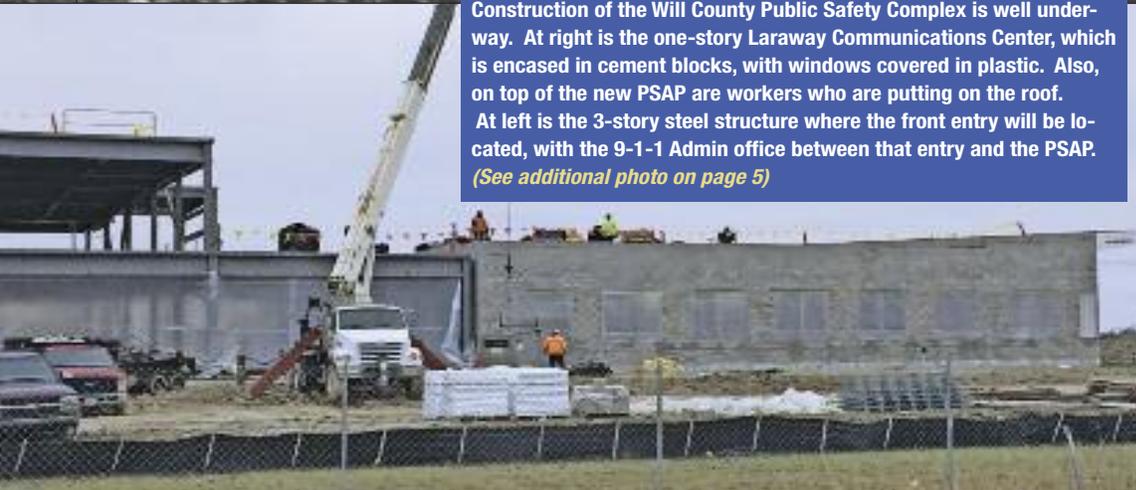


DISPATCH 9-1-1 DIALOGUE

WINTER 2016/17

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



Construction of the Will County Public Safety Complex is well under way. At right is the one-story Laraway Communications Center, which is encased in cement blocks, with windows covered in plastic. Also, on top of the new PSAP are workers who are putting on the roof. At left is the 3-story steel structure where the front entry will be located, with the 9-1-1 Admin office between that entry and the PSAP. (See additional photo on page 5)

Consolidation Progress

Construction, Intergovernmental Agreements

Since the groundbreaking last October, the construction of the Will County Public Safety Complex and the Laraway Communications Center is well underway.

As the photo at left shows, the structural steel is in place, with the completion of this 85,000-square-foot facility (at US 52 and Laraway Road in Joliet) still targeted for the end of this year.

Under the terms of an intergovernmental agreement (IGA) that must be approved by an estimated 31 police and fire agencies, each of those agencies will contribute 10 percent of the Center's start-up budget by June 1.

Thereafter, "each member agency's share will be determined each year by a formula to be established and approved by the new PSAP's Board of Directors," according to Brad Veerman, who was elected director of the Laraway Communications Center last July.

"Staffing has not been determined at this time," he said. "However, once all of the agency IGAs have been returned to us and the Center's organization has been finalized, a budget can be approved and staffing numbers can be set."

When all of the agencies have signed on (for a minimum of two years), representatives from each of the agencies will meet on February 22 to elect an executive board, which will consist of seven members.

Also, once the agencies have approved their IGAs, the County Board can begin negotiating a lease agreement with the Laraway PSAP, which will be a legal entity representing the various agencies served by the Center.

This consolidation effort is the result of an unfunded mandate approved by the Illinois legislature in 2015 - requiring counties with a population between 250,000 and 1 million to reduce the number of PSAPs in each county by half. For Will County 9-1-1, that means going from six to three PSAPs. ●

National Public-Safety Telecommunications Week Is April 9-15

National Public-Safety Telecommunications Week will be celebrated during the week of April 9-15 this year.

Be sure to mark your calendars now - because this is the week when dispatchers at each Will County 9-1-1 PSAP will be thanked for the important work they do.

There will be a variety of celebrations and gestures of appreciation nationwide - which also will be extended by the Will County 9-1-1 administrative staff, PSAP directors & supervisors, and by the police, fire and emergency medical agencies that work so closely with our Will County 9-1-1 telecommunicators.

Further, 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 emergency telephone services and public safety. ●

March 31 Is Deadline for 2017 Telecommunicator of the Year Nominations

It's that time of year when all Will County 9-1-1 System PSAP directors and shift supervisors should start thinking about submitting a nomination(s) for 2017 Telecommunicator of the Year.

