

DISPATCH 9-1-1 DIALOGUE

SUMMER 2014

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

Jacob Gloodt Will County 9-1-1 TC of Year

WESCOM's Jacob Gloodt is Will County 9-1-1's Telecommunicator of the Year for 2014. He was selected, in part, because of his calm and rational demeanor and his work in developing training programs for telecommunicators.

Recognized by the 9-1-1 Board during its April 24 meeting, Jacob was one of four telecommunicators who were nominated for this honor. The others were Susan Kljaich (Joliet), Kellee Konieczny (Romeoville), and Kathy Craven (WESCOM) – all of whom received Outstanding Achievement Awards.

Jacob Gloodt

A WESCOM telecommunicator since 2009, Jacob began his public-safety career as an Oak Park firefighter in 2003. Also, he served in the U.S. Marine Reserves for six years.

According to his supervisors, "Jacob consistently goes above and beyond his daily duties as a telecommunicator. He is passionate about



Above: From left, WESCOM Executive Director Steve Rauter, Will County Telecommunicator of the Year Jacob Gloodt, and Will County 9-1-1 Chief Administrator Steve Figved

what he does and he is always anticipating what may happen next.

"Whether he is handling an intense phone call or working a box alarm, his calm and rational demeanor gives comfort to callers and his co-workers, and security to responding units. On occasion, 'I wish Jacob was here' can be heard in the dispatch center during major incidents."

As a firefighter, Jacob has shared his field experiences with telecommunicators to help them better understand what happens on the scene of an incident. Also, he is very open to sharing his extensive knowledge of radio systems with his co-workers and the agencies served by WESCOM.

For example, he has helped the agencies by visiting each of them (usually on his own time) and helping them to reprogram their upgraded

radio equipment – such as fire agency pagers, station alerters, etc.

A critical thinker, Jacob researches topics, develops ideas and shares the information to improve operations and protocols for WESCOM.

In fact, he often attends meetings with agency chiefs and WESCOM supervisors in order to help keep an open line of communication between telecommunicators and management.

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WESCOM Settles into New Home

On July 11, WESCOM celebrated a milestone, with the dedication of its new home – a free-standing, one-story, 17,000-square-foot building (and two-bay garage) located on 4.3 acres adjacent to the Plainfield Law Enforcement Center.

A few days later, on Tuesday the 15th, all the WESCOM dispatchers (the day shift) were sitting at their new consoles, as the new

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Will County 9-1-1 IT Manager Jeremy DeVivo, middle, and Junior Systems Administrator Wesley Whitaker explain operation of WESCOM's new IP consoles to Wheatland Township Highway Commissioner Mark Troyanowski.

Kellee Having a Very Good Year

You might say that 2014 has been a very good year for Romeoville Telecommunicator Kellee Konieczny.

In addition to being nominated for Will County Telecommunicator of the Year and receiving two Awards of Merit (along with other Romeoville team members), she has won one of NENA's Friends of 9-1-1 Telecommunicator Continuing Education Scholarships.

A Romeoville dispatcher for seven years, she discovered that she had been awarded the scholarship by accident – while visiting NENA's website – even before they had a chance to notify her.

Presented in June during the 2014 NENA Conference & Expo in Nashville, the scholarship was "truly an honor" because it was one of only five awarded throughout the United States, according to Romeoville Communications Center Director and Will County 9-1-1 Board Member Kim Knutsen.

The five were selected for their work as "exceptional emergency call takers" who are in good standing with their employer.

In addition to complimentary registration at the conference and a one-day pre-conference course of choice, the award included a \$500 travel stipend – bringing the scholarship's total value to about \$1,600.

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Telecommunicator of Year

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Further, Jacob has created a "WESCOM 101" Power Point presentation for fire agencies to show them what telecommunicators go through when a large incident occurs. That presentation also has introduced radio etiquette points that have helped bring a better understanding to both sides of the radio.

