages the team and oversees all projects.

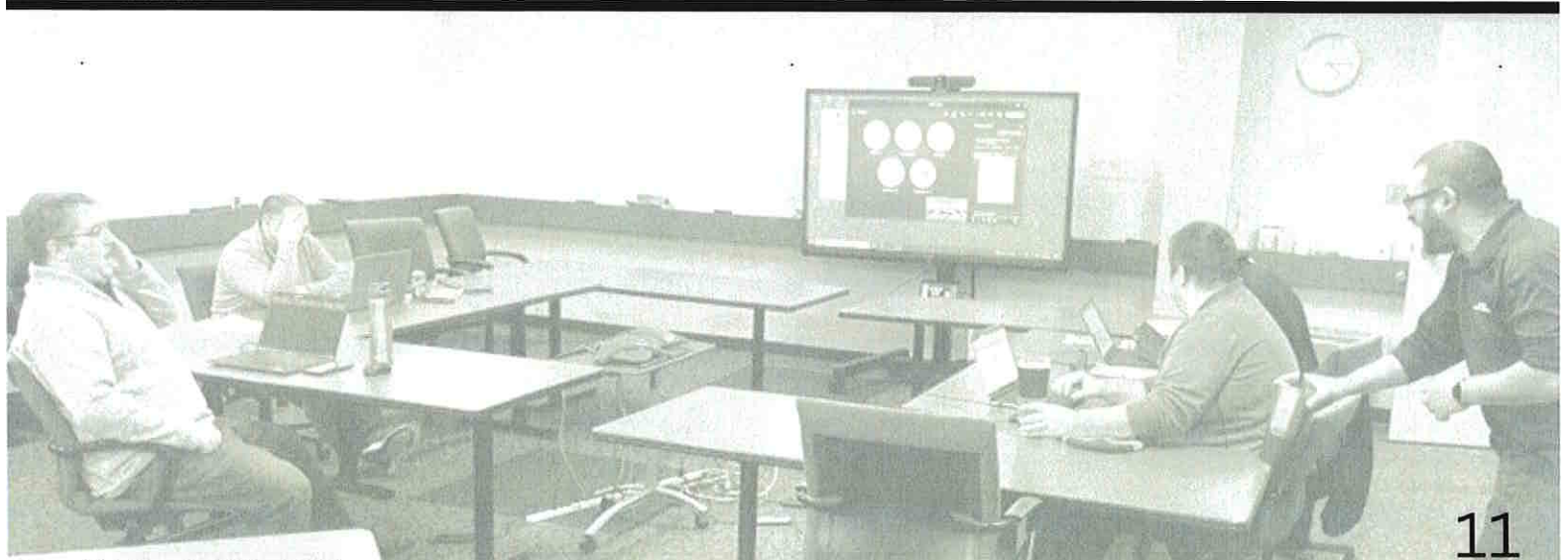
Greg Bonfiglio: Creates and maintains CAD maps and geo-file.

Joshua Jackson: Repairs and maintains computers and servers.

David Reamey: Maintains the EMS system and virtual environment.

Robert Lloyd: Maintains the network and system security.

Joseph Murray: Specializes in the CAD network and virtual environment.



OPERATIONS

Lucas County 911 Regional Council of Governments is the single Public Safety Answering Point (PSAP) in Lucas County, OH. The operations staff are the first responders, working behind the scenes, providing support and services to the community, along with eighteen (18) law enforcement agencies, thirteen (13) fire agencies, and countywide emergency medical service. Lucas County 911 RCOG operates twenty-four (24) hours a day, 365 days a year.

The operational staff is led by Deputy Director of Operations **Brian Twining**, and Public Safety Emergency Communications Managers **Jennifer First and Ralph Shearn, Jr.** Our staff is further comprised of call takers, dispatchers, and telecommunicators. Each shift is overseen by a team of supervisors.

Our operational staff was tasked with embracing technology upgrades and infrastructure improvements, while adjusting to consolidation and the new processes within our first full year of operation. Our staff also handles complex and intense events, while maintaining control of their emotions and professionalism. Our employees are our greatest asset.

At the end of 2022, our total staffing levels were forty-five (45) call takers, six (6) dispatchers, seventy-two (72) telecommunicators, twelve (12) supervisors, and two (2) Managers.

