

DISPATCH 9-1-1 DIALOGUE

SUMMER 2010

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

Communications and Command Center

Acquisition of Site Undecided

As a result of a 7-7-1 tie vote at the 9-1-1 Board's April 22 meeting, the proposed purchase of 20 acres of land on Caton Farm Road was left undecided.

Under consideration at the meeting was a motion to ask Will County to acquire this property from the Illinois Department of Corrections "in an amount not to exceed \$700,100."

This acquisition was authorized last year by the Illinois Legislature as the future location of a new Will County Communications and Command Center, which has been under consideration for several years.

A few of the 9-1-1 Board members

expressed concerns about the site acquisition because all of the anticipated tenants have not formally committed to participate in this project.

As most recently conceived, the two-story (plus basement) command center would be occupied by a total of seven tenants: the 9-1-1 administrative staff, WESCOM, the Will County Sheriff PSAP, the Will County Coroner's office, the County Sheriff's Warrants Division, the County Radio Department, and the County Emergency Management Agency (EMA).

Although WESCOM and the 9-1-1 Board have made commitments to

Continued on page 2

2010 Users Conference Scheduled for Sept. 14

The Will County 9-1-1 System's 2010 Users Conference has been scheduled for Tuesday, September 14.

The conference will be returning to the Four Rivers Environmental Education Center in Channahon – the picturesque site where it was held for the first time last year.

As in past years, conference participants will begin signing in and enjoy a continental breakfast at 8:30 a.m. Then, there will be informative seminars in the morning and afternoon, with a lunch served in between.

The seminars will focus on improving emergency telephone services and therefore increasing public safety, with sessions for telecommunicators and sessions targeted at police, fire and emergency medical personnel.

When completed (probably in August), agenda specifics and registration information will be emailed and available at the Will County 9-1-1 website:

www.willcounty9-1-1.com ●

Kourtney Sanchez Named Will County 9-1-1's Telecommunicator of Year

The 9-1-1 Board has honored Eastcom's Kourtney Sanchez as Will County Telecommunicator of the Year for 2010.

One of four telecommunicators who were nominated for this year's award, Sanchez was recognized at the Board's April 22 meeting. In addition, the Board will be sending her to the 26th Annual Illinois Public-Safety Telecommunications Conference, October 17-20, in Springfield.

A telecommunicator at Eastcom for three years, she was nominated because she has "proven to be a dedicated dispatcher" who has been an "asset to the center."

Since first being hired as a part-time employee in 2007 (she's been full-time since 2008), Sanchez "has always been eager to learn and help those she works with."

Upon nominating Sanchez, Supervisor Megan Enright said that she worked with Kourtney on a fairly large hazardous waste situation. It "could have gone horribly wrong, but due to her teamwork and ability to perform under such circumstances, the outcome...was extremely successful – resulting in praise and commendations from the fire department."

Also, according to Enright's nominating petition, Sanchez "takes the time to ask questions and keeps an open mind [when] learning new things."

In addition, "she is a pleasant person to work with and is always willing to help you out, if needed... She is some-

Continued on page 2

**2010
Telecommu-
nicator of
the Year
Kourtney
Sanchez,
left, and
new 9-1-1
Board
Chair Julie
Ponce-
Doyle**



Acquisition

(Continued from page 1)

this project, the participation of the other five tenants (all county-operated departments) has not been acted upon by the Will County Board.

"Nevertheless, it is important to understand that the proposed building is scalable," Figved said.

"If any of the seven current participants decide to drop out, the size – and thus the cost – of the shared facility can be cut back accordingly."

Another issue that arose during the 9-1-1 Board's site-acquisition discussion pertained to whether the land – once purchased – could be resold.

"The answer to this question is yes," said 9-1-1 Chief Administrator Steve Figved.

"If plans change, and the new Communications and Command Center is never built, the County could resell all or part of the 20 acres."

In addition, questions were raised regarding why the first facility should be built on the west side of Will County.

According to Figved, this recommendation was made several years ago because the population of the west side is so much greater.

"When a second center is built on the east side – which has always been part of the overall plan – it will serve as the back-up to the west side center and the rest of the Will County System," said Figved.

"In the meantime, everyone – including Eastcom, Steger, Joliet, Lincolnway, Romeoville, and Bolingbrook – will benefit from the west side center because it will back them up if/when necessary," he added.

