

DISPATCH 9-1-1 DIALOGUE

FALL 2014

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

PremierOne™ Goes Live

Eastcom Supervisor Cindy Sepula, left, and CAD Project Manager Joanne Burian exchange high fives to celebrate going live with the PremierOne™ CAD system.

During the first week of November – after more than three years (and many thousands of hours) of design, programming, configuration, installation and training, Motorola's PremierOne™ CAD and Mobile products went "live" throughout the Will County Emergency Telephone System.

On August 25, 2011, the ETSB voted to upgrade its maintenance and support contract with Motorola, which resulted in migrating to PremierOne™.

Prior to the ETSB's approval of this upgrade, there were many meetings with Motorola's engineering design team. There were visits to sites where PremierOne™ already had been installed. And there were workshops for the users of Will County 9-1-1's existing CAD system.

At that time, the consensus was that PremierOne™ is "easier, faster, and more economical than what we have now," according to Will County 9-1-1 Chief Administrator Steve Figved.

In November, Figved added that this was "the most significant, complex, technological, challenging and expensive project ever accomplished by the Will County 9-1-1 Board."

CAD Project Manager Joanne Burian's message for all of the new PremierOne™ CAD and Mobile system users was:

"You have trained hard and are well-prepared for the task ahead. As 9-1-1 professionals, we know that you will excel at this task.

"Each and every day you are the good person in charge during a crisis, making fast decisions in high-pressure situations," Burian added.

(More photos and another story about Go-Live Week on pages 2-4.) ●

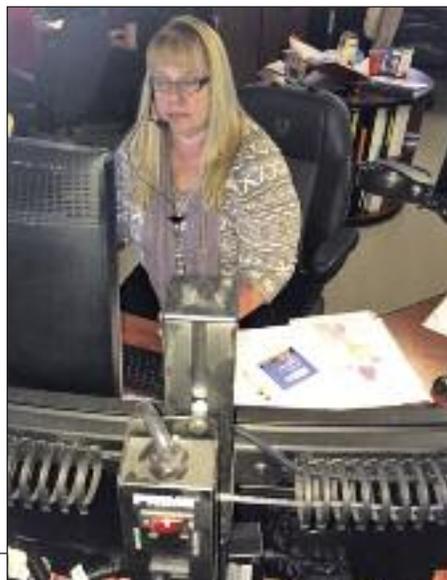
Bolingbrook 9-1-1 Calls Now Handled by WESCOM

On November 3, Bolingbrook PSAP operations consolidated into WESCOM. As a result, WESCOM has assumed all 9-1-1 call-answering and dispatch responsibilities for the Bolingbrook Police and Fire Departments.

The Bolingbrook PSAP handled the calls for these responders for 20 years. However, in August, Bolingbrook's Village Board voted to approve an intergovernmental agreement to have its emergency telephone services provided by WESCOM.

"Due to some great planning, the basic cut-over took only about 22 minutes," said WESCOM Executive Director Steve Rauter. "All issues were addressed and the remaining minor issues on the punch list were being managed."

Rauter added that "nine telecommunicators [who had



been on the dispatch staff at Bolingbrook] have been successfully integrated and are great assets to our WESCOM operations."

At the present time, WESCOM has 27 full-time and eight part-time telecommunicators, as well as three supervisors.

Formed in 1992 with seven agencies, WESCOM now provides dispatch services to 21 fire and police departments. *Continued on page 5*

Telecommunicator Mary Jo Lewandowski takes first 9-1-1 call from Bolingbrook to be handled at WESCOM. Mary Jo is one of nine Bolingbrook telecommunicators who transferred to WESCOM.

Text-to-9-1-1 Close at Hand

Final arrangements are being made to make Text-to-9-1-1 available throughout the Will County Emergency Telephone System after the first of the year.

The rollout of Text-to-9-1-1 will be completed in four two-week phases. First, there will be a trial period with the PSAPs and user agencies, followed by a public announcement that texting is available to seniors, disabled persons, and people who are deaf, have hearing impairments, or have speech disabilities.