In addition, Jacob has been heavily involved in WESCOM's trainee training program. Using role playing, he has been able to create many scenarios in which the trainee must anticipate what the next step will be in an incident and how to handle each step. His "Fire Dispatch Boot Camp" has proven to be effective. In fact, after completing the Boot Camp, trainees look up to Jacob as a mentor – which eases their transition from trainee to a knowledgeable, dependable telecommunicator.

In other words, Jacob is a well-respected leader who handles every situation with logic and control.

Susan Kljaich

Honored as the Joliet Communication Center's Telecommunicator of the Year for 2014, Shift Supervisor Susan Kljaich completed her 25th year last May.

For the last 10 of those years, she has been the supervisor of Joliet's afternoon shift, which is the "busiest shift at the busiest PSAP in the country," according to Joliet 9-1-1 Communications Director Julie Ponce-Doyle.

"Susan was one of the founding members of our CTO team, our 9-1-1 Public Education team, and our TERT team, and one of the earliest members of the Joliet Police Department's Special Olympics Committee," said Ponce-Doyle.

She is bi-lingual and often translates for Spanish-speaking callers. In addition, she is Joliet's jurisdiction expert, dealing with the city's planning department regarding all the latest information.

"Susan expertly accomplishes a heavy workload of responsibilities," said Ponce-Doyle. "That's because her proficiency at multi-tasking is unparalleled. Also, she has the innate ability to hear everything that is happening in our comm center, and then know immediately who may need assistance and when to render that assistance.

Another talent is Susan's ability to stay positive. She's never in a foul mood; in fact, even when there are challenges in her personal life, she comes to work with an upbeat attitude. Her charisma and charm have made many busy, overworked shifts go much smoother.

In addition, Susan is responsible for setting off Joliet's severe weather sirens, which often involves using her multi-tasking abilities and exceptional dispatch and supervisory talents.

Kellee Konieczny

Kellee has been an invaluable member of the Romeoville PSAP since 2007, said Director Kim Knutsen.

She began her career as a part-time telecommunicator, but has transitioned into a full-time position and assumed the role of telecommunications training officer.

Kellee's nomination is based on her optimism – always finding the good in the bad. And she is motivated to continuously pursue new and inventive ways to train and perform job-related tasks.



Kellee Konieczny

"She refuses to settle for the status quo and is always seeking better and more efficient ways to accomplish tasks," said Knutsen.

"Kellee willingly accepts supervision and constructive criticism with an open mind and makes a conscious effort to follow policies and procedures. She consistently strives to improve her performance

by enrolling in continuing education classes, reviewing every piece of training material she can get her hands on, and soliciting information and opinions from those she works with.

Further, Kellee displays a strong personal and professional commitment to public safety; she is extremely reliable and willing to pitch in where needed; and she is very flexible with regard to her schedule, which she has routinely adjusted to accommodate staffing shortages and vacation coverage.

Kellee's daily performance "reflects the professionalism and respect she has for the public safety profession and the citizens we serve," said Knutsen.

Described by her trainees as patient, compassionate, thorough, and knowledgeable, they also say that she has a positive attitude and a good sense of humor.

Kellee is able to tailor her training methods to accommodate the specific needs of each person and she has exceptional organizational skills.

Genuinely interested in serving the needs of others, she is able to work well as part of a team. In fact, she was a member of two Romeoville teams that received Awards of Merit this year.

Kathy Craven

Kathy worked in Will County's domestic violence unit before becoming a WESCOM telecommunicator in July, 2012.

"That previous job experience really shines in Kathy's calling style," said her supervisors. "She is very compassionate and knows how to handle the many different situations that are called into the 9-1-1 center."



Kathy Craven

When interviewing for a telecommunicator position with WESCOM, candidates are always asked, "Why WESCOM, and why now?" Kathy's answer was so reassuring: she said that she wanted a career, not just any career, but one where she could feel good about helping people at the end of her day. Kathy felt WESCOM was the place where she would find that fulfillment.

Since that interview, Kathy has excelled at WESCOM. First, she completed the PSAP's rigorous training in half the time it usually takes others to finish. Then she eagerly enrolled in the CTO training class to become a Certified Training Officer.

