



Deer Park Silverton Joint Fire District

7050 Blue Ash Road • Cincinnati, Ohio 45236-3721

Station 89 | Office: 513.791.2500 | Fax: 513.936.6213

Date

- June 15, 2024

Location

- Mills Fence, 6315 Wiehe Road

Dispatch

- Smoke/Odor Outdoors, which was upgraded to Structure Fire
- The actual incident was an outdoor fire that did not involve any structures

Resources

- Deer Park-Silverton
 - Quint 89
 - District 89
 - Medic 89
 - Car 8901
 - Car 8902
- County Automatic Aid
 - Engine 59 (Lockland)
 - Engine 82 (Norwood)
 - Engine 83 (Reading)
 - Engine 91 (St. Bernard)
 - Medic 40 (Evendale)
 - Car 9101 (St. Bernard Chief)
 - Car 6702 (Mariemont Assistant Chief)
 - District 40 (Evendale Lieutenant)
- Cincinnati Fire
 - CFD was dispatched for multiple reports of smoke around Seymore Avenue and responded to Wiehe after nothing was found in their area.
 - Engines 2, 8, and 9
 - Ladders 2 and 31
 - District 4 chief
 - Two medic units (unknown which units)
 - ALS 32 (medic supervisor)
 - Assistant Chief Matt Flagler acted as the public information officer (PIO) early in the event to handle media inquiries. He reported that nearly 50 calls were received in a short period by Cincinnati Communications related to this incident in Golf Manor.

- Golf Manor
 - Police department
 - Service department

Origin and Cause

- The origin was in the stack of fencing materials.
 - Black vinyl-coated chain link fence
 - 48" tall by 50' long
 - Stacked 16 rolls per wooden pallet
- The cause is currently listed as Undetermined. Mills Fence management will review security footage to see if anyone was in the area before the fire was reported. However, an employee told one of the fire officers on the scene that they had seen smoke from that area the previous afternoon (June 14) and believed they had extinguished a small smoldering fire in the stack of materials.

Fire Loss Estimate

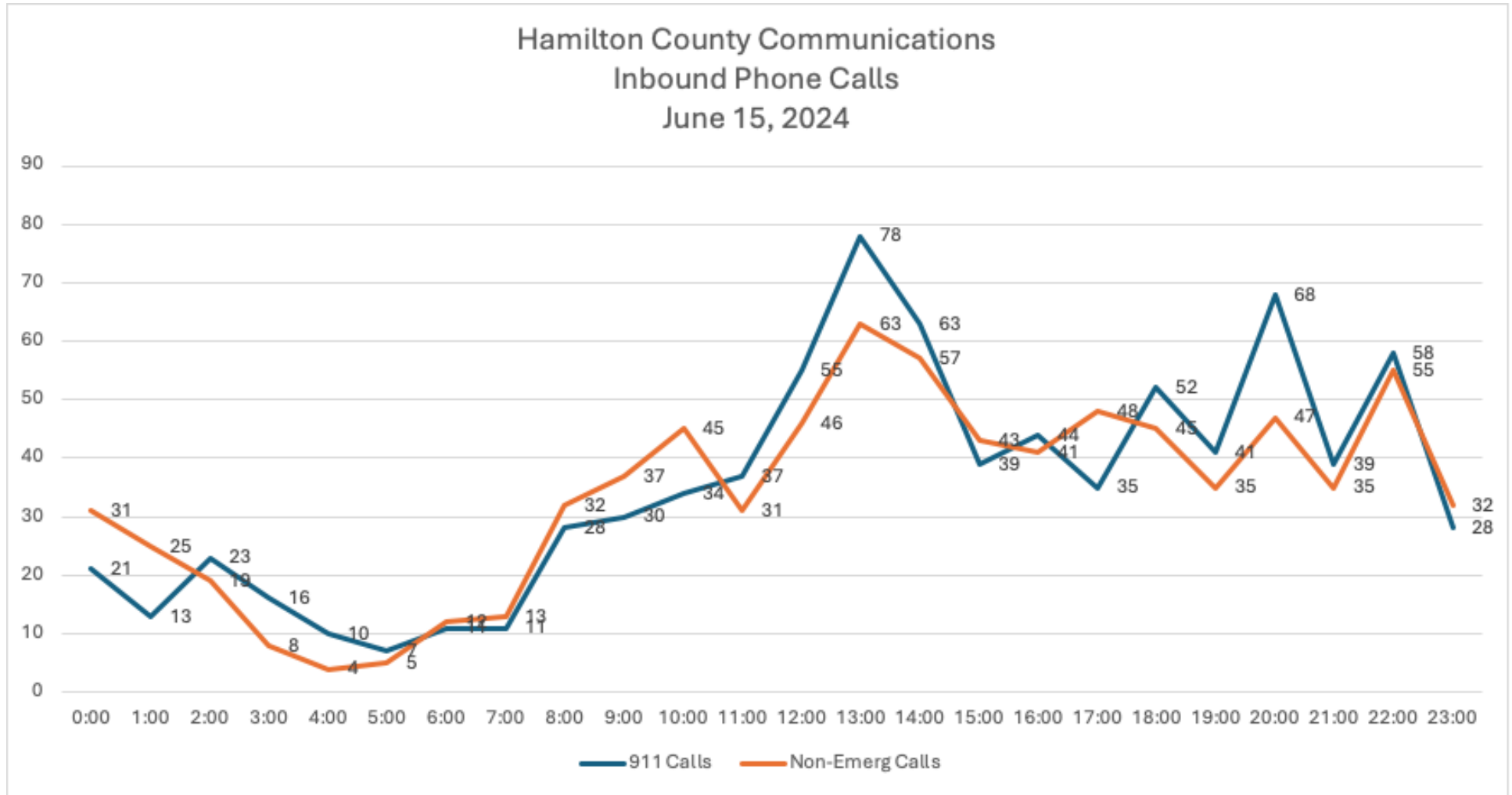
- Fencing: \$60,000
- Work truck: \$120,000
- Total estimated fire loss: \$180,000

