

# DISPATCH 9-1-1 DIALOGUE

SPRING 2013

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

## Romeoville's Diane Cotter Will County 9-1-1 TC of Year

Nominated because of her "dedication to public safety, dependability, and the accuracy and proficiency that she displays when handling calls," Romeoville's Diane Cotter has been named Will County Telecommunicator of the Year for 2013.

Diane was recognized by the 9-1-1 Board during its April 25 meeting. In addition, the Board presented Awards of Merit to Telecommunicators Amber Johnson (Bolingbrook) and Christina Grutzius (Joliet), who also were nominated for Will County PC of the Year.

### Diane Cotter

A Romeoville telecommunicator since 2010, Diane was nominated by two of her peers and then by PSAP Director Kim Knutsen.

Described as "an invaluable member of the team," Knutsen also commended her for her "positive attitude, cheerful disposition and her ongoing efforts and conscious decision to perform to the best of her abilities."

Diane is cross-trained in Police/Fire/EMS dispatch and is actively working toward becoming a certified Communications Training Officer. In fact, she already has received many accolades from trainees, who have noted her "compassion and willingness to share her knowledge and experiences."

Someone who is sought out by her co-workers for guidance, Diane is an excellent mentor to new employees.

Also, she devotes "100 percent on a daily basis," said Knutsen. "Whether she is handling an emergency situation...or assisting a resident with a routine question, she asserts the same pro-

fessionalism and compassion that meets the ethical standards of our organization and the expectations of those we serve in the community."

Perhaps the highest compliment of all comes from one of the peers who nominated her:

"Diane is a pleasure to work with and I feel confident in her abilities and look forward to the days when she is scheduled as my partner. She recognizes the importance of teamwork and encourages others to work cooperatively through mutual respect for themselves and our profession to achieve success."

### Amber Johnson



Amber Johnson

Amber came to the Bolingbrook PSAP in June 2011 with extensive customer service experience. She had been working in a large medical office where customer service was stressed regardless of the time it took to satisfy the caller.

Although she had no prior dispatching experience, Amber has strived to learn and master her skills and has "grown into her position as telecommunicator."

With the help of her medical office experience, she has become a "terrific EMD" and has "morphed into a calm and polite telecommunicator who guides the caller so that she can document and disseminate calls in an efficient manner."

Last December she helped a husband de-

liver his child by keeping him focused on assisting his wife until the paramedics arrived – which was described as "an incredible example of Amber's knowledge of EMD and her ability to stay extraordinarily calm."

Considered "an integral part of the Bolingbrook TEAM," Amber has a family background in law enforcement. As a result, she is motivated her to keep "a watchful eye" on Bolingbrook police officers, who she automatically sends to potentially hazardous situations involving Fire Department personnel.

### Christina Grutzius

A Joliet telecommunicator since 1995, "Chris quickly showed herself to be an intelligent and hardworking employee," according to PSAP Director Julie Ponce-Doyle.

"She has been highly decorated with much

*Continued on page 6*



Telecommunicator of the Year Diane Cotter

Will County 9-1-1 Family Fun Day (More Photos on Pages 4 & 5)



## WESCOM Breaks Ground for New Comm Center

When WESCOM, Plainfield and other Will County 9-1-1 officials helped break ground for a new WESCOM Communication Center on April 19, maintaining and improving public safety was their first priority.

Due to its growth in recent years and potential growth over the next 10-20 years, WESCOM needs the new facility – which will go live in 2014 – to meet the increased demand for its emergency telephone services.

Since beings formed in 1992, WESCOM has expanded its 9-1-1 and other dispatch responsibilities from 3 police agencies and 4 fire agencies (7 agencies total) to 8 police agencies and 12 fire agencies (20 total) today.

In addition, “WESCOM has responsibility for the dispatch of regional mutual aid organizations, is involved with tornado siren and storm responses, and is the mutual aid hub for two nuclear power stations,” according to WESCOM Executive Director Steve Rauter.

“WESCOM’s population base is almost the same as that of the City of Aurora,” he said.

