

DISPATCH 9-1-1 DIALOGUE

SPRING 2011

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

National Public-Safety Telecommunications Week April 10-16

Since the week of April 10-16 is National Public-Safety Telecommunications Week and all of April is 9-1-1 Education Month, we decided to dedicate this Spring 2011 issue of *Dispatch Dialogue* to all of the telecommunicators/dispatchers/calltakers who work in the Will County Emergency Telephone System's eight PSAPs.

"Thanks for a Job Well Done"

Several years ago, the second full week in April was designated National Public-Safety Telecommunications Week – in an effort to recognize the important work of all persons who have jobs related to public-safety telecommunications nationwide.

That's why, during the week of April 10-16 here in the Will County Emergency Telephone System, we will be acknowledging those telecommunicators and their supervisors who work in our eight PSAPs.

In addition, April is 9-1-1 Education Month, according to NENA, APCO and the E9-1-1 Institute, which schedule a variety of special events that focus on how and when to dial 9-1-1.

This year – considering our telecommunicators' exemplary performance during the Blizzard of 2011 – I think it is particularly appropriate to recognize them for dedicating themselves to public safety.

Our telecommunicators are critical members of a public-safety team that includes responders

from Will County police, fire and emergency medical agencies.

By working together, this team of public-safety professionals provides County residents with the emergency responses they expect.

Perhaps the truest test of any emergency-response system is how it performs during a community-wide emergency such as that presented by the Blizzard of 2011.

Although this issue of *Dispatch Dialogue* provides only a small sampling of the many stories that evolved during those two days in February, I think that they are a true indication of the exemplary emergency responses provided throughout Will County.

Therefore, on behalf of the Will County ETSB, I want to say thank you for a job well done – not only during the Blizzard of 2011, but also each and every day of the year.

We appreciate you and all that you do.

Steve Figved

Chief Administrator

Will County Emergency Telephone System

BRAVO – and THANK YOU for WESCOM teamwork

By Billy Jo Noll-Brink
WESCOM Telecommunicator

I want to give a BLIZZARD-sized THANK YOU to everyone who helped in some way during the Snowmageddon, Sn-OMG, Snowpocalypse, The Groundhog Day storm or whatever you were calling it.

Our director, Steve Rauter, was getting us all the IAP's as soon as they were coming in and making sure all of our departments knew what each other was doing, so (that) they could all have a game plan. He set up an air mattress in his office under the Rauter Tower and was here for the long haul.

Cindy Tooley made us 12 emergency kits with tooth brushes, soap, wash clothes, etc. She also bought us some canned food, as well as fresh bread and cheese for the Italian beef in our crock pot. Also, Steve was able to get the pizza place to deliver before they closed.

We were looking at the schedule and figuring out who was going to be in the area and who was too far away. Many of us volun-
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BLIZZARD of 2011

"Everyone Did What They Needed to Do"

When the Will County 9-1-1 Board turned the focus of its February 24 meeting on the Blizzard of 2011, the overall assessment of the emergency response effort (countywide) was "everyone did what they needed to do."

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Cell Phone Sally's Big Book is almost as big as 9-year-old Jake Davis. It certainly is wider.

Public Education

Big Book Is Back! Cell Phone Sally, Too

Be on the lookout !! The Big Book is Back! Yes, Cell Phone Sally's "Getting Help is Easy - Just Call 9-1-1" is being supplied to Will County libraries, along with a DVD. The book and DVD are sponsored by the Texas Commission on State Emergency Communications.

"Also, since April is 9-1-1 Education Month, our Will County ETS will again be participating in Illinois APCO/NENA's Public Education 9-1-1 Challenge," according to Public Ed Committee Chair Caryn DeMarco.

"We're planning to reach out to as many people as we can," she said. "For more information, anyone interested in participating in the Challenge should go to the website (<http://www.il911info.org/>)

In addition, handouts are available and can easily be printed from the website. And be sure to complete the survey that is included at the website. MAKE SURE THAT YOU ARE COUNTED!!!! ●

"We Need Your Help!"

Here in Will County, Caryn DeMarco, Joliet Telecommunicator Denita Draper and other Public Education Committee members are busy making 9-1-1 presentations at area elementary schools and high schools.

