

DISPATCH 9-1-1

FALL 2011

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

9-1-1 Board OKs CAD Upgrade to PremierOne™

After many weeks of extensive review by staff, and endorsements from the Technology and Finance & Equipment Committees, the Will County 9-1-1 Board has approved the upgrading of its current CAD system by migrating to Motorola's PremierOne™ Solution.

During its August 25 meeting, the Board voted to upgrade its existing maintenance and support contract with Motorola.

As a result, Motorola's PremierOne™ CAD, Mobile and Records product will be installed over the next two years, with full cut-over anticipated by the summer of 2013.

Prior to approving this upgrade, the 9-1-1 Board was advised that staff members had participated with the Motorola engineering design team in several mini-webinars, during which many questions and answers were explored – all of them pertinent to the specific functions of PremierOne™.

Also, on-site visits were made to existing installations of the product (those similar to Will County) to view and discuss operational proceedings and any potential problems experienced by early adopters of the product.

Thereafter, PSAP and agency personnel attended two informational workshops led by Motorola personnel (*see story on this page*) – in order to see and touch the product and ask questions.

The administrative staff then reviewed the advantages of upgrading with the Board's Technology Committee, which approved a motion to move the project forward to the Finance & Equipment Committee.

"The Technology Committee's conclusion was that the upgrade was technically of great value to the Will County 9-1-1 System," said 9-1-1 Chief Administrator Steve Figved.

In agreement with this conclusion, the Finance & Equipment Committee – and then the full Board – decided to go ahead with the proposed upgrade – at a cost of about \$2 million.

The upgraded maintenance and support contract includes implementation services, as well as third-party hardware and software that is required to migrate to the PremierOne™ Solution, according to Figved.

However, between now and the final cut-over, "Motorola's maintenance and support for our existing Premier CAD system will continue without interruption, per our current agreement," said Figved. ●



Cell Phone Sally

(See 9-1-1 public education story on page 3)

2011 Users' Conference Offers Treasure Maps to Next Generation

With a theme of "Pirates of Public Safety," the 2011 edition of the Will County 9-1-1 System's Users' Conference – scheduled for Tuesday, September 27 – will feature a treasure chest full of informative, interactive seminars.

"The focus of these sessions will be on the Next Generation policies, programs and technology that represent the future of our county's emergency telephone services," according to 9-1-1 Chief Administrator Steve Figved.

For the third consecutive year, the Users' Conference will be held at the Forest Preserve District of Will County's Four Rivers Environmental Education Center, which is located in scenic McKinley Woods in Channahon.

As in past years, conference participants can start signing in at 8 a.m., when a continental breakfast again will be available.

Then, at 9 a.m. in the Grand Hall, all conference participants will hear from representatives of Motorola, who will provide a demonstration of its PremierOne™ CAD system.

Next, from 10 to 11 a.m., there will be a demo of Motorola's PremierOne™ Mobile Solution.

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At left: Motorola Technical Solutions Consultant Amy Haukeness presents information about the PremierOne™ CAD, Mobile, Records Solution during August 2 workshop hosted by WESCOM

Previews of New CAD System Get Favorable Response

After two days of workshops that previewed Motorola's PremierOne™ CAD, Mobile and Records system, the overall response to this upgraded product was (unofficially) very favorable.

No one voted, and no one was asked for a formal thumb-up or thumb-down opinion.

However, the obvious consensus – after Motorola's presentations at WESCOM and Lincolnway (August 2 and 3, respectively) – was "overall approval and anticipation of moving forward with this product," according to Will County 9-1-1 Chief Administrator Steve Figved.

"That's because the PremierOne™ Solution is easier, faster, and more economical than what we have now," he added.

A system that uses cutting-edge Next Generation technologies, PremierOne™ was co-developed by Motorola and Microsoft.

In response to this new product, one of the (WESCOM) workshop attendees commented *Continued on page 2*



Above: Among those attending the workshop at WESCOM were, in foreground, from left, Firefighter/Paramedic Mike Long and Deputy Chief Jeff Roesner of the Steger Fire Department, and Assistant Chief Howard Stephens and Chief Ted Golden of the Mokena Fire Protection District.