Nominations should be submitted **no later than 4 p.m. on Friday, March 31.**

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

A non-competitive recognition program, it acknowledges the important day-to-day contributions of 9-1-1 telecommunicators whose performance and attitude is outstanding.

NOTE: 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.

Continued on page 5



10-year-old Joaquin Montoya received a 9-1-1 Hero Medal and award for helping to save his father's life in Channahon.

See story on page 2.

Channahon FPD Salutes 9-1-1 Hero

On November 8, 2016, the Channahon Fire Protection District was dispatched to a local residence in response to a 9-1-1 call for help. A 37-year-old man, home alone with his children, was having a seizure.

Recognizing the emergency, the man's 10-year-old son, Joaquin Montoya, called 9-1-1 and received emergency medical directions from WESCOM Telecommunicator Brandon Johnson.

In addition to helping his father, Joaquin was able to keep his younger sister calm and then help the paramedics when they promptly arrived.

As a result of Joaquin's actions, WESCOM and Will County ETSB officials decided that he had earned the 9-1-1 Hero Medal, which was presented to him on November 17 at Pioneer Path Elementary School in Channahon, where he is a student.

During this ceremony, Channahon Fire Chief John G. Petrakis applauded Joaquin's courage.

"Being the one who has to call 9-1-1 can be a scary experience. Being 10 years old and having to call 9-1-1, can be an even scarier experience," said Petrakis.

"Joaquin did an incredible job providing information to TC Johnson, taking care of his father, and keeping his little sister calm before the ambulance could arrive," he said.

"It is a team effort. There are others who were not there the day Joaquin had to call

9-1-1, but also are responsible for the outcome of this call."

For example, "Channahon/Minooka Fire and Life-Safety Educator Cindy Wilson taught

Joaquin how to dial 9-1-1 during one of her many school classroom visits.

"It is hard to measure the effectiveness of these types of programs," said Chief Petrakis.

"Results are not quantified until a young child reverts to what they have learned.

"On November 8, when Joaquin called 9-1-1, it was evident that Cindy's teaching and programming were effective." ●

Among those participating in the 9-1-1 Hero Medal presentation were, from left, Channahon FPD Chief John Petrakis, WESCOM Telecommunicator Brandon Johnson, award recipient Joaquin Montoya, and Channahon FPD Firefighter/Paramedic Seth Baxter, who responded to the ambulance call at the residence.



On hand for the Hero Medal presentation were, from left, Channahon FPD Firefighter/Paramedic (FF/PM) Kevin Kubacki, FF/PM Kurt Liebermann, Life-Safety Educator Cindy Wilson, WESCOM Telecommunicator Brandon Johnson, 9-1-1 Hero Joaquin Montoya, Fire Chief John Petrakis, WESCOM Communications Supervisor Janice Savage, FF/PM Ethan Simmons, FF/PM Jeremy Wilson, and FF/PM Richard Arnold.

Steve Rauter Celebrates 10 Years at Helm of WESCOM

When WESCOM Executive Director Steve Rauter arrived at the PSAP's Chiefs Operating Committee meeting in December, he didn't know that he'd be eating cake – HIS cake – before the end of the day.

The surprise cake and celebration marked the 10th anniversary of his first day at WESCOM on December 18, 2006.

At the time, he had just "retired" after more than 30 years with the Lisle-Woodridge Fire District, and after previously serving as a volunteer firefighter in Carol Stream and as a part-time dispatcher, firefighter and engineer in Wheaton.

On that first day with WESCOM (when it served 13 police and fire agencies), Rauter was faced with overseeing the PSAP's move into new quarters in Plainfield's new law enforcement center.

Since then, Rauter has served on the Will County 9-1-1 Board (currently as vice-chair); he was named Illinois APCO's Communications Director of the Year for 2010; he oversaw another move, when a free-standing state-of-the-art building became the new home of WESCOM in 2014; and today his PSAP serves 21 police and fire agencies.

"Sometimes it feels like time went by in a snap; yet, it's nice to see how much we accomplished together in that time frame," Rauter said after the celebration of his 10 years leading WESCOM. "Thank you for your continued support and trust." ●



Joining in the celebration of WESCOM Executive Director Steve Rauter's 10 years of service are, from left, Administrative Assistant Cindy Tooley, Radio Technician Stan Devine, Supervisor Janice Savage, Finance Assistant Brittany Granko, and Supervisor Erich Sommer.

