

# DISPATCH 9-1-1 DIALOGUE

FALL 2010

NEWS ABOUT THE WILL COUNTY EMERGENCY TELEPHONE SYSTEM • 9-1-1 Chief Administrator Steve Figved, ENP

## 2010 Users Conference to Focus on Training, Technology – and Golf

The Will County 9-1-1 System's 2010 Users Conference – scheduled for Tuesday, September 14 – will focus on training and technology, plus a little lunchtime golf.

"We want conference participants to be fully aware of the services our Administrative Office provides on a daily basis," said Will County 9-1-1 Chief Administrator Steve Figved.

"We've reviewed all the Help Desk tickets received over the past year, so that we can discuss the various training and technological issues we have been asked to correct – at PSAPs, police and fire departments, etc."

For the second consecutive year, the Users Conference will be held at the scenic Four Rivers Environmental Education Center in Channahon.

As in past years, conference participants will begin signing in and enjoying a continental breakfast at 8:30 a.m.

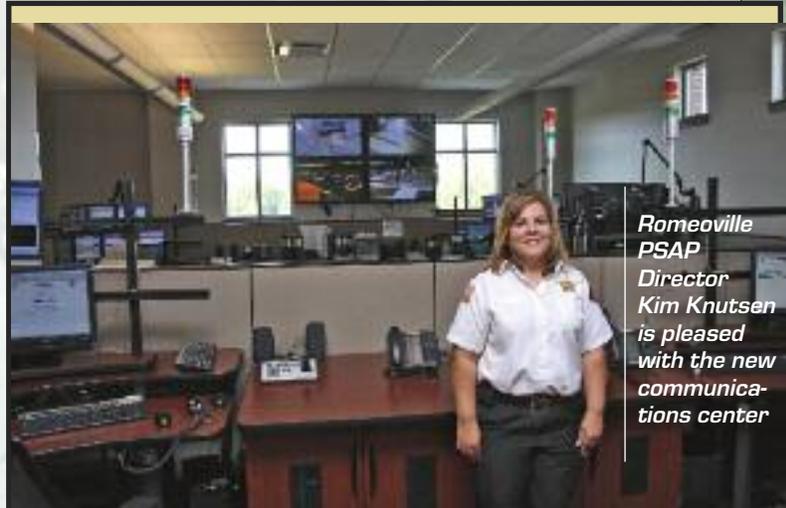
Then, at 9 a.m., the conference's featured speaker – Nathan Lee from the Denise Amber Lee Founda-

tion – will discuss an unfortunate incident in Florida that ended with the death of his wife, Denise Amber Lee, who had been abducted. The incident resulted in the passage of Florida legislation, which will create statewide standards for the training and certification of 9-1-1 dispatchers.

After lunch, the conference will include informative seminars for telecommunicators and police, fire, and emergency medical personnel. The topics will include:

- **Viper 2** – Admin and Telecommunicator Training – Dale Murray
- **Public Education** – Overview of Available Programs and Products – Caryn DeMarco
- **Records** – Overview of LRMS/FRMS/Firehouse/ Tablet PCR/Hummingbird – Kim Hartley
- **Code Spear** – Training – Jim Ariagno
- **CAD/ATM/MDT** – Overview of Changes Coming in New Upgrade – Joanne Burian, Barb Steffen, Mary Jo Szymanski

"We hope that these topics will generate a lot of questions and answers throughout the day," said Figved. "It's important to us (the administrative staff) that all of our Will County System telecommunicators and responders understand what we can do for them."



Romeoville PSAP Director Kim Knutsen is pleased with the new communications center

## Romeoville PSAP Happy in New Home

Although the communications center occupies only about 2,000 square feet in Romeoville's new 118,000-square-foot village hall and police station, it's a big deal to the telecommunicators who are now very happy to be in their new home.

Moving Day (June 17) went as well as could be expected – thanks to the efforts of everyone involved in the planning stages of the project.

"I can't express enough gratitude to Dale Murray (project manager and network engineer for Will County 9-1-1) and his staff for the coordination and insight they provided to make this project a success", said Romeoville PSAP Director Kim Knutsen.