For example, so far this school year, DeMarco has visited Freedom Elementary in Plainfield (150 students), Meadow View Elementary in Plainfield (150 students), Lockport High School (150 students), and Wilmington High School (100 students).

In addition, DeMarco recently spent two days at Grand Prairie Elementary School in Frankfort, along with Dennis Merz of the Frankfort Fire Protection District.

"We educated the whole school - 500 students and teachers - about 9-1-1," DeMarco said. "Kindergartners through second grade, along with their teachers, enjoyed meeting Cell Phone Sally and the gang. And each student received a 9-1-1 bag with some educational material to bring home.

"However, we need many more telecommunicators and other public-safety employ-

ees to volunteer to help with 9-1-1 public education," said DeMarco. "There are lots of opportunities to talk to first graders and high-school driver's education classes."

Besides visiting schools, DeMarco, Draper and others from the Will County ETS like to participate in a wide variety of community events - especially during the summer months.

"Therefore, we want to know if any police or fire agencies or communities are having such events and would like 9-1-1 public education to be a part of the festivities," said DeMarco.

"We have a lot of fun interacting with the kids, who practice dialing 9-1-1 and learn what to do if they are faced with an emergency situation.

"Our message is an important one - for the children, their parents, and other residents. But we need MORE Public Education Committee members to help deliver that message."

And it's easy. All you have to do is contact Caryn DeMarco at 815-725-1911 or email her at cdemarco@willcounty9-1-1.com ●

Dispatcher

By Alan Burton, a former Sheriff's captain, communications center manager, and consultant from California. He wrote this poem for the first National Dispatchers Week in 1987.

Some call them dispatchers
Others are called operator or clerk
Or telecommunicator or aide.
Some are police officers; most are not
Some are firefighters; most are not
The name is not important
But they are.

Dispatchers serve many masters
Yet they are masters themselves
Some serve the police, or fire
Others serve EMS, or sheriffs
Some serve the highway patrol
Many serve all of these
Yet that's not important
But they are.

Dispatchers perform many functions
They command the radio channels
That no one else understands
They make sense of the unsensible
Hear the unheard
Remember everything, forget nothing
Yet that's not important
But they are.

Emergency phone calls are never-ending
Problems to make a priest blush
Crises that defy resolution
Complexities to confound a lawyer
With the clock running
Someone is watching
Are they performing up to speed?
Yet that's not important
But they are.

Some deal with problems at the counter
Is the computer up?
The officer needs the information
Now!
Doesn't anyone realize that lives
Are at stake here?
Isn't this important?

Expectations are high
Pay too often is low
Hours are unusually long
Shiftwork and overtime
Christmas and Easter
Complaints are of no avail
There is no one to listen
Yet that's not important.

Dispatchers are expected to know
What a police officer knows
Without the same training
For who does the officer look to
For questions about the law
Resources that are needed
For help...

Of course that's not important either.

Dispatchers are the hub, we know
They are the center of the universe, we know
Even if no one else does
And that IS important.

Dispatching is an outrageous career
But most won't make it a career
Few people can take it
Few people would want to
Few people have the stamina
Few people can afford it
And that IS important.

Police officers need dispatchers
Firefighters need dispatchers
EMTs and paramedics need dispatchers
The community needs dispatchers
And that IS important
And so are They.

©1987 Alan Burton

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teered to do longer shifts to help keep someone from coming in on a day off or for a few hours. A few of us could not make it because it was too dangerous.

The feeling from us on the floor was that we would rather have a co-worker safe at home than have them risk a 30-mile commute during the height of the storm and being hurt.

Dispatcher Lauren Zagar offered up her house since she lived (only) a block away. So, several of us were in and out of her house in shifts. Her soon-to-be husband, Scott Pucel, made sure many of us had rides in his big 4x4 truck – back and forth to the center.

In addition, we had several Chiefs, Assistant Chiefs, Battalion Chiefs, Firefighters, Police Officers, CSO, Public Works, EOCs and EMA personnel make

BLIZZARD of 2011

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More than 19 inches of snow fell, with 50-mile-per-hour winds and drifts in excess of five feet in some places. The white-out conditions and numerous closed roads made travel next to impossible. And a large number of abandoned cars in roadways, downed traffic signals, and power outages posed additional dangers.

