

DISPATCH 9-1-1 DIALOGUE

SUMMER 2008

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

“Dapper” Don Piper, better known as “Pipe,” is surrounded by some of his many fans (fellow Joliet Com Center dispatchers) during National Public Safety Telecommunications Week. By displaying likenesses of Piper, his peers showed their appreciation for his work ethic (and nice suit), and they congratulated him after he was named Joliet Telecommunicator of the Year for 2008. From left are Allison Foster, Lisa Crompton, Susan Klijach, Piper, Stephanie Larson, and Virginia Bradley.



Surcharge Reallocation

\$965,000 Committed to Users

The Will County 9-1-1 Board has committed a total of \$965,000 in surcharge reallocation funds to 29 fire and 23 police agencies in the County – for projects related to maintaining and/or improving their delivery of 9-1-1 services.

Agencies participating in the grant program must spend their requested funds and then submit receipts for the expenditures, with a request for reimbursement, by the end of September.

“To date, some of the users have spent the funds on mobile-mapping, radio and other equipment that improves interoperability among agencies and services to the public,” said Will County 9-1-1 System Administrator Steve Figved.

“The 9-1-1 Board will consider providing similar funding for the Surcharge Reallocation Program in its FY2009 Budget,” he said. ●

National Public Safety Telecommunications Week

Joliet, Will County Select Don Piper as Telecommunicator of the Year for 2008

During National Public Safety Telecommunications Week (April 13-17), Will County police officers, firefighters, and the 9-1-1 administrative staff visited all of the County Emergency Telephone System’s PSAPs. They were there to say thanks to the dispatchers for their professionalism and

dedication to serving the public.

However, what better way to celebrate this week of recognition than to honor one of our own as Telecommunicator of the Year.

That’s what happened on April 18 at the Joliet Communications Center, where the exemplary work of Don

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Will County 9-1-1 Has New Website

Be sure to visit the Will County Emergency Telephone System’s new website at www.willcounty9-1-1.com

Thanks to the efforts of Network Engineer Dale Murray, the website has an entirely new look.

Although it’s not finished yet, it is the place to go for everything you want to know about Will County 9-1-1.



For example, there are:

- Info about the 9-1-1 Board (ETSB) and its committees, as well as agendas and minutes
- Intros to the staff
- A schedule of upcoming meetings and events
- A training calendar
- A copy of the Will County System’s Network Security Policy
- A news release about entering I.C.E.s in cell phones

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After receiving the Will County 9-1-1 System's Telecommunicator of the Year award, Joliet's Don Piper thanks 9-1-1 Board Chairman Jim Grady, left, Joliet Communications Center Director and 9-1-1 Board Member Julie Ponce-Doyle (who nominated him), and Will County 9-1-1 System Administrator Steve Figved, right.

Don Piper named Telecommunicator of the Year

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Piper was so-recognized by his peers.

A week later Piper was also honored by the 9-1-1 Board as Will County Telecommunicator of the Year.

Piper was a patrolman for the Joliet Police Department for 11 years until injured in 1992. Since then he has been a dispatcher at the Joliet Com Center, where he has applied an intimate insight into "the other side of the radio."

Affectionately known as "Pipe" and, for one day at least, as "Dapper Don," he was nominated for the Joliet honor by two fellow dispatchers. Both of these peers commended his "incredible" work ethic, his professionalism and extensive experience, and his willingness to share his "vast knowledge" with everyone else.

"Piper is a mold breaker," said Joliet Communications Center Director Julie Ponce-Doyle. "He was the ex-police officer who took dispatch as seriously as any new employee. He was the ex-police officer who became an absolute expert on fire dispatch. And as surely as he is a mold breaker, the mold was broken with him, as I have never met anyone like Pipe."

According to relatively new dispatcher Andrea Tatroe, Piper was always very willing to "take the time to explain things" she didn't understand. He also helped her (and the other

Joliet dispatchers) see how things are "out on the street that we don't get to see from the officer's point of view."

Also an acting supervisor, Piper has an "endless knowledge of (Joliet Police) department policies and procedures, as well as the laws," said Tech Support Supervisor Patricia Deffenbaugh. "He is the senior dispatcher on the very busy afternoon shift and handles the high volume of calls for service with his own common-sense style. He has a sense of humor like no other and has the respect of the officers and firefighters he comes in contact with."

In addition, Piper has shared his knowledge and experience while serving as an instructor for the dispatcher course at Joliet Junior College. And he developed an orientation course for new-hires on law in public safety.

Piper is "quiet and reserved on almost all occasions," according to Ponce-Doyle. "Yet when asked his opinion, he always presents logical and rational viewpoints that clearly point to a course of action."

Besides the 2008 Telecommunicator of the Year honor, Piper has received many Division Recognition Awards and Commendations during his career at the Joliet Com Center.