January 26 was a jazzy day for Joliet Supervisor Zelda Scott. On that day, she celebrated 30 years at the Joliet Comm Center with Director Julie Ponce-Doyle (oval inset), beautiful flowers, and many thank-yous – to and from her peers.



Zelda Scott, Kyle Parker: 50 Years at Joliet

Considering the high turnover rate among 9-1-1 telecommunicators nationwide, it's amazing how many with 20 or more years of service are very happy to be working for such a long time at the Joliet Comm Center.

During the past few months, two more Joliet TCs have celebrated such dedicated service.

Most recently, in January, Supervisor Zelda Scott was recognized by her peers for 30 years of service. And last November, TC Kyle Parker celebrated 20 years of work at the Joliet Comm Center.

Zelda Scott and All That Jazz

Zelda, who started her public-safety career on January 26, 1987, was promoted to Technical Support Supervisor in 2016 after many years as the day-shift Supervisor.

Zelda was Illinois APCO's Line Supervisor of the Year and Joliet's Telecommunicator of the Year in 2007.

Joliet 9-1-1 celebrated her 30th anniversary in grand style. The theme for the event was "All That Jazz" and included a specialty jazz-themed tiered cake, lots of food and awesome "jazz" decorations (including huge saxophone balloons), and gifts galore.

Joliet Police Chief Brian Benton was on hand to present Zelda with her 30-year anniversary pin. The staff of the

9-1-1 Center presented Zelda with their gift – a memory book that contained a page from each person.

Also, some of Zelda's family were able to be present for the celebration.

Although her son, Ellis, could not be there, instead he sent a gift – an audio recording of him playing the saxophone, in keeping with the jazz theme of the day.



Kyle Parker

"Twenty years ago, Kyle became a Joliet 9-1-1 dispatcher, probably thinking he was on his way to somewhere else," said PSAP Director Julie Ponce-Doyle.

"But the truth is, Kyle belongs in 9-1-1 and here he has stayed. And we are glad he has.

"In 2011, Kyle saved a fellow employee who was choking, and he received a Life-Saving and an EMS Outstanding Call Award. In 2015, Kyle was named Joliet's 9-1-1 Telecommunicator of the Year.

"So yeah, he does some high-profile work that gets recognized. But most of his work, most of all dispatchers' work, is low-key, behind-the-scenes type stuff that rarely gets pointed out.

"Kyle is just the kind of dispatcher you want helping you when you need it," said Ponce-Doyle.

"In addition to the good dispatching work that Kyle provides day in and day out, he provides a welcome sense of humor to the place. He does some uncanny imitations; he says lots of funny stuff; and he can always be counted on to laugh at other people's funny stuff.

"For those of you who don't know, Kyle has a thing about shoes," said Ponce-Doyle. "So I played paparazzo a bit lately, and took secret pics of him wearing different shoes. He has tons of them, as you can see from his TMZ window." ●



After receiving a certificate of appreciation from Joliet Police Chief Brian Benton, above, TC Kyle Parker thanked all the friends, family and peers who helped him celebrate his 20 years at the Joliet Comm Center.

9-1-1 Public Education Efforts

In conjunction with the start of the new (2016-17) school year, 9-1-1 and related public-safety education efforts have continued throughout the areas covered by the Will County Emergency Telephone System.

After the performance of *Road to Reality*, Lincolnway Central High School student Emily Owens visits the Will County 9-1-1 information table.



WESCOM Telecommunicators Tina Boudreau and Brandon Johnson provide 9-1-1 and other public-safety information during Plainfield FPD open house.



A future firefighter/paramedic has a bonding moment with Sparky.

9-1-1, Life-Saving Instruction for New Lenox 6th-Graders

In November, Will County Public Education Coordinator Caryn DeMarco, New Lenox Fire & Life Safety Educator Marisa Schrieber, and members of the New Lenox Fire Protection District visited all the 6th graders at Oster-Oakview, Spencer Crossing and Caroline Bentley Intermediate Schools in New Lenox.

"We talked to them about 9-1-1; simulated making 9-1-1 calls; and discussed what to do to help choking victims, including hands-on experience using baby and adult mannequins," DeMarco said. "We also provided them with a variety of babysitting tools and tips." ●



Above: New Lenox Fire Marshall James Brown uses a mannequin to show Spencer Crossing 6th-graders how to help a choking baby. Right: New Lenox Firefighter Eric Windmoller demonstrates life-saving techniques using an adult mannequin.

Road to Reality

Each year, Lincolnway Central High School students present *Road to Reality*, which is a reality check with a powerful message for teens.