9-1-1 Board Chairperson Julie Ponce-Doyle complemented Board Member Harold Damron and his Emergency Management Agency (EMA) staff for “sending out advance warnings” of the steadily moving storm front.

“Those warnings were taken seriously,” she said. “As a result, we were better prepared.”

Damron and his staff also were commended for being “very informative with regard to what was going on around us. They always answered the phone.”

Ponce-Doyle added that “a lot of people were thinking outside of the box that night (February 2).”

In other words, there were many Will County people helping people that night – including telecommunicators, police, fire and emergency medical personnel, municipal public works crews, independent snow plow operators, snowmobilers, and everyday citizens/Good Samaritans.

Here are just a few of the many examples of emergency response and rescue that occurred during the Blizzard of 2011 – many of

which were necessitated and complicated by the presence of abandoned vehicles:

- *In Manhattan, an ambulance carrying a patient to Silver Cross Hospital had a snowplow escort until it got stuck at Laraway and Route 52 trying to avoid abandoned cars. Although the ambulance was able to continue on its own for a short distance, it too got stuck on Briggs Street near the YMCA.*

That's when 9-1-1 Board Member and Lincolnway Communications Center Director Brad Veerman asked the Village of New Lenox Public Works Department to come to the rescue – which they did, with a front-end loader, a six-wheel snowplow, and a 4WD pick-up truck with snow plow.

After freeing the ambulance, these three vehicles escorted it the last 3.5 miles to Silver Cross, where the patient was safely received and treated.

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WESCOM Telecommunicator Billy Jo Noll-Brink enjoys “the calm after the storm.”

sure we were able to get to the center, had a place to stay, and had current information.

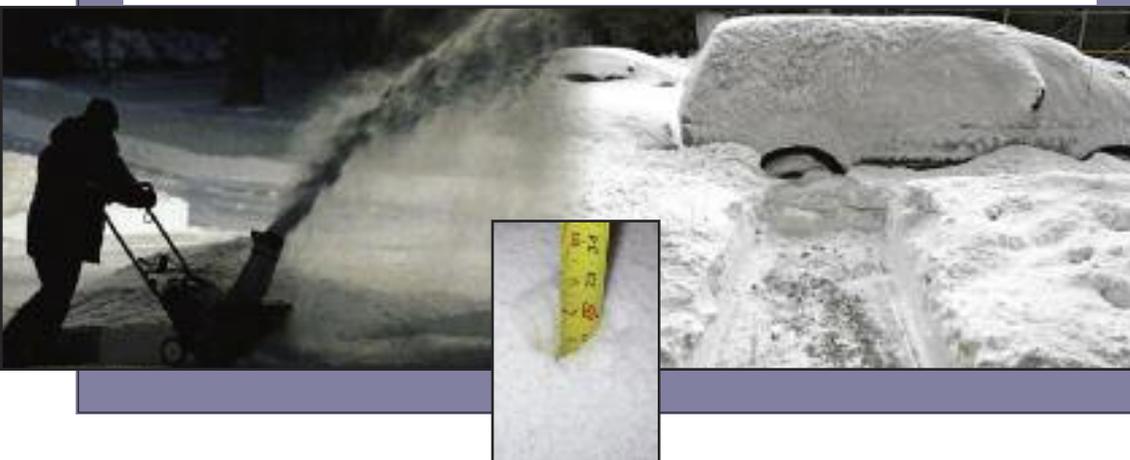
We did have an increased call volume. (Therefore) Supervisor Melissa Huff jumped in as a call taker. (And) Supervisor Erich Sommer did CT and filled on Fire Radio.

We had power surges, CAD outages, the phones went up and down, the Keltron was, well, the Keltron. Star-com survived! Weehoo! We did lose the internet at about 2000 and never got it back up. (We made it in this day and age without the internet. I know!)

We did not sleep well, but were thankful for the “few hours.”

We did get a little slap happy, and hit a few brick walls. We used the

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THANK YOU WESCOM

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phrase "We are all in this together!" Some people laughed at us. Others muttered phrases and hung up on us. Oh well.