However, the highest praise of all may well be that from co-worker Tatroe, who concluded her nomination of Piper by saying:

"I can only hope that one day I will become the dispatcher that he is."

Congratulations "Pipe." ●

EMA Alerts, Involves Residents Via Indoor Telephone Notification

No one wants to believe that emergencies such as natural disasters or industrial accidents will occur in Will County. And no one expects to be involved in helping to find a lost person or reporting a suspicious activity in their neighborhood.

However, emergencies do happen, and helping citizens be prepared is part of the mission of the Will County Emergency Management Agency (EMA) and our Emergency Telephone System.

This mission also explains why the EMA, the 9-1-1 Board and several industries in Will County have teamed up to provide an enhanced emergency alert system that can be used county-wide or for a specific block or neighborhood.

Known as the Emergency Indoor Telephone Notification System, this state-of-the-art telecommunications

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New Website

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- A list of providers of Will County System products and services
- Links to APCO International, NENA, Illinois 9-1-1, Dispatch Magazine, and 911 Magazine
- Access to the Will County System's Help Desk, as well as public safety agencies in the County, and the public safety web portal
- Back issues of Dispatch Dialogue, and
- General information about the history of 9-1-1, both local and national.

In the future, the new Will County 9-1-1 website also will include an archive of photos, info about careers and job openings, and a PSAP Directors Corner, where administrators can communicate and share info with each other.

"The new website represents our continuing effort to improve communications with Will County PSAPs, user agencies, County and other government officials, and the public," said 9-1-1 Chief Administrator Steve Figved. ●

Joliet Dispatcher One of 8 in Illinois to Appear in PSAs

As part of a statewide 9-1-1 public education effort, Joliet Telecommunicator Lisa Yanchick was one of eight dispatchers in Illinois who participated in the filming of three public service announcements.

The PSAs aired in April (National Telecommunications Month) on television and radio stations throughout the state – thanks to the sponsorship of the Illinois Association of Public Safety Communications Officials (APCO).

Yanchick, who has been a Joliet dispatcher for about eight years, was one of 70 who submitted quotes to Illinois APCO.

She and the seven other dispatchers (from Arlington Heights, Champaign, Deerfield, Fox Lake, Gurnee, Northbrook and Round Lake) had been asked to complete the statement: “I am proud to be a 9-1-1 telecommunicator because....”

Yanchick completed the sentence with “...I gave someone the rest of their life today.” and “...I was a friend to a total stranger today.”

The PSAs were filmed in March at

the Addison Police Department’s headquarters, where each of the dispatchers recorded/filmed each of their PSAs three times.

According to Administrative Assistant Caryn DeMarco, who is spearheading Will County’s public education efforts, “the purpose of the PSAs is to make the public more aware of the important – sometimes life-saving – emergency services that they provide.”

As reported in previous issues of *Dispatch Dialogue*, the public education focus in Will County has been on students attending elementary schools located in areas serviced by our Emergency Telephone System.

The Will County System’s Public Education Committee also will soon be directing its attention on teenagers and their driving and cell phone habits, according to DeMarco, who chairs this committee.

At its April 24 meeting, the 9-1-1 Board approved a motion to seek a \$12,000 grant and other support for start-up costs related to the teen project. ●

Language Line Services Helps Meet Needs of Diverse Community

With the help of interpreters who work for Language Line Services, the Will County Emergency Telephone System is prepared to meet the public’s emergency needs in more than 170 different languages and dialects.

“We are prepared today because 13 years ago we recognized that the foreign-born population in the U.S. had nearly tripled since 1970,” said 9-1-1 Chief Administrator Steve Figved.

Because Will County also was becoming more diverse, “the 9-1-1 Board called upon us for assistance,” said Rick Fovell, a government account executive for Language Line.

In 2007, “our dispatchers needed interpreter assistance for about 1,200 calls in only nine languages,” said Figved. “However, we’re happy to have Language Line as a resource, because you never know when you might need help communicating with callers in any one of the other languages.”

The primary demand last year was for Spanish interpreters, who helped with 1,153 calls, which totaled 5,299 minutes. That was 95.5 percent of all the non-English-call minutes (5,548) logged in 2007.

“We are particularly proud of the fact that we are able to connect a dispatcher to one of our Spanish interpreters in less than one second (the average was 0.6 seconds last year),” said Fovell.

A distant second to Will County 9-1-1 calls requiring a Spanish interpreter were those in Polish (83 minutes), followed by Vietnamese (51 minutes), Arabic (40 minutes), Lithuanian (32 minutes), Hindi (23 minutes), Russian (12 minutes), Korean (4 minutes), and French (4 minutes).

