

DISPATCH 9-1-1 DIALOGUE

WINTER 2012-13

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

PROCLAMATION

RECOGNIZING 20th ANNIVERSARY OF WILL COUNTY 9-1-1 EMERGENCY TELEPHONE SYSTEM

WHEREAS, protecting the lives of citizens is one of government's fundamental responsibilities. In times of emergency, citizens must have a quick and easy way to summon police, fire and emergency medical responders.

The 9-1-1 emergency telephone number fulfills this need and proves its value each and every day throughout the County; and

WHEREAS, following a county-wide referendum, the Will County Board adopted the Resolution making a commitment to implement a 9-1-1 Emergency Telephone System; and

WHEREAS, The Will County 9-1-1 Emergency Telephone System went on the air on December 15, 1992, making it possible to save more lives and to increase the public's confidence in local emergency response systems. The Will County 9-1-1 system has enabled county-wide communities to respond to a greater number of emergency calls with added efficiency and lower costs to the public;

NOW, THEREFORE, BE IT RESOLVED, that the Will County Board hereby recognizes the 20th Anniversary of the Will County 9-1-1 Emergency Telephone System to be celebrated on December 15, 2012; and

BE IT FURTHER RESOLVED, that the Will County Board and the Will County Executive do hereby recognize the 20th Anniversary of the Will County 9-1-1 Emergency Telephone System and extends its sincere appreciation to the dedicated men and women who handle life threatening calls with much expertise, composure, and efficiency.

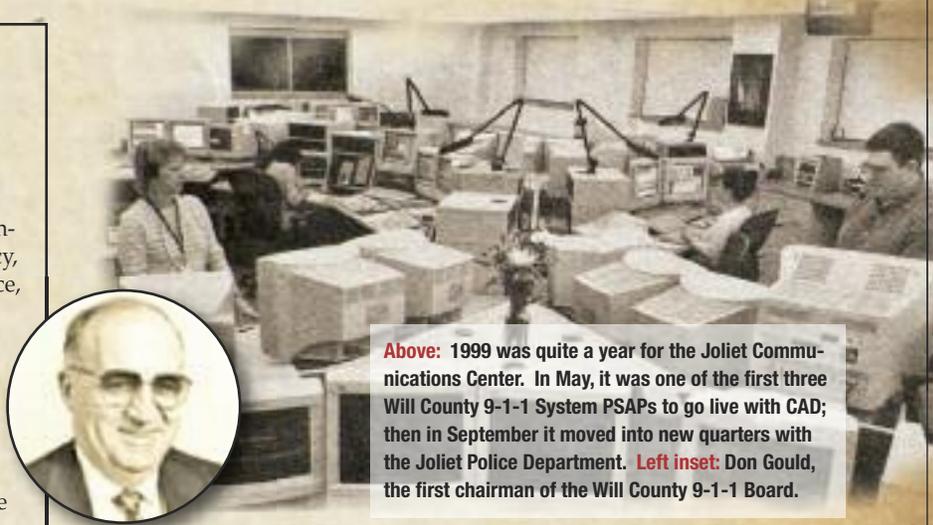
Dated this 20th day of December, 2012.

LAWRENCE M. WALSH
WILL COUNTY EXECUTIVE ●

National Public-Safety Telecommunications Week, Will County Family Fun Day

Mark your calendars now. April 14-20 will be celebrated as National Public-Safety Telecommunications Week this year.

Also, the second annual Will County 9-1-1 Family Fun Day is scheduled for Noon to 4 p.m. on Saturday, April 20 (rain or shine) at a site to be determined. For more information, visit our website at www.willcounty9-1-1.com. ●



Above: 1999 was quite a year for the Joliet Communications Center. In May, it was one of the first three Will County 9-1-1 System PSAPs to go live with CAD; then in September it moved into new quarters with the Joliet Police Department. **Left inset:** Don Gould, the first chairman of the Will County 9-1-1 Board.