Then the sun came out....WAIT the phones started to ring off the hook:

"My street is not plowed!" "Why did they plow that street and not mine?" "I live on a cul-de-sac or a court and they did all the other streets but mine!" "What time are you going to plow my street, I need to get out." (Where are you going, everything is closed?) "You towed my car after I left it on the side of the road. You can't tow my car. I am going to call the mayor!" (Tell the Mayor we said Hi!) "I pay taxes! Do you know how much I pay in taxes?" (Yes, a lot; you live in Illinois!)

I sometimes wish we could have said all of that and "Hellooo! We don't dispatch waaambulances here!"

BRAVO to everyone who played a role in this. What great teamwork!

Here is a list of our dispatchers who can say they survived the Blizzard of 2011:

Nancy Sylvestre, Dora Finley, Lisa Kofink, Tiffany Kruezena, Lauren Zagar, Sheila Kuehni, Billy Jo Noll-Brink, Katy Falencykowski, Briana Cavill, Amanda Thomas, Tina Boudreau, Christine Cvitanovich, Joe Trevillian, Gary Darin, Pam Kost, Tom Clifton, and Jacob Gloodt.

Bolingbrook Has Busy Night, Too

9-1-1 Board Member and Bolingbrook Deputy Chief Tom Ross submitted the following "blizzard report":

During the 24-hour period from 5 p.m. Tuesday, February 1, to Wednesday, February 2, the Bolingbrook Police Department handled 303 calls for service. The fire department also handled 34 calls during that same time.

As a reference, on a very busy summer weekend night, we may handle 100 calls, and on the 4th of July (usually the busiest night of the year) 150 calls. Of course, we also handle 10 times as many telephone calls for information, directions, and administrative issues. These are "calls for service" where police officers or fire fighters respond and file reports.

There were two significant calls that stood out:

1.) Patrol Officer Jim Albright was working overnight and at 11:30 p.m.

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BLIZZARD of 2011

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Thereafter, the ambulance returned to Manhattan - escorted again by the snowplow that had led the way initially.

- Also, Veerman complemented the outstanding effort of his Lincolnway employees, who handled 1,396 administrative (1,153) and 9-1-1 calls (243) - 228 percent more than usual - from 3 p.m. February 2 to 7 a.m. February 3.
- He added that many of his telecommunicators came in early and/or worked extra hours - which was the case in all of the Will County Emergency Telephone System PSAPs.
- Speaking of working extra hours, many University Park firefighters were on duty up to 50 hours straight. Everyone (including 15 of 17 full-time firefighters) prepared ahead of time for the storm. In fact, such readiness was typical of responders throughout Will County.
- The number of phone calls received in the Joliet Communications Center nearly doubled - from 1,042 calls during the 24-hour period of 2/1/11 to 1,907 calls received during the 24-hour period of 2/2/11.
- There were calls related to motorist assistance (217 such calls through 1 p.m. on 2/2 and 259 calls through 8 a.m. on 2/3); alarms; vehicular accidents; and welfare check-ups.
- 9-1-1 Board Member and Eastcom Director

Pam Buzan spent 37 hours straight at her center during the hours of the storm. After hanging up the headset, and many years of management behind the desk, there she was - answering calls again.

"As a result of spending that night at the dispatch center, I have a much better appreciation for the people who work for me," she said.

During that time, she sent a snowmobile to bring a dispatcher to the PSAP (he was happy to oblige the request to come in to work); another was able to get there in an ambulance; and several spent the night.

- According to 9-1-1 Board Member and Peotone Police Chief Bill Mort, an officer from the Will County Department of Natural Resources used his snowmobile to rescue many stranded motorists.
- In fact, snowmobilers were a big help to stranded motorists and others in Frankfort, Manhattan, Plainfield and elsewhere in Will County.
- 9-1-1 Board Member and Channahon Fire Chief Dave Riddle indicated that the Channahon and Mokena Fire Protection Districts housed Illinois National Guard troops during the storm (they worked with the Illinois State Police in covering the interstates). The Monee Fire Department also hosted NG personnel.



