

# DISPATCH 9-1-1 DIALOGUE

WINTER 2013-14

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

## Steger PSAP to Consolidate with Eastcom

After more than 20 years of operating as a PSAP, the Steger Communications Center will be consolidating with Eastcom, effective in April.

As a result, four agencies currently being served by Steger – Steger Police and Fire and South Chicago Heights Police and Fire, – will be served by Eastcom (per new intergovernmental agreements approved by Eastcom and each municipality).

Therefore, the total number of agencies being served by Eastcom telecommunicators will increase from 11 to 15.

This consolidation was unanimously approved by Eastcom's Board of Directors at its meeting on February 5, and by the Will County 9-1-1 Board on February 27.

During the latter meeting, the 9-1-1 Board also indicated that the position currently filled by Steger Comm Center Director Mary Jo Seehausen will be eliminated and the overall Board membership will be reduced to 16 members.

Due to the consolidation, the number of Eastcom telecommunicators handling 9-1-1 calls for these agencies will increase to 24. ●

### National Public-Safety Telecommunications Week

Mark your calendars now.

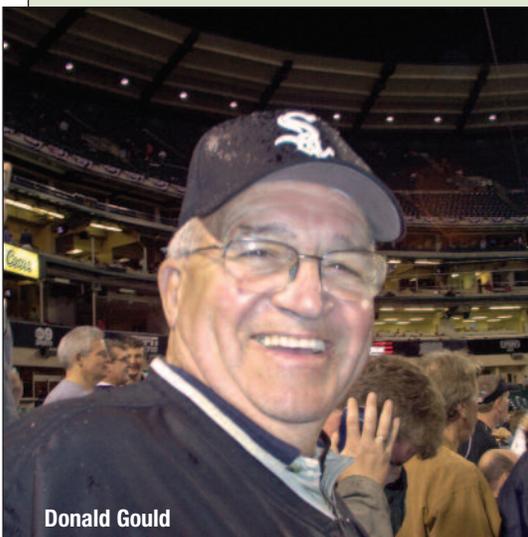
April 14-20 will be celebrated as National Public-Safety Telecommunications Week this year.

There will be a variety of celebrations at each PSAP during this week. For example, many thank-yous and other gestures of appreciation (especially popular is pizza) will be extended by the police, fire and emergency medical agencies that work so closely with Will County 9-1-1 telecommunicators.

Also, the entire month of April is 9-1-1 Education Month, when NENA, APCO and the E9-1-1 Institute schedule a variety of special events that focus on when and how to dial 9-1-1. ●



To find out why these Eastcom employees are smiling – from left, Telecommunicator Amanda Rohwedder, Supervisors Brian Wagner (Santa) and Cindy Sepula (Mrs. Claus), and Telecommunicators Terra Ledesma and Kristi Goldasich – see story on page 2.



Donald Gould

### In Memorium

#### Donald Gould remembered for devotion to family, emergency response & many other community services

Last November 19, the people of Will County lost a good friend and advocate when Donald Gould died at the age of 75. His life was devoted to his family, his community, and emergency response services.

Gould was thought of by many as the "father" of the Will County 9-1-1 System because he spearheaded a well-organized grassroots effort to bring Enhanced 9-1-1 services to County residents.

Led by Gould, a "Blue Ribbon" committee of 55 public officials was formed in 1989. Consisting of representatives from government, the EMA, police and fire departments, the Will County Farm Bureau, the Municipal [now Governmental] League, and private enterprise, the committee recommended an E-9-1-1 referendum, which was overwhelmingly approved by voters on November 7, 1989.

In addition to successfully bringing enhanced 9-1-1 to Will County, Gould was the ETSB's first chairman, serving in this capacity for six years (1990-96). A supporter of consolidation/regionalization, he continued to serve on the 9-1-1 Board for 11 more years, until 2007, when he was replaced by Harold Damron.

Gould also served as director of the Will County Emergency Management Agency (EMA) for 23 years, retiring in 2002. During that time, he was

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## 9-1-1 Public Educational Materials Available

A wide variety of educational materials are available to PSAPs and the police/fire/EMS agencies they serve, according to 9-1-1 Public Education Coordinator Caryn DeMarco.

"The 9-1-1 Administrative Office has an ample supply of educational items, including materials for adults and children – especially those in the primary grades," she said.

The supply includes everything from comic and coloring books to balloons, pens, pencils, key chains, bicycle reflectors, and bookmarks. Also, there are videos for children and adults, as well as informational brochures.

"Although some of Will County's schools cover 9-1-1 calling procedures at the primary or secondary level, we need to continually reinforce that teaching," said DeMarco. "This is also true for seniors and people who are new to our country and still learning to speak English".