20 Years of Providing 9-1-1 Services in Will County

There may not have been any fireworks. However, commemorative cookies were passed out at all the PSAPs and to Will County Board members on December 15, 2012, when the Will County Emergency Telephone System celebrated its 20th anniversary.

Twenty years prior - when the first real Enhanced 9-1-1 call was received, the world was a lot different than it is today.

Considerable progress had been made since the early 1970s, when only a few communities in Will County had even Basic 9-1-1 service. However, up until December 15, 1992, dispatchers heard only the caller's voice when they handled a 9-1-1 call.

Will County residents and businesses needed access to police, fire, and emergency medical services. And 9-1-1 dispatchers still needed to know where they were located when they called.

As a result, in 1989 a well-organized campaign was launched to bring Enhanced 9-1-1 to Will County.

Led by Will County Emergency Management Agency (EMA) Director Don Gould, a grassroots effort was initiated by a Blue Ribbon committee of 55 public officials - from government, police and fire departments, the Farm Bureau, the Municipal (now Governmental) League, and private enterprise.

1989 Referendum

The recommendation of this committee was to have a referendum to establish an Enhanced 9-1-1 system in Will County (at a cost of 75 cents a month per telephone line) - which was overwhelmingly approved by voters on November 7, 1989.

Over the next three years:

- The Will County 9-1-1 System's first employee was hired - 9-1-1 Coordinator Ralph Eisenbrandt.
- The ETSB was established in 1990, with Don Gould as its first Chairman.

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Our First Year

- After receiving that first 9-1-1 call on December 15, 1992, Will County PSAPs handled 107,018 calls during 1993.
- Our telephone company was Illinois Bell - the only game in town at that time.
- All telephones were landline phones that were plugged into a wall jack.
- 98% of all calls were answered within 10 seconds.
- In other words, Enhanced 9-1-1 was a success. ●



Darrell Hudgens
Joliet – 2005



Shari Reinbacher
Romeoville – 2009



Ashley Kloc
Bolingbrook – 2012



Kacey Chizmark
Joliet – 2004



Kourtney Sanchez
Eastcom – 2010



Denita Draper
Joliet – 2002



Cindy Stukel
Joliet – 2006 APCO



Zelda Scott
Joliet – 2007 APCO



Will County Telecommunicator of the Year for 2008, Don Piper, is surrounded by several of his Joliet Communications Center co-workers, including, from left, dispatchers Allison Foster, Lisa Crompton, Susan Kijaich, Stephanie Larson and Virginia Bradley.

Will County Telecommunicators of the Year

- 1997 Gary Darin, WESCOM
- 1998 LeEtta Horath, Sheriff's Dept.
- 1999 Cynthia Bowdre, Sheriff's Dept.
- 2002 Denita Draper, Joliet
- 2004 Kacey Chizmark, Joliet
- 2005 Darrell Hudgens, Joliet
- 2006 Marva Bradfield, WESCOM
- 2007 Mike Haskins, Lincolnway
- 2008 Don Piper, Joliet
- 2009 Shari Reinbacher, Romeoville
- 2010 Kourtney Sanchez, Eastcom
- 2011 Kris Wilkerson, Joliet
- 2012 Ashley Klco, Bolingbrook



Mike Haskins
Lincolnway – 2007



Kris Wilkerson
Joliet – 2011



Steve Rauter
WESCOM – 2010 APCO

Illinois APCO Recognition

- 2002 Denita Draper, Joliet, Telecommunicator of the Year
- 2006 Cindy Stukel, Joliet, Telecommunicator of the Year
- 2007 Zelda Scott, Joliet Line Supervisor of the Year
- 2010 Steve Rauter, WESCOM, Communications Dir. of the Year
- 2011 Billy Jo Noll-Brink, WESCOM, Telecommunicator of the Year ●

2013 Telecommunicator of the Year Nominations

Now is the time when Will County PSAP directors and shift supervisors should start thinking about submitting a nomination for Will County Telecommunicator of the Year for 2013. The deadline is **April 5**.