Notes from HCCC

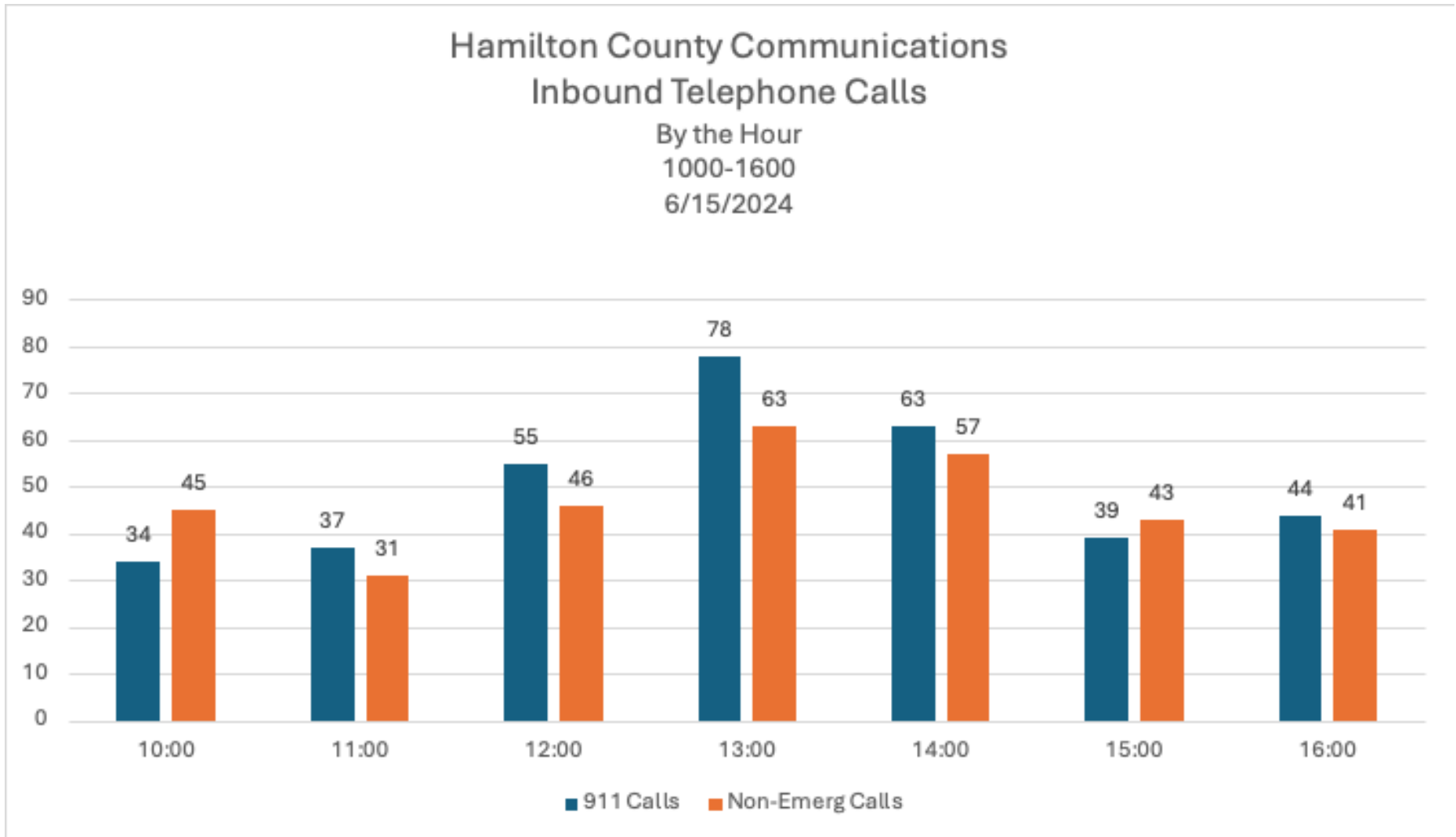
- A conference call was held with Director Andy Knapp and Operations Manager Scott Brown to discuss social media posts reporting dropped 911 calls during the fire.
- See the attached graphs and explanation of 911 operations from Director Knapp that were sent in an email on June 17.

Good afternoon, Chief.

Thanks for taking the time to call this morning. Operations Manager Scott Brown and I were aware that some 911 traffic was delayed being answered on Saturday, June 15, 2024, during your fire incident. We were at our staffing minimum on Saturday with 11 communications personnel on duty. As we reviewed our statistics, we learned the following. Here was our call volume for both 911 traffic as well as our non-emergency traffic. This first graph shows the entire day.



Focusing specifically on the hours before and immediately after your fire, here is a chart depicting the hours of 10:00-16:00.



As you can see, there was a significant increase during the hours 12:00-14:00. Between the hours of 12:00 and 14:00, we processed 362 telephone calls. Twenty-one (21) 911 telephone calls were “abandoned” during that same timeframe. This is highly unusual as we usually have 0-3 abandoned

calls per hour depending on incident load. These abandoned calls result from someone dialing 911 but hanging up before the call is answered. It is our policy to attempt to call back EVERY abandoned phone call. As we discussed by telephone, this becomes a compounding challenge for us as the number of abandoned calls and the time spent attempting callbacks significantly strain our call takers, taking them out of service for incoming calls.

We continuously try to educate the public NOT to HANG UP when calling 911. Staying on the line once you've dialed 911 is always better. We've also prioritized our system so that 911 traffic is answered first and given top priority over non-emergency lines. We've educated our staff on the importance of answering the waiting 911 traffic as quickly as possible, and they know how to put non-emergency calls on hold to process incoming calls. Unfortunately, just as some of your residents experienced Saturday, a single, high profile, and high visibility incident can cause incredible stress on our system. While we can answer a large volume of calls, we are ultimately restricted by the number of call takers on duty and the amount of activity at any given time. Most 911 centers struggle to handle the sudden influx of traffic when a major incident occurs.

I appreciate your call today, and if there is any further information that I can provide, I would be happy to provide it.

Andrew Knapp