New CAD System Gets Favorable Response

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that "we've come a long way since the days when we used manual data logs, when there were no mobile devices."

"Today, we have a CAD system that has mobile services, with wide bandwidth availability. And you can get



the same info (including maps) in a police/fire/EMS vehicle as you can in a dispatch center."

According to Motorola Technical Solutions Consultant Amy Haukeness, PremierOne™ applications will:

- **Improve sustainable awareness**
- **Enable seamless information sharing**
- **Streamline operations**
- **Optimize resource allocation and response**

Also, PremierOne™ is "scalable, flexible and adaptable, with much improved multi-tasking capabilities," said Haukeness.

"You can tailor this CAD system to meet the needs of your dispatch center or agency (police, fire, or EMS)," she added.

For example, other than the data required by the FBI and Illinois statutes, each PSAP or agency can create whatever data/information categories it wants or needs.

Other advantages include improved work flow and more records/data storage space that also is more affordable.

"Of course, the end result – as well as our goal and responsibility – is enhanced public safety and emergency services," said Figved. ●



Above: From left, in foreground at WESCOM, are Deputy Chief Brad Hertzman and Records Supervisor Timi Tucker of the Crest Hill Police Department, Records Supervisor Karyn Showers of the Romeoville Police Department, and Will County 9-1-1 Board Member and Romeoville Communications Center Director Kim Knutson. **Left:** In foreground, 9-1-1 Board Member and Channahon Fire Chief David Riddle, left, asks question as Bolingbrook Dispatch Supervisor Nancy Ann Slater and IT Coordinator Gus Xydakis of the Plainfield Police Department look on. Seated behind them is Braidwood Fire Chief Ken Heberer. **Below:** Motorola representatives discuss the PremierOne™ Solution during a preview workshop at WESCOM.



Users' Conference

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NOTE: Motorola will be on-site offering hands-on access to the PremierOne™ CAD and PremierOne™ Records products. Anyone who would like to "test drive" the products will be able to do so if they attend the conference.

Also from 10 to 11 a.m., there will be three classes devoted to:

- **CAD/LRMS/FRMS Hummingbird Reports** – Questions and answers related to these products, as well as demos of the fields available – Kim Hartley
- **PSAP Disaster Planning** – A non-technical overview of how to prepare for and survive disasters that can cause disruptions or failures in PSAP systems and/or operations – What you can do to ensure that you are able to provide continuous service – Dale Murray
- **Help Desk** – Overview of current Help Desk functionality, from opening and tracking tickets to searching the solutions database – Jeremy DeVivo

From 11 a.m. to Noon, Motorola will present a PremierOne™ Records demo in the Grand Hall. Or you can sit in on one of three additional classes, including:

• **Tablet PCR/Web PCR** – An overview of user-friendly Tablet PCR, which allows Fire personnel to capture, access and automate pre-hospital patient data, clinical Q & A and system information, as well as Web PCR, which is a web-based version of Tablet PCR – Brian Van

• **Bullying in the PSAP** – How to address this issue when it arises in your workplace – Joanne Burian

• **IT Roundtable** – IT staff will lead open discussion of technology issues related to Will County 9-1-1-supported software platforms – Bring your ideas and current issues for a collaborative dialogue

After lunch, there will be a showcase of vendor products and services (1 to 4 p.m. in the Grand Hall), as well as nine more informative seminars for telecommunicators and police, fire, and emergency medical personnel.

From 1 to 2 p.m., the session topics will include:

- **PremierOne™ Mobile Mapping** – An overview of Continued on page 4

A Busy Summer for 9-1-1 Public Educators

It's was a busy summer for Will County 9-1-1 employees who are committed to educating the public about what constitutes an emergency and when it is not appropriate to seek help by dialing 9-1-1.