Now, Kathy is extremely active in WESCOM's training program – constantly brain-storming new ideas to improve not only the trainees' experience, but also the success of the trainers.

"Kathy brings a positive attitude and outlook on life that is infectious at the center," said her supervisors. "It's difficult not to smile when she is around. Whether she is talking to a citizen, an officer, or both at the same time, she has the ability to make each feel as if they are the most important person at that moment.

"She embodies the same calm demeanor while dispatching an armed robbery as she does dispatching a lockout. This sense of calm gives officers the reassurance that they are in protective and capable hands."

In addition to commenting about all the positive feedback he hears about Kathy, Shorewood Police Chief Aaron Klima said that he personally finds her "remarkably well spoken

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Susan Kljaich

Kellee having good year

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While attending the national conference for the first time, Kellee participated in several classes related to 9-1-1 dispatch services.

She said that she enjoyed these courses because they enabled her to "better herself." Also, she shares what she learned with the other Romeoville dispatchers.

The Friends of 9-1-1 program was established by NENA in 2013 to improve 9-1-1 service to the public, and to provide opportunities to say "thank you" to the 9-1-1 professionals, who serve as the public's first line of emergency help. ●



Romeoville Telecommunicator Kellee Konieczny and Bernard Brown, ENP, past president of NENA's Executive Board

Three Dispatch Teams Receive Awards of Merit

During the 9-1-1 Board's meeting on April 24, three teams of dispatchers – two from Romeoville and one from the Will County Sheriff's Office – received Team Awards of Merit.

These awards are presented to groups of three or more telecommunicators in recognition of their exemplary handling of a specific 9-1-1 emergency, which involves the coordination of multiple public-safety responses and other emergency resources.

From left, holding their Team Awards of Merit, are Romeoville Telecommunicators Shari Reinbacher, Todd Baran, Kellee Konieczny and Rachel McConlogue.



Romeoville

Telecommunicators Shari Reinbacher, Kellee Konieczny, Bruce Thessenvitz and Todd Baran received Team Awards of Merit for their handling of the following incident:

On November 28, 2013, at about 22:11, Shari answered a routine call of service in reference to a retail theft in progress at the Kohl's Department Store. Shari obtained full descriptions of the offender, a vehicle, and what was taken, as well as a direction of travel. Then she disseminated this info to the responding officers.

One of those officers radioed that he was in foot pursuit of one of the suspects who had just exited the store. The officer ordered the suspect to stop, but he did not – fleeing instead toward an awaiting occupied vehicle with its passenger door open.

As the suspect attempted to enter the vehicle, the officer grabbed his arm. However, the suspect forcibly closed the door – trapping the officer's arm between the door and the vehicle frame. The offenders then attempted to drive away, accelerating the vehicle forward while dragging the officer.

A second unit arrived on the scene and observed the officer being dragged by the suspect's vehicle. After repeated verbal attempts to stop the vehicle, the officer withdrew his weapon and fired several shots. At that point, the driver stopped the vehicle.

As this incident unfolded, each telecommunicator played a vital part in ensuring that the incident had a positive conclusion.

Shari remained on the phone with the original caller, guiding her through the information-gathering process. She gathered and dis-

seminated updated info in an accurate, efficient and timely manner.

As the reporting party voiced that she heard gunshots coming from the parking lot area, Shari's professionalism and compassion were critical as she assured the caller that the situation was being contained, while attempting to gather information on additional suspects still believed to be inside the store.

Kellee, Bruce and Todd maintained various radio and phone communications; documented requests for resources such as detectives and evidence technicians; activated Codespear for additional personnel; and made notifications to neighboring jurisdictions, asking that they be on standby.