This award recognizes an outstanding telecommunicator who has demonstrated consistently exceptional knowledge and skill in the field of 9-1-1 dispatch.

This is a non-competitive recognition program that acknowledges the important day-to-day contributions of 9-1-1 telecommunicators whose performance and attitude are exceptional. Nominations should *not* be based upon the nominee's handling of a single incident.

This annual award is meant to honor the "best of the best" – those persons whom their peers consider to be leaders, based on 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 emailed (no later than **April 5**) to sfigved@willcounty9-1-1.com

Please encourage your supervisor to nominate a co-worker who you think deserves this recognition.

The winner and runners up will be recognized at the 9-1-1 Board's April 25 meeting. And the winner will receive an all-expenses-paid trip (free registration, hotel, mileage and food) to the annual IPSTA Conference in Springfield in October 2013. ●



Marva Bradfield
WESCOM – 2006
With a 3-year-old "9-1-1 Hero"



WESCOM Telecommunicator Billy Jo Noll-Brink

1975 - 2012

It is with deep sadness that we acknowledge the passing of former WESCOM Telecommunicator Billy Jo Noll-Brink, who lost her 17-year battle with ovarian cancer on December 15, 2012.

"She touched the lives of many in our industry, our vendors, and especially the untold numbers of people she helped each day – and always thinking of others, not herself," said WESCOM's Executive Director Steve Rauter

About a year ago, in *Dispatch Dialogue*, we reported that Billy Jo was named Illinois APCO's Telecommunicator of the Year for 2011. We also indicated that "no one but Billy Jo was surprised."

She was nominated for the award by several of her peers, who considered her courageous, compassionate, knowledgeable, conscientious, a team player, and, certainly, very deserving of that recognition.

Born in Hollywood, Florida, and a resident of Joliet, Billy Jo was in her ninth year as a WESCOM telecommunicator.

Billy Jo is survived by her husband, David Brink, her parents, Debra and William Noll, and many other family members and friends.

Memorials may be sent to Stand Up to Cancer, File 1224, 1801 W.

Olympic Boulevard, Pasadena, CA 91199-1224 (include team 4794 in memo) or online at <http://bit.ly/bjnbsu2c>

She will be missed by all those who were lucky enough to have known or been helped by her. ●



Billy Jo Noll-Brink

20 YEARS OF WILL COUNTY 9-1-1

1. Steve Figved, Will County 9-1-1 Chief Administrator since 2006.



1

2. 9-1-1 Board members are sworn in by Will County Clerk Nancy Schultz Voots, far right, in 2008.



2

3. Operations Manager Dale Murray, left, Network Engineer, Jim Ariagno Jr., center, and Tom Jenkins from Word Systems, help with Next Generation upgrading of Sheriff's dispatch center in 2008.



3

4. Originally hired as regionalization project manager in 2003, Steve Figved, far right, addresses 9-1-1 Board.



4

5. Network Administrator Reggie Lashley retired in 2006 after eight years with 9-1-1 Admin staff.



5

6. GIS Manager Barbara Steffen reviews Will County street maps/addresses with Don Radtke, left, and Chris Veste, both from the Crete Township Fire Protection District.



6

Wearing a PD uniform, dispatcher Pam Buzan (now a Will County 9-1-1 Board member and Eastcom's director) greets then Police Chief Dean Wallace as they stand next to a Crete Police Department (supervisor's) squad car.



15. Will County Public Education Coordinator Caryn DeMarco, far right, answers 9-1-1 questions posed by Frankfort Square Elementary School first graders.



16. 9-1-1 public education mascot Cell Phone Sally.

17. Joliet Telecommunicator Denita Draper and Tech Supervisor Patti Deffenbaugh talk to students from Joliet Township High School.

When this photo was taken, 9-1-1 Board Chair Julie Ponce-Doyle was a Joliet dispatch supervisor. She became the PSAP's first civilian director in 2001.