Then, there will be another public announcement that Text-to-9-1-1 is available on all school and university campuses; and, finally, there will be a general announcement to the public.

A public education campaign is being designed around the message that texting to 9-1-1 should be used only when calling by phone is not an option, according to 9-1-1 Chief Administrator Steve Figved.

"It is intended for use by hearing- and speech-impaired communities and for those

who need to be quiet in potentially dangerous situations," he said.

The public message will be "call when you can, text if you can't." However, that message also will strongly discourage indiscriminate texting.

"The Will County 9-1-1 staff has teamed up with Intrado Inc. to leverage the power of our 9-1-1 wireless carrier network infrastructure, combined with Intrado data connections into our network that are designed to deliver Text-to-9-1-1 calls to our six PSAPs," said Will County 9-1-1 Operations Manager Dale Murray.

"Current Intrado 9-1-1 VIPER CPE equipment installed in our PSAPs is being configured to handle these text calls without using the current 9-1-1 phone lines," said Murray.

"Since the calls will be displayed to PSAP personnel in the same manner as a TTY call, telecommunicators will be able to quickly adapt to handling Text-to-9-1-1 calls in the same professional manner as landline and wireless 9-1-1 calls," he added. ●

Tom Ross Leaves ETSB, Promoted to Bolingbrook Police Chief

Due to the consolidation of the Bolingbrook PSAP into WESCOM, the Will County ETSB position held by Deputy Police Chief Tom Ross has been eliminated.

As a result, Deputy Chief Ross and his contributions during more than four years on the Board were acknowledged at its October 30th meeting.

During his last meeting, Deputy Chief Ross also was congratulated by the ETSB, because he recently was promoted to be Bolingbrook's Police Chief/Director of Public Safety, effective January 13. He will be replacing Chief Kevin McCarthy, who is retiring on that day.

A resident of Will County for more than 40 years, Deputy Chief Ross started with the Bolingbrook Police Department as a Patrol Officer in 1987. Thereafter, he worked his way up through the ranks – becoming Deputy Chief in 2008.

In June 2010, Deputy Chief Ross was appointed to the ETSB to represent the Bolingbrook PSAP, shortly after it joined the Will County 9-1-1 System in April of that year.

During his tenure on the ETSB, Deputy Chief Ross chaired its Personnel/Public Education Committee. ●



Above: Deputy Chief Tom Ross, left, receives award from Will County 9-1-1 Chief Administrator Steve Figved. The award recognizes his "four years of dedicated service" as a member of the ETSB.

PSAPs Celebrate Go-Live Week

When the first week of November ended and the cutover to PremierOne™ CAD and Mobile were complete, there were lots of smiles, a sense of pride and accomplishment, and a collective sigh of relief.

To help celebrate going "live", there were bottles of champagne (sparkling cider actually) at the Joliet PSAP. There were delicious cupcakes at Eastcom and Romeoville (where PSAP Director Kim Knutsen personally decorated the cupcakes). And there were balloons and special T-shirts at all six of the Will County 9-1-1 dispatch centers.

Prior to going "live", several telecommunicators admitted being nervous as they awaited the cutover at their console. Everyone had their PremierOne™ CAD Training Manual close at hand. Then, with the launch completed, everyone seemed pleased with the end result.

Even the new color scheme was a hit – especially a better shade of pink on one of each console's six monitors.

Also very popular and evident at each PSAP was the T-shirt that was worn by nearly everyone involved in going "live".

When asked to design a T-shirt to commemorate this event, CAD Project Manager and Training Coordinator Joanne Burian chose the theme from NASA Apollo 13 mission flight director Gene Kranz.

Kranz is well-known for being a good person to have in charge during a crisis, because he makes fast decisions in high-pressure situations – just like PSAP telecommunicators do when they handle 9-1-1 emergency telephone calls.

Failure is not an option!

During the Apollo 13 mission, Kranz said: "We've never lost an American in space and we're sure as hell not gonna lose one on my watch! Failure is not an option!"