Backup Center

In the situation of an emergency that would limit or restrict access to the 911 center, the RCOG is equipped to move operations to a backup center. Throughout 2022, equipment was activated to test readiness to ensure preparedness and continuity of operations if a situation were to occur.

Supervisors

Supervisors run daily operations and are responsible for planning, coordinating, assigning, training, and providing work direction of operations personnel. In addition to their daily responsibilities, our supervisors consistently go above and beyond to provide support, mentorship, and leadership to our staff.

Supervisors have a combined total of 244 years in public safety communications and eighty-four and a half (84.5) years of supervisory experience.

	# Years Communications	# Years Supervisory
Tori Baertschi	24	15
Joshua Cole	11	4
Elizabeth Dominguez	15	7
Robert Farrell	29	17
Jenna Korsog	21	15
Andrew Laurell	14	1.5
Scott Leamy	26	1.5
Jerry Samudio	21	2
Jabrea Spears	19	2.5
Vina Strong	24.5	2.5
Teri Sweeney	22.5	15
Kelly Tardich	17	1.5
.....		
Total:	244	84.5



Supervisors Vina Strong & Jabrea Spears

OPERATIONS

State Compliance

Ohio Administrative Code 5507-1 requires Public Safety Answering Points (PSAP's) in the state of Ohio to comply with technical and operational standards and recognize and promote best practices that will provide consistent, quality service by well trained personnel utilizing a high level of secure technology.



We are proud to report that the RCOG is in full compliance with all PSAP Operations Rules for 2022, as determined by the Ohio 9-1-1 Program Office.

Special Assignments

Throughout the year, employees have contributed to areas outside of their operational specialties. We would like to express our appreciation to the following employees:

Christine Drayton
Angel Hollingsworth
Cherie Rose
Robert Garcia

Ohio Fire Chiefs' Association Central Dispatch Center

We are one (1) of four (4) central dispatch centers on a two (2) month rotation in the State of Ohio for the *Ohio Fire Chiefs' Association's (OFCA) Emergency Response System*. The OFCA partners with other State agencies to meet their objective of providing a point of contact to quickly summon additional fire and EMS resources across Ohio to assist in handling major emergencies when local mutual aid capabilities have been exhausted.

Our supervisors received training in April of 2022 and we absorbed the duties that were once held by Toledo Fire Dispatch. Our center was designated during the months of August and September 2022 for this honor.



July 1, 2022 represented the first collective bargaining agreement (CBA) between the RCOG and UAW Local 12. Both parties worked diligently and cooperatively to reach an agreement. The current agreement is in effect until June 30, 2025.



In late 2022, another step was taken towards a unified and professional look with new uniform shirts and jackets for the operations staff.



"I love that we're all in uniforms and you know what you're wearing each day to work." - Supervisor Tori Baertschi

Connecting with the Community

PS419 is a program offered by Toledo Public Schools to mentor and encourage students to join Toledo's Public Safety Services. PS419 visited the RCOG in 2022 to observe and learn about the public safety services the call takers, dispatchers, and telecommunicators provide in Lucas County.

