

# DISPATCH 9-1-1 DIALOGUE

SPRING 2010

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

## Chief Jim Grady Steps Down after 8 Years on ETSB

After eight years on the Will County ETSB, including the last three as its chair, Frankfort Fire Chief Jim Grady III recently decided it was time to concentrate his efforts on the job in Frankfort.

In fact, "time" was the key word when Grady announced his plans during the Board's special January 28 meeting, which was called to review plans for a new Communications and Command Center.

Grady surprised almost everyone when he indicated he was resigning - effective that day - primarily because of the increasing demands on his time.

Appointed to the Will County ETSB in 2002, Chief Grady was elected its chairman in 2007. Also a member of the Frankfort Fire Protection District for 34 years, he has served as its Chief since 1987.



Chief Jim Grady

Upon being recognized for his years of service during the ETSB's February 25 meeting, Grady said that he took pride in what the Board has been able to accomplish.

He also indicated that he is proud of the mission and direction of the board, as well as the office leadership team led by Chief Administrator Steve Figved.

He added that he "stresses the word 'team' because they are the ones behind the scenes making sure that good things happen for the citizens of Will County."

Further, Grady stated that "the Board acted and operated as one unit, always willing to discuss, debate and then move forward.

"It was an honor to serve with the dedicated people serving on the 9-1-1 Board. Their goals are simple:

- Restore faith, confidence and trust at the staff level.
- Understand the need to fund the Will County Emergency Telephone System's public-safety agencies and PSAPs.
- Ensure proper training for our dispatchers, as they are at the heart of any incident - gathering information and getting things rolling.

"Our Board has always been willing to assist with upgrading equipment and continuing to research the regionalization of dispatch centers."

(Continued on page 2)

## Several Changes in Will County 9-1-1 During New Year

Although the new year is barely four months old, the Will County Emergency Telephone System is experiencing several changes that "will enable us to continue improving the public-safety services provided to Will County residents/businesses," according to 9-1-1 Chief Administrator Steve Figved.

Due to the recent resignation of Chief Jim Grady III, there will be some changes in the 9-1-1 Board, which will be announced during its April 22 meeting.

In addition to a new chair and other leadership and/or committee changes, there will be new Board positions filled by representatives from Steger and Bolingbrook, which has joined the Will County 9-1-1 System.

During its February 25 meeting, the 9-1-1 Board changed its by-laws, which had allowed for a Board position to be shared between Wilmington and Steger, with each filling alternate terms.

Since Wilmington had the first term, and has recently joined WESCOM, the by-laws were changed to stipulate a sole position for the Steger PSAP.

Further, with the addition of Bolingbrook to the Will County 9-1-1 System, a new position for this PSAP will be on the agenda for the 9-1-1 Board's April 22 meeting. This action will increase the total of 9-1-1 Board members to 17.

Other changes in 2010:

- The Sheriff's PSAP replaced its copper telephone lines with fiber-optic lines in February.
- Bolingbrook has completed Next Generation equipment and console upgrades.
- Back-up servers currently located at Eastcom in Crete have outlived their expected life and have started to fail. So they will be replaced.
- Romeoville's PSAP will be moving to the village's new municipal center in June. The construction of its communication tower already has been completed. ●



Why does Monee Firefighter Kevin McGill have this alarmed look on his face? See story on page 3.



*Congratulating Chief Grady, left, are the 9-1-1 Board's Vice Chair Julie Ponce-Doyle and Chief Administrator Steve Figved.*

## Chief Jim Grady Steps Down

*(Continued from page 1)*

Grady added that he thinks the current Board is a solid mix of men and women representing the dispatch centers, user agencies, and the citizens of Will County.

"I am proud to say that when someone picks up a phone and dials 9-1-1 in Will County, the dispatchers in our centers will answer professionally and with a caring

personality – while ensuring prompt responses by emergency responders," he said. "It was an honor to serve, and I hope that I was able to assist in a positive and progressive manner."

Commended for his knowledge of and devotion to maintaining public safety, Board members also acknowledged his leadership skills and the open, personable way he has always conducted business.