“As a result, we need a robust and rugged facility that can provide sustained and reliable emergency services to the people and businesses we serve,” he added.

For the past six years (since 2007), WESCOM has been leasing space on the second floor of Plainfield’s Law Enforcement Center – space that was not built for that purpose.

“WESCOM’s Executive Board and agency

chiefs have been planning to build a free-standing, separate building for our operations for several years,” said Rauter.

With the help of exemplary intergovernmental cooperation, those plans soon will be coming to fruition.

For example, the Village of Plainfield approved the sale of 4.3 acres to WESCOM – a site that is located adjacent to its Law Enforcement Center.

The Village of Channahon stepped up and offered to issue low-interest construction/building bonds on behalf of WESCOM, with both parties signing a loan agreement earlier this year.

And the Will County Emergency Telephone System is providing new IP radio consoles with status lights, as well as new monitors, upgraded voice logger and Viper CP equipment, and other cutting-edge NG technology.

The end result will be a \$5-million, 17,000-square-foot, one-story, precast concrete facility – designed by architect AECOM, a “world-class designer of 9-1-1 centers, Emergency Operations Centers, and other government projects,” according to Rauter.

Also, WESCOM is using a “construction manager at risk” model, which fixes the project price and prevents cost over-runs. Chosen (via competitive bidding) to manage the construction was Carlson Construction, Inc., of Joliet.

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

(NOTE: At the present time, WESCOM serves police agencies from Plainfield, Shorewood, Channahon, Lockport, Crest Hill, Braidwood, Wilmington, and Elwood, and fire agencies

This architectural rendering of WESCOM’s new stand-alone building was the “icing on the cake” at the groundbreaking ceremony.



Participating in the April 19 groundbreaking were, from left, Plainfield Fire Protection District Deputy Chief David Riddle (WESCOM’s Chiefs Operating Committee chairman), WESCOM Executive Director Steve Rauter, and Plainfield FPD President Bill Barnes (WESCOM’s Chairman of the Executive Board).

from Plainfield, Troy, Channahon, Lockport, Northwest Homer, Homer, Rockdale, Custer Park, Elwood, Braidwood, Wilmington, and Minooka.)

Further, the new dispatch center is designed to provide Next Generation services such as text-to-9-1-1, video, automated alarms, telematics data (e.g., On Star crash reporting), and other future communications services.

When ready to go live late this year or early next year, the facility will include:

- **12 IP radio consoles (currently, there are 10), with the ability to expand to 28 consoles in future years**
- **Backup power features, including redundant generators**
- **Power conditioning and backup such as redundant uninterruptable power supplies**
- **Hardened building and weather-related features that resist strong winds, tornado damage, and flying-object damage**
- **A multi-use room that can serve as a training center, meeting facility, Emergency Operation Center (EOC), etc.**
- **A kitchen and break room**
- **Physical security features that meet or exceed U.S. Department of Homeland Security standards**
- **Public access and visitor parking, and a separate secure access for employees**
- **Shared, secure access with the Plainfield Law Enforcement Center, making the two facilities a unified campus**

When completed, the new WESCOM facility will be the first PSAP in Will County that meets or exceeds state/federal standards for hardening and redundancy.

In addition, there will be a two-bay, free-standing garage that will be used for storage, vehicle radio installations, and to house future communications response vehicles. ●

## Joliet on StarCom Radio System, Has New IP Consoles

After a year-long project, the City of Joliet is now on the StarCom 21 radio system, and has new IP radio consoles and an upgraded voice logger system.

The Joliet project began in 2011, when the City of Joliet approved the migration of its radio system from its legacy analog radio system to the existing digital Motorola-owned statewide system.

Joliet paid impact fees to add three StarCom radio sites to the Will County cell, and also purchased many subscriber units. The Will County 9-1-1 Board provided funding (about \$1 million) for the new IP radio consoles and the upgraded voice logger. And on November 8, 2012, Joliet Police and Fire departments went “live” on StarCom.