7. Romeoville Telecommunicator Peggy Karkula handles 9-1-1 call.



7

8. Steger PSAP Director Mary Jo Seehausen, seated, and TCs Carol Senesac, left, and Rachel Teneyuca.



8

9. Training Coordinator Joanne Burian distributes gifts from the 9-1-1 Admin staff during National Public Safety Telecommunications Week, which also was celebrated by



9

10. WESCOM dispatcher Kathi Driscoll, who is sampling a large thank-you Subway sandwich from the Crestwood Police Department.



10

11. Bolingbrook becomes 8th Will County System PSAP in 2010. Among TCs are, from left, Krystyna Kulach, Danny Thiel, and Bonnie Bovaird.



11

12. Lincolnway Communications Center Director Brad Veerman checks out construction progress of new Frankfort Township Center, where his PSAP has been located since 2009.



12

13. In 2007, U.S. Congresswoman Judy Biggert, left, visited WESCOM's new dispatch center, and talked to TCs Heidi Jones, center, and Gail Matsui.



13

Among the telecommunicators working at the Will County Sheriff's PSAP in 1999 – before it received a Next Generation upgrade – are Phyllis Schumaker (foreground), Cindy Wilson and Jeff Paris.



14

14. Enjoying the first-ever (April 2012) Will County 9-1-1 Family Fun Day were WESCOM Telecommunicator Kristen Kirby, right, her husband, Jason, and their two children.

20 Years

Continued from page 1

- In 1991, Joanne Burian was hired to assist the Coordinator with implementation. And John Karubas was named the system's first Chief Administrator (a position he held until yearend 2005).
- Motorola was chosen as the provider of the system's Enhanced 9-1-1 equipment.

In addition, telephone company records had to be reviewed and revised to ensure that every county resident had an acceptable address.

Master Street Address Guide

A process that resulted in the development of the Master Street Address Guide (MSAG), it requires that each phone listing has a physical address associated with it.

To accomplish this, however, some addresses in Will County had to be changed.

For example, Rural Route (RR) and P.O. Box addresses no longer were acceptable. And other addresses had to be changed because, previously, they had been assigned incorrectly.

"The Illinois Commerce Commission would not authorize implementing Enhanced 9-1-1 in Will County until we had achieved 99% accuracy in the MSAG," said Burian.

As a result, more than 20,000 new addresses were designated from 1990 to 1993.

In addition to resolving the accuracy of addresses, Enhanced 9-1-1 equipment had to be selected, installed, and tested. And then dispatchers were trained to use the new equipment.

"Throughout our history, staying at the forefront of cutting-edge technology has been an ongoing process that has been embraced by the Will County ETSB," said Steve Figved, who has been the Will County Emergency Telephone System's chief administrator since 2006.

"Currently, this process includes upgrading our telecommunications equipment to meet Next Generation standards and implementing Motorola's PremierOne™ CAD system.

"As the world and technology have changed over the years, so have telephone services and our 9-1-1 equipment," said Figved.

Wireless Calls

For example, in 1995, five of Will County's PSAPs began handling Phase I wireless calls, which required cellular service providers to supply subscriber information to dispatchers. Then, Phase II wireless calls started providing dispatchers with GPS locations.

This was a particularly important development - because cell phone usage has continued to increase, accounting for 80 percent of all Will County 9-1-1 calls received in 2012.

Also in 1995 - to address the diversity of languages in Will County, the 9-1-1 System added a service that allows dispatchers to access interpreters of 140 different languages and dialects.

CAD System

In 1999, after many meetings of a committee formed to consider Computer Aided Dispatch



ETSB Chairman Richard Benson, left, and Chief Administrator John Karubas congratulate each other upon their mutual retirements in yearend 2005.