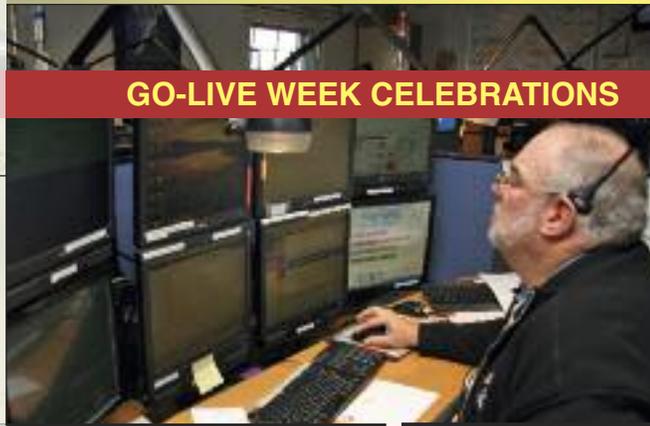
The same applies to Will County 9-1-1 telecommunicators and to the ETSB and its administrative staff, who worked so hard and put in so many hours to make the cutover to PremierOne™ CAD and Mobile a success.

Appropriately, "Failure is not an option" was the message conveyed on all their Go-Live T-shirts. ●

GO-LIVE WEEK CELEBRATIONS

EASTCOM

Right: Eastcom Telecommunicator Brian Wagner gets acquainted with new CAD system. **Middle:** Motorola technician, right, and Eastcom Telecommunicator Sharon Wall. **Below:** Eastcom Director Pam Buzan, left, and CAD Project Manager Joanne Burian, right, check cutover progress along with one of Motorola's technicians (seated).



Above circle: During Go-Live Week, Will County 9-1-1 System administrative and PSAP personnel wore this shirt and others with the message "Failure Is Not An Option".

Left: Operations Manager Dale Murray oversees cutover to PremierOne™.

Left circle: There was a cupcake for everyone on Eastcom's Go-Live Day.

Below left: Celebrating the launch of PremierOne™ were, from left, Eastcom Supervisor Cindy Sepula and Telecommunicators Brian Wagner, Sharon Wall, and Jennifer Keith



JOLIET

Left circle: From left are Joliet Telecommunicators Christina Grutzius, Cindy Stukel, and Lisa Kowalik from Joliet's afternoon shift. **Right:** On Go-Live day, Joliet's entire day-shift crew, Ready for Launch, included, from left, Telecommunicators Lisa Kowalik, Christina Grutzius, Marcy Cardenas, Millie Rowe, Denita Draper, Zelda Scott, and Virginia Bradley, GIS Manager Barb Steffan, Communications Center Director Julie Ponce-Doyle, CAD Project Manager Joanne Burian, Sandy Ponce, Operations Manager Dale Murray, and Telecommunicator Cindy Stukel.



Left: Enjoying a sparkling cider toast on Go-Live day are, from left, afternoon-shift Telecommunicators Shi Wood, Jim Bagley, and (afternoon anchor) Kacey Lauer. **Below:** Joliet's CAD Launch sign alerted everyone that "Failure Is Not An Option!"



Above: Joliet's entire midnight shift takes time for a sparkling cider toast on Go-Live day: From left are Telecommunicators Heather Hanbaum, (midnight anchor) Tibra Jones, Traci Sass, Jamie VanByssum, Lisa Crompton, Andrea Tatroe, and Noemi Wilkins. **Right:** GIS Manager Barb Steffen, left, and CAD Project Manager Joanne Burian work with Joliet Go-Live anchor Lisa Kowalik.



GO-LIVE WEEK CELEBRATIONS

ROMEOVILLE

Right: Romeoville Telecommunicators Diane Cotter, left, and Cindy Valencik celebrate the cutover to the PremierOne™ CAD system.

Below: Operations Manager Dale Murray helps TC Diane Cotter with a procedural question. **Center:** TC Cindy Valencik looks through her CAD training manual.



Above: CAD Project Manager Joanne Burian, left, Romeoville Police Sgt. Michael Michienzi, and Romeoville Communication Center Director Kim Knutsen discuss Go-Live progress. **Below:** Telecommunicator Sharon Whitaker checks out new CAD system after the cutover.