"This shift was very demanding and required extensive and constant communication between officers and dispatch," said Romeoville Comm Center Director Kim Knutsen in her nomination letter. "Our dispatchers effectively maintained radio communications with the patrol units and recorded accurate and timely updates vital to the successful outcome of this incident. ●"

Romeoville

Telecommunicators Melissa Muska, Gema Torres, Kellee Konieczny and Rachel McConlogue received Team Awards of Merit for their combined efforts in coordinating multiple responses for several critical incidents that occurred overnight:

As summarized by Sgt. Michael Michienzi, on September 14, 2013, the shift started out with a bang. He said that the Bolingbrook Police

Department called at 2300 about a UUV call in Romeoville. As he was taking that call, a vehicle pursuit occurred – and from there the bottom fell out.

Sgt. Michienzi and four zone officers handled 30 calls for service and none of the calls were routine. At times they went from call to call, with no break in between.

At other times, there were no officers from Romeoville P.D. available for calls. However, without any direction or hesitation, the above Romeoville dispatchers requested mutual aid from neighboring communities to assist with calls for service.

By the time the "smoke" cleared, eight subjects were in custody for crimes ranging from Fleeing and Eluding, Aggravated DUI, Criminal Damage to Property X2, Aggravated Battery to Police Officer, Resisting Arrest and Consumption of Alcohol by a Minor.

Throughout the night, the entire shift was busy. Dispatch was able to make Romeoville P.D.'s jobs easier by taking the initiative (without direction) to contact mutual aid units for assistance.

Calls were accurately prioritized and dispatch kept Sgt. Michienzi apprised of what was still pending. And during each call, officers tasked dispatch with added instructions and responsibilities, including running CQHs, monitoring subjects in holding cells, gathering and recording witness information, printing out information, and making notifications to off-duty personnel to request that they modify their schedules to come in early, and playing back audio for clarification of information related to specific incidents.

While completing each of those tasks, the dispatchers remained professional and responded to each request quickly.

At the end of the night, each Romeoville zone officer (Helton, Kirstein, Jandura and Giniat) said the same thing: "Dispatch did a great job tonight!"

"I agree with that statement 100 percent," said Sgt. Michienzi. "If it was not for the great job of dispatch, there could have been subjects or officers hurt."

"I speak for all five of the sworn personnel who worked that evening when I say thank you to Melissa, Gema, Kellee and Rachel for the exceptional job you all did. You made our jobs easier that night and you went out of your way to remain calm under the pressure of increased call volume and officer requests."

"That shift was very demanding and required extensive and constant communication between officers and dispatch," said Romeoville Comm Center Director Kim Knutsen. "Our dispatchers effectively maintained radio communications with patrol units and recorded accurate and timely updates vital to the successful outcome of the incidents."

"Had it not been for the great job of these dispatchers, the safety of the citizens and officers may have been compromised," she said. ●

Will County Sheriff's Office

Telecommunicators Jayme Slucki, Cindy Wilson and Leeta Horath received Team Awards of Merit for their handling of the following incident:

At 2:56 p.m. on February 15, 2014, Will County Communications received a 9-1-1 call from an individual who was requesting assistance because he was experiencing chest pains.

The subject could not provide his exact location because he had been hiking since 9 a.m. in the Midewin National Tallgrass Prairie, became disoriented, and was lost.

The outside temperature was at 20 degrees and started to drop; and only 2-1/2 hours of daylight were left.

Deputies Topolewski and Reilly were assigned to locate the subject, staying in constant contact with our Communication Center. As they searched the area, they sounded their sirens in an effort to be heard by the lost subject. The Elwood Fire Department was also assigned to assist in the search for the lost subject.

Inside the Comm Center, Jayme was able to keep the subject on the telephone the entire time. As a result, she was able to keep him calm as he was experiencing a panic attack. Jayme maintained her composure and poise, so as not to frighten the lost individual any further.

Cindy kept an uninterrupted communication with the assigned Midewin officer for directions through the prairie. She also utilized and studied detailed maps of the Midewin National Tallgrass Prairie in order to direct the first responders, who encountered heavily snow-covered roads and pathways.

Leeta was able to get the GPS location of the lost subject's telephone by coordinating with his cell phone service provider. She used her experience and perseverance and utilized Exigent Circumstances to obtain authorization to track the lost individual's cell phone.