Will County ETSB Chairpersons

1990-96	Don Gould
1996-2005	Richard Benson
2005-06	Bob Brown
2006-10	Chief Jim Grady
2010-13	Julie Ponce-Doyle

Will County ETS Chief Administrators

1990-91	Ralph Eisenbrandt (9-1-1 Coordinator)
1991-2005	John Karubas
2006-2013	Steve Figved



In 2010, retiring ETSB Chairman Jim Grady, left, accepts best wishes from new ETSB Chair Julie Ponce-Doyle and Chief Administrator Steve Figved.

(CAD), and to interview vendors, the 9-1-1 Board approved the installation of a new Printrak (now Motorola) CAD system at each dispatch center.

The first three PSAPs to go live with CAD (in May of 1999), were Joliet, the Sheriff's Department, and WESCOM, followed shortly by Lincolnway, and later by Eastcom (2002), Romeoville (2003), Steger (2009), and Bolingbrook (2009).

"This long-awaited launch provided us with one of the most diverse and complicated CAD systems in the nation," said CAD Coordinator Joanne Burian.

Dispatcher Training

"In order to take full advantage of the new CAD system, all of our dispatchers were re-trained. And since then, such training has been ongoing, with several CAD refresher courses and classes for new-hires offered each year."

In addition, to help dispatchers meet the minimum training standards required by the 9-1-1 Board, Will County's continuing education program includes a many other job-related courses.

For example, there are classes related to the Emergency Medical Dispatch (EMD) training

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PSAP Numbers, Facilities Change

In 1992, the Will County 9-1-1 System consisted of 16 PSAPs.

Then in 1998, Eastcom started handling the calls of Crete, Monee, Beecher, Peotone and University Park - which reduced the number of dispatch centers to 12.

Thereafter, more consolidation occurred when the 9-1-1 Board stopped funding secondary PSAPs. Also, calls from Braidwood (2008) and Wilmington (2009) were transferred to WESCOM. And then Bolingbrook joined the Will County system in 2010.

As a result, the current number of PSAPs is 8: Bolingbrook, Eastcom, Joliet, Lincolnway, Romeoville, Sheriff's Department, Steger, and WESCOM.

Just as the number of PSAPs has changed over the past 20 years, so have the facilities where Will County dispatchers work.

For example, in 1999, Joliet telecommunicators moved into a building they still share with the Joliet Police Department.

In 2007, WESCOM moved to a new law enforcement facility shared with the Plainfield Police Department. Lincolnway moved from New Lenox into a new Frankfort Township Center in 2008. And Romeoville moved into a new municipal complex in 2010.

Then in 2012, WESCOM purchased a 4.3-acre site that's adjacent to their current facility and is proceeding with plans to build a new PSAP there.

When completed (occupancy is planned in early 2014), it will be the first PSAP in Will County that meets or exceeds state/federal standards for hardening and redundancy.

In addition to these changes in PSAP facilities, the Will County 9-1-1 System's administrative offices moved from the County Building in Joliet to downtown Lockport in 1992 and then to new office space on Division Street in Joliet in 2004. Five years later (2009), they moved into larger quarters a very short distance away in the same office park. ●

2013 Milestone Awards

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.

The recipients of the 2013 Milestone Awards will be acknowledged during the Board's April 25 meeting. ●

20 Years

Continued from page 4

that is mandatory for all telecommunicators. And there are courses related to every other aspect of handling 9-1-1 calls.

Consolidation Studied

In 2001, the 9-1-1 Board decided to restudy the possibility of consolidating Will County's PSAPs into two or three regional centers (this idea had initially been considered in 1992, but was shelved.)

The Board hired former Bartlett and Barington Fire Chief Steve Figved to serve as manager of this project in 2003. However, after seven years of studying regional consolidation – and then considering proposed plans for a new public-safety communications and command center – the 9-1-1 Board again decided against any major consolidation.

Instead, the ETSB has continued to focus on implementing Next Generation standards and strategies, which will improve the Will County 9-1-1 System's public-safety services for the foreseeable future.