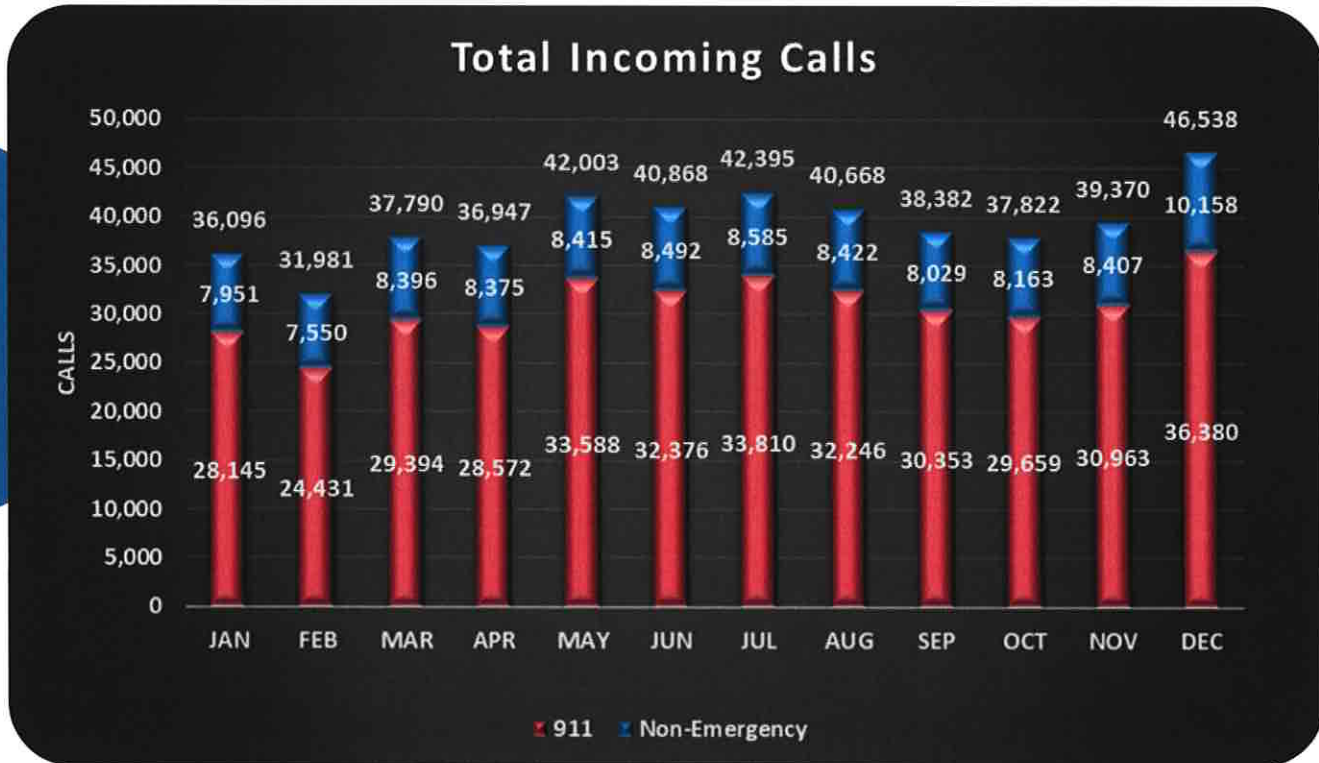
Whitmer High School's Career & Technology Center Program visited our operations floor in 2022 to be educated on a typical day for call takers, dispatchers and telecommunicators in this public safety field.