For more information, contact Caryn at **815-725-1911** or e-mail her at [cdemarco@willcounty9-1-1.com](mailto:cdemarco@willcounty9-1-1.com). ●



## Cell Phone Sally Van Available for Will County Parades, Community Fests

The Cell Phone Sally van will be available for parades and community festivals in Will County this summer, according to Will County 9-1-1 Public Education Coordinator Caryn DeMarco.

"The van is part of our ongoing effort to teach kids, teens, seniors and the general public about 9-1-1," she said. "Being 9-1-1 ready, knowing your location. Also, accidental calls to 9-1-1 are becoming a problem with the cell phone generation, young and old."

In addition to the colorful van (see photo),

you can get Cell Phone Sally herself, as well as lots of 9-1-1 public education materials.

"During community festivals, we like to have everyone (kids and adults) practice making simulated 9-1-1 calls," said DeMarco. "So, the equipment needed to do this is also available from the 9-1-1 Administrative Office."

For more info about the van or anything related to 9-1-1 education, call Caryn DeMarco at **815-725-1911** or email her at [cdemarco@willcounty9-1-1.com](mailto:cdemarco@willcounty9-1-1.com)

## Donald Gould Remembered

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commended for his handling of several emergencies – especially his coordination of response and recovery efforts after the August 28, 1990, tornado that struck Plainfield, Crest Hill, and Joliet, leaving 29 dead and hundreds injured.

"Don's leadership and dedication to emergency management helped ease the suffering of disaster victims and made Will County a safer place for our citizens to live and work," said current EMA Manager Harold Damron, who has been a member the 9-1-1 Board since 2007, when he replaced Gould.

A native of Joliet and a supervisor for U.S. Steel, Gould also served his communities as mayor of Rockdale for nearly 20 years, a volunteer firefighter and former chief of the Rockdale Fire Department, a member of the Rockdale school board, president of the Illinois Emergency Services Management Association for one term, and as a volunteer in the U.S. Army.

In addition, Gould was a big fan of Frank Sinatra and the Chicago White Sox.

He is survived by his wife and former Will County Clerk Jan Gould; his son, Don, who has been a member of the Will County Board (District 6, Shorewood) since 2002; his daughter, Gigi; and two grandsons, Seth and Joe.

"Don was a great role model and friend to me and everyone else who had the privilege of calling him our [friend or] boss," said Damron, who worked for Gould in various capacities (including deputy director) for 12 years, and then himself became Will County EMA director in 2007. ●

## Eastcom employees donate Christmas cards, gifts, and time to area seniors

Each year, Eastcom helps make the holidays "a little more cheery for our elderly citizens," says Supervisor Cindy Sepula.

"Together, as a PSAP, we create Christmas cards and hand-deliver them to senior/retirement residences and nursing homes in the area where we dispatch," she says.

Everyone at Eastcom participates in some way – from getting the Christmas cards together and signing them, to donating money for the cards and a little

gift, and then volunteering personal time after work to visit the facilities.

"We receive 9-1-1 calls from these seniors on a yearly basis," says Sepula. "So, it's nice to show our interest and support by doing something special" at a time when an emergency isn't involved.

"For us, it is the reward (you get) from the experience of seeing their smiling faces as we come and go," she adds. "We do it because we hope it makes their day a little brighter. In reality, however, they are the ones who brighten our day." ●

## PremierOne™ CAD/Mobile/ Records Training Schedule

The Will County Emergency Telephone System will be transitioning to the new Motorola PremierOne™ Suite of CAD/Mobile/Records in the Fall of 2014.

"In order to insure that we are able to provide a high level of service to our member agencies, we have various training opportunities scheduled for 2014," said CAD Training Coordinator Joanne Burian, who has sent a notice about these opportunities to all PSAP/Dispatch Center Directors, Police Chiefs and Fire Chiefs.

"We are asking them to coordinate with each other to determine the best resources within their organizations to send to these training classes."

The training schedule at right includes training dates, with the number following the agency name/identifier representing the number of seats assigned to that agency in that class:

### CAD Train the Trainer

For each agency's best trainer, who will train the agency's other CTOs (Certified Training Officers).

**August 25-27** (2½ day Class)  
8 a.m.-4 p.m. Monday and Tuesday, 8 a.m.-12 p.m. Wednesday  
**Bolingbrook PSAP** (2), **Joliet PSAP** (3), **Romeoville PSAP** (2), **WESCOM PSAP** (3)

**August 27-29** (2½ day Class)  
1 p.m.-5 p.m. Wednesday, 8 a.m.-4 p.m. Thursday and Friday  
**Eastcom PSAP** (3), **Lincolnway PSAP** (3), **WCSP PSAP** (3)

### CAD Report Builder Train the Trainer

For key personnel who will be responsible for building reports from CAD data. "This is largely SQL based; so, if you have someone with that particular expertise, it may be in your best interest to send that person," Burian said. "This person will be responsible for building your reports and/or training others to build reports."