“This system enables Joliet to have a modern and safe communications system well into the future with the automatic upgrades that come with being a StarCom user,” said Joliet PSAP Director Julie Ponce-Doyle, who appeared before the Joliet City Council to get approval for the project’s funding.

Also, “we will be able to communicate easily with other municipal police and fire departments that have StarCom – which is an important benefit, especially during multi-jurisdictional emergency situations,” she added. ●



## 2013 National Public-Safety Telecommunications Week

During National Public-Safety Telecommunications Week (April 14-20), each PSAP was visited by a member of the Will County 9-1-1 administrative staff, who brought a special “thank-you for all you do” Hollywood gift bag for everyone. The gift bags

included a voucher for tickets to see “The Call” or another movie at a Cinemark theater, a box of candy, a “Team Behind the Scenes” glass, a souvenir TC Week button, and a copy of the last – 20th Anniversary – issue of *Dispatch Dialogue*.

### SHERIFF:

From left, standing, Cindy Wilson, LeEtta Horath, and Concetta Hickey. In front, Julie Murnane.



**ROMEOVILLE:** Top left, Peggy Karkula, left, and Stacey Bonkowski. Bottom left, Cindy Valencik. Left oval, Todd Baran on Ugly T-Shirt Day.



**EASTCOM:** Kelly Yedinak



**LINCOLNWAY:** Teri Kilian and Jim Cullen



**STEGER:** Melissa Donegan, left, and Ashlee Wathen



**JOLIET:** Top, from left, Mary Schmacher, Theresa Saracco, Christina Grutzius, Julie Ponce-Doyle, Patti Deffenbaugh, and Dawn Barfield. Middle, celebrating Joliet's Red, White and Blue Day during the afternoon shift were, from left, dispatchers Kris Wilkerson, Andrea DeLap, Lisa Yanchick, Cindy Allensworth, Kyle Parker, Jim Bagley, and Traci Goepper. Above, another special event at Joliet was Neon Day, when neon-bright colors were worn by all, including, from left, (during the day shift) Sandy Ponce, Stephanie Brooks, Millie Rowe, Julie Ponce-Doyle, Patti Deffenbaugh, Zelda Scott, Denita Draper, and Jen Chizmark.

**BOLINGBROOK:** From left, Nancy Ann Slater, Mary Jo Lewandowski, Juli Coughlin, Melissa Baran, and Sarah Martuneac



**WESCOM:** Far left, Nancy Sylvestre, left, Lisa Kofink, center, and Jenny Music-Slattery. Left, Will County 9-1-1 Administrative Assistant Caryn De Marco and Bill Blaskey





**Bolingbrook:** Telecommunicator Joanna Smith, *above left*, draws Bingo letters and numbers, while Supervisor Mary Jo Lewandowski calls them out. Checking their Bingo cards, *below*, are Joliet TC Zelda Scott's daughter, Elicia Carter, left, and granddaughter, Ayanna. Also concentrating on their game cards are WESCOM TC Jacob Gloodt and his children.



*Right: One of the youngest Family Fun Day attendees was the daughter of Sheriff's Department Telecommunicator Kelsey Reid and, right, her husband, Josh.*



The Will County Emergency Telephone System's second annual Family Fun Day was an indoor event this year. It was celebrated in the gymnasium of Union Elementary School on Cherry Hill Road in Joliet - Noon to 4 p.m. on Saturday, April 20. As a result, the cloudy/cool weather outside was not a factor for the 140 people who attended (telecommunicators from all eight PSAPs and their family members). There were plenty of games, including: Bolingbrook's bingo, Eastcom's bucket toss, Joliet's duck pond, Lincolnway's bean bag toss, Romeoville's money



*Above: Balloon twister Josh Adler creates a penguin.*



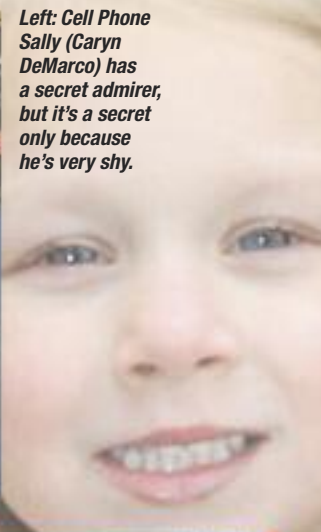
**Eastcom:** Top, enjoying bucket toss game at ground level is the daughter of Eastcom TC Kelly Popek. Middle, watching bucket tosser, from left, are Eastcom TCs Cindy Sepula and Megan Enright, and Supervisor/TC Natalie Krapf. Above: Also helping out is Beecher Police Officer John Bosse.