Approximately one hour after the original call, the lost subject was located by utilizing snowmobiles from the Elwood Fire Department. He was subsequently transported to the hospital and treated for minor injuries.

"This effort by all the personnel involved is a GREAT EXAMPLE OF TEAMWORK," said Lt. Steven Talmonas, Watch Commander, Second Watch, Will County Sheriff's Office, who nominated the three telecommunicators. ●

Left: Will County Sheriff's Office Telecommunicators Jayme Slucki, left, and Cindy Wilson, with their Team Awards of Merit and flowers.



2014 Milestone Awards



Above: All smiles after receiving their Milestone Awards are Joliet Telecommunicators Millie Rowe (20 years), left, and Denita Draper (25 years).

In an effort to recognize the professionalism and day-to-day accomplishments of the Will County Emergency Telephone System's telecommunicators, administrators and other staff members, the 9-1-1 Board presents Milestone Awards to those who have achieved 1, 5, 10, 15, 20 or 25+ years of service as of April 1 of each year.

"You are to be congratulated, not only for your day-to-day accomplishments, but also for your overall contribution to the success of our 9-1-1 system and the safety of our emergency responders and the residents of Will County," said 9-1-1 Board Chair Julie Ponce-Doyle.

Receiving 2014 Milestone Awards during the Board's April 24 meeting were:

1 YEAR

Sarah Martuneac (Bolingbrook)
Jennifer Keith (Eastcom)
Melissa Kelley (Lincolnway)
Kathy Craven (WESCOM)
Andrew Gatz (WESCOM)
Kelli Scholp (WESCOM)
Krista Mehon (9-1-1 Office)

5 YEARS

Cindy Allensworth (Joliet)
Noemi Wilkins (Joliet)
Andrew Benson (Lincolnway)
Lisa Costa (Lincolnway)
Angela Marks (Lincolnway)
Debbie McDowell (Lincolnway)
Jessica Scannell (Lincolnway)
Alex Szalinski (Romeoville)
Robert Ramsey (Sheriff)
Kelsey Reid (Sheriff)
Sheila Kuehni (WESCOM)
Angie Martin (WESCOM)
Lauren Pucel (WESCOM)

10 YEARS

Nancy Ann Slater (Bolingbrook)
Terra Ledesma (Eastcom)
Amanda Swanson (Eastcom)
Heather Hanbaum (Joliet)
Tibra Jones (Joliet)
Dan Patriquin (Sheriff)
*Jim Ariagno (9-1-1 Office)**
Caryn DeMarco (9-1-1 Office)
Steve Figved (9-1-1 Office)
Kim Hartley (9-1-1 Office)
Dale Murray (9-1-1 Office)
*Barb Steffen (9-1-1 Office)***

* Honored for 13 years

** Total of 26 years with Will County

15 YEARS

Teri Killian (Lincolnway)
Stephanie Brooks (Joliet)
Darrell Hudgens (Joliet)
Bruce Thessenvitz (Romeoville)

20 YEARS

Virginia Bradley (Joliet)
Lisa Crompton (Joliet)
Millie Rowe (Joliet)
Cindy Wilson (Sheriff)

25 YEARS

Denita Draper (Joliet)
Susan Kljaich (Joliet)
Sharon Whitaker (Romeoville)

Lifelong Cubs Fan Patti Deffenbaugh Celebrates 30 Years



Joliet 9-1-1 Technical Support Supervisor Patti Deffenbaugh celebrated her 30-year work anniversary on May 9.

Since Patti is the world's biggest Chicago Cubs fan, the Joliet 9-1-1 Center helped her enjoy this occasion with a Cubs-themed party.

Patti's family, including husband Dennis and her sisters Kathy and Cindy, were guests at the party, which included a special Cubs cake that was purchased by the staff from Delicity in Roselle.

