



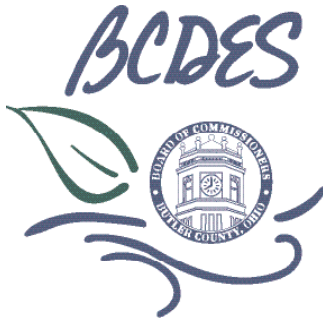
# MEDIA GUIDE



WE'RE MORE THAN WATER

## **BCDES' Mission**

BCDES is committed to providing water and wastewater services to our current and future customers in a professional, efficient, and cost-effective manner. We are dedicated to advancing public health and environmental stewardship by demonstrating environmental leadership and contributing educational resources to our community.



### ***Butler County Commissioners***

*Charles R. Furmon*

*Donald L. Dixon*

*Gregory V. Jolivette*

## *News Media Guide*

Cooperating with the media is critical to providing accurate, up-to-date information to our customers and the community.

This guide outlines important information regarding BCDES' media policies and procedures.

### *Call for Media Inquiries*

<b>8 a.m. - 5 p.m., M-F</b>	<b>513-887-3967</b>
<b>After hours</b>	<b>513-509-8661</b>

[www.butlercountydes.org](http://www.butlercountydes.org)



## *BCDES Background*

The Butler County Department of Environmental Services (BCDES) provides safe, reliable environmental services to Butler County – one of the fastest growing counties in Ohio. Under the direction of the Board of County Commissioners, BCDES provides water, wastewater, and other environmental services to a growing population of more than 100,000 in West Chester, Liberty, Fairfield, Hanover and Ross Townships and the City of Monroe, City of Trenton, and Village of New Miami.

BCDES maintains more than 600 miles of public sanitary sewer pipelines and operates two regional water reclamation facilities in Butler County - Upper Mill Creek, and LeSourdsville - and four satellite treatment plants – Wade Mill, Alamo Heights, New Miami and Queen Acres – with a combined permitted discharge flow of 30 million gallons per day.



## ***BCDES. . .nationally recognized utility***

BCDES has been honored with numerous awards for its managerial practices, publications and programs. These awards include:

- ***2004, 2005, 2006, 2007, 2008 Achievement Awards***  
National Association of Counties
- ***2004, 2005, 2007 Silver Peak Performance Awards***  
National Association of Clean Water Agencies
- ***2005 Platinum Award for Competitiveness Achievement***  
National Association of Clean Water Agencies
- ***2005 Public Works Department of the Year***  
Public Works Magazine
- ***2005 Exemplary Efforts in Environmental Achievement***  
United States EPA
- ***Biosolids Environmental Management System Certification***  
National Biosolids Partnership
- ***2003 Silver Circle Award and 2003 Award of Excellence***  
City-County Communications and Marketing Association
- ***2002 Gold Award for Competitiveness Achievement***  
Association of Metropolitan Water Agencies

## **How to Get Information**

Media inquiries, and requests for interviews and to film at BCDES sites, should be directed to Public Relations Coordinator Dusty Dunaway at 513-887-3967, Monday through Friday from 8:00am to 5:00pm. For media inquiries after hours, the public relations coordinator can be reached at 513-509-8661.

## ***News Releases***

BCDES regularly issues news releases to describe changes in services and to announce important information about BCDES.

## ***News Conferences***

When BCDES has a major announcement or newsworthy issue, a news conference may be held. Press advisories will be issued in advance to alert media of the news conference as well as pertinent information, including any special instructions for media access.

If you would like to be included on our media alert list, please contact the public relations coordinator at 513-887-3967.



## ***Interviews***

All requests for interviews with BCDES employees should be made in advance to the public relations coordinator. Every effort will be made to provide a spokesperson who can best address the topic of the interview.

If you are interested in conducting an interview or filming a particular event, please contact BCDES to schedule a convenient time. Staff is available to assist when possible; however, BCDES is not a source of information for all environmental agencies and cannot speak on their behalf.

## Access

The public relations section requests that you inform them when you plan to cover a news event at a BCDES site so they may assist you with parking and answer any questions you may have.

News media are allowed unescorted access to all public areas. For the protection of all parties, members of the news media must have permission and a BCDES escort when in secure areas.



All media representatives are required to display an approved press identification and keep cameras visible when:

- Filming
- Taking Photos
- Conducting Interviews

Requests for filming at the sites will be handled on a case-by-case basis. Advance notice is essential to allow for escort coordination.

BCDES reserves the right to restrict media activity at any location on BCDES premises if public security or operational concerns so warrant.

### ***Parking of Media Vehicles***

Media personnel must park all vehicles in public parking lots or garages when taping events at the BCDES administrative offices, located at 130 High Street, Hamilton, OH 45011.



## *Emergencies*

It is BCDES' policy to cooperate with the news media to the greatest extent possible, especially during an emergency.

Media covering emergencies will be directed to specific meeting areas, as determined by the nature of the event. A department representative will be on-site to meet with the media and to provide information.

During an emergency situation, the following information will be provided to the media if known:

- *Date, time and description of the incident*
- *General description of the incident*
- *Persons affected*
- *Impact upon customers/public*
- *Impact on BCDES operations*
- *Special instructions for media access and/or escort*



Based on the nature of the emergency, the official in charge will determine any restrictions on the movement of the media.

It is the sole discretion of BCDES' director or his/her representative(s) to determine if the media will be allowed access to the scene of an emergency. In some instances, it may be necessary for the media to pool resources. No news organization will be permitted to operate news vehicles at BCDES' secure sites without permission from the public relations coordinator.

All media representatives at the scene of an incident must immediately comply with any order, direction or signal by the police, fire department or authorized BCDES representative. Smoking or use of devices constituting a source of ignition is prohibited within the sites at any time.

In case of an emergency, access to BCDES employees may be subject to approval by the Butler County Commissioners and BCDES. If any individuals are reluctant to be interviewed or photographed, BCDES will support that decision.

### ***As a rule, during an emergency:***

The Butler County Emergency Management Agency releases the cause of an incident and the name(s) of those involved after an investigation has been conducted. Until then, no agency will speculate about the cause of the incident.

Initial confirmation of any deaths resulting from an accident is made by the coroner, medical examiner or other designated law enforcement officer, and information will not be released until family members are notified.

## *Phone Numbers*

**Butler County Administrative Center  
130 High Street - 1st Floor  
Hamilton, Ohio 45011  
[www.butlercountydes.org](http://www.butlercountydes.org)**

Office Hours 8:00 am - 5:00 pm

24-hour Emergency Service . . . .	513-887-3066
Customer Care . . . . .	513-887-3066
Fax . . . . .	513-785-5799
Dusty Dunaway, PR Coordinator . .	513-887-3967
After 5:00 pm . . . . .	513-509-8661
Boil Advisory 24 Hour Hotline . . .	513-887-3076
Middletown Line . . . . .	513-424-5351
Susan Vance, Director . . . . .	513-887-3936
Robert Leventry, Deputy Director . .	513-887-5616
Jack Thornsberry, Operations . . . .	513-887-3929
Division Head	
MaryLynn Lodor, Environmental . . .	513-785-6391
Division Head	