OPERATIONS STATISTICS

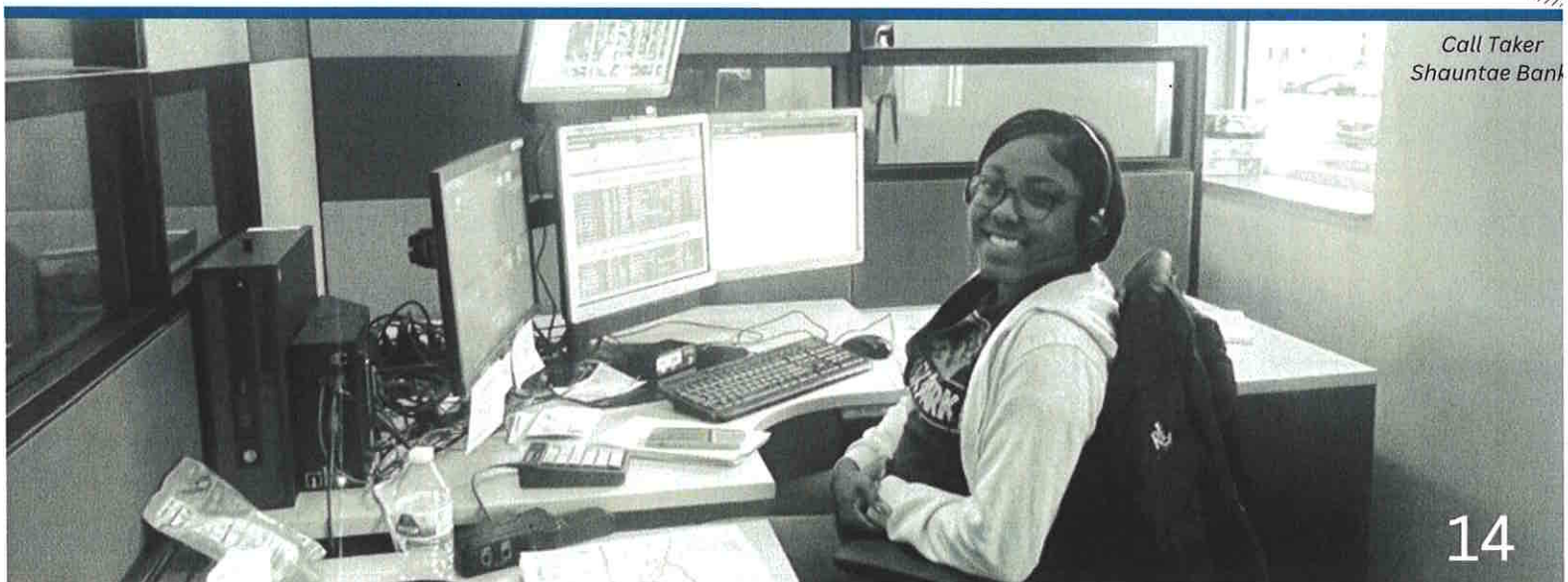
Call Volume

In 2022, our call takers answered a **total of 470,860** calls, averaging 1,290 calls per day. Of those calls, 369,917 were 911 and 10-digit emergency calls, and 100,943 were non-emergency calls.

The operations of PSAPs is governed by Ohio law and ninety (90) percent of 911 calls are required to be answered within fifteen (15) seconds; with ninety-five (95) percent of 911 calls being answered within twenty (20) seconds. **We are proud to report, our center exceeded the State standard for answering 911 calls every month in 2022.**



Disclaimer: Due to the new Viper phone system, December saw an increase in numbers due to 911 calls including EMS transfers and EMS 10-digit direct lines. We are working to exclude those from the data to regain consistency.



Call Taker
Shauntae Bank

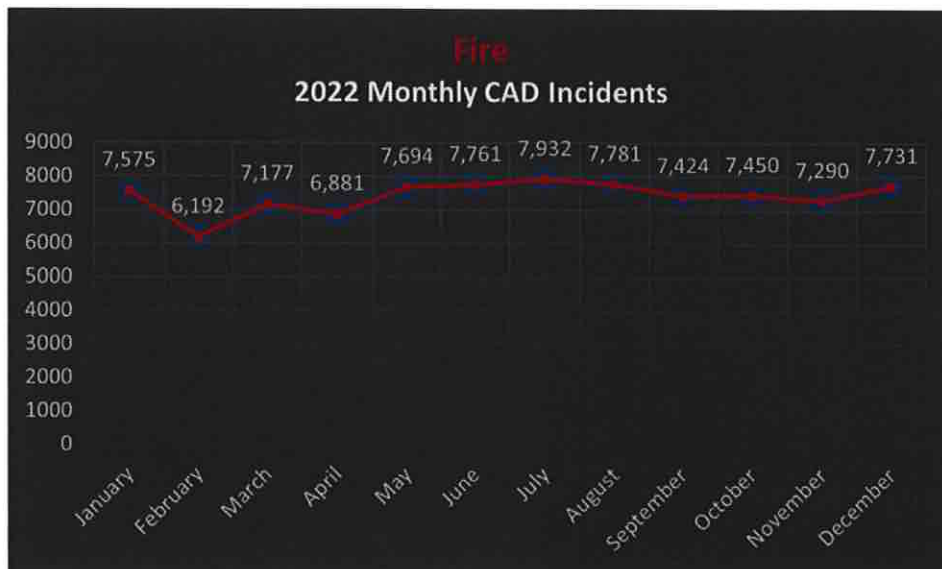
OPERATIONS STATISTICS

Dispatch

POLICE

The police pods dispatch eighteen (18) law enforcement agencies over four (4) radio channels. Also located in the pods are two BOX operators that assist dispatch in completing calls for service, and function as the liaison between members of the police departments and other agencies or services.

In 2022, the dispatch pods handled a total of **349,689** total CAD incidents.