Next Generation Upgrades

For example, in August 2011, the 9-1-1 Board approved the upgrading of its current CAD system to Motorola's PremierOne™ Solution – which is a CAD, mobile and records product.

Described as “easier, faster and more economical” than what Will County 9-1-1 is using now, PremierOne™ also is considered to be scalable, flexible and adaptable, with much improved multi-tasking capabilities.

In other words, this new system can be tailored to meet the needs of each dispatch center or agency (police, fire, EMS).

In addition to PremierOne™ (which is expected to be fully operational in 2014), the 9-1-1 Board has approved several other technological and equipment upgrades, including:

- **A turn-key countywide project that will provide microwave network connectivity to each PSAP.**

Among the benefits are greater network reliability and multiple connections with increased data bandwidth (speeds) that will support the new PremierOne™ CAD system.

- **An upgrading of voice logger software/hardware at all PSAPs (upon request).**

This upgrade will enable the PSAPs to link all of the various data they receive into one multimedia and information management solution.

The benefits include time savings and more efficient PSAP operations.

- **An upgrading/conversion of each PSAP's radio consoles from analog to IP (Internet Protocol).**

As a result of this project, all eight PSAPs will have full functionality when the upgrading of CAD to PremierOne™ has been completed.

- **A new mobile command and communications vehicle, which will be used in the field – on-site – during critical emergencies, disasters and major public events.**

The 46-foot van will enable the Will County 9-1-1 System and EMA to respond quickly, whenever and wherever the situation occurs.

The vehicle is equipped with the latest phone and voice logging systems; it has Internet capability; and it will allow live CAD entry of calls to/from anywhere.

Also, since the van includes three dispatch consoles, it can serve as a dispatch center on wheels – at the site of any emergency or as a back-up PSAP (if one of Will County 9-1-1's eight dispatch centers experiences a major outage).

Mapping, Public Education

In addition to such technological improvements, upgrading the maps of local streets/addresses used by dispatchers and first-responders has been a high priority for the ETSB and its administrative staff.

Because GIS mapping is such an important part of the CAD system – both within dispatch centers and in police, fire, and EMS vehicles – updating the maps, and keeping them updated (with the cooperation of Will County municipalities) has been a critical function/objective.

Also receiving increased emphasis and financial support in recent years has been public education. Although an ongoing part of Will County 9-1-1's mission – especially for Joliet Telecommunicator Denita Draper and her coworkers, this effort widened substantially in 2007, when a system-wide Public Education Committee was formed.

“We decided to focus on first-graders, high-school driver education classes and senior citizens,” said Administrative Assistant Caryn DeMarco, who organized and has chaired this committee.

Over the past five years, thousands of first graders – and many others – have learned when and when not to dial 9-1-1 and have practiced by making simulated calls – thanks to the efforts of this committee's members and the increased financial support of the ETSB.

Challenging Future

“Although much has been accomplished during our first 20 years, many challenges await us as we seek to fund and keep up with the rapid technological advancements within the telecommunications industry,” said Chief Administrator Figved.

“In order to continue improving our ability to ensure the public's safety, we must continue to find ways to provide the cutting-edge equipment that will be needed to accomplish that goal.” ●

2012 Caller Activity, CAD Incidents Set Will County Records

In 2012, the number of 9-1-1 calls handled by Will County Emergency Telephone System dispatchers totaled 343,177, which was a system record.

In addition, the number of CAD incidents reported during 2012 was a record 799,495.

The total call volume in 2012 was nearly 21 percent higher than the 284,086 calls that were handled in 2011 and about 6 percent higher than the 2010 total of 324,160.

This record total for 2012 was more than three times the number of calls handled in 1993 (the first full year of the Will County 9-1-1 System's operations), when the total was 107,018 calls.

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 80 percent in 2012.

Conversely, the use of hard- or land-line phones continues to decrease – from 73 percent in 1999 to 20 percent last year.

In 2012, the Joliet Communications Center handled 105,936 calls or nearly a third (30.9%) of the Will County System's total calls.