In September, the performance was supported by the Will County Sheriff, Coroner, and State's Attorney offices, as well as the New Lenox Police and Fire Departments and Silver Cross Hospital.

"Done in small skits by student actors, *Road to Reality* is about teens making good decisions, good choices in a party atmosphere," said Will County 9-1-1 Public Education Coordinator Caryn DeMarco. "In particular, it focuses on the consequences of drinking and driving."

According to a review in the *Mokena Messenger* newspaper:

"*Road to Reality* is not a lecture; it is a performance separated into six scenes: the party, the accident, the emergency room, regret (which focuses on [the driver's] reactions, after the fact), the courthouse and coroner.

"A group of tour guides comprised of staff and students brought audience members to different rooms around the campus to see each scene. The [reenactment] tour ultimately allowed for the students and other guests to live through [the] experiences [of the teen driver and her passenger friend]."

In addition to presenting *Road to Reality*, the school asks representatives of local public-safety agencies (including Will County 9-1-1 TCs and first-responders) to set up tables/exhibits with information that is geared toward teens – and their parents. ●

Plainfield FPD Open House

In October, the Plainfield Fire Protection District's annual open house included participation by WESCOM telecommunicators Tina Boudreau and Brandon Johnson.

They staffed a WESCOM table, where they answered questions and distributed info about 9-1-1 and other public-safety topics.

"Engaging, friendly, and informative; they did it all," said an appreciative FPD Chief David Riddle, who added that the open house was attended by more than 1,100 local citizens. ●



TC of Year Nomination

Continued from page 1

To qualify, nominees must:

- Have at least one year of continuous service with their PSAP
- Work 20 or more hours per week as a telecommunicator
- Be nominated by a shift supervisor or the director/manager of their PSAP

Nominations should consist of a one-page description of the telecommunicator's qualifications and should be emailed (no later than March 31) to sfigved@willcounty9-1-1.com.

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

The 2017 Telecommunicator of the Year and runners up will be recognized at the 9-1-1 Board meeting in April.

Also, the TC of the Year will receive an all-expenses-paid trip (free registration, hotel, mileage and food) to the 33rd annual IPSTA Conference – November 5-8 in Springfield. ●

2017 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 2017 Milestone Awards will be acknowledged during the Board's meeting in April. ●

81.6% Wireless

2016 Call Activity Totals 322,928

Will County Emergency Telephone System dispatchers handled nearly 323,000 9-1-1 calls in 2016.

The year's total of 322,928 calls was 24,192 fewer than the all-time record total of 347,120 calls handled in 2015.

In 2016, the Joliet Communications Center handled the most calls – 94,512 or 29% of the Will County System's total. WESCOM dispatchers handled 88,290 calls or 27%, followed by the Sheriff's Office (69,950 calls or 22%), Eastcom (32,130 calls or 10%), Lincolnway (25,490 calls or 8%), and Romeoville (12,549 calls or 4%).

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 81.6 percent in 2016 (up from 80 percent in 2015 and 78 percent in 2014).

Conversely, the use of hard- or land-line phones has decreased from 73 percent in 1999 to about 11.8 percent in 2016.

NOTE: In addition, 6.3 percent (20,414 calls) of the 2016 total were VoIP calls and 0.3 percent (997 calls) were text-to-9-1-1 calls. ●



The first, second and third floors of the Will County Public Safety Complex are encased in plastic to enable work to continue during the winter months. This portion of the complex will be the new home of the Will County Sheriff's Office.

Dispatch Dialogue, APCO Seeking More Stories on Child and Adult Heroes

On page 2, there is a story about a 10-year-old Channahon boy who was awarded a Hero Medal after he called 9-1-1 and, with the help of a dispatcher and paramedics, saved the life of his stricken father.

Dispatch Dialogue needs more of these stories – not only about children, but also adults who may have helped save the life of a loved one, friend or neighbor. Or, it could be an heroic effort that doesn't involve saving a life.

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

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

If there has been one or more of these calls at your PSAP, please have your shift supervisor and/or PSAP director share the experiences with *Dispatch Dialogue*. Photos are welcome, too.

APCO Website

Also, as they did for the first time last year, (for National Public-Safety Telecommunications Week in 2016), APCO is collecting TC stories and sharing them on their [npstw.org](http://www.npstw.org) website – to show what it's like to be the one behind the

console when that call comes in to the first first-responder.

You can submit your story/photos and complete the related form at APCO's website: <http://www.npstw.org/tell-us-your-story/>

New this year: In order to keep telecommunicator efforts front and center throughout 2017, APCO will publish some of the stories submitted on [npstw.org](http://www.npstw.org) in a regular feature on PSC online called "From the Frontline."