Grady has a Master's degree in Public Administration from Governors State University and holds State certification as a Fire Officer III. In 2003, he was named Fire Chief of the Year by the Illinois Fire Chiefs Association.

In addition, he was nationally recognized as a Chief Fire Officer by the Center for Public Safety Excellence, through the International Association of Fire Chiefs, which also cited his leadership and organization skills, as well as his accomplishments at the state and local fire-service levels. ●

## 82% of Will 9-1-1 Telecommunicators EMD Certified

As a result of the Emergency Medical Dispatch training program, the percentage of EMD-certified telecommunicators in the Will County Emergency Telephone System continues to increase.

In 2009, "we had 134 of the 163 dispatchers (82 percent) in our system EMD-certified," said Training Coordinator Joanne Burian, adding that about 30 more still needed to complete the five-day class and become certified.

"Completing this course is important, because what the dispatchers learn can mean the difference between life and death when responding to a 9-1-1 call," she said.

In 2007, the 9-1-1 Board mandated that ALL dispatchers in Will County be EMD certified. Therefore, all PSAPs are expected to comply – even though it means finding a way to give each dispatcher the release time needed to take the EMD classes.

Last year, the PSAPs' yearend EMD compliance totals were as follows:

### EMD Training Compliance

Eastcom – 100%  
Joliet – 100%  
Lincolnway – 63%  
Romeoville – 100%  
Sheriff – 8%  
Steger – 100%  
WESCOM – 97%  
Wilmington – 100%

*(NOTE: The next EMD Certification classes are scheduled for September 27 through October 1 – from 9 a.m. to 5 p.m. each day at the Lockport Fire Department's Station #6, 19623 W. Renwick Road, Lockport, and November 27 through December 3 – from 9 to 5 at the Joliet*  
*(Continued on page 4)*



*A special meeting of the 9-1-1 Board was held on January 28 to introduce Will County officials and residents to plans for a new Communications and Command Center.*

## Communications & Command Center Planning Continues

In addition to the various changes already completed or anticipated in 2010, plans for a new Communications and Command Center continue to evolve.

During a special meeting of the 9-1-1 Board on January 28, an overview and update of these plans were presented to an audience of Will County officials, public-safety personnel and residents. Then, after a review of building construction-cost-sharing options, Will County Executive Lawrence M. Walsh expressed his support for the plan.

Since that meeting, three appraisals, soil borings, a topographical survey, and an environmental assessment have been completed.

According to the average of the three appraisals, the value of the 20-acre site in Crest Hill is \$35,005 per acre or a total of \$700,100 – which is nearly \$200,000 less than the maximum purchase price authorized by the Illinois Legislature last August.

Also, while this site is being considered, the 9-1-1 administrative staff is studying possible locations for an East Side center. ●

## Firefighters, Dispatchers Help Raise Funds for Children's Cancer Research



*Now you know the rest of the story: Although Monee Firefighter Kevin McGill may have appeared alarmed in our page 1 photo, he is smiling (at left) – even though volunteer barber Brenna Krapf has clipped his full head of hair and handle-bar mustache. That's because he has helped raise funds for children's cancer research,*

In addition to taking 9-1-1 education into classrooms throughout Will County and to the State and County Fairs, Will 9-1-1 System dispatchers and other public-safety providers participate in a wide variety of community events.

In Crete, for example, Eastcom's lead supervisor Natalie Krapf and dispatchers Sharon Wall and Tina Haemker recently shared 9-1-1 information with local kids, while about 50 firefighters had their heads sheared to raise funds for children's cancer research.

On March 20, during the Crete Township Firefighters Association's 2nd annual fundraiser at Balmoral Park Race Track, more than \$55,000 (their goal) was raised for the St. Baldrick's Foundation.



*From left, Eastcom dispatcher Sharon Wall, lead supervisor Natalie Krapf, and dispatcher Tina Haemker were on hand to answer questions about 9-1-1.*



*Among 200 people who volunteered to have their heads sheared were 50 east-Will firefighters, including Crete Township firefighters/paramedics Jason Visi, left, and Dennis Kennedy.*

## Clear Channel Outdoor Donates 221,000 9-1-1 Ads

Thanks to Clear Channel Outdoor, more than 221,000 electronic-billboard ads reminded motorists to "Know Your Location" – during an 8-week Will County 9-1-1 public education campaign in November and December 2009 and February 2010.