Far left: TC Alex Szalinski was one of Romeoville's trainers prior to and during the cutover to PremierOne™ CAD. **Left:** Telecommunicator Sharon Whitaker takes a lunch break. **Circle:** To help celebrate the CAD-Mobile Launch, Romeoville Director Kim Knutsen provided some delicious cupcakes, which she decorated herself. **Right:** On Go-Live Day, the PremierOne™ CAD Training Manual was a big help to everyone, including Telecommunicator Peggy Karkula.



WESCOM

Left Circle: Records Manager Kim Hartley, left, and WESCOM Supervisor Tiffany Kruienza. **Below left:** WESCOM Executive Director Steve Rauter. **Below:** Telecommunicator Angela Gurney prepares for the cutover to the PremierOne™ CAD system. **Below center:** WESCOM Telecommunicators Lauren

Pucel, standing, and Stephanie Nagle try out the new CAD system. **Below right:** Supervisor Tiffany Kruienza is ready to take the first 9-1-1 call after going "live" at WESCOM. **Right:** Supervisor Erich Sommer helps Telecommunicator Mary Jo Lewandowski during WESCOM's Go-Live Day.



Remember When

The following news stories were included in past issues of *Dispatch Dialogue* and are part of the history of the Will County Emergency Telephone System.

25 Years Ago

- *Will County EMA Director Donald Gould spearheaded a grassroots effort to bring Enhanced 9-1-1 to the County. As a result, a referendum to achieve this overwhelmingly passed in November 1989.*

15 Years Ago

- *Actually about 16 years ago, Eastcom was formed with the consolidation of PSAPs in Crete, Peotone and University Park. This was the first consolidation since 1992, when WESCOM was established.*

- *The Joliet and Will County Sheriff's PSAPs and WESCOM were the first to switch over to Computer Aided Dispatch (CAD), followed that year (1989) by Lincolnway, during Phase One of the conversion project.*

"This long-awaited launch provided us with one of the most diverse and complicated CAD systems in the nation," said CAD Coordinator Joanne Burian.

10 Years Ago

- *Telecommunicator Kacey Chizmark was chosen as Joliet and Will County 9-1-1 Telecommunicator of the Year for 2004. Below, she is congratulated by 9-1-1 Chief Administrator John Karubas.*



- *After 13 years in Lockport, the Will County 9-1-1 Administrative Offices moved to 2531 W. Division Street in Joliet. ●*

Bolingbrook 9-1-1 Calls

Continued from page 1

agencies across three counties, but primarily in Will County.

This consolidation follows a trend throughout Illinois and across the nation that's being caused primarily by a shortage of funding.

"Our intention from day one has been to provide more cost-effective dispatch services using today's most advanced - Next Generation - technology," said Executive Director Rauter. ●



Crete firefighters demonstrate CPR for sixth graders at the Crete-Monee Sixth Grade Center.

'Great job!! Way to Make a Difference!!'

During the first weekend in May, an unidentified student from the Crete-Monee Sixth Grade Center was home alone with his father, who suddenly passed out.

According to Lt. Jim Boehner of the Crete Fire Department, "the student then called 9-1-1, put the call on speaker phone, opened the front door of his University Park home, put the family dog away, and tended to his father, providing pre-arrival care," with the help of a 9-1-1 dispatcher."

The next morning, after learning that the father was okay, one of his teachers asked the student if he was scared during the incident.

The student's response:

"No, I just learned this stuff at school!"

So, the next morning, Lt. Boehner called Eastcom to say: "Great job. Way to make a difference."

As it turns out, Lt. Boehner and others also deserve accolades for the outcome of this incident.

That's because, by coincidence, the student had recently participated in a 9-1-1 public education class for sixth-graders at his school in Crete - which was the subject of a story in the Spring 2013 issue of *Dispatch Dialogue*.

During that class, the student had learned what was considered to be an emergency (and what was not). And he had learned

how and when to call 9-1-1 and what to expect when he did so.

In addition, he made simulated 9-1-1 calls and learned the steps to take when administering CPR.