*Below: Will County 9-1-1 Training Coordinator Joanne Burian and Junior IT Systems Administrator Wesley Whitaker make cotton candy.*



*Left: Cell Phone Sally (Caryn DeMarco) has a secret admirer, but it's a secret only because he's very shy.*



*Below: From left at registration desk are Will County 9-1-1 GIS Department staff members Mary Jo Syzmanski, Krista Mehon and Barb Steffen.*



**Steger:** Far left: PSAP Director Mary Jo Seehausen, center, welcomes Will County 9-1-1 Records Manager Kim Hartley and her nephew. Middle and left: WESCOM Supervisor Erich Sommer's daughter, Alexis, and Will County 9-1-1 Administrative Assistant Caryn DeMarco choose lolly pops.

# 9-1-1 Family Fun Day

machine, Steger's lolly-pop game, WESCOM's One Fish, Two Fish game, and the Will County Sheriff's Plinko game – as well as face painting, balloon twisting, inflatable bouncing, and meeting Cell Phone Sally. Also, there was plenty of food – pizza, popcorn, cupcakes, cotton candy and beverages. In other words, thanks to a lot of hard work by the 9-1-1 Administrative Staff and other 9-1-1 System volunteers (before, during, and after this event), the 2013 edition of Family Fun Day was a success. Lots of smiles, lots of laughter, lots of fun.



**Romeoville:** Far left, Romeoville TC Kellee Konieczny, left, and her son, PSAP Director Kim Knutsen, and TC Diane Cotter, right, and her daughter. Center, Kim Hartley's nephew tries the Money Machine. Left, Will County 9-1-1 Board members, from left, Kim Knutsen, Chair Julie Ponce-Doyle, and Deputy Chief Tom Ross are ready to take their turn.



**Joliet:** Above, Joliet Technical Supervisor Patti Deffenbaugh and TC Zelda Scott, right, have fun entertaining Zelda's grandson. Middle, Steger TC Melissa Donegan, left, and Ellen Wright (TC Zelda Scott's daughter) watch as Melissa's son selects a duck from the Duck Pond. Top, another young Fun Day attendee thoughtfully considers which duck to pick.



**Lincolnway:** PSAP Director Brad Veerman checks out accuracy and form of bean-bag pitchers, top and middle – including Joliet TC Zelda Scott's daughter, Elicia Carter (wearing orange shirt). Helping him, middle and bottom, was his wife, April, who also massaged the tightness out of Brad's shoulders and pitching arm.



Professional face-painter Deb Adler focuses on the face of Joliet TC Zelda Scott's granddaughter Alivia Carter.

**WESCOM:** Far left, TC Jacob Gloodt supervises WESCOM's One Fish, Two Fish game. At left, Supervisor Janice Savage, Supervisor Erich Sommer, right, and his daughter, Mandi, help one of the winners celebrate.



Above: Wearing a fashionable crown is Romeoville's Diane Cotter – Will County Telecommunicator of the Year for 2013. Right: The inflatable was a popular attraction all afternoon.



Above: Doug Braa, a guest of Eastcom TC Michele Loschiavo, gets his face painted.



**Sheriff:** Center, from left, TCs LeEtta Horath, Lauren DuBois and Cindy Wilson enjoy helping kids play Plinko, far left, and handing out freebies, left, such as Miracle Bubbles, Air Heads candy, and Sheriff Willie's coloring books.