Also, the Sheriff's Office received 77,969 calls or 22.7%, followed by WESCOM (59,309 calls or 17.3%), Bolingbrook (31,541 calls or 9.2%), Lincolnway (26,138 calls or 7.6%), Eastcom (24,293 calls or 7.1%), Romeoville (13,443 calls or 3.9%), and Steger (4,548 calls or 1.3%).

In the case of CAD incidents reported by Will County 9-1-1 System PSAPs, the Sheriff's Department had the most with 177,918 (22.3%).

Lincolnway was next with 154,683 (19.4%), then WESCOM with 152,765 (19.1%), Joliet 114,603 (14.3%), Eastcom 68,487 (8.6%), Bolingbrook 63,387 (7.9%), Romeoville 47,295 (5.9%), and Steger with 20,379 (2.6%). ●



The appearance of *Dispatch Dialogue* also has evolved over the past 20 years. Originally a 2-color newsletter, it was redesigned in 2004 and then became a 4-color publication with more photos in 2008.

2013 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**

MARCH

2	EMD – CPR/Flipchart Review**	Joliet
13	Success Communications – Conflict Management	Lynwood
18	First Contact 911 – Dispatcher Refresher Training	Glendale Hts.
19	First Contact 911 – Dispatcher Refresher Training	Glendale Hts.
18-19	PowerPhone – Dispatch Judo	Matteson
20	PowerPhone – Active Shooting Response	Des Plaines

APRIL

12	PowerPhone – Disasters & the Dispatcher	Berwyn
15	Success Communications – Suicidal Callers	Frankfort
16	Success Communications – Child Callers	Lynwood
17	Success Communications – Customer Service	Joliet
18-19	Success Communications – Leadership IV	New Lenox

MAY

1-2	Success Communications – Leadership I	Lynwood
29-31	Success Communications – Training the Trainer	Plainfield

JUNE

11	EMD – CPR/Flipchart Review**	Joliet
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SEPTEMBER

6	PowerPhone – Active Shooting Response	Berwyn
10	EMD – CPR/Flipchart Review**	Joliet
11	PowerPhone – Disasters and the Dispatcher	Des Plaines
24-25	Success Communications – Leadership V	Lynwood

NOVEMBER

6	PowerPhone – Protecting Law Enforcement Responders	Des Plaines
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DECEMBER

10	EMD – CPR/Flipchart Review**	Joliet
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** Eligible for EMD CE



Left: An ad hoc committee of dispatch center supervisors – formed in 2001 – helped shape the Will County 9-1-1 System's training program.

The committee's members included, from left (seated clockwise around the table) Pam Buzan (Eastcom), Kathi Driscoll (WESCOM), Lt. Tom Carey (Sheriff), Mary Jo Seehausen (Steger), Sgt. William Denney (Romeoville), Sgt. Patrick Ross (Steger), Tari Atherton (Braidwood), Thelma Grzincic (Wilmington), and Gail Matsui (WESCOM).

Standing, from left, are Chief Administrator John Karubas and Training Coordinator Joanne Kerney Burian.



Above: In 2002, Training Coordinator Joanne Kerney Burian reviews the CAD system with new-hire dispatchers, including, from left, Tracy Bartz, Theresa Saracco and Nakia Lewis-Holliday (all from Joliet) and Robert Media (Eastcom). **Left:** Data Base Administrator Chris Botzum helps Sandy Ruettiger, foreground, and Robin Shelian of the Channahon Police Department during a class on using Hummingbird software to search and retrieve data from the CAD system.



Above inset: Also attending the Hummingbird class were Lakisha Brown, left, of the Joliet Police Department and Lt. Mark Fischer of the Channahon Police Department. **Right:** Will County dispatchers practice life-saving techniques during 2003 Emergency Medical Dispatch (EMD) training at Joliet Junior College in Romeoville.



DISPATCH 9-1-1 DIALOGUE

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**, Dynamic Printing Source, Inc.

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