Created and displayed by Clear Channel Outdoor as in-kind donations, the 10-second digital spots had a total advertising value of \$66,479.

The two-sided multiple-message sign – measuring a highly visible 14 feet by 48 feet – was positioned along a high-traffic corridor on the east side of Route 59 (at Ferguson Road) on the north side of Plainfield.

In addition to the "Call 9-1-1 in an Emergency" and "Know Your Location" messages, the large sign displayed the digital spots of seven other advertisers – with each ad message changing every 10 seconds.

"We were very pleased with the digital ad campaign, which was developed with the help of 9-1-1 Board Member Matt Ryan," said Caryn DeMarco, who chairs the Will County 9-1-1 Public Education Committee.

"In the future, we would like to do something similar at a variety of locations throughout the county," she added.

In fact, Clear Channel Outdoor currently is discussing various possibilities with representatives of Will County. ●



*On behalf of the Will County Emergency Telephone System and the 9-1-1 Board, Vice Chair Julie Ponce-Doyle reads commendation thanking Clear Channel Outdoor Public Relations/Special Projects Director Ed Marcin for his company's in-kind donation of 221,000 digital ads supporting 9-1-1 public education.*

### Telecommunicators EMD Certified

(Continued from page 2)

Fire Department's Station #1, 101 E. Clinton Street, Joliet.

Also, CPR/EMD Refresher training will be offered from 9 to 5 on Wednesday, May 19, at Joliet Junior College, Trailer B (planetarium

entrance), 1215 Houbolt Road, Joliet, and from 9 to 5 on Wednesday, October 13, at Joliet Junior College, 1215 Houbolt Road, Joliet.)

In addition to becoming EMD certified, each Will County 9-1-1 System telecommunicator is expected to meet the 9-1-1 Board's Minimum Training Standards.

These standards currently require a minimum of 12 hours of continuing education per dispatcher per year.

"In 2010, we want more dispatchers to increase their professionalism by completing additional training (see 2010 Training

Schedule on this page or visit Will County 9-1-1's website: [www.willcounty9-1-1.com](http://www.willcounty9-1-1.com)).

### 2009 Compliance with Minimum Training Standards

- Eastcom - 85%
- Joliet - 100%
- Lincolnway - 24%
- Romeoville - 100%
- Sheriff - 99%
- Steger - 63%
- WESCOM - 100%
- Wilmington - 89%

The 9-1-1 Board pays for the class registration fees and reimburses PSAPs for the hours their dispatchers devote to approved training.

In 2009, "a total of \$29,018.25 was reimbursed to our PSAPs for such training," according to Burian. ●

## 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)

#### APRIL

- 12 PowerPhone - Active Shooting Response Matteson
- 14-16 PSTC - Communications Training Officer Workshop Norridge
- 19 PowerPhone - Protecting Law Enforcement Response Arlington Hts.
- 20-21 PSCMS - Surviving the Comm Center Environment St. Charles

#### MAY

- 4-7 APCO - Fire Service Communications Yorkville
- 18 Tri-Rivers - Managing Generation "y" Frankfort
- 19 CPR/EMD Refresher Training Joliet
- 28 Tri-Rivers - Criminal Law for Non-Sworn Personnel Monee

#### JUNE

- 7-11 APCO - Public Safety Telecommunicator Country Club Hills
- 29 PowerPhone - Protecting Law Enforcement Response Arlington Hts.

#### JULY

- 26 PowerPhone - Suicide Intervention Glendale Hts.
- 27-29 PSCMS - Supervision & Mgmt. of the Comm Center Yorkville

#### SEPTEMBER

- 14-15 PSCMS - Surviving the Comm Center Environment St. Charles
- 27-Oct.1 EMD Certification Training Lockport

#### OCTOBER

- 13 CPR/EMD Refresher Training Joliet

#### NOVEMBER

- 27-29 EMD Certification Training Joliet



2010

**National Public-Safety Telecommunications Week**

April 11-17

*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