In answer to concerns expressed about the availability of funds for an east side center – when that time comes, Figved said that "the financial planning for this project has always included an east-Will facility.

"We will continue to collect the designated fee from hardline and wireless telephone users; and other funding sources – such as state/federal grants – will be available as well," he added.

"The 9-1-1 Board has always been committed to the public safety of all Will County residents and businesses, no matter where they are located," said Figved.

"Also, the Board has always insisted that its various advisory committees include participants representing all of our system's users – police, fire, emergency medical, PSAPs, county and municipal governments, and the public.

"Therefore, it is surprising – and disappointing – that anyone would suggest that the 9-1-1 Board would even consider any action or project that favors one side of the county over another."

"Hopefully, the Board will decide to recon-

sider its [Caton-Farm-Road site-acquisition] vote during its next meeting on June 24," said Figved. "I continue to strongly believe that asking Will County to purchase this property is in the best interest of everyone – residents and public-safety providers." ■



Will County Clerk Nancy Schultz Voots, right, swears in 9-1-1 Board appointees, from left, Steger PSAP Supervisor Mary Jo Seehausen, Shorewood Police Chief Robert Puleo, WESCOM Executive Director Steve Rauter, University Park Fire Chief Charles Exner, Romeoville PSAP Director Kim Knutsen, and Will County Sheriff's Department Chief Deputy Pat Maher.

9-1-1 Board Elects Julie Ponce-Doyle, Steve Rauter

During its April 22 meeting, the Will County 9-1-1 Board unanimously elected Joliet Communications Center Director Julie Ponce-Doyle to replace Frankfort Fire Chief Jim Grady as its chairperson. And WESCOM Executive Director Steve Rauter, after being reappointed to a three-year term on the Board, was chosen as vice-chair.

Also reappointed to the 9-1-1 Board (and serving three-year terms) were Will County Sheriff's Department Chief Deputy Pat Maher, Romeoville PSAP

Director Kim Knutsen, and Shorewood Police Chief Robert Puleo.

In addition, University Park Fire Chief Charles Exner was appointed to fill the Board position vacated by Chief Grady, and Steger PSAP Supervisor Mary Jo Seehausen was appointed to a new Board position.

Another new Board position will be filled during the Board's June 24 meeting, when Bolingbrook Deputy Police Chief Thomas Ross will be appointed to a three-year term. ■

Sanchez

(Continued from page 1)

one who is willing to take the extra step to ensure that situations are successful...And her sense of humor, commitment to the job, easy-going attitude and wonderful work ethic" are all qualities she possesses – which make her "a great dispatcher."

Also nominated for 2010 Will County Telecommunicator of the Year were Heather Hanbaum, Joliet's Telecommunicator of the Year for 2010; and Eastcom Dispatchers Sally Lucito and Dale Murray. ■



Eastcom Telecommunicator Kourtney Sanchez trains Justin Ivey



Bolingbrook's new Communication Center has seven consoles.

Romeoville Ready to Move

Bolingbrook Now 8th Will County PSAP

It's official. On Thursday, April 22, the Bolingbrook Police and Fire Dispatch Center went "live," becoming the eighth PSAP in the Will County Emergency Telephone System.

Bolingbrook's 16 full-time telecommunicators and two supervisors moved into a completely new dispatch center, which includes all the Next Generation upgrades that other Will County System PSAPs have been getting.

For example, there are seven new consoles with ergonomic chairs, as well as new radio and other communications equipment.

Bolingbrook's telecommunicators handle 9-1-1 calls for the Bolingbrook Police and Fire Departments.

Previously, Bolingbrook had its own CAD system. However, now it is part of the larger county-wide 9-1-1 network.

In mid-June, Romeoville telecommunicators will be making a similar move into new quarters. ●



Left: Bolingbrook Telecommunicator Danny Thiel
Below: From left, Bolingbrook Telecommunicators Krystyna Kulach, Danny Thiel, and Bonnie Bovaird



New Beginnings for Reynolds, Matsui

After more than 38 years with the Bolingbrook Police Department, including the last nine years as Director of Telecommunications, Ann Marie Reynolds has retired.

So has WESCOM Supervisor Gail Matsui, after 22 years as a public-safety professional.