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he was assigned to ride in a 7-ton snow plow with a Public Works driver. He checked on 11 stranded cars on Hassert Boulevard, and then went to Rodeo, and observed that the road was completely blocked by two cars in the road just west of the golf course.

Officer Albright walked the entire length of the golf course and found another 14 cars stranded, one of which was occupied by an elderly couple. He carried the female at times, in order to get her back to the plow and to get them to safety.

A total of 25 people were rescued and taken to the warming center at Bolingbrook Fire Station # 5, due in large part to Officer Albright's actions.

2.) At 10:13 p.m., a female on a cell phone called Bolingbrook 9-1-1 and reported she was in her vehicle, stuck in the snow, and she had driven off the road. The 19-year-old caller ("Nickita") was alone and scared because she did not know even her approximate location and the Blizzard was at its peak with 40- mile-per-hour winds creating white-out conditions.

Through a series of 9-1-1 calls and with the assistance of the phone caller, a GPS location was finally obtained. Using mapping technology, the telecommunicators placed Nickita's car in a field off of Kings Road, south of Rodeo, in Bolingbrook.

Over the next two hours, each of the telecommunicators took turns talking to Nickita on the phone, reassuring her and keeping her calm while Lt. Larry, Sgt. Evans and Officer Jahnke formulated a plan.

Using a snowplow to get to the field, the three men finally reached Nickita and rescued her – driving her to Fire Station # 5, which was used as an emergency warming center.

Nickita had driven off the road during the blinding snow storm and her car was stuck in the four-foot snow drifts. Due to the high winds, her tire tracks were not visible and without her cell phone or modern technology, the situation may have had a much different outcome.

Communications Center Supervisor Mary Jo Lewandowski and Telecommunicators Danny Thiel, Tiffany Edwards, Diane Klofer, Ashley Klco and Krystyna Kulach were all commended for their contributions throughout this rescue. Their dedication and professionalism during the # 3-ranked worst Blizzard in recorded Illinois history was extraordinary!

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BLIZZARD of 2011

- More than 250 people were provided shelter by police and fire departments, public works departments, churches, schools, and individual residents in Will County. And twice that number were rescued from their snow-bound vehicles.

Specifically, motorists and other stranded residents were able to spend the night at the Romeoville Recreation Center, the Frankfort Township building and Fire Station #3, a church in Minooka, the Beecher Village Hall, and many other places in many other Will County communities.

Also, the American Red Cross set up overnight facilities (a warming center) at Lincolnway West High School in New Lenox.

- "Overall, the Village of Romeoville weathered the blizzard very well," said 9-1-1 Board Member and Romeoville Communications Center Director Kim Knutsen.

"We spent hours rescuing stranded motorists and relocating them to the warming shelter at the Romeoville Recreation Center. Early on during the blizzard, several of our squad cars became stuck in the snow and had to be towed back to the Police lot.

"We then decided to remove the cars from service and the officers began to patrol the streets in 4-wheel-drive vehicles provided by the Romeoville Emergency Management

Agency and the Village of Romeoville Public Works Department.

"Impassable streets were closed and arrangements were made with a local towing company to relocate vehicles abandoned in the roadway.

"Prior to the start of the blizzard, the Village developed an Incident Action Plan that included modified shift assignments to allow for additional personnel, food, and air mattresses to accommodate employees who remained on-site at the municipal center. Several dispatchers and police officers stayed overnight to assist with the added responsibilities associated with the blizzard.

"At one point, we lost power in a residential section of the Village and again helped to relocate the residents to the Romeoville Recreation Center."

- From a technology standpoint, Chief Administrator Steve Figved reported that everything worked well throughout the storm – with the exception of a two-hour period when there were intermittent lapses in data and voice communications at WESCOM.

"However, we believe that the problem was caused by a traffic accident and downed power lines," Figved said, "not by our technology or equipment." ●



Eastcom

A Cinderella Story

On Tuesday, February 1, Eastcom Telecommunicator Cindy Sepula felt like Cinderella...

But instead of a horse-drawn carriage, it was the Crete Township Fire Department. And instead of glass slippers, it was snow boots.