FIRE

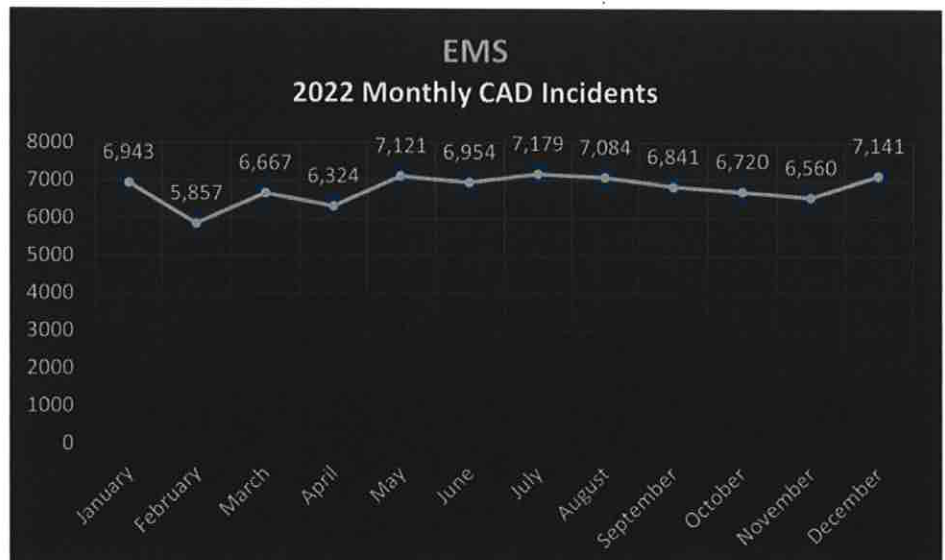
The fire pod dispatches thirteen (13) fire agencies, consisting of full-time, part-time, and volunteer departments. The pod assists with multiple facets of fire and medical operations and coordinates mutual aid and auto-aid for agencies within, and outside, of Lucas County.

In 2022, the fire pod handled a total of **88,888** total CAD incidents.

EMS

The EMS pod dispatches the countywide emergency medical system, or commonly known as the Life Squads. The pod receives 911 medical transfers, provides pre-arrival medical instruction to our callers, and provides radio communication connecting Lucas County hospitals to first responders.

In 2022, the EMS pod handled **81,391** total CAD incidents and provided pre-arrival instruction to **55,976** callers, averaging 153.36 per day.



TRAINING & QUALITY ASSURANCE

Training and retention have proven to be continued challenges throughout the emergency services industry. Workforce development is a continuous process and it is essential that we grow and develop current and future employees. To prepare our personnel for the ever-changing environment in which they work, we have developed and implemented a process that educates and prepares them for the situations they may face. *The success of our people is the success of our Center.*

Employees complete a comprehensive training program under the guidance of our experienced Public Safety Training & Quality Assurance Specialists **LaDonna Putnam** and **Dena Swantek**. The training program consists of classroom instruction, certification, and on-the-job training with a Communications Training Officer.

Call Takers are qualified to take 911, 10-digit emergency, and non-emergency calls. Call takers receive four (4) weeks of classroom instruction, with curriculum that includes computer aided dispatch (CAD), policies and procedures, geography, and scenario-based training. Upon successful completion of classroom instruction, employees earn certification as Public Safety Telecommunicators, from the *Association of Public Safety Communications Officials (APCO)*.

Dispatchers are qualified in an area of specialty, to include law, fire, or EMS. Upon consolidation, and throughout 2022, dispatchers advanced their knowledge within their specialty to support the complex and varying needs of our partnering agencies. Dispatchers with an EMS specialty also hold certification as an Emergency Medical Dispatcher from the *International Academy of Emergency Dispatch (IAED)*.

Telecommunicators are qualified the same as call takers and additionally, integrate the dispatch skillset into their training. This requires an additional one (1) to two (2) weeks of classroom instruction and/or additional on-the-job training to complete their qualifications.