Reynolds began her career as a dispatcher; worked briefly in the Records Division; worked 20 years in Investigations; worked five years as Supervisor of Records/Dispatch; and the last nine years as Telecommunications Director.

"I am blessed to have seen us switch over and go live (and play with the new system) before I retired," said Reynolds. "It is a beautiful and awesome dispatch center - manned by a group of professionals that I am very proud of (and) wish good luck, good health and much success in all their future endeavors."

"It has been an honor and a wonderful opportunity to have worked the past 38+ years at the Bolingbrook Police Department and I have been blessed with several life-long friends."

As for her future plans: "I will be teaching embroidered quilting classes at my local quilting store in Joliet, starting the end of June. Once again, I will be doing something fun, something I love to do."

Although Reynolds will not be replaced as director, current Supervisor Mary Jo Lewandowski will be in charge of dispatch personnel and operations and Supervisor Nancy Ann Slater will be in charge of equipment and IT for the Bolingbrook PD.

Matsui started as a part-time dispatcher for the Plainfield Police Department in 1988. Then, when WESCOM was formed in 1992, she went there as a part-time police dispatcher, began working full-time in 1996, and became supervisor four years later.

Also, Matsui stepped up as acting director just prior to the arrival of WESCOM Executive Director Steve Rauter.

Born in Portsmouth, Va., she spent much of her life in Romeoville, but has lived in Joliet with her husband, Gene, for the last 27 years. They have three adult children (two sons and a daughter).

"They say a dispatcher is 'burned out' after five years; so, for me to have lasted this long in this profession - and stayed sane - is an accomplishment," said Matsui, who established WESCOM's classroom training program.

Her biggest challenge while at WESCOM: All the change that's taken place over the years, including new technology and going from (serving) one agency to 19 - which has been "huge!!!"

In terms of what she will miss most, Matsui quickly said "the people, they are caring and genuine." They have been "first to pitch in and help each other or others."

However, what she won't miss is "ordering people in on their days off when we have a call-off."

"To say that Gail will be missed is a vast understatement," said Telecommunicator Nancy Sylvestre. "As the 'Go to Gal' at WESCOM, she has kept the ball rolling for many years."

"But now it is time for a fond farewell," she added. "We wish her the very best and brightest of futures! Enjoy, Gail. You've earned it."

With regard to that future, she said that she likes to travel and watch her kids play sports. Also, eventually, she wants to return to teaching music (woodwinds, e.g., oboe), which she did before joining WESCOM. ●



Top: Gail Matsui
Below: Ann Marie Reynolds



Will County 9-1-1 Office Administrator Caryn DeMarco discusses emergency communications with driver's ed students at Bolingbrook High School.

Public Education Efforts Continue

As the 2009-10 school year ends, the focus of the Will County 9-1-1 System's Public Education Committee is now on plans for this summer.

For example, among the volunteers who will be distributing 9-1-1 information during the annual Illinois State Fair in Springfield (Aug. 13-22) will be Will County Office Administrator and Public Education Committee Chair Caryn DeMarco.

In addition, Will County 9-1-1 again will have a booth at the Will County Fair (Aug. 25-29) in Peotone. So, DeMarco also is seeking volunteers to help distribute 9-1-1 materials at this event. Simply email Caryn at cdemarco@willcounty9-1-1.com or call her at 815-725-1911.

National 9-1-1 Education Month

Throughout Illinois and the rest of the United States, April was National 9-1-1 Education Month.

"Our state's dispatch centers joined together with a common goal of educating the public on the importance of 9-1-1," according to Will County 9-1-1 Office Administrator and Public Education Coordinator Caryn DeMarco, who also is a member of the Illinois NENA/APCO PSA/Public Services Committee.

"This goal has evolved into a statewide '9-1-1 Education Challenge' to inform as many people as possible about 9-1-1, its uses, its challenges, and its future capabilities – not only in April, but the rest of the year as well," DeMarco said.

"We are urging all media, educational organizations, parents and caregivers to assist with this Challenge and to help present accurate information promoting awareness and educational materials related to 9-1-1," she added.

During April, at least 2,600 students attending schools within the Will County Emergency Telephone System received 9-1-1-related instruction as participants in the Education Challenge.