"By the time I was to leave for work for my mid-night shift, the roads were too bad for me to even think about my car moving anywhere, let alone trying to get out of my driveway," said Sepula.

"So, with my overnight bag, pillow and blanket in tow, the Crete Fire Department – being ever so helpful – came to pick me up from my home and took me into work," she said. "That's what I call teamwork!"

"It was quite the slumber party and an experience I will never forget – especially since I could not get back to my home for two days," Sepula said. "The snow and drifts were so deep, I could not even get to my door.

"Oh, the joys of being a telecommunicator," she added. "I would not change it for the world." ●

More Stranded Motorists

By Kelly Popek, Eastcom Telecommunicator

We had five people working and our call volume was still more than we could handle.

I took a 9-1-1 call from a teen-ager, Ryan, whose car was stuck on 88th Avenue, north of Wilmington-Peotone Road. We were originally giving the motorist assist calls to the police, which meant that I had to transfer Ryan's call to Will County. We had an awful lot of stranded motorists very quickly, so we started giving them to the fire departments.

We had Peotone, Beecher and Monee Fire Departments rescuing stranded motorists and relocating them to warming centers. The demand for assistance was far more than we could provide, so the National Guard was also out assisting with transporting motorists from I57 and Route 50 to warming centers.

I had received several calls from Ryan that evening. And every time he called, it seemed like I answered the call. Will County had referred him to a tow company earlier, but the tow company had given (him) a six-hour ETA. He said that his car was getting covered with snow (and now it was getting late), and no one was able to locate him.

So, we sent Peotone out on a snowmobile, and I kept Ryan on the phone with me and we were able to find him.

Also, there was one moment that lightened the evening that night:

The room was quiet and I said, "Listen, it's quiet." Pam (Buzan) looked up and said: "Yeah, that's because we have all the lines on hold!!"

Sorry (about that) Will County. ●

Joliet's Don Piper Retires after 35 Years in Public Safety

After about 19 years as a Joliet Communications Center telecommunicator and 16 years with the Joliet Police Department, Don Piper retired, effective yearend 2010.

Will County and the Joliet Center's Telecommunicator of the Year in 2008, Piper was a patrolman until injured in 1992, when he became a dispatcher.

During his years at the Joliet Comm Center, he also served as an acting supervisor and as an instructor for the dispatcher course at Joliet Junior College. Further, he is credited with developing an orientation course on law in public safety for new-hires.

Referred to as "Pipe" by his peers, he was commended for his knowledge, experience, work ethic, professionalism, and sense of humor. And he earned the respect of those police officers and firefighters with whom he had contact.

An avid Boston Red Sox fan (we forgive him), his retirement plans include spending more time with his two grandchildren, playing golf, fishing, and perhaps taking a trip(s) to Las Vegas. ●



Joliet Telecommunicator Don Piper shows his daughter and grandchildren how 9-1-1 calls are processed. At right, Piper shares retirement gift with Communications Center Director Julie Ponce-Doyle.



EMD Continuing Education: I Don't Get It!

By 9-1-1 Training Coordinator Joanne Burian

As you are aware, EMD Certification is required of all dispatchers working in any of Will County's PSAPs. In addition, all Will County EMDs must be CPR certified.

You may also be aware that your EMD license is valid for a period of four (4) years, at which time it comes up for renewal or re-licensure.

Here's where the trouble begins and here is where I hope to answer some of those questions you have regarding your EMD certification and renewal.

What do I need to do in order to ensure that I don't have to take the 40-hour EMD course over again?

In order for your license to be renewed, you must accrue 48 hours of EMD continuing education. Those 48 hours must be accrued over the four years since you were certified. The intent is that you accrue 12 hours yearly. Silver Cross EMS (formerly Will-Grundy EMS) will be checking CE status every other year. So you must accrue 24 hours every two years.

How do I get CE hours for EMD?

In order to receive CE hours that are applicable to your EMD license, you must attend training that has received a Site Code from the Illinois Department of Public Health (IDPH).

The Will County 9-1-1 System has a Continuing Education plan that includes training for which we have received our own site code.