Among the various events where Will County public educators volunteered their time to talk to the public about 9-1-1 were:

- *Partnership for a Safer Manhattan on Friday, July 29*
- *County-wide National Night Out Against Crime activities on Tuesday, August 2, in communities such as Channahon and Minooka*
- *Will County Fair – August 24-28 in Peotone*

During the County Fair, several Will County 9-1-1 telecommunicators and supervisors joined Cell Phone Sally in welcoming children and adults to "our hands-on, interactive 9-1-1 exhibit," according to Will County ETS Office Administrator and Public Education Committee Chair Caryn DeMarco.

Among the volunteer public educators, whose participation was appreciated by exhibit organizer DeMarco, were 9-1-1 Board Member and Eastcom Communications Center Director Pam Buzan; Amanda Rohwedder, Natalie Krapf, Jill Gilpin, Michele LoSchiavo, Brian Wagner, Kourtney Sanchez, Cindy Sepula and Buffy Glowinke, also from Eastcom; Kristen Kirby from WESCOM; Lisa Yanchick from Joliet; 9-1-1 Board member and Romeoville Communications Center Director Kim Knutsen; and Shari Reinbacher, Diane Cotter and Becky Harris, also from Romeoville.

"We kept busy talking to many fairgoers about the work of dispatchers and their knowledge of our emergency telephone services," said DeMarco.

"In fact, we used SurveyMonkey (an online survey and questionnaire tool) to ask 177 exhibit visitors about their telephone ownership and usage and their knowledge of and experiences with 9-1-1."

According to the survey, 63% of these fairgoers owned landline phones, 89% owned cellular (mobile) phones, and 8.5% had VoIP (Comcast, Vonage, etc.) service.

Also, the survey showed that 45% of the people had never needed to call 9-1-1. And 60% of those who had called 9-1-1, used a landline phone to make the call, 38% used a cell phone, and 2% used a VoIP phone.

When asked if they thought the 9-1-1 telecommunicator knew their exact location when calling from a cell phone, 41% said no, 36% said yes, and 23% didn't know.

When asked if they thought they could text 9-1-1 from a cell phone, 37% didn't know, 33% said yes, and 30% said no.

In addition, when asked, "If you have children, have you taught them how and when to call 9-1-1 from every type of phone you own?", 49% said yes, 12% said no and 39% of the responders didn't have children.

"This limited survey confirmed our belief that there continues to be a critical need for 9-1-1 public

Right: Telecommunicator Angela Gurney, left, and Supervisor Janice Savage display their WESCOM banner during the National Night Out festivities in Channahon.



Caryn DeMarco Serves on Public Educator Forum at 2011 NENA Conference

When NENA decided to include the 9-1-1 National Public Educator Forum (9-1-1 NPEF) in its plans for this year's national conference (held June 18-23 in Minneapolis), one of the speakers who was asked to participate was Will County ETS Office Administrator Caryn DeMarco.

DeMarco not only chairs the Will County 9-1-1 Public Education Committee, she also serves on NENA's public education committee at the state level.

Considering her commitment to educating the public about calling 9-1-1 – especially school children and seniors, she was a likely (and good) choice for the two public education forums that were offered on June 20 during the conference.

Joining her as speakers at the NENA conference were Patti Davis, 9-1-1 NPEF facilitator and public information committee chair for 9-1-1 Public Educators of Texas, and Robert Gonzalez, public education program administrator for the Texas Commission on State

Emergency Communications.

DeMarco also participated in 9-1-1 NPEF's first-ever national conference, which brought 80 public educators from across the nation to Fort Worth, Texas, on August 1 and 2.

Among the topics covered during the NENA public educator forums and the 9-1-1 NPEF conference were: making room in the budget for public education; creating 9-1-1 awareness among kids and seniors; getting the word out in a newsletter; identifying and reaching special needs audiences; building relationships with the news media; knowing your target audience; justifying and measuring outreach programs; and sharing tips related to National Night Out. ●

Below: Joining Cell Phone Sally and Will County 9-1-1 Office Administrator Caryn DeMarco (second from right) at the 9-1-1 NPEF conference in Fort Worth are four 9-1-1 public education advocates from Texas. L. to r.: Robert Gonzalez, Patti Davis, Susan Rodriguez, and Cindy Bridges.