For example, the 9-1-1 *Drive* video was presented to driver's ed students at Bolingbrook and Wilmington High Schools.

In addition, students at Lincolnway West High School (New Lenox) and eighth-graders who will be attending Lockport High School benefited from a new Road to Reality program – which was created to increase student-driver awareness of the physical, emotional and legal consequences of underage use of alcohol and/or other drugs.

Students at several elementary schools in Will County also participated in the Education Challenge, including Crystal Lawns School (Joliet), Schilling School (Homer Glen), Spencer Crossing School (New Lenox), and Walker's Grove School (Plainfield).

"It is important to remember that 9-1-1 public education is an ongoing effort in Will County and elsewhere – and not just in our

Continued on page 6

Joliet Celebrates TC Week, Recognizes Heather Hanbaum

For the past eight years, the Joliet Communications Center has celebrated National Public-Safety Telecommunications Week with a variety of theme days and unique games and gifts.

For example, this year (April 11-16) there were "Deal or No Deal," Pictionary, and "Acronym Phobia" games, as well as Mardi Gras and Military Appreciation theme days.

As in past years, however, the highlight of the week was the Friday, April 16, recognition of Joliet's Telecommunicator of the Year, who for 2010 – is Heather Hanbaum.

On hand to recognize her and her fellow telecommunicators were Joliet Police Chief Fred Hayes, Fire Chief Joe Formhals, and many other members of their respective departments.

A Joliet dispatcher since 2003, "Heather has excelled since the very beginning," according to Communications Center Director Julie Ponce-Doyle.

"She was an employee for less than a year when she received her first departmental award – a Unit Merit Award for her work during a tornado that passed through Joliet in April 2004," said Ponce-Doyle.

Many other awards and recognitions have followed, including a Division Recognition for her work during a storm in 2007, a departmental commendation for her dispatching skill during a complicated murder investigation in 2008, and another Unit Merit Award for her teamwork when a Joliet police officer was injured in March 2010.

In addition, Hanbaum has been a member of Joliet's public education team since 2006; she became a Certified Training Officer (CTO) in 2006; she first conducted orientation training for new employees in 2007; and is an active member of the Joliet TERT Team.

Nominated by two of her peers, they made many complimentary comments, including:

- *"Heather reacts to the needs of the public decisively, confidently, and in expeditious manner that astounds her fellow co-workers."*
- *"She truly listens to what callers are saying and has the unusual ability to make a personal connection while still following the protocol."*
- *"...a great mentor and inspiration to everyone."*
- *"She is an endless source of information, problem solving, and is a true asset to the department."*
- *"...it is obvious that she loves her job and always gives her best when she comes to work."*

In addition, Ponce-Doyle mentioned those attributes that are possessed by a Telecommunicator of the Year – all of which are attributes of Heather Hanbaum.

"She is dependable; she is professional; she is a team player; she is helpful; she is kind; and she is giving," said Ponce-Doyle. "In short, Heather is the total package [and] and more than worthy of being our Telecommunicator of the Year!"

Also nominated for this honor in 2010 were Joliet telecommunicators Christina Grutzius, Theresa Saracco, and Kris Wilkerson. ●



Joliet Telecommunicator of the Year Heather Hanbaum accepts congratulations from Joliet Police Chief Fred Hayes.

**Will County
Emergency Telephone
System
telecommunicators
celebrated their
special week by
accepting many
thank-yous and trying
on new windbreakers,
which were gifts
from the 9-1-1
Administrative Office.**

*Bolingbrook -
From left, Ann Marie Reynolds,
Jennifer Eichstaedt, Mary Jo
Lewandowski, and Bob Pearce*



National Public-Safety Telecommunications Week

APRIL 11-17, 2010



*Romeoville -
At left,
Peggy
Karkula,
left, and
Sharon
Whitaker*



*At left (top),
Lincolnway -
From left, Dela
Formentini,
Kandi Myers,
Jim Cullen and
Stephanie Dauer.
At left (below),
Sheriff's -
Back row,
Jeff Paris and
Laurie Zan.
Front row,
from left,
Gina Seneker,
Carol Adair and
Julie Murnane*



WESCOM - Below, from left, Gail Matsui, Briana Cavill, Sheila Kuehni, Kristin Kirby, Billy Jo Noll-Brink, Melissa Huff, Amanda Thomas, Will County 9-1-1 Training Coordinator Joanne Burian, and Lena Harston