When you attend any of our training from Will County 9-1-1's EMD Continuing Education plan list, you must fill out one of our CE forms and get it signed off by the instructor, a fire department officer, etc., verifying the training. The Education Plan and CE forms are posted on the Will County 9-1-1 System's website (www.willcounty9-1-1.com).

In addition, there will be training offered by other agencies that would count towards your CE bank of hours. For example, Joliet Junior College allows our EMDs to sit in on EMS lectures that are relevant.

EMDs can also attend the eight-hour JJC CE courses offered in the spring and fall or attend any 1-day or 1/2-day sessions of the 40-hour EMD Certification course lectures for hours. These have their own site codes and the instructor will provide you with a CE form for their training.

If you choose to arrange a ride-along as part of your EMD CE, you must arrange that with the fire department of your choice. When you do so, bring along one of our Will County 9-1-1 System CE forms and complete it.

Please be aware that beginning April 1, you will only receive CE hours for PATIENT

CONTACT; so, simply doing a ride-along will not give you eight (8) hours of CE. You will receive one (1) hour of CE for each Patient with whom you have contact, not for the duration of the ride-along. When your ride-along is over, have a fire department officer sign off on it.

Periodically throughout the year, we conduct CPR Certification/Flipchart review classes. These classes insure that your CPR certification is current and provides you with eight (8) hours of CE. If you attend one of these classes every other year and accrue eight additional hours per year of other CE, you will be ready when your license comes up for renewal.

Silver Cross EMS has implemented an on-line CE program for EMDs. There will be a separate tab for EMDs on their website:

(<http://www.willgrundyems.org/System-CME.htm>) Simply follow this to the links for on-line CE. There will be five topics offered each year worth two hours of CE each. You will have the opportunity to accrue 10 hours of CE on-line annually.

What do I do with the CE forms?

Your EMD license is *your* responsibility to maintain. When you attend EMD CE training, you will receive a CE form. Keep these forms

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Will County ETS 9-1-1 Caller Activity Up 4.6 Percent

In 2010, the number of 9-1-1 calls handled by Will County Emergency Telephone System dispatchers increased 4.6 percent, compared to the previous year.

The total call volume in 2010 was 324,160 – compared to 309,945 in 2009, which is nearly double the number of calls answered 10 years ago. (The total was 173,994 in 2000.)

Another interesting statistic shows that the average number of calls handled per month – systemwide – was a record 27,633 calls per month in 2010.

Also, consumers continue to increase their use of wireless (cellular) phones to place 9-1-1 calls to Will County PSAPs – from 27 percent of all calls in 1999 and 45 percent in 2004 to 73.5 percent in 2010.

Conversely, the use of hard- or land-line phones continues to decrease – from 73 percent in 1999 to 26.5 percent last year.

In 2010, the Joliet Communications Center handled 100,402 calls or nearly a third (31%) of the Will County System's total calls. Also, the Sheriff's Office received 77,441 calls or 23.9% ●

Telecommunicator Award Nominations Are Due April 15

With National Public-Safety Telecommunications Week only a couple weeks away, the 9-1-1 Administrative Office would like to remind PSAP directors and shift supervisors to consider submitting a nomination for Will County Telecommunicator of the Year for 2011. The deadline is April 15.

Presented annually, the award recognizes a telecommunicator who performs at the highest levels of personal and professional conduct.

To qualify, nominees must:

- **Have at least one year of continuous service with their PSAP**
- **Work 20 or more hours per week as a telecommunicator**

- **Be nominated by a shift supervisor or the director/manager of their center**

Nominations should consist of a one-page description of the telecommunicator's qualifications and should be sent (postmarked no later than April 15) to:

**Will County 9-1-1
2561 W. Division Street,
Suite 101
Joliet, IL 60435**

Please encourage your supervisor to nominate a co-worker who you think deserves this recognition. The winner will receive an all-expenses-paid trip to the Illinois NENA/ APCO Conference in Springfield in October 2011. ●

2010 CALLER ACTIVITY

| | | |
|------------------------------|---------|--------------------|
| Joliet Communications Center | 100,402 | (31%) |
| Sheriff's Office | 77,441 | (23.9%) |
| WESCOM | 59,182 | (18.3%) |
| Lincolnway | 25,439 | (7.9%) |
| Eastcom | 24,892 | (7.7%) |
| Bolingbrook | 22,231 | (6.9%) nine months |
| Romeoville | 10,791 | (3.3%) |
| Steger | 3,692 | (1.1%) |