Located in a new three-story municipal building on Romeo Road (two miles east of Weber Road), the communications center is in the facility's east wing, along with the rest of the Romeoville Police Department. The village hall is in the west wing, and a reception/meeting area is in between the two wings.

The police wing accounts for about 58,500 square feet of the facility, including the 63 x 30-foot dispatch area.

That space may sound small compared to the whole structure, but Romeoville's telecommunicators don't hesitate to say that it's a bigger, better

*Continued on page 2*

The conference also will have a motivational theme that will be tied to golf. So, you can expect long drives, straight down the fairway – with lots of birdies and eagles, but no sub-par seminars.

During the lunch hour, there will be golf-related games/competitions – which will give you opportunities to win a variety of prizes.

More information on the seminars and registration materials will be emailed and available at the Will County 9-1-1 website:

[www.willcounty9-1-1.com](http://www.willcounty9-1-1.com) •

**CELL PHONE SALLY**  
– See story page 3



## New Home for Romeoville PSAP *(Continued from page 1)*

place to work than where they used to be – “and it has natural lighting.”

“After all the planning and anticipation, it’s exciting to be in our new center, which has five work stations,” said Knutsen, who also is a member of the Will County ETSB. “Previously, we were in a significantly smaller communications center, with only three work stations.”

In addition to the larger work space, the new center includes a break room with all of the necessary amenities – which allows staff members an opportunity to take breaks and eat lunch in a comfortable environment. The new communications center also has a small balcony that enables employees to escape outside for fresh air.

Although it’s only big enough for 1-2 people at a time, the balcony was proved to be popular, because “it’s a place where you can get away from it all for a few minutes – to relax or relieve some stress,” according to Telecommunicator Sharon Whitaker.

Another feature that Telecommunicator Diane Cotter likes is the small fan that helps cool each work station.

As with other PSAPs in the Will County Emergency Telephone System (all of which have undergone Next Generation upgrades), the Romeoville Communications Center is now equipped with state-of-the-art telephone and radio equipment, along with ergonomic height-adjustable consoles.

“They really knew what they were doing when they planned this center,” said Cotter. “The equipment is easier to use and the console furniture is adjustable, and therefore, more comfortable.”

At the present time, the Romeoville PSAP is staffed by 14 cross-trained telecommunicators (7 full-time and 7 part-time), who dispatch 9-1-1 calls to the Romeoville Police Department.

“However, soon we will be adding more telecommunicators – as we move forward with the new responsibility of dispatching for the Romeoville Fire Department in January (2011),” said Knutsen.

“As part of the responsibilities associated with Fire and EMS, we also will begin providing EMD pre-arrival instructions; and we anticipate assisting our local EMA (Emergency Management Agency) with the activation of the tornado sirens.”

In 2009, Romeoville’s telecommunicators handled more than 54,000 calls for service. However, with the addition of fire calls, that number will be increasing in 2011. ●



Above, Romeoville Telecommunicator Diane Cotter; Left, Telecommunicator Sharon Whitaker



## Chief Barto Retires After 40-Year Career In Public Safety

A former member of the Will County 9-1-1 Board, Romeoville Police Chief Andrew Barto retired September 17 after 40 years in public safety.

His career started in 1970, when he joined the LaSalle (Ill.) Police Department as a patrolman. Then, he spent the next 38½ years with the Romeoville Police Department, where he started as a patrolman in 1972.

After rising through the ranks, Barto became Romeoville’s Chief of Police in 1992.