**Workshop #1 - June 24-26** 8 a.m.-4 p.m.  
**Bolingbrook** (1), **Joliet** (1), **Will Co Sheriff** (1), **WESCOM** (1)  
**Workshop #2 - July 22-24** 8 a.m.-4 p.m.  
**Eastcom** (1), **Joliet** (1), **Romeoville** (1), **Lincolnway** (2), **WESCOM** (1)

### RECORDS Report Builder Train the Trainer

For key personnel who will be responsible for building reports from Law Records data. "This also is largely SQL based; so, if you have someone with that particular expertise, it may be in your best interest to send that person," Burian said. "This person will be responsible for building your reports and/or training others to build reports."

**Workshop #1 - July 29-31** 8 a.m.-4 p.m.  
**Bolingbrook PD** (1), **Joliet PD** (1), **Shorewood PD** (1), **Will Co Sheriff** (1)  
**Workshop #2 - August 5-7** 8 a.m.-4 p.m.  
**Channahon PD** (1), **Crest Hill PD** (1), **Frankfort PD** (1), **Mokena PD** (1), **New Lenox PD** (1), **Univ Pk PD** (1)  
**Workshop #3, August 19-21** 8 a.m.-4 p.m.  
**Crete PD** (1), **Plainfield PD** (1), **Romeoville PD** (1), **Steger PD** (1), **S. Chgo Hts PD** (1), **Wilmington PD** (1)  
**Workshop #4, September 2-4** 8 a.m.-4 p.m.  
**Beecher PD** (1), **Braidwood PD** (1), **Elwood PD** (1), **Manhattan PD** (1), **Peotone PD** (1), **Rockdale PD** (1), **Lockport PD** (1)

### RECORDS Train the Trainer

**Workshop #1 - July 14-18** 8 a.m.-4 p.m.  
**Joliet PD** (3), **Mokena PD** (2), **Shorewood PD** (2), **WCSP** (3)  
**Workshop #2 - September 8-12** 8 a.m.-4 p.m.  
**Bolingbrook PD** (1), **Channahon PD** (2), **Crest Hill PD** (2), **Frankfort PD** (2), **New Lenox PD** (2), **Univ Pk PD** (2)  
**Workshop #3 - September 15-19** 8 a.m.-4 p.m.  
**Crete PD** (2), **Lockport PD** (2), **Plainfield PD** (2), **Romeoville PD** (2), **Steger PD** (2), **S. Chgo Hts PD** (2)  
**Workshop #4 - September 22-26** 8 a.m.-4 p.m.  
**Beecher PD** (2), **Braidwood PD** (1), **Elwood PD** (2), **Manhattan PD** (1), **Peotone PD** (2), **Rockdale PD** (1), **Wilmington PD** (1)

### POLICE MOBILE Train the Trainer

For key personnel who will be responsible for training the remainder of staff on the functions of the mobile client presented in this class.

**September 29** 8 a.m.-4 p.m. (Police Agencies)  
**Bolingbrook** (2), **Joliet** (3), **Romeoville** (2), **Will Co Sheriff** (3)  
**September 30** 8 a.m.-4 p.m. (Police Agencies)  
**Beecher** (1), **Crete** (1), **Monroe** (1), **Peotone** (1), **Steger** (1)  
**Univ Park** (1), **So Chgo Hts** (1), **Frankfort** (1), **Manhattan** (1), **Mokena** (1), **New Lenox** (2)  
**October 1** 8 a.m.-4 p.m. (Police Agencies)  
**Braidwood** (1), **Channahon** (1), **Crest Hill** (1), **Elwood** (1), **Lockport** (2), **Plainfield** (2), **Rockdale** (1), **Shorewood** (2), **Wilmington** (1)

### FIRE MOBILE Train the Trainer

For key personnel who will be responsible for training the remainder of staff on the functions of the mobile client presented in this class.