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Above: The Will County 9-1-1 exhibit at the Will County Fair.

Busy Summer for 9-1-1 Public Educators

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education in Will County and elsewhere," said DeMarco.

In support of this need, DeMarco asked and received encouragement from the 9-1-1 Board to form a team of telecommunicators, police, fire and rescue personnel, and other volunteers "who are dedicated to spreading the 9-1-1 message."

Some of the activities such team members could be involved in include:

- **Educating the public about 9-1-1**
- **Showing 9-1-1 videos**
- **Making 9-1-1 presentations**
- **Distributing free 9-1-1 promotional items**
- **Writing newspaper articles related to 9-1-1**
- **Acting out 9-1-1 calls**
- **Introducing Cell Phone Sally to children and other residents**

"Although such volunteerism is preferred, funds have been set aside in the current budget for a part-time public education staff member," said 9-1-1 Chief Administrator Steve Figved during the Board's August 25 meeting. "Instead, however, we'd like to use these funds to help reimburse volunteer team members (stipend, gas, food, uniforms such as t-shirts)."

(Editor's note: Another – less likely – possibility would be to clone DeMarco, who has taken the 9-1-1 message to 98 different classrooms in schools throughout the County since forming the Will County 9-1-1 Public Education Committee in 2007.

Another person to clone is Joliet telecommunicator Denita Draper, who became the first 9-1-1 public education coordinator in Will County about 10 years ago, when she started visiting schools as a Junior Achievement volunteer. Since 2002, she has been doing this – along with several other Joliet telecommunicators – with the full support of the Joliet Police Department and its Communications Center.) ●



Top photo: WESCOM Supervisor Janice Savage, right, greets two young Channahon residents during the village's celebration of National Night Out.

Above photo: Jessica, right, and Ashtin Eaton of Lockport say hello to Cell Phone Sally during the Will County Fair in Peotone.

The opening session of the 2011 Users' Conference will start at 9 a.m., Tuesday, September 27, in the Grand Hall, below, of the Four Rivers Environmental Education Center in Channahon.



Users' Conference

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Motorola's newer mobile mapping product and its mapping interface – Jim Ariagno

- **Early Heart Attack Recognition** – Presentation by Patty Peele from St. James Hospital in Chicago Heights – Intended to help educate dispatchers regarding the early signs and symptoms of a heart attack – **This session also qualifies as Continuing Education for all EMDs**

- **Public Education** – Network with your peers during this interactive session, which will include public-safety professionals, who will share their first-hand 9-1-1 public education experiences – Learn about websites and groups that are available for sharing ideas and getting quick feedback and printable public-education tools – Caryn DeMarco

From 2 to 3 p.m., the sessions will focus on:

- **Fire Records Management** – An overview and demo of the abilities of FireRMS, which enables fire departments to streamline NFIRS-compliant incident reporting and allows you to manage resources (personnel, equipment and training), track personnel assignments, and schedule training classes/activities – Kim Hartley

- **CAD Configuration** – This roundtable session will provide an opportunity to meet with staff to discuss your needs as they apply to CAD. If you have ever wondered why CAD does things the way it does or, conversely, why it doesn't do things you wish it could, then this is the seminar for you. Let us know what you'd like to change and what enhancements you'd like to see in CAD in the future – Joanne Burian

- **Addressing** – A session designed to inform users of the changes that have taken place over the past year and what lies ahead in the future with PremierOne™ – GIS Department

Then, from 3 to 4 p.m., the sessions will include:

- **CAD Fire Recommends** – An instructional overview on how to fill out the Excel Fire Configuration worksheets, as well as some basic explanations of how fire configuration works within CAD – Should be time for questions and scenarios, so bring your problems and we'll work toward solutions – Jim Ariagno

- **EMD CE Tutorial** – Intent of session is to clarify the re-license process for EMDs and to define what continuing education is required – Also, an outline of all the particulars: where to get the proper documents, who to send them to, and what is required to maintain your EMD license – Joanne Burian

- **IT Roundtable** – IT staff will again lead open discussion of technology issues related to Will County 9-1-1-supported software platforms – Bring your ideas and current issues for a collaborative dialogue

"We think that conference participants will find these seminars both enlightening and thought-provoking," said 9-1-1 Chief Administrator Figved. "Also, there will be plenty of time to network with your peers and to ask any questions that may be on your mind."