Joliet Police Chief Brian Benton presented Patti with her 30-year anniversary pin. And she received a commemorative scrapbook from her co-workers, all of whom created a memory page for her. Congratulations on 30 years, Patti!! ●



Left: Joliet Comm Center Director Julie Ponce-Doyle, right, helps Patti Deffenbaugh celebrate her 30 years of service. Right: Patti anticipates cutting and eating the first piece of her special Chicago-Cubs-decorated anniversary cake (see circle inset above).





Above: WESCOM 9-1-1 Supervisor Erich Sommer, right, shows Lockport Police Lt. Ron Huff his new home away from home. **Left:** WESCOM Administrative Assistant Cindy Tooley prepares to “let them eat cake.”



Left: Praising WESCOM's new home was Lawrence M. Walsh, Chief Executive Officer of Will County. **Above:** Plainfield FPD Deputy Chief and Will County 9-1-1 Board Member David Riddle leads a tour of the WESCOM building's interior. **Right:** Among dedication attendees was State Senator Jennifer Bertino-Tarrant.



WESCOM settles into New Home

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facility went “live” answering 9-1-1 calls.

During the dedication ceremonies, one of the dispatchers was overheard saying it was going to be like “moving from an apartment (although a nice one) into your first-but-very-grand single-family home.”

That’s because, for the past seven years, WESCOM has been located temporarily in quarters in the Law Enforcement Center.

“We’re very proud to have completed construction of this state-of-the-art facility, which will provide emergency telephone services to residents, businesses and public-safety providers for many years to come,” said WESCOM Executive Director Steve Rauter.

In addition to Rauter, among those on hand for the dedication were 49th District State Senator Jennifer Bertino-Tarrant, Chief Executive Officer of Will County Lawrence M. Walsh, Plainfield Mayor Mike Collins, Plainfield FPD President Bill Barnes, Plainfield FPD Deputy Chief and 9-1-1 Board Member David Riddle, Will County 9-1-1 Chief Administrator Steve Figved, and other local and county officials.

Designed with future expansion in mind, the new WESCOM building will be able to accommodate the internal growth of its current 20 user agencies and the potential addition of more agencies in the future.

Now equipped with 12 IP radio consoles and Next Generation telecommunications equipment (including new monitors and up-

graded voice loggers, as well as Viper CP equipment), the PSAP will be able to accommodate up to 28 consoles on an as-needed basis.

The facility was designed to provide Next Generation services such as text-to-9-1-1, video, photos, automated alarms, telematics (e.g., On Star crash reporting) and other future communication services.

Also, the new facility is the first dispatch center in Will County that meets/exceeds state/federal standards for hardening and redundancy. And it was built to resist strong winds, tornado damage and flying-object damage.

“All of these physical security features meet or exceed U.S. Department of Homeland Security, NFPA and FEMA standards,” said Rauter. ●



Left: Plainfield Mayor Mike Collins. **Right:** Joining Executive Director Steve Rauter, second from left, for the dedication were, from left, the “1992 Founding Fathers” of WESCOM: Chief Steve Admonis (Ret), Channahon PD; Chief Don Bennett (Ret), Plainfield PD; and Chief Don Lattin (Ret), Shorewood PD. **Below:** WESCOM Executive Director Steve Rauter (red shirt) discusses his new building’s features and capabilities.



Below: This poster was prepared by the Will County 9-1-1 Administrative Office and given to all the PSAPs during National Public-Safety Telecommunications Week.



The poster's great message applies to all Will County System and other dispatchers nationwide. Thanks go to all of you. **Middle:** Modeling fancy sun glasses and bright colors on Neon Day are, from left, Romeoville Telecommunicators Todd Baran, Shari Reinbacher, Kellee Konieczny, and Bruce Thessentz.

Bottom: Garbed in Throwback Day clothing are Romeoville TCs Todd Baran and Shari Reinbacher.

2014 National Public-Safety Telecommunications Week

This year, National Public-Safety Telecommunications Week was celebrated April 14-20.

In Will County, each PSAP was visited by a 9-1-1 administrative staff member, who gave each dispatcher a special "thank you" gift – a t-shirt and tote bag.

In addition, representatives of the police and fire agencies they serve stopped by with pizzas or some other indicator of their appreciation.