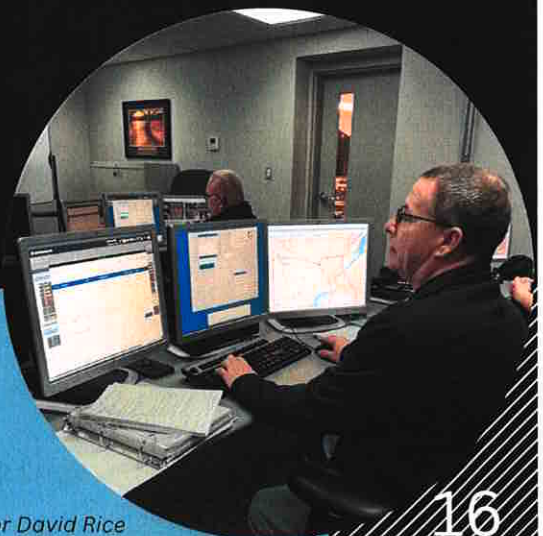
Upon consolidation, and throughout 2022, **cross-training** call taking and dispatch for our current telecommunicators and new hires, in all specialties, was one of our largest undertakings. Developing multiple skill sets is a rigorous and demanding process for our telecommunicators and training staff.

2022 Training in Review:

- Six (6) new classes were held in March, May, June, August, October, and December.
- Four (4) cross-training classes were held in February, May, October, and November.

2022 Continuing Education in Review:

- CPR Recertification
- EMT Recertification
- EMD Recertification
- Pipeline Emergency Training
- MAYDAY Training
- LEADS Training and Certifications
- Advanced Law Enforcement Dispatcher Training
- Active Threat Response Training
- Airport Alert Drills
- 9-8-8 Suicide & Crisis Lifeline Training
- Ohio Blue Alert Training
- Amber Alert Training
- Endangered Missing Adult Training
- Endangered Missing Child Training
- Radio Communication Interoperability Training
- VCS Timekeeping Software Training
- Intrado Training
- Training Bulletins



Telecommunicator David Rice

Exceptional Performances



Some may think employees are just doing their job... we think they are *exceptional!*

Below are operational staff members who received special recognition throughout the year 2022 for exceeding expectations and demonstrating outstanding actions that produced exceptional results.

Alyssa Bachli
Michelle Beckman
Miranda Blackman
Cynthia Brock
Christine Drayton
Michael Ellis
Robert Farrell
Veronica Fleig-Kandik

William Gallagher
Robert Garcia
Streicher Hennessy
Danielle Lazenby
Tracy Lembke
Jacob Martin
Katie Mock
Margaret Moll

David Rice
Christopher Ruble
Christopher Pait
Tammy Ray
Sarah Rymer
Joseph Stoll
Scott Stoner

Exceptional Stories



LOST IN THE WOODS

On July 30, 2022, a text to 9-1-1 call was received by **Telecommunicator Michelle Beckman** from an intoxicated caller, with a depleting cell phone battery, who was lost in the woods. The initial latitude and longitude that came through provided a location on Colorado in Toledo. **Call Taker Cynthia Brock** and **Supervisor Robert Farrell** assisted in identifying the location of the caller, while Telecommunicator Beckman continued communication and advised the caller to not travel further into the woods. **Telecommunicator Scott Stoner** dispatched crews to the area immediately and both he and **Dispatcher Tracy Lembke** relayed pertinent information to the road crews, as well as questions from the road crews to our operational staff. Efforts were made to identify landmarks to help locate the caller's exact location for the road crews, and after approximately one hour, the caller was located. This is an example of true team collaboration, skilled use of the location tools within the center, persistence, patience, diligence, and experience of our staff.

To Mentor is to touch a Life forever



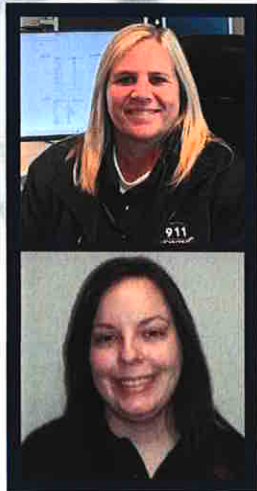
”

“Chris’ patience, guidance, and respect are conducive to establishing an optimal on-the-job training experience.”
- Trainer LaDonna Putnam

As a trainer throughout June, July, and August of 2022, **Telecommunicator Christopher Pait** worked with new trainees within the fire specialty. According to Telecommunicator Pait’s supervisor, he treated all trainees with respect and kept the trainees’ needs in mind. Telecommunicator Pait’s educational process not only laid a foundation for the trainees to learn and grow, it also was noticed by other personnel working alongside Telecommunicator Pait and they expressed how much they learned from watching him train. Our trainers’ knowledge and skills continue to be a true asset to our agency, and we commend Telecommunicator Pait, and our other trainers, for their devotion to our training program.