During his 18 years as Chief, Barto vowed to accomplish three major goals, which he was able to do before retiring:

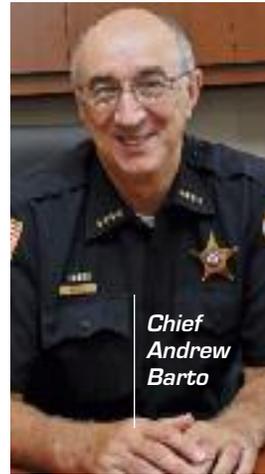
- *Reorganize the department, which was completed about a year and a half ago*
- *Update the department’s general orders (rules and policies), and*
- *Move the department into a modern, state-of-the-art facility, which was completed June 17 – after eight years of planning, research, site selection and construction.*

A graduate of the FBI National Academy, Chief Barto served on the 9-1-1 Board from 2002 to 2008. Also, he is a former president of the Police Chiefs Association of Will County

Chief Barto indicated that his retirement would enable him to spend more time in Naples, Fla., with his wife Pat (a former Romeoville telecommunicator who retired in 2007 after 30 years of service), and with their family – five daughters and eight grandchildren.

In addition, Chief Barto will be training to run a marathon early next year, either in Illinois or in Florida. He plans to continue refereeing high school boys’ varsity basketball games, which he has enjoyed doing for 20 years. And he wants to learn the Italian language, so that he can visit and communicate with family members who still live in northern Italy.

Best wishes and *arrivederci*, Chief Barto!! ●



Chief Andrew Barto



## 3 New Board Members

The Will County 9-1-1 Board has welcomed three new members so far in 2010.

The most recent addition is Deputy Chief Tom Ross of the Bolingbrook Police Department, who was sworn in by County Clerk Nancy Schultz Voots prior to the Board’s June 24 meeting.

The other two new members – Steger PSAP Supervisor Mary Jo Seehausen and University Park Fire Chief Charles Exner – were sworn in on April 22.

A resident of Will County for 40 years, Chief Ross started with the Bolingbrook Police Department as a Patrol Officer in 1987. Thereafter, he served in several positions before becoming a Lieutenant in 2005 and Commander in 2006 (when he supervised the Support Services Division, including 9-1-1). In 2007, he took over as Commander of the Patrol Division, and the next year was promoted to Deputy Chief.

He received B. S. (1988) and M. A. (1996) degrees in Law Enforcement Administration from Western Illinois University. And he graduated from the Northwestern University School of Police Staff and Command in 2003.

A member of several professional and charitable organizations, Chief Ross also has taught at the Suburban Law Enforcement Academy located at the College of Du Page since 2000. Further, he has been an instructor at Lewis University; and he teaches for the Northwestern University Center for Public Safety.

Married 20 years, Chief Ross and his wife, Kathy, have two children and live in Bolingbrook.

Seehausen has been employed by the Village of Steger for 16 years. She started her career in 1994 as a data entry clerk in the

*Continued on page 4*



Top to bottom: Deputy Chief Tom Ross, Mary Jo Seehausen, and Chief Charles Exner

## Auto Explodes in Lockport

WESCOM Telecommunicators  
Commended for Handling of Call

During a chaotic and rapidly evolving situation, the actions of a good group of individuals can make all the difference in the world. That's especially true if it's a group of telecommunicators.

Such a group was on duty at WESCOM on the night of July 16, when (at 7:50 p.m.) numerous phone calls were received in regards to a vehicle that had exploded outside the PNC Bank in Lockport.

"Due to Telecommunicator Kristin Kirby's prompt and professional dispatching for the Lockport Police officers that night, the person who was allegedly responsible for the incident was in custody three minutes after the first call was received," according to WESCOM Supervisor Melissa Huff.

"Kristin was the voice on the radio that helped guide her officers and coordinated their request for assistance."

Also, "Telecommunicators Katy Falencykowski, Lena Harston, Pam Kost, Tiffany Kruiuzenga, and Billy Jo Noll-Brink worked together



From left, WESCOM Telecommunicators Kristin Kirby, Billy Jo Noll-Brink and Katy Falencykowski.

with Kristin as part of a well-functioning team," Huff added. "They helped ensure that a very dangerous situation was brought to a swift and successful conclusion - by relaying pertinent information (received from 9-1-1 callers) to Kristin as to the whereabouts of the offender.

In addition, they contacted appropriate agencies for assistance.

