

# DISPATCH 9-1-1 DIALOGUE

SPRING 2015

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

## National Public-Safety Telecommunications Week is April 12-18

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 12-18**, the Will County Emergency Telephone System will be acknowledging those telecommunicators and their supervisors who work in the System's six 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.

"By working together, our teams of public-safety professionals provide County residents with the emergency responses they expect," said Chief Administrator Steve Figved.

"Although thank-yous are appropriate every day of the year, during National Public-Safety Telecommunications Week, there will be a variety of recognitions – including gifts from the Administrative Office – at each PSAP," he said.

Also, many thank-yous and other gestures of appreciation will be extended by the police, fire, and emergency medical agencies that work so closely with Will County telecommunicators. ●



The important work of professionals like Romeoville Dispatcher Sharon Whitaker, above, will be acknowledged during National Public-Safety Telecommunications Week.

## Telecommunicator of Year Nominations Are Due by April 6

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 2015.

**April 6** is the deadline for submitting those nominations, which will be reviewed by the 9-1-1 Board's Personnel/Public Education Committee on April 8.

Presented annually, this prestigious 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 PSAP**

Nominations should consist of a one-page description of the telecommunicator's qualifications and should be emailed to Chief Administrator Steve Figved ([sfigved@will-county9-1-1.com](mailto:sfigved@will-county9-1-1.com)) no later than April 6.

Also, nominations may be mailed to the address below, but must be received no later than April 6.

**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 be recognized at the 9-1-1 Board's April 23 meeting and will receive an all-expenses-paid trip to the Illinois NENA/APCO Conference in Springfield in October 2015. ●

## DD Seeking Stories about Child Call Heroes

*Dispatch Dialogue* needs your help.

We're looking for stories about children who have called 9-1-1, and, with the assistance of a telecommunicator, have been able to help save a life.

We regard these child callers – and the telecommunicators who guide them – as heroes – even though they don't think of themselves as such.

However, they really are heroes – because they've been able to stay calm, cool and collected (while under a whole lot of pressure) and, as a result, they've saved a life.

If there has been one or more of these child calls at your PSAP, please share them with your shift supervisor and/or PSAP director – so that these experiences can be shared with *Dispatch Dialogue* when Editor Owen Wavrinek calls your PSAP.

### Other Stories Needed, Too

In addition to stories about heroes, *Dispatch Dialogue* needs story ideas of all kinds. Perhaps you've discovered a better way to perform some aspect of your job. Or maybe there's a training class you'd like to recommend or see added to the 9-1-1 schedule.

Whatever the story idea, we'd really like to hear from you.



College of St. Francis students recently participated in a class devoted to 9-1-1 and the dangers of texting while driving. The class was presented by, standing at far left, Joliet Police Officer Robert Mau Jr., and, seated in the first row, from left, 9-1-1 Public Education Coordinator Caryn DeMarco and Joliet Telecommunicators Heather Hanbaum, Lisa Kowalik and Denita Draper. [See story on page 2.](#)

## Public Education Effort Now Includes College Students

For the first time, Will County ETS dispatchers have made a presentation about 9-1-1 and texting to local college students.

In February, about 25 freshmen at the College of St. Francis (Joliet) participated in a class led by Joliet Dispatchers Denita Draper, Heather Hanbaum, and Lisa Kowalik, as well as Joliet Police Officer Robert Mau Jr. and Will County Public Education Coordinator Caryn DeMarco.

The 9-1-1 presentation was scheduled after DeMarco received an emailed request from St. Francis student Kristen Cates, who is vice president of programming and education for her Alpha Phi sorority.

"During the presentation, we discussed the dangers of texting while driving or walking, the importance of knowing your location when calling 9-1-1, and being more aware of your surroundings," said DeMarco.

"Also, after discussing what is and what isn't considered an emergency, we told the students that, if they weren't sure whether to call 9-1-1, it was better to be safe than sorry," she added.

In the past, the primary focus of the Will County 9-1-1 public education effort has been on elementary-

school first graders - as well as junior high students, high-school driver's ed classes and senior citizens.

For example, during this school year, DeMarco and telecommunicators from Joliet, WESCOM, Eastcom, Romeoville, and the Sheriff's Office have discussed making 9-1-1 calls with students at schools in Plainfield, New Lenox, Lockport, Joliet, Romeoville, and other Will County communities.