"Our Will County 9-1-1 System's administrative staff has put together an informative, all-inclusive conference for both telecommunicators and users. So, we hope that you will take full advantage of this full day of learning opportunities."

More information on the seminars, and registration materials, have been emailed, but also are available at the Will County 9-1-1 website: www.willcounty9-1-1.com ●

Romeoville Police Personnel Recognized as Patriots

By Linda Ozbolt, Romeoville Patch – August 24, 2011

(The following excerpts from the original article are reprinted here with the permission of Romeoville Patch)

On Monday, August 22, Romeoville Police Chief Mark Turvey and Telecommunications Director Kim Knutsen received the Patriot Award from the Employer Support of the Guard and Reserve (ESGR).

ESGR works under the auspices of the U.S. Department of Defense to promote employers' support of the military service of their employees.

Employers qualify for the Patriot Award by implementing policies that support employee participation in the U.S. National Guard and Army Reserve.

Turvey and Knutsen were nominated for the award by U.S. Army Chief Warrant Officer Two (CW2) Timothy Harris, whose wife,

Rebecca, has worked as a Romeoville police and fire 9-1-1 dispatcher for nearly four years.

Although, as a police and fire dispatcher, Rebecca has been trained to anticipate a wide variety of scenarios, she said her husband's nomination came as a surprise to her.

"I didn't even know about it until the chief was contacted," Rebecca said.

Tim has been serving with the 310th Expeditionary Sustainment Command (ESC) in Iraq since February. A 1989 Romeoville High School graduate, he has been in the U.S. Army for more than 20 years.

While Tim is in Iraq serving his country, Rebecca keeps the home fires burning in New Lenox with the couple's seven children: Samantha, 18, a Lewis University freshman and Romeoville Fire Academy student; Jaymi, 15; Brindyn, 9; Wyatt, 6; Sean, 6; Zoe, who is nearly 2; and a godson, Don, 21, who lost his parents and became Tim's ward as a teen.

But while Tim may be thousands of miles from home, the Patriot Award nominations prove that the impact of the support his wife and family have received from the Romeoville Police Department has not been lost on him.

Once, when Tim was away on a training mission, Rebecca had emergency surgery for what later turned out to be cancer.

"My dispatcher family checked on me

every day, offered babysitting services, cooked dinners, sent cards and stepped in like a second family," Rebecca said.

And her coworkers went above and beyond the call of duty again this spring, when Tim came home for two weeks of R and R (military slang for rest and relaxation)....

....Rebecca said

that thanks to her bosses and coworkers at the police department, she and her family were able to enjoy Tim's entire leave together.

"The Village did not have a policy for spouses of deployed soldiers with regards to leave – not because they misunderstood the importance, but because I am the first," Rebecca said.

"FMLA (the federal Family Medical Leave Act) only guarantees five days leave during R and R. The rest of my leave, the chief and Kim encouraged other dispatchers to work with me on making sure I could get (Tim's) whole leave off."

'She said one of her fellow dispatchers even gave up a vacation with airline tickets and the chief approved overtime so fellow dispatchers could cover her leave....

...."I thank the Romeoville Police Department for recognizing that my husband is not

the only one that serves our country," Rebecca said. "Spouses take on an indescribable role with a heavy heart. A piece of me is in Iraq, too."

...."It's the least we can do," said Chief Turvey of his department's gestures to help the military family. "We appreciate their sacrifice."

(NOTE: You can read this story in its entirety at Romeoville.Patch.com, where there are more news stories like this, and where you can sign up for a free email newsletter.)