## Award of Merit

Continued from page 1

recognition over the 18 years she's been a dispatcher, and these awards started soon after she joined us," Ponce-Doyle added.

Joliet's 2013 Telecommunicator of the Year and a past nominee for Will County TC of the Year, Chris has received Joliet's Life-Saving Award, been recognized twice by the Joliet City Council, and has received many division recognitions and commendations.

However, "Chris has never been in this for the recognition, and, like many dispatchers, is uncomfortable with the spotlight when it is on her," said Ponce-Doyle.

A CTO, Chris is a "valuable asset" who recently coordinated the effort to update her PSAP's training tasks.

According to one of her peers, TC Zelda Scott, Chris excels as both a call taker and



Christina Grutzius



**JOLIET PRIZE PATROL** – Each year, on the Monday of National Public-Safety TC Week, Joliet Comm Center Director Julie Ponce-Doyle and Technical Supervisor Patti Deffenbaugh, aka the Prize Patrol, seek out Joliet's Telecommunicator of the Year (usually at his/her home) to make the surprise announcement, accompanied by balloons and flowers. Over the years, Julie and Patti have had lots of fun with the Prize Patrol – dodging sprinklers, catching the honoree in boxers, coming in to the comm center at 4 a.m., forcing a roommate to wake up a midnight employee, etc. This year was a really fun Prize Patrol, which ended up involving lots of people. That's because Joliet's 2013 TC of the Year Chris Grutzius was scheduled for a class at Lincolnway on that Monday, requiring Julie to contact the instructor, who was excited to be in on it. "We arrived with cookies for the whole class, flowers for the teacher, flowers and balloons for Chris, and some signs," said Julie. "We got there early, so we hid in the bathroom for a bit. Then, when it was time, we went thru our presentation, ending with Chris's name on the last sign. The class, above, immediately cheered and Chris immediately... well, let's just say she was surprised!"

dispatcher. And she's "always reliable, resourceful, insightful, thorough, tenacious, edgy, and funny."

Considered a know-it-all, but in the best way possible, she is affectionately known as "WIKIPEDIA". ●

### Multi-Jurisdictional Incident

## Three Romeoville Dispatchers Receive Team Award of Merit

Three Romeoville telecommunicators received a Team Award of Merit during the 9-1-1 Board's April 25 meeting. They were recognized for their combined efforts in coordinating a multi-jurisdictional response as police officers attempted to apprehend an armed suicidal suspect, who was wanted for a home invasion that occurred in Lisle in April 2012.

Stacey Bonkowski, Alex Szalinski and Sharon Whitaker coordinated the response between the Romeoville Police Department, Will County South, the Will County Forest Preserve, the Lemont Police Department, and Kankakee County South.

Upon receiving a call from the Lisle Police Department with regard to an armed home invader they were tracking via the offender's cell phone, the three Romeoville dispatchers communicated with all the agencies involved in the search for three hours.

"The situation was very demanding and required extensive and constant communication between officers and dispatch," according to Romeoville Police Sergeant Mathew Bejgrowicz.

"Our dispatchers effectively maintained radio communications with patrol units and recorded accurate and timely updates vital to the successful outcome of the incident."

In addition to this multi-jurisdictional response, Sharon, Alex and Stacey continued to perform their daily responsibilities "while maintaining their professionalism and composure during an extremely demanding and stressful period.

"In the end, the offender was taken into custody and no one was injured," said Sgt. Bejgrowicz. "I was impressed and thankful for the outstanding job dispatch did. They played a vital role in the capture of an armed offender.

"Without the combined efforts of these three telecommunicators, this incident may have had a very different outcome." ●

Romeoville Telecommunicators Stacey Bonkowski and Alex Szalinski received a Team Award of Merit during the 9-1-1 Board's April 25 meeting, along with TC Sharon Whitaker, who was not available when this picture was taken.



## Megan Klomes: Eastcom TC of Year



Megan Klomes

During National Public-Safety Telecommunications Week, Eastcom selected Megan Klomes as its Telecommunicator of the Year for 2013.

