

2002



Thank you 24 YEARS Joanne

Will County 9-1-1 without Joanne Burian is going to be so very hard to imagine. Those few who may have missed the opportunity to get to know her, truly missed a lot. Most folks are not even aware what a brilliant contribution she has made to 9-1-1 and our system.

Joanne was there at the very beginning. She helped build the first bridges—connecting people in crisis with the first responders who answer their calls for help.

Over the years, our 9-1-1 system has grown and witnessed many changes. When Joanne joined 9-1-1, there were no MSAG, CAD, Mobile Data Terminals, or Emergency Medical Dispatch. Through her gifts of hard work, wisdom, fairness and leadership, Joanne built a bridge for each of these everyday practices.

There certainly were times when bridging was difficult. There were even times when it seemed impossible, and she may have wanted to give up. We will always remember the good times of our shared laughter, our joys, as well as our struggles.

Thinking back on the 11 years I have known Joanne, she always has a smile, is always calm, and is always willing to lend a helping hand. Joanne is perhaps the most approachable person I know.

Over the years I have learned so much from her and I'm truly grateful for that. With her retirement, I will miss

most the opportunity to learn more about where the Will County 9-1-1 System has come from and the pioneers who began this magnificent journey.

As you enter into retirement, it is an opportunity for all of us to say our thanks for the years that you have given of yourself.

We have never met anyone who has combined— to such an extent—gifts of energy, enthusiasm, honesty, respect and caring for all. You are the kind of person who brings out the best in others. You most definitely have been the best manager our 9-1-1 System has ever known. You have helped each one of us and you have touched all of us deeply.

We cannot thank you enough for the hard work you have put in, and the guidance that you have provided. Having someone like you as a co-worker has been no less than a gift. It is time for us to wish you all the best for your retirement years. We're really going to miss you, but you will never be forgotten.

Enjoy the warm weather of San Diego and the hugs and kisses of your grandchildren. I know that 9-1-1 will remain close to your heart and we hope you will visit us whenever you can!

Steve Figved



2004



2007



2003



2006



2009



2007



2008



2010



Open House for Joanne on June 19

Say good-bye, thank-you and congratulations to Joanne during her Open House on Friday, June 19, at our Admin Office. Light refreshments will be served from 8 a.m. to 4 p.m., with lunch from Noon to 2 p.m. Please RSVP, for lunch only, to Barb or Caryn.

Training Coordinator Joanne Burian Retiring After 24 Years

During her 24-year career with the Will County Emergency Telephone System, Joanne Burian has touched the professional lives of every telecommunicator, supervisor and director/administrator at each of the system's PSAPs - past and present - as well as many police, fire and EMA first responders.

As a 9-1-1 trainer, CAD coordinator, Users Conference organizer and presenter, and bearer of thank-you gifts during National Public-Safety Telecommunications Week, Joanne has enthusiastically shared her knowledge, expertise, and experiences with everyone she has known.

Prior to joining the Will County 9-1-1 System, Joanne began her public-safety career as a dispatcher for the Lockport Police Department in 1989.

The highlights of her 24-years with Will County 9-1-1 include:

- Hired as Administrative Assistant to the first Will County 9-1-1 Coordinator Ralph Eisenbrandt in 1991.
- Coordinated the development of the MSAG (Master Street Address Guide) in the 1990s. This involved verifying addresses and converting Rural Route addresses and P.O. boxes - to ensure that emergency responders could find the 9-1-1 callers.
- Helped implement the Will County 9-1-1 System, which went live in 1992, and the CAD System, which went live in 1998.
- The next year (1999), her title changed to Geo-file Manager, and in 2002 she became Training/CAD Coordinator, with responsibility for all telecommunicator- and CAD-related training.
- Most recently added the role of Project Manager in implementing the upgrade to the Motorola Premier One™ CAD Suite of products.
- Oversees and maintains the County's EMD program, which she helped develop in partnership with the Will-Grundy EMS System (now the Silver Cross EMS), and Joliet Junior College - to train and enable 9-1-1 System telecommunicators to provide pre-arrival instructions during medical emergencies.

With regard to her education, certifications, and public-safety committee service, Joanne has:

- An Associate Degree in Social Work from Moraine Valley



Community College

- A Bachelor's Degree in Business Administration, with a concentration in Human Resource Management, from Robert Morris College
- Completed NENA's first class to achieve certification as an Emergency Number Professional (ENP) in 1997 and has continued to maintain this certification.
- Achieved certification as an Emergency Medical Dispatcher (EMD).
- Served on various national, state and local 9-1-1 committees, including, most recently, NENA's Succession Planning Committee.

On a more personal note, Joanne has been a resident of Plainfield and has two grown children - a married daughter who is the mother of her grandson and granddaughter, and a son who is a chef.

With regard to her post-retirement plans, Joanne says that she will be moving to California (San Diego) "to watch my grandbabies grow up."



2011



2014



2012



2013