"As a result of our positive experience at St. Francis, we also are planning to make more presentations to college students in the future," said DeMarco. ●



Joliet Telecommunicator Denita Draper makes 9-1-1 presentation at the College of St. Francis in Joliet.

## Eastcom Dispatchers Bring Cheer to Seniors

Each year at Christmastime, dispatchers from Eastcom bring smiles to the faces of senior citizens at the Village Woods Retirement and Assisted Living facility in Crete.

Last December, Village Lake's seniors were visited by Santa and Mrs. Claus (Brian Wagner, right, and Cindy Sepula, center), as well as by one of Santa's reindeer (Amanda Rohwedder, left) and Kristi Goldasich (not pictured).



### Will County Emergency Telephone System

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Joliet, IL 60435

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### VoIP Use Increases

## Will County 9-1-1 PSAPs Handle 3.5 Percent More Calls in 2014

In 2014, the number of 9-1-1 calls handled by Will County Emergency Telephone System dispatchers increased 3.5 percent, compared to 2013.

The total call volume in 2014 was 336,629 - compared to 325,160 calls the year before, which is nearly double the 173,994 calls answered in 2000.

**NOTE:** A total of 107,018 calls were handled during the Will County 9-1-1 System's first full year in 1993.

Another interesting statistic shows that, in July, Will County 9-1-1 dispatchers (systemwide) handled the second largest number of calls in any one month (32,329). The record is 33,114 calls, which were handled in July 2012.

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 78 percent in 2014.

"In Will County, an increasing number of consumers are switching from wireless (Sprint, Verizon, etc.) to VoIP (Comcast, AT&T, Vonage)," said Chief Administrator Steve Figved, adding that 65% were wireless and 13% were VoIP calls last year.

"This trend creates a problem for our telecommunicators - because the phone number that pops up shows where the callers get their bill, not necessarily where the consumer is located when the 9-1-1 call is made," said Figved.

"This problem will have to be addressed through public education." Conversely, the use of hard- or land-line phones continues to decrease - from 73 percent in 1999 to 22 percent last year.

In 2014, the Joliet Communications Center handled 98,708 calls or 29% of the Will County System's total calls. Also, the Sheriff's Office received 72,936 calls or 21.7%, followed by WESCOM (63,028 calls or 18.7%), Eastcom (32,361 calls or 9.6%), Lincolnway (27,505 calls or 8.2%), Bolingbrook (27,045 calls over 10 months or 8.0%), Romeoville (13,790 calls or 4.1%), and Steger over three months (1,256 calls or 0.4%).

**NOTE:** Eastcom started handling the Steger PSAP's calls in April 2014, while WESCOM began handling Bolingbrook's calls in November. ●

**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 Keystroke Graphics

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



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## 2015 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)

MARCH		
23-24	Success Communications - Leadership I	Elgin
23-27	EMD - Certification Course** (FULL)	Joliet
APRIL		
13	PowerPhone - Domestic Violence Intervention	Matteson
15	CPR/Flipchart Review**	Joliet
17	PSTC - Providing Exceptional Service	Normal
MAY		
4	PSTC - What If It Were Family?	Romeoville
5	PSTC - Building your 9-1-1 Liability Shield	Romeoville
6	PSTC - High Risk	Romeoville
7	PSTC - People First Leadership	Romeoville
8	PSTC - What If It Were Family?	Romeoville
12	Tri-Rivers - 9-1-1 Homicide Calls: Is the Caller the Killer?	Wilmington
18-22	EMD - Certification Course**	Joliet
JUNE		
1	CPR/Flipchart Review**	New Lenox
JULY		
14	First Contact 9-1-1 - Dispatcher Refresher Training	Grayslake
15	First Contact 9-1-1 - Active Shooter Incidents	Grayslake
16	First Contact 9-1-1 - Dispatcher Refresher Training	Grayslake
AUGUST		
4	CPR/Flipchart Review**	Frankfort
SEPTEMBER		
14-18	EMD - Certification Course**	Joliet
OCTOBER		
26	CPR/Flipchart Review**	Plainfield
NOVEMBER		
16-20	EMD - Certification Course**	Joliet
DECEMBER		
1	CPR/Flipchart Review**	New Lenox

\*\* Counts toward EMD CE