When dispatchers want the services of a Language Line interpreter (any time 24/7, 365 days a year), all they have to do is dial a toll-free 800 number, provide an account number, and request the language needed. ●



Retired Crest Hill Police Chief Jim Ariagno, left, accepts congratulations from Channahon Fire District Chief David Riddle, right, and Shorewood Police Chief Bob Puleo during a WESCOM Chiefs meeting.

Crest Hill Police Chief Jim Ariagno Retires

A former member of the Will County 9-1-1 Board, Chief Jim Ariagno has retired after 37 years with the Crest Hill Police Department.

Crest Hill’s police chief since 1991, Ariagno also served as a member and past president of the Police Chiefs Association of Will County (1989) and is a member of the Executive Board for the Illinois Association of Chiefs of Police.

He served on the 9-1-1 Board on two different occasions, most recently as the representative of the Governmental League. ●

Indoor Telephone Notification

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service has been used in Will County since 1991. It is designed to inform residents about critical situations in their area at a moment's notice, via recorded voice or computerized messages.

"Indoor notification is a supplemental warning system that backs up effective methods already in place – such as sirens, the Emergency Alert System (EAS), door-to-door notification, and a text-messaging system," said Brenda Lutz, assistant director – preparedness for Will County EMA.

In the event of an emergency affecting a particular area or neighborhood, residents may first hear sirens. However, in some cases, there won't be any sirens; instead residents may receive a computerized telephone call from the Will County Emergency Telephone Notification System.

In the latter case, a message about the emergency is left with residents over their land-line telephone, along with information about what actions should be taken.

For example, last December, an emergency message (referred to as a "reverse alert call") asked residents in New Lenox to be on the lookout for a missing Alzheimer's patient who had wandered away from a concert. As a result, a telephone response from a concerned citizen led to the patient's safe return.

"At the present time, this Indoor Notification System is for land-line customers only," said Lutz. "However, cell and wireless telephone users can register for a text message alert system that can be used to send them emergency community alerts (e.g., gas leaks, industrial accidents, traffic fatalities) and weather alerts (warnings, not watches), as well as for non-emergency community alerts (waste removal,

watering restrictions, mosquito spraying, high pollen count).

For more information, and to register for this text message alert system, go to the EMA website at www.will-countyema.org/textMessage.htm ●

2008 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.

July		
12-14	PSTC – Communications Training Officer Workshop	Naperville
28-30	APCO – Communications Training Officer	Des Plaines
August		
1	PowerPhone – Suicide Intervention	Libertyville
4	Kebcor – Hostage Negotiations/Suicide Intervention	Gurnee
4-6	CAD New-Hire Training	Joliet
5	PowerPhone – 9-1-1 Liability	Lansing
8	PowerPhone – Domestic Violence Intervention	Yorkville
18	PowerPhone – Hostage Negotiations	Riverside
September		
5	PowerPhone – Non-Emergency Call Handling	Schererville, IN
12	Kebcor – Critical Incidence Communications	Westmont
17-18	PowerPhone – Advanced Fire Service Dispatch	North Chicago
18	SLEA – Busting Burnout	Glen Ellyn
18-19	PowerPhone – Advanced Law Enforcement Dispatch	Yorkville
22	PowerPhone – Non-Emergency Call-Handling	Libertyville
22-26	EMD Certification	Channahon
23	APCO – Active Shooter Incidents for Dispatch	Normal
23-24	Kebcor – Incident Command for Dispatch	Frankfort
24	APCO – Active Shooter Incidents for Dispatch	Normal
24-26	APCO – Communications Center Supervisor	Matteson
29	PSTC – Being the Best	Vernon Hills
30-Oct. 1	PSCMS – Surviving the Com Center Environment	New Lenox
30-Oct. 1	PSTC – Communications Training Officer Workshop	Vernon Hills
October		
2	First Contact 9-1-1 – Managing Crisis Callers	Gurnee
6-8	CAD New-Hire Training	Joliet
27	APCO – Active Shooter Incidents for Dispatch	Lansing
27-29	PSCMS – Supervision & Mgmt. of Public Safety Comm.	Des Plaines
November		
3-7	EMD Certification	Joliet
13-14	Fire Communications by Tony Harrison	Springfield
17-19	PSCMS – Working Effectively in Com Center Environ	Western Springs
December		
11	SLEA – Busting Burnout	Glen Ellyn

DISPATCH 9-1-1 DIALOGUE

Dispatch Dialogue is produced by the Will County Emergency Telephone System, which is governed by the Will County 9-1-1 Board.

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Layout Artist: Susan Campbell

Printer: Dynamic Printing Source, Inc.

Comments and story ideas can be forwarded by fax to 815-725-7239 or mailed to *Dispatch Dialogue*, 2531 W. Division Street, Suite 105, Joliet, IL 60435



Printed on recycled paper using soy-based inks.

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