Above: Jennifer Keith was named Eastcom's Telecommunicator of the Year for 2014.



Left: Joliet telecommunicators are pleased with the thank-you gifts they received from the Will County 9-1-1 Administrative Office. Stephanie Brooks, left, and Jamie VanByssum show off the tote bag. Also, Jen Chizmark, left, and Susan Kijaich are happy with the red 9-1-1 t-shirt.

Below: Joliet Telecommunicator of the Year Susan Kijaich is all smiles, as she receives congratulations from Joliet Police Chief Brian Benton, left, and Joliet Fire Department Deputy Chief Ray Randich. **Bottom:** Chief Benton, far right, extends his thanks and appreciation (for a job well done) to, from left, Joliet Telecommunicators Jamie VanByssum, Stephanie Brooks, Cindy Stukel, and Kris Wilkerson.



Kudos to WESCOM TC Tina Boudreau



Tina Boudreau

Proving again that PSAP dispatchers never know what surprises await them when they arrive for work each day, WESCOM Telecommunicator Tina Boudreau helped a mother and grandmother deliver a baby on a Sunday morning in June. "She did an awesome job,"

according to one of her peers, Lauren Pucel.

So, congratulations and kudos to Tina for a well-handled 9-1-1 call.

The only question is, did they name the baby Tina? ●



9-1-1 Public Educators Attend Conference in Naperville/Chicago

The 9-1-1 National Public Educator Forum (NPEF) held its fourth annual conference in Naperville/Chicago on July 19-23, with several Will County 9-1-1 System professionals participating. Headquartered at the Chicago Marriott Naperville, the event brought together 130 participants representing 17 states and Canada.

Attendees benefitted from sessions that covered creating your own PSA, utilizing characters during presentations, texting to 9-1-1, developing a tag team, creating impressive power points, creating effective teaching strategies, understanding the legal issues within social media, utilizing crowd funding and video PSAs, being professional when a presenter, networking, and other topics related to 9-1-1 public education.

The NPEF conference is the only one in the country that provides a convenient venue for 9-1-1 professionals to discuss 9-1-1 public education. The goal of NPEF is to help public educators by enabling them to share information with one another in an effort to work within the already tight public education budget constraints.

With 580+ members from the United States, Mexico, Virgin Islands, Canada, and New Zealand, the NPEF network is full of ideas and resources from successful 9-1-1 public educators and their programs.

9-1-1 public education helps reduce the number of non-emergency calls coming into PSAPs, contributes to a better-educated caller during times of stress, and promotes the more efficient handling of 9-1-1 calls and improving response times.

Will County 9-1-1 Administrative Assistant and Public Education Coordinator Caryn DeMarco is an active, founding member of the 9-1-1 Public Educator Forum. And she served on its conference committee.

The Will County 9-1-1 System was well represented at the conference, with attendees from

Eastcom, Joliet, Romeoville and WESCOM. Also participating was DeMarco and Will County 9-1-1 Chief Administrator Steve Figved, who welcomed the attendees on the first day of the conference.

In addition, NENA-IL and 9-1-1 Board Attorney John Kelly made a presentation on legal issues within social media. And former Bolingbrook TC Ashley Klco led a session on resources, how to improve your program, and setting goals for your program. ●



Above: Will County 9-1-1 Chief Administrator Steve Figved welcomes public educators to NPEF's fourth annual conference.



Above: Participating in a seminar on creating PSAs were, from left, WESCOM Telecommunicator Sheila Kuehni, Romeoville Communications Center Director Kim Knutsen, Romeoville Telecommunicator Kellee Konieczny, and Eastcom Telecommunicator Cindy Sepula.



Above: Among the volunteers at Bolingbrook 4 Kids were, sitting, Joliet Communications Center Director and Will County 9-1-1 Board Chair Julie Ponce-Doyle and Will County 9-1-1 Operations Manager Dale Murray, as well as, standing, Dan Gewargis from Motorola.