"WESCOM is very proud to have these professional telecommunicators working for us," Huff said. "They went above and beyond the call of duty and deserve to be commended." ●

Public Education Efforts  
Continue Thru Busy Summer

It's been a busy summer for public education efforts within the Will County 9-1-1 System.

In June, Office Administrator/Public Education Coordinator Caryn DeMarco made presentations to two groups of senior citizens.

One group consisted of residents of Marycrest Village Apartments in Joliet; the other group included members of the Andrew Corporation Retirement Club.

"This was a refresher course for the seniors, who appreciated being reminded when and how to dial 9-1-1," said DeMarco.

In late July, DeMarco and Lincolnway Telecommunicator Kandi Myers participated in a community night sponsored by Manhattan's Police and Fire Departments. They passed out 9-1-1 materials and used phone simulators to enable the kids to practice making an emergency call.

"Many kudos are due Dawn Cupples, who is the Manhattan Fire Protection District's public education coordinator," said DeMarco. "She had a lot to do with making this a very successful public-safety event."

On August 3, WESCOM Supervisor Erich Sommer also made good use of the telephone

simulators during Plainfield's National Night Out Against Crime. So did DeMarco - during Frankfurt's National Night Out celebration.

This annual event began 26 years ago to encourage neighbors to lock their doors, turn on their outside lights and gather on front porches, lawns and driveways - in an effort to strengthen neighborhood spirit, increase participation in local crime-prevention efforts, and improve police/community relationships.

Last year, more than 36 million people from about 15,000 communities participated nationwide.



Local children learned about dialing 9-1-1 during Community Day in Manhattan. In photo at right is Lincolnway Telecommunicator Kandi Myers, left.

In addition, this summer's 9-1-1 public education activities included Joliet Telecommunicator Denita Draper's presentation on emergency telephone procedures to nurses from the Will County Health Department.

Last but not least, Will County 9-1-1 again had a booth at the Will County Fair (Aug. 25-29) in Peotone. ●

## Cell Phone Sally to Help Teach Kids About Dialing 9-1-1

The Will County ETS's Public Education Committee has been making plans for the 2010-11 school year.

This fall, Will County children will be introduced to a new public education program and animated DVD - called *Getting Help Is Easy* - which features a cast of likable characters, including Cell Phone Sally.

Created by Texas' Commission on State Emer-

gency Communications, this program was designed to teach life-saving skills to children 5-8.

"With more than 55 percent of 9-1-1 calls originating from cell phones, the kids need clear information on using this technology and others," said 9-1-1 Office Administrator Caryn DeMarco, who chairs the Will County ETS Public Education Committee. "Cell Phone Sally and her friends will help do just that."

The cost of the 11-minute DVD is \$8.00 plus 10 percent shipping and handling. For more information, visit:

[www.911.state.tx.us/browse.php/Contact\\_us](http://www.911.state.tx.us/browse.php/Contact_us)

Cell Phone Sally and her friends.



## Need a Phone Simulator?

The Will County 9-1-1 Administrative Office has three telephone simulators. So, if you need to borrow one for your next public-safety community event, email Caryn DeMarco at [cdemarco@willcounty9-1-1.com](mailto:cdemarco@willcounty9-1-1.com) or call her at 815-725-1911.

The phones are good educational tools and are very popular with the kids, who enjoy making practice 9-1-1 calls. ●

## David Hausmann Joins Records Management



David Hausmann

A Joliet firefighter for 18 years, Capt. David Hausmann also now is working in the 9-1-1 Administrative Office, providing part-time records management support.

In that capacity, Hausmann currently is focused on Will County 9-1-1's Zoll Tablet PCR program and, in the future, will be involved in LRMS configuration.

Two years after joining the Joliet Fire Department as a firefighter/paramedic in 1992, Hausmann

receive an Associate degree in fire science technology from Joliet Junior College.

He then proceeded to work his way up the ladder (pun intended), becoming a Captain two years ago.

While serving as EMS Coordinator (2006 to 2008), Hausmann collaborated with the 9-1-1 administrative staff - which helped him establish the Zoll Tablet PCR program within the Joliet Fire Department.