Megan was recognized for taking "pride and passion" in her work, and for her dedicated efforts, initiative, and "willingness to work as a team player" who takes pride in the quality of her work.

In addition, PSAP Director Pam Buzan commended Megan for her "high standard of work ethic and high level of knowledge in her profession.

"You have demonstrated a personal commitment to public safety, and I am proud to call you a devoted member of Eastcom," said Buzan.

"Your passion to learn more by attending classes and taking the extra time to become a certified CPR instructor, and assisting in training with other agencies, brings credit to not only you, but Eastcom as well."

Megan also was cited for her personal integrity and honesty, and for serving as a role model to others. ●

## 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.

Those who received 2013 Milestone Awards during the Board's April 25 meeting were:

### 1 YEAR

Amber Johnson (Bolingbrook)  
Joseph Fleischauer (Joliet)  
Nicole Otto (Joliet)  
Shianyka Wood (Joliet)  
Andrew Eagan (Steger)  
Shannon Givens (Steger)  
Sandy Tilton (Steger)  
Ashlee Wathen (Steger)  
Brandon Johnson (WESCOM)  
Lauren DuBois (Sheriff)  
Jason Vasek (Steger)  
Venessa Choate (Lincolnway)  
Kelly Kavanagh (Lincolnway)

### 5 YEARS

Daniel Thiel (Bolingbrook)  
Jennifer Bailey (Bolingbrook)  
Amanda Rohwedder (Eastcom)  
Traci Sass (Joliet)  
Jamie VanByssum (Joliet)  
Kellee Konieczny (Romeoville)  
Kim Knutsen (Romeoville)  
Lauren Pucel (WESCOM)  
Kathy Wilson (Sheriff)  
Gina Seneker (Sheriff)  
Carolyn Pate (Sheriff)

### 10 YEARS

Melissa Baran (Bolingbrook)  
Mary Jo Lewandowski (Bolingbrook)  
Kelly Popek (Eastcom)  
Sharon Wall (Eastcom)  
Theresa Saracco (Joliet)  
Sandy Ponce (Joliet)  
Kris Wilkerson (Joliet)  
Gemma Torres (Romeoville)  
Laurie Zan (Sheriff)

### 15 YEARS

Jennifer Chizmark (Joliet)  
Concetta Hickey (Sheriff)  
Diane Kloepfer (Bolingbrook)

### 20 YEARS

Mary Schumacher (Joliet)  
Sharon Whitaker (Romeoville)  
Donna Jahn (Romeoville)

### 25 YEARS

LeEtta Horath (Sheriff)

### 30 YEARS

Julie Ponce-Doyle (Joliet)

## 360 Crete-Monee 6th-graders Learn about 9-1-1, Get Hands-on CPR Instruction



Crete-Monee School District 201 6th-graders listen attentively as their PE/Health Teacher Marty Nissen (in blue shirt), Lt. James Boehner of the Crete Fire Department, and Eastcom Supervisor/Telecommunicator Natalie Krapf explain and demonstrate how to help someone who is having trouble breathing (using the practice dummy on the floor).

The Will County Emergency Telephone System's public education efforts successfully included something new and different in April.

For a total of seven hours (the entire school day), Eastcom Supervisor/Telecommunicator Natalie Krapf and paramedics from the Crete Fire Department talked to students at Crete-Monee District 201's 6th Grade Center - as each of the 360 students attended their regularly scheduled physical education (PE)/health class.

In response to a suggestion made by Lt. James Boehner of the Crete FD and Marty Nissen, a PE/health teacher at the 6th Grade Center, Krapf and Crete firefighters/paramedics were invited to spend an hour with the school's students in each of seven PE/health classes.

"I had discovered that about 90 percent of my students (girls and boys) were babysitting, but very few of them knew what to do in the case of an emergency," said Nissen, who then asked Lt. Boehner about the possibility of having a class - which led to the invitation.

After first teaching the students about when and how to make an emergency telephone call, Krapf said that one of the Crete paramedics placed a simulated 9-1-1 call from someone whose grandmother was having trouble breathing.