In gratitude for such submissions, APCO will enter all who submit a story into a random drawing for one of five \$20 VISA gift cards.

Last year, more than 50 stories were submitted to APCO and shared on its website. These stories were "intense, amusing, heart-breaking ... and all true."

NOTE: Your stories – what you learn from your peers – can help other TCs do a better job and could even help save the life of a 9-1-1 caller or first-responder.

Your PSAP's trainer likes to use case studies – your real stories – because they are important teaching/learning tools, especially for new-hires. ●

TC Week and Other Stories Needed, Too

In addition to stories about heroes, *Dispatch Dialogue* needs story ideas of all kinds.

For example, *DD* wants lots of stories about TC Week (April 9-15). Or, perhaps you've discovered a better way to perform some aspect of your job. Or maybe there's a training class you'd like to recommend or see added to the 9-1-1 schedule.

"Whatever the story idea, we'd really like to hear more from you," said *Dispatch Dialogue* Editor Owen Wavrinek. ●

Seven from Will County 9-1-1 Attend Diversity Training

The Will County 9-1-1 System was well represented at an all-day seminar on diversity (see photo below) in January.

The ILAPCO course covered the following topics:

- *Trust is an essential part of character*
- *Valuing others (growth and change)*
- *Principles of diversity and why diversity is important*
- *Developing awareness of personal belief systems (bias)*
- *Stereotypes (biased- based policing)*
- *Developing high-performance teams*
- *New and better behaviors*

Also, the day of diversity training included a viewing and discussion of *A Class Divided*. This film/ video explores what internationally

known diversity lecturer Jane Elliott's 3rd-graders learned about discrimination during a classroom exercise conducted more than 15 years ago, and how that experience still affects them. ●



Attending an ILAPCO training course on diversity in January were: Front row, from left, Eastcom Deputy Director Sarah Kummelehne, Eastcom Director Pam Buzan, and Will County 9-1-1 Administrative Assistant Caryn DeMarco; 2nd Row, from left, WESCOM Supervisors Janice Savage and Erich Sommer; and 3rd Row, from left, WESCOM TC Kathleen Craven and Administrative Assistant Cindy Tooley.

2017 TRAINING SCHEDULE

For more information or to enroll in any of the following courses, contact 9-1-1 Training Coordinator Terri De Sonia at **1-815-725-7860**

2017 TRAINING SCHEDULE		
For more information or to enroll in any of the following courses, contact 9-1-1 Training Coordinator Terri De Sonia at 1-815-725-7860		
FEBRUARY		
17	PowerPhone – Rewind	Prairie St. College, Matteson
MARCH		
6	CPR/Flipchart Review**	Plainfield Fire Hdqtrs.
13-17	EMD – 40-Hour Certification Course**	Joliet Jr. College
APRIL		
19	CPR/Flipchart Review**	S. Chicago Hgts. Fire Station
19	PowerPhone – Protecting Law Enforcement	Prairie St. College, Matteson
MAY		
15-19	EMD – 40-Hour Certification Course**	Joliet Jr. College
22	CPR/Flipchart Review**	Joliet Fire Station #1
24	PowerPhone – Active Shooting Response	Norridge
JUNE		
27	CPR/Flipchart Review**	Manhattan Fire Station #1
JULY		
10	CPR/Flipchart Review**	Plainfield Fire Hdqtrs.
AUGUST		
9	PowerPhone – Domestic Violence Intervention	Berwyn Police Dept.
21	CPR/Flipchart Review**	Frankfort Fire Station #3
SEPTEMBER		
11-15	EMD – 40-Hour Certification Course**	Joliet Jr. College
13	PowerPhone – Suicide Intervention	Berwyn Police Dept.
18	CPR/Flipchart Review**	Joliet Fire Station
OCTOBER		
18	CPR/Flipchart Review**	Mokena Fire Station #1
NOVEMBER		
6	CPR/Flipchart Review**	Plainfield Fire Hdqtrs.
27-Dec.1	EMD – 40-Hour Certification Course**	Joliet Jr. College
29	PowerPhone – Non-Emergency Call Handling	Berwyn Police Dept.
DECEMBER		
7	CPR/Flipchart Review**	S. Chicago Hgts. Fire Station

** Counts toward EMD CE

NOTE: In addition to the above courses, there is a wide selection of APCO, PowerPhone and other courses available ONLINE. For more info, talk to your PSAP director or Training Coordinator Terri DeSonia (815-725-7860).

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