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

APRIL

| | | |
|-----|---|-----------------------|
| 4-6 | CAD New-Hire Training | Joliet (9-1-1 Office) |
| 5 | SLEA - Conflict Resolution | Glen Ellyn |
| 8 | Success Communications - Nix the Negativity | Joliet (Sheriff) |
| 27 | SLEA - Solutions to Supervision & Management Issues | Glen Ellyn |

MAY

| | | |
|-------|--|-----------------------|
| 4-5 | Success Comm. - Leadership II: The Professional Supvr. | Bolingbrook |
| 6 | Success Communications - Child Callers | Bolingbrook |
| 11 | PowerPhone - Protecting Law Enforcement | Berwyn |
| 13 | CPR Recertification and Flipchart Review | Joliet Jr. College |
| 16-20 | EMD Certification Training | Joliet (9-1-1 Office) |
| 18-20 | PSTC - CTO Workshop | Plainfield |
| 19-20 | PowerPhone - Dispatch Judo: Vertical Defense for TCs | Glendale Hts. |

JUNE

| | | |
|-----|---|-----------------------|
| 3 | PowerPhone - 9-1-1 Liability | Des Plaines |
| 6-8 | CAD New-Hire Training | Joliet (9-1-1 Office) |
| 13 | PowerPhone - Stress Identification & Management | Arlington Hts. |

AUGUST

| | | |
|-------|--|-----------------------|
| 1-3 | CAD New-Hire Training | Joliet (9-1-1 Office) |
| 3-4 | PowerPhone - Dispatch Judo: Vertical Defense for TCs | Des Plaines |
| 22-23 | PowerPhone - Law Enforcement Dispatch | Matteson |

SEPTEMBER

| | | |
|-------|---|-------------|
| 15 | PowerPhone - Homeland Security for TCs | Des Plaines |
| 15-16 | Success Communications - Leadership III | Frankfort |
| 19-23 | EMD Certification Training | Plainfield |

OCTOBER

| | | |
|-----|--|-----------------------|
| 3-5 | CAD New-Hire Training | Joliet (9-1-1 Office) |
| 13 | CPR Recertification & Flipchart Review** | Joliet Jr. College |
| 17 | PowerPhone - Active Shooting Response** | Arlington Hts. |

NOVEMBER

| | | |
|-----------|---|-------------|
| 3-4 | PowerPhone - Fire Service Dispatch | Matteson |
| 9 | PowerPhone - Protecting Law Enforcement | Des Plaines |
| 28-Dec. 2 | EMD Certification Training | Lockport |

DECEMBER

| | | |
|-----|-----------------------|-----------------------|
| 5-7 | CAD New-Hire Training | Joliet (9-1-1 Office) |
|-----|-----------------------|-----------------------|

**Eligible for EMD CE

EMD Continuing Education

Continued from page 7

in a safe place, as you will need them when your license comes up for renewal. We cannot get duplicates of these later when you realize you need them for renewal.

If you would like, you may FAX or mail a copy of your CE forms to me, Joanne Burian, at the 9-1-1 Administrative offices (815-725-7239) and I will put them in your training file. When you are due to renew, I will be happy to send you whatever I have in my files that you have submitted to me.

What do I do when I receive my notice from the State of Illinois that I am up for Renewal?

When you receive your notice, it is time to gather your CE forms together. At this point, the procedure will differ depending upon whether your agency is certified by Silver Cross EMS as an EMD agency.

If your agency is certified as an EMD agency with Silver Cross, you will forward your CE to Marilyn McBlane at Silver Cross EMS and she will provide the State with an approval to renew your license.

If your PSAP is not registered as an EMD agency with Silver Cross, you must submit your information directly to the State of Illinois at the address they provide.

Hopefully, this article has answered many of the questions you may have had about EMD Continuing Education.

Any other questions?

Call Joanne Burian at 815/725-9610 or email her at jburian@willcounty9-1-1.com ●

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