ONE CALL COULD **SAVE A LIFE**



A call was received from the Veteran’s Crisis Line on March 28, 2022. They requested a well check of a Toledo resident, who was suicidal and armed with a gun. **Telecommunicator Christine Drayton** dispatched crews and relayed information she received from the call taker. **Telecommunicator Danielle Lazenby**, who had recently trained under Telecommunicator Drayton and qualified to work independently on Toledo dispatch channels, relieved Telecommunicator Drayton. Telecommunicator Lazenby continued to record transmissions from the crews, allowing for her supervisor to make all necessary call outs and notifications. The incident began to evolve, so Telecommunicator Drayton returned to the pod early to assist. Telecommunicator Lazenby was commended with her calm demeanor, professionalism, and her decision-making skills. Telecommunicator Drayton demonstrated her continued leadership qualities and her willingness to go above and beyond in her duties and in assisting her fellow coworkers. Both telecommunicators were recognized by their supervisor for their teamwork and commitment to the officers, community, and to the RCOG. Due to their dedication and efforts, no citizens, officers, or the subject himself was injured.



IF YOU SEE SOMETHING, SAY SOMETHING



On April 28, 2022, a suspicious person call came in at the Stop and Go, located on N. Holland Sylvania in Sylvania. There was a female inside the location that communicated she was attempting to flee from police. **Telecommunicator Katie Mock** dispatched crews immediately, and a pursuit ensued, as the female was driving a stolen vehicle. Telecommunicator Mock’s actions were noticed not only by her supervisor, but also by a fellow telecommunicator, who asked to nominate her as “dispatcher of the day”. Telecommunicator Mock’s supervisor said she remained steadfast and demonstrated the ability to communicate with clarity, compassion, and confidence. Telecommunicator Mock’s actions and abilities exemplify the values our operational staff encompasses.



Awards & Recognitions

Perfect Attendance

Call Taker **Penny Welker** was recognized for her perfect attendance in 2022. Not only does Penny come to work every day, but she always has a smile on her face. We thank you for your dedication.

Penny appreciated being recognized for this accomplishment and said, "perfect attendance is important to me. I have never taken a sick day since I started with the City of Toledo in June of 2012."



Call Taker Penny Welker receives her perfect attendance award from Executive Director Stacey Mitchell & Manager Jennifer First



2022 Retirements

Carolyn Dandino
(not pictured)

Denise Hart

Eileen Herrick

Harold McWilliams

"Thanks for doing the job you do and being really good at it. During my call Sun. (I was freaking out) you were calm, professional, & stayed on the phone with me. You helped a lot." - Citizen

Call Taker Kendra Ries receives recognition from a citizen.



Thank You

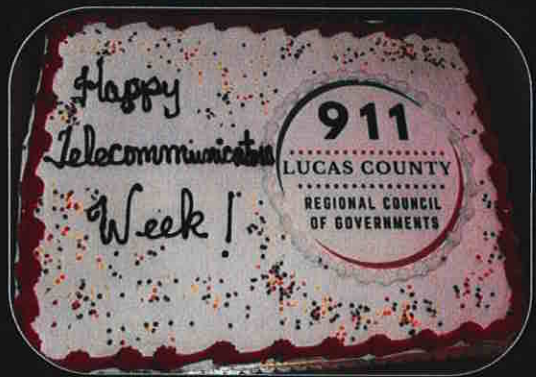


Most importantly, the RCOG wants to thank every employee and partner agency for being a part of our team and for their dedication and commitment to keeping our community a safe place to work, live, and visit.

2022 CELEBRATIONS

NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

National Public Safety Telecommunicators Week (NPSTW) is held annually during the second week of April to honor telecommunications personnel for their commitment, service, and sacrifice. The RCOG used the week to show their appreciation by organizing special activities, food, and games. We look forward to honoring operations staff again April 9 - 15, 2023.