Will County 9-1-1 Volunteers Help Raise Funds for Children's Cancer Research

Several Will County 9-1-1 administrators volunteered their time at this year's Bolingbrook 4 Kids event, which raised funds for the St. Baldrick's Foundation – and thereby supported children's cancer research.

Participating were Romeoville Comm Center Director and 9-1-1 Board Member Kim Knutsen, Eastcom Director and 9-1-1 Board Member Pam Buzan, Will County 9-1-1 Training Coordinator Joanne Burian, Will County 9-1-1 Operations Manager Dale Murray, and Joliet Comm Center Director and 9-1-1 Board Chair Julie Ponce-Doyle.

"Over the past seven years, we have helped raise more than \$1 million for children's cancer research," said Knutsen.

The 2014 head-shearing event – held at the Bolingbrook Golf Club – was hosted by the Bolingbrook Police and Fire Departments. ●



WESCOM Telecommunicator/CTO/Public Educator Sheila Kuehni joins Cell Phone Sally at Shorewood's National Night Out Against Crime celebration on August 5.

TC Kathy Craven

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on the radio - in temperament and enunciation. She was a good hire in all estimation."

What makes a great telecommunicator? A person who is positive, driven, compassionate, empathetic, organized, calm, a leader, a teacher, and, most importantly, a listener.

"Without doubt, Kathy Craven embodies all of these characteristics," said WESCOM's supervisors, which is why they nominated her for Will County 9-1-1 Telecommunicator of the Year. ●

Shorewood Police Chief Appointed to 9-1-1 Board

During the 9-1-1 Board's June 26 meeting, Shorewood Chief of Police Aaron Klima was sworn in as the Will County Police Chief Association's representative on the Board.

Klima replaces Channahon Police Chief Joe Pena, who retired after more than two years on the 9-1-1 Board and nearly 40 years in law enforcement.

Married with four children, Klima served four years with the U.S. Marine Corp before joining the Shorewood Police Department as a patrolman in 1997. Over the next 17 years, he rose through the ranks, becoming chief three years ago.

Klima has a B.A. from Stephan F. Austin State University (1995) and a Master's in Public Safety Administration from Lewis University (2008).

Also, he serves on the Board of the Police Chiefs Association of Will County.

Shorewood Police Chief Aaron Klima is sworn in by Will County Clerk Nancy Schultz-Voots during the 9-1-1 Board's June 26 meeting.



2014 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

SEPTEMBER

3	CPR/Flipchart Review**	Plainfield FD Admin.
9	PowerPhone - Active Shooting Response	Glendale Hts. PD
16	PowerPhone - Domestic Violence Intervention	Matteson/Southcom
17	Powerphone - Protecting LE Responders	Berwyn PD
19	ILAPCO Protecting Your Center	Woodridge
22-26	EMD - Certification Course**	Joliet Jr. College
29	IXII - ABCs of Call Taking	Waukegan
30	IXII - Customer Service for Dispatchers	Waukegan

OCTOBER

20-22	IXII - Communications Training Officer (CTO)	Arlington Hts.
23	IXII - Customer Service for Dispatchers	Elgin PD
24	IXII - Tactical Incident Dispatch Concepts	Elgin PD
25	IXII - Leadership for Dispatchers	Elgin PD

NOVEMBER

3	CPR/Flipchart Review**	New Lenox Fire #1
3-7	EMD - Certification Course**	Joliet Jr. College
13	PowerPhone - Stress Identification & Management	Matteson/Southcom

DECEMBER

1-3	IXII - Communications Training Officer (CTO)	Waukegan PD
3-5 & 9-10	Success Communications - Presentation Mastery	WESCOM

** Counts toward EMD CE

6 Reappointed

During the 9-1-1 Board's April 24 meeting, Will County Clerk Nancy Schultz-Voots conducted a swearing-in ceremony for six reappointed Board members: Harold Damron, Nick Palmer, Julie Ponce-Doyle, Mike Shay, Candi Thuringer and Brad Veerman.

Also, the Board re-elected Ponce-Doyle as Chairman and Steve Rauter as Vice Chairman. ●