Held in April each of the last two years (during National Public-Safety Telecommunications Week), the class was conceived and developed by Lt. Boehner and Marty Nissen, a driver's education instructor and PE/health teacher at the Sixth Grade Center.

"I felt there was a need for such a class because about 80 percent of my students were babysitters for neighborhood kids and/or caregivers at home, where they help take care of siblings, a parent, and/or a senior citizen (grandparent)," Nissen said.

In addition to Lt. Boehner, instructors for the class have included several other Crete firefighters and Eastcom Telecommunicators Natalie Krapf and Cindy Sepula, as well as Will County 9-1-1 Public Education Coordinator Caryn DeMarco.

For each of the past two years' classes, the Sixth Grade Center's 330 students have been divided into eight groups, with at least one instructor for each group - to enhance the likelihood of hands-on 9-1-1 and CPR learning experiences.

In addition to these group sessions, special need students from the Sixth Grade Center were subsequently provided with one-on-one training to reinforce the most important aspects of the classes.

"It is critical to public safety that all members of our community - including all of these and other students - recognize that they are the first link in a sophisticated emergency response chain," said Crete Fire Chief Lyle Bachert.

"I am impressed by the impact the class has had on the students," added ETSB Member and Eastcom Director Pam Buzan. "The fact that within one week of the class, a student saved his father's life, speaks volumes about what the class has accomplished."

Another example of the class' impact occurred very recently, when Nissen was able to save the life of his own father at a local restaurant - thanks to what he had learned in the same classes created for his sixth graders.

Obviously, the class made a big impression on both the student and the teacher.

Considering that at least two lives have been saved as a direct result of the 9-1-1/CPR instruction, Lt. Boehner hopes that this public-safety program can be

expanded - to include first-graders at elementary schools in Crete-Monee School District 201-U. ●



Eastcom Telecommunicator Cindy Sepula talks to Crete-Monee sixth-graders about when to call 9-1-1.



Top right: Joliet Telecommunicator Virginia Bradley talks to a class of first-graders at A.O. Marshall Elementary School. Above: One of the students takes his turn using the play phone to simulate making a 9-1-1 call. Top left: Virginia Bradley's grandniece, Melina, focuses on what her aunt has to say about 9-1-1.

"We've visited nine elementary schools in Joliet and talked to about 900 students - most of them 1st-graders, along with some 2nd-graders," said Joliet Supervisor Denita Draper.

During one of those school visits, Joliet Telecommunicator Virginia Bradley returned to A.O. Marshall Elementary in Joliet, where she went to school when she was a child more than 40 years ago.

During her day at Marshall, Virginia talked to 140 first-graders, including her grandniece, Melina, who was very happy and surprised to have her aunt as a teacher.

Two of Virginia's four 9-1-1 classes were bilingual. So she did her presentations to those students in Spanish.

"It's good to see the kids so excited about learning when and how to contact 9-1-1," said Virginia. "They were attentive and eagerly awaited their turn to practice making a simulated 9-1-1 call." ●

Joliet Telecommunicators Having Busy School Year

So far it's been a busy school year for the 10 Joliet telecommunicators who participate in the PSAP's 9-1-1 public education program.

As we approach the end of a long, busy year, we have a lot to be thankful for. For example, thanks to the combined efforts of the ETSB, our administrative staff, our PSAPs, and their police and fire agencies, PremierOne™ CAD and Mobile are now "live" throughout the Will County Emergency Telephone System.

We also are thankful for the privilege of working with so many dedicated professionals within our PSAPs and police and fire agencies. Thanks again for all that you do to keep our County residents and businesses safe and secure.

As we reflect on our accomplishments during 2014 and look forward to the beginning of our 9-1-1 System's 23rd year, we hope that you will now take the time to appreciate and enjoy your friends and families.

It's been a pleasure working with you and for you during the past year. Therefore, we would like to wish you a very Merry Christmas and a Happy, Healthy and Safe 2015!!

— Steve, Caryn, Joanne, Dale, Kim, Krista, Jeremy, Jim, Wes, Barb, Mary Jo, Terri, the Dispatch Dialogue staff (Owen and Susan), and members of the Will County 9-1-1 Board