*Joliet - Celebrating below on Mardi
Gras Day: Back row, from left, Lisa
Yanchick, Traci Harrison, Kris Wilker-
son, and Noemi Wilkins; 2nd row, Mary
Schumacher, Virginia Bradley, and Fran
Hernandez; and, front, Andrea Delap*



*Eastcom - Below, from left,
Megan Enright, Brian Wagner,
Natalie Krapf, Sharon Wall,
Sally Lucito, and Terra Ledesma*



*Steger - Below, from left, Mary Jo
Seehausen and Rachel Teneyuca*



schools, and not just in April," she added.

For instance, DeMarco has been sharing the 9-1-1 message at senior citizen expos. She plans to discuss 9-1-1 at the monthly association meetings of senior complexes. And she recently visited the Farm Bureau in Manhattan.

In order to help with such efforts, the Illinois chapters of APCO and NENA provide educational materials and other support at www.il911info.org

And the Will County 9-1-1 Admin Office in

Joliet has a stockroom containing various public-safety handouts and instructional supplies. You can access them by calling DeMarco at 815-725-1911 or emailing her at cdeMarco@willcounty9-1-1.com ●

New 9-1-1 PSAs, DVD

Don't be surprised if you hear a message about making 9-1-1 calls when you listen to your home or car radio.

Thanks to the efforts of the Illinois NENA/

APCO 9-1-1 Public Services Committee, three new 60-second Public Service Announcements (PSAs) have been produced as 9-1-1 educational tools.

In addition, a new DVD – 9-1-1: *Getting HELP is EASY, Cell Phone Sally and Friends Show You How* – has been developed by the 9-1-1 Public Educators of Texas.

In fact, during May, Will County 9-1-1 Office Administrator Caryn DeMarco successfully shared it with five

classes of third- graders at Haines Elementary School in New Lenox.

Also geared to children is the newest audio PSA (created in late April), which is called 9-1-1 Kids. It is unique because it uses two children to convey a fun but effective message about emergencies and using 9-1-1.

(NOTE: Another great source of 9-1-1 educational materials for kids is the website www.maine911.com/kids/).

In late March, two other 60-second PSAs were created. One is called 9-1-1 and *Cell Phones* because it informs the public that there can be problems reaching 9-1-1, or at least the correct PSAP, when using a cell or Internet/broadband phone. Also, the PSA indicates that you can't reach 9-1-1 by texting.

The other PSA – with a broader but similar message – was aired during National 9-1-1 Education Month in April.

Each of these PSAs refers listeners to www.ilinfo911.org for more information.

And each can be previewed at the website of the PSAs' creator – Bosco Productions at: www.boscoproductions.com/clients/911_psa/

In addition, three 15-second spots are available, courtesy of the Central Texas Council of Governments. They provide short bursts of critical information to the public about the do's and don'ts of the 9-1-1 system. To reuse with permission, email Cindy Bridges, ENP, at cindy.bridges@ctcog.org ●

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

JUNE

7-11	APCO – Public-Safety Telecommunicator	Country Club Hills
8	Tri-Rivers – Managing Generation "y"	Frankfort
14-16	CAD – New-Hire Training	Joliet
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

AUGUST

2-4	CAD – New-Hire Training	Joliet
9	PSTC – Being the Best	Aurora
10	PSTC – Active Shooter Situations	Aurora
11	PSTC – Progressive Supervision	Aurora
12	PSTC – Building Your 9-1-1 Liability Shield	Aurora
13	PSTC – You Just Never Know	Aurora

SEPTEMBER

14	Will County 9-1-1 Users Conference	Channahon
14-15	PSCMS – Surviving the Comm Center Environment	St. Charles
27-Oct.	1 EMDS Certification Training	Lockport

OCTOBER

4-6	CAD – New-Hire Training	Joliet
13	CPR/EMD Refresher Training	Joliet

NOVEMBER

27-Dec.	1 EMDS Certification Training	Joliet
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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 Wavrinak

• **Layout Artist**, Susan Campbell • **Printer**, Dynamic Printing Source, Inc.

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DISPATCH 9-1-1 DIALOGUE



Printed on recycled paper using soy-based inks.