**October 2** Morning, 8 a.m.-12 p.m. (Fire Agencies)  
**Joliet** (4), **Bolingbrook** (3), **Romeoville** (2), **Lockport** (3)  
**October 2** Afternoon, 1 p.m.-5 p.m. (Fire Agencies)  
**Beecher** (1), **Crete** (2), **Crete Twp** (2), **Monroe** (1), **Peotone** (1), **Steger** (1), **So Chgo Hts** (1), **Univ Pk** (1), **Rockdale** (1)  
**October 3** Morning, 8 a.m.-12 p.m. (Fire Agencies)  
**East Joliet** (2), **Frankfort** (3), **Manhattan** (2), **Mokena** (3), **New Lenox** (2)  
**October 3** Afternoon, 1 p.m.-5 p.m. (Fire Agencies)  
**Braidwood** (1), **Channahon** (2), **Elwood** (1), **Homer** (1), **Minooka** (2), **Northwest Homer** (1), **Plainfield** (2), **Troy** (1), **Wilmington** (1)

### CAD DISPATCHER TRAINING

Also, each dispatcher will attend a two-day End-User training session in October, prior to Going-Live.

*Note: All training will take place from 8 a.m. to 4 p.m. (unless noted otherwise) in classrooms at the 9-1-1 Administrative Offices, 2561 W. Division Street, Joliet. For more information or to enroll in any of the courses, contact CAD Training Coordinator Joanne Burian at 1-815-725-9610. ●*

## Call Activity Totals 325,406 in 2013

In 2013, Will County Emergency Telephone System dispatchers handled a total of 325,406 calls from 9-1-1 callers.

Although the 2013 total was 5 percent lower than the call-volume record (343,177) set in 2012, it was the second highest total of 9-1-1 calls handled during the past five years and the fourth highest during the System's 20-year history.

The 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 to 79.5 percent in 2013. Conversely, the use of hard- or land-line phones has decreased from 73 percent in 1999 to 20.5 percent last year.

In 2013, the Joliet Communications Center handled the most calls - 95,969 or 29.5% of the Will County System's total.

Also, the Sheriff's Office received 71,925 calls or 22.1%, followed by WESCOM (58,942 calls or 18.1%), Bolingbrook (31,368 calls or 9.6%), Lincolnway (26,140 calls or 8.0%), Eastcom (22,456 calls or 6.9%), Romeoville (13,199 calls or 4.1%), and Steger (5,409 calls or 1.7%). ●

## 2014 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 2014 Milestone Awards will be acknowledged during the Board's meeting at 9 a.m. on Thursday, April 24, at 302 N. Chicago Street (second floor), Joliet. ●

## April 7 Is Deadline for 2014 Telecommunicator of the Year Nominations

It's that time of year again – when Will County PSAP directors and shift supervisors should be thinking about submitting a nomination for Will County Telecommunicator of the year for 2014. The deadline is **Monday, April 7**.

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 who are considered by their peers 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 7**) to [sfigved@willcounty9-1-1.com](mailto: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 24 meeting. Also, the winner will receive an all-expenses-paid trip (free registration, hotel, mileage and food) to the annual IPSTA Conference in Springfield in October 2014. ●

### 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](http://www.willcounty9-1-1.com)

#### APRIL

11	NENA – Liability in the 9-1-1 Center	Schaumburg/Motorola
12	NENA – Caught in the Middle (A Guide to Middle Mgmt.)	Schaumburg/Motorola
13	NENA – Overcoming Negativity in the Comm Center	Schaumburg/Motorola
14	PSTC – High Risk	Arlington Hgts./NW Central
15	PSTC – Spirit to Serve	Arlington Hgts./NW Central
21-22	Success Communications – Leadership III	Joliet PD
23	Success Communications – Empathy: Who Cares?	Joliet PD

#### MAY

6	CPR/Flipchart Review**	Frankfort Fire #3
6	PowerPhone – Suicide Intervention	Matteson/Southcom
7	PSTC – Spirit to Serve	Aurora PD
8	PSTC – High Risk	Aurora PD
9	PSTC – It's Your Ship (Navigating Comm Ctr Leadership)	Aurora PD
12-13	Success Communications – Turn Stress into Success	Plainfield/WESCOM
14	Success Communications – Multigenerational Workforce (Surviving "Those" People)	Plainfield /WESCOM
15-16	Success Communications – Leadership IV	Plainfield/WESCOM
19-23	EMD – Certification Course**	Joliet Jr. College

#### JUNE

11	PowerPhone – 9-1-1 Supervision	Berwyn PD
26-27	Success Communications – Leadership V	Plainfield/WESCOM

#### JULY

28	CPR/Flipchart Review**	Joliet FD #1
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#### SEPTEMBER

3	CPR/Flipchart Review**	Plainfield FD #2
16	PowerPhone – Domestic Violence Intervention	Matteson/Southcom
17	PowerPhone – Protecting LE Responders	Berwyn PD
22-26	EMD – Certification Course**	Joliet Jr. College

#### NOVEMBER

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

\*\* Counts toward EMD CE