A certified arson investigator, Hausmann currently leads the FD's Fire Investigation Team; he is the department's infectious control officer; he is a member of Superior Air-Ground Ambulance Service's Critical Care Transport and Helicopter Flight teams; and he is a canine handler, whose Black Labrador, Tony, is trained to sniff out hydrocarbon accelerants.

The recipient of many awards and commendations, Hausmann was presented with MABAS and IFCA Humanitarian Service Medals for his participation in the Hurricane Katrina response & relief effort in 2004.

Hausmann and his wife, Susan, live in New Lenox. They have four adult children. ●

## Three New Members *(Continued from page 2)*

village hall and part-time telecommunicator for the Steger Police Department.

In 1995, she became a full-time telecommunicator and a year later was appointed Chief Clerk and PSAP Supervisor.

In 1998, Seehausen added the duties of Compliance System Coordinator to her workload. Since 1999, she has served as administrative assistant to the Chief of Police.

Seehausen and her husband, Thomas, have two children (a son in his second year at Indiana University and a daughter who recently graduated from high school).

Chief Exner worked as a telecommunicator for the University Park Police/Fire Departments prior to starting his firefighting career there in 1985 - as a Cadet.

Five years later he became a full-time firefighter/paramedic, followed by promotions to Lieutenant, Deputy Chief, and then Chief in 2008. He also worked as a Captain with the Richton Park Fire Department from 1993 to 2006.

Chief Exner has an Associate's degree in science technology from Prairie State College. He currently is president of MABAS 27; a Governing Board member of the South Suburban Fire Investigation Task Force; and secretary of Eastcom's Operating Committee.

In 1990, he received the University Park Fire Department's Heroism Award for rescuing civilians during a structure fire.

Chief Exner and his wife, Carey, have a son who is a high-school freshman. They live in Richton Park. ●

### 2010 TRAINING SCHEDULE

For more information or to enroll in any of the following courses, contact 9-1-1 Training Coordinator Joanne Burian at 1-815-725-9610 or go to the Will County 9-1-1 website - [www.willcounty9-1-1.com](http://www.willcounty9-1-1.com)

#### SEPTEMBER

10	Kebcor - Critical Incident Comm for Dispatchers	Westmont
14	SLEA - Solutions to Supervision & Mgmt Issues	Glen Ellyn
14-15	PSCMS - Surviving the Comm Center Environment	St. Charles
15	PowerPhone - Stress Identification & Management	Des Plaines
16	APCO - Quality Assurance	Woodridge
20-22	CAD - New-Hire Training	Joliet
27-Oct. 1	EMD Certification Training	Lockport

#### OCTOBER

12-13	Success Communications - Leadership I	Frankfort
13	CPR/EMD Refresher Training**	Joliet
15	SLEA - Enhanced Listening Skills	Glen Ellyn
21	Success Communications - Conflict Management	Crete

#### NOVEMBER

4	Kebcor - School Violence	Frankfort
4	PowerPhone - Domestic Violence Intervention	Des Plaines
29-Dec. 3	EMD Certification Training	Joliet

#### DECEMBER

3	Tri-Rivers - Critical Incident Communications	Elwood
6-8	PSCMS - Supervision & Mgmt of the Comm Center	Yorkville

\*\*Eligible for EMD CE

*Dispatch Dialogue* is produced by the Will County Emergency Telephone System, which is governed by the Will County 9-1-1 Board.

Chief Administrator, Steve Figved • Editor/Photographer, Owen Wavrinek

• Layout Artist, Susan Campbell • Printer, Dynamic Printing Source, Inc.

Comments and story ideas can be forwarded by fax to 815-725-7239 or mailed to *Dispatch Dialogue*, 2561 W. Division Street, Suite 101, Joliet, IL 60435

**DISPATCH 9-1-1** DIALOGUE



Printed on recycled paper using soy-based inks.

Will County Emergency  
Telephone System  
2561 W. Division St., Suite 101  
Joliet, IL 60435