Above: From left are Patriot Award winner Kim Knutsen, a member of the Will County 9-1-1 Board and Director of the Romeoville Communications Center; Romeoville Telecommunicator Rebecca Harris; Patriot Award Winner Mark Turvey, Romeoville's Chief of Police; and Francine Razny, who presented the awards on behalf of the Employee Support of the Guard and Reserve.



Rebecca and her husband, U.S. Army Chief Warrant Officer Timo-thy Harris

Chief Robert Puleo Retires After 25 Years with Shorewood Police

In July, Will County 9-1-1 Board Member Robert Puleo retired after 25 years with the Shorewood Police Department, including the last 17 years as its chief.

Chief Puleo actually joined the Shorewood PD on a part-time basis in 1976, after having worked as a construction loan officer for a savings and loan institution.

When that part-time position was advertised, he jumped at the opportunity. But then a full-time job became available with the Police Department in Crest

Right: Lots of memories are in the air as former Shorewood Police Chief Don Lattin, left, gives retiring Police Chief Robert Puleo a warm, congratulatory embrace.



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Chief Robert Puleo Retires

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Hill, where he worked for nearly five years.

In 1986, he returned to Shorewood as a full-time police officer. Then, in 1988 he was promoted to sergeant and served as the department's training officer, crime prevention officer, public information officer and DARE officer.



While chief (1994 – 2011), he put an emphasis on officer training. Also, he established several department- and community-oriented programs, including the Citizens Police Academy, a bike patrol, Neighborhood Watch, police chaplains, a program for seniors, and a special needs registry.

A 9-1-1 Board member since 2008, Chief Puleo served on the Board's Long Range Planning, Finance & Equipment, and Personnel/Public Committees.

During the Board's August 25 meeting, Chief Puleo was recognized for his "dedicated service" and for being team leader of the Regional Communications Center project's Facilities Ad-hoc Committee from 2004 to 2006.

Also, Chief Puleo has been a member of WESCOM's Advisory Board. And he is a member and past president (1999) of the Police Chiefs Association of Will County.

Since retiring, he has enjoyed spending more time with his wife, Cindy, and their eight grandchildren.

Dispatch Dialogue is produced quarterly 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.

Right:
Retired Po-
lice Chief
Robert
Puleo and
his Shore-
wood PD
squad car.



2011 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

September

- | | | |
|-------|-------------------------------------|------------|
| 19-23 | EMD Certification Training | Plainfield |
| 27 | Will County 9-1-1 Users' Conference | Channahon |
| 29 | NEMRT – Memory and Listening Skills | Burr Ridge |

October

- | | | |
|-------|---|-----------------------|
| | | October |
| 5 | Culture & Character: Foundations for Building Unconditional Respect | Elgin |
| 6 | Success Communications – Child Callers | Lansing |
| 10-12 | CAD New-Hire Training | Joliet (9-1-1 Office) |
| 13 | CPR Recertification & Flipchart Review** | Joliet Jr. College |
| 17 | NEMRT – Courtesy/Diplomacy for Non-Sworn Personnel | LaGrange Park |
| 25 | PowerPhone – Active Shooting Response** | Elmhurst |

November

- | | | |
|--------|---|-----------------------|
| 3-4 | PowerPhone – Fire Service Dispatch | Matteson |
| 9 | PowerPhone – Protecting Law Enforcement | Des Plaines |
| 15 | CAD Refresher Course | Joliet (9-1-1 Office) |
| 8-Dec. | 2EMD Certification Training | Lockport |
| 9-Dec. | PowerPhone – Dispatch Judo; Verbal Defense for TC | Romeoville |

December

- | December | | |
|----------|--|-----------------------|
| 2 | PowerPhone – Domestic Violence Intervention | Berwyn |
| 5-7 | CAD New-Hire Training | Joliet (9-1-1 Office) |
| 6 | Culture & Character: Foundations for Building
Unconditional Respect | Westmont |

**** Eligible for EMD CE Class Hosted Locally (within Will County 9-1-1)**