Pictured left to right: Telecommunicators Keith Hiller, Kim Rade, & Terri Shaneyfelt

OCTOBER 1, 2022 - "COG"IVERSARY

The RCOG celebrated one (1) year of full operation by recognizing staff for their dedicated service and commitment by distributing one (1) year of service certificates, t-shirts, and gift cards. Staff also participated in a themed spirit week. It was a week of unity and fun.



Pictured left to right: Telecommunicators Angel Hollingsworth & Cassandra Fields, Call Taker Bailey Baumgartner, & Telecommunicator Margaret Moll

DECEMBER 2022 - HOLIDAY APPRECIATION



Lucas County Commissioners brought a cake for our operations staff to show appreciation for their hard work and dedication during the holidays.



Lucas County Fire Chief's Association had holiday meals delivered to each shift for the operations staff. This effort, time, and coordination was highly appreciated by our staff.

THINGS TO KNOW

"9-1-1, WHERE IS YOUR EMERGENCY?"

When dialing 9-1-1, be prepared to answer questions, follow any instructions that are provided, and do not hang up until you are instructed to do so.

WHERE?

This is the single most important piece of information. Knowing your location, including the street address, business name, apartment number, or landmark is vital to a quick emergency response.

WHAT?

Tell the operator exactly what is happening. You will be asked additional questions, based on the situation. This information allows the proper emergency resources to be sent, for the safety of you and responders.

WHEN?

You will be asked if the incident is in-progress or when it occurred.

WHO?

Information on who is involved in the incident is needed for responders. The operator may need descriptions or additional information on victims, suspects, or witnesses. As the caller, your name and phone number will also be verified.

For all medical emergencies, your call will be transferred to a highly trained medical technician, who will provide pre-arrival instructions.

DO NOT HANG UP!



Telecommunicator Edwardo Torres

NON-EMERGENCY 419-255-8443

The non-emergency number is for situations that are not an immediate threat to life or property or if time has elapsed since the occurrence of an incident. Emergency services are dispatched as resources become available.

In 2022, an average of 277 non-emergency calls were answered every day!

INTERPRETER SERVICES

Interpreter services are available for individuals with limited English proficiency. Simply tell the operator what language you speak. An interpreter will be connected.

Over-the-phone interpreter services are available for over 200 languages.

TTY SERVICES

All services through Lucas County 911 Regional Council of Governments are accessible to deaf, hard of hearing, or speech impaired individuals using TDD/TTY equipment. TTY Relay Service is also available 24/7 by dialing 7-1-1.

CALL IF YOU CAN, TEXT IF YOU CAN'T

Although calling should be the primary method for reaching 911, Text to 9-1-1 is available for those who cannot physically or safely make a voice call. This enhanced emergency service was made available in Lucas County in 2018.



FOLLOW US ON SOCIAL MEDIA

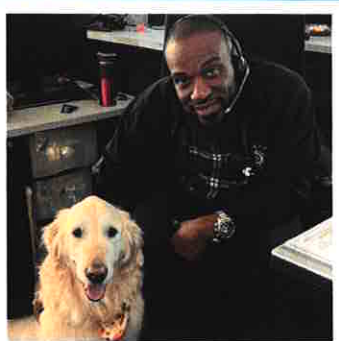


and our website:

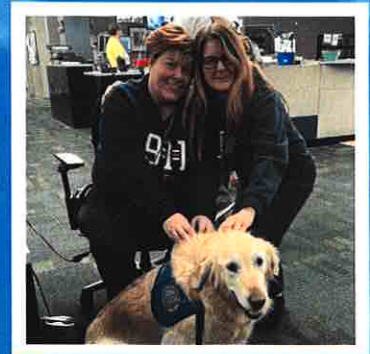
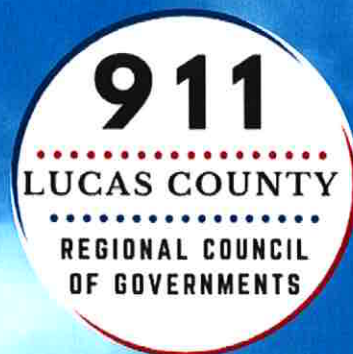


www.lc911.org

**NON-EMERGENCY
419-255-8443**



*Dispatcher Marc Dunbar &
Comfort Dog Anna
Thank you, Trinity Lutheran!*



*Call Takers Deb Schumacher &
Penny Welker with Comfort Dog
Anna*