In response, Krapf gave pre-arrival instructions to the hypothetical 9-1-1 caller, until other Crete paramedics arrived on the scene and administered CPR.

After witnessing this emergency response simulation, each class was divided into smaller groups, in which each student was able to have a hands-on experience administering CPR to one of the practice dummies.

"The students also learned and practiced how to help a choking victim," said Krapf. "In fact, each 6th grader learned how to assist an adult, child, and infant who needed CPR or who was choking.

"They were very attentive throughout each class - and they asked excellent questions," she said,

adding that the school's principal, Mary Ann Hurley, and other teachers also watched or participated.

"It was a remarkable experience that turned out better than I'd ever expected," said PE/health teacher Nissen, who added that he was "proud of the way his students behaved and how well they followed all instructions."

"We've already been asked to do this again next school year," Krapf added.

"Although most of our 9-1-1 public education efforts are directed at 1st-graders, it's also important to reach out to young people who are babysitting and/or just starting to think about getting a driver's license," according to the Will County Emergency Telephone System's public education coordinator, Caryn DeMarco.

"Ideally, we'd like to get to students at least three times - when they are in 1st grade, 6th grade, and during their driver's ed classes - so that they don't forget when, how and why to dial 9-1-1," she said. ●

Crete Paramedic/Firefighter Isabella Brazley, center, in navy uniform, provides hands-on CPR instruction to attentive 6th graders.



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

### JUNE

5	PowerPhone – Stress Identification & Management	Des Plaines
6	APCO – Active Shooter	Mundelein
11	EMD – CPR/Flipchart Review**	Joliet
12-14	APCO – CTO	Calumet City
24	PowerPhone – Active Shooting Response	Riverside

### SEPTEMBER

4-6	Success Communications – Training the Trainer	Plainfield
6	PowerPhone – Active Shooting Response	Berwyn
10	EMD – CPR/Flipchart Review**	Joliet
11	PowerPhone – Disasters and the Dispatcher	Des Plaines
20	In the Midst of Chaos – EMS Conference**	Tinley Park
21	EMD – CPR/Flipchart Review**	Joliet
23-27	EMD – Certification Course**	Joliet
25-26	Success Communications – Leadership I	TBD

### OCTOBER

9	PowerPhone – Disasters and the Dispatcher	Riverside
10	Van Meter – Performance Improvement Program (PIP)	Romeoville
28-29	Success Communications – Leadership II	Joliet
30	Success Communications – Ethics	Joliet
30-1	Success Communications – Leadership IV	Plainfield

### NOVEMBER

4	EMD – CPR/Flipchart Review**	Joliet
6	PowerPhone – Protecting Law Enforcement Responders	Des Plaines
18-22	EMD – Certification Course**	Joliet

### DECEMBER

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

## Will County 9-1-1 Kudos, Etc.

- *The Romeoville PSAP has been in 100% compliance with the 9-1-1 Board's training standards for five years in a row. They are the first to have reached this achievement and set the example for others in the Will County system.*

- *The Will County 9-1-1 GIS (Barb Steffen and Mary Jo Szymanski) and Will County GIS Departments were honored recently when their Master Address Point System was recognized as a "Distinguished System" (the only one so recognized) by URISA's Exemplary Systems Review Committee.*

- *A First: Will County 9-1-1 Operations Manager Dale Murray has published an article entitled "Do You Have the Tools to Make Big Data Work for Your Agency?" Focused on using data analytics to unlock the historical and real-time value of public-safety "big data," the article was published on Motorola's Next Generation blog, Fresh Ideas in Public Safety.*

- *Six of the 9-1-1 Board's 17 directors were reappointed at the Board's February 28 meeting, including Kim Knutsen, Mary Jo Seehausen, Vice Chairman Steve Rauter, Chief Charles Exner, Deputy Chief Tom Ross, and Administrator Joe Pena. Their new terms will expire in 2016.*

- *In March, Krista Mehon joined the Will County 9-1-1 GIS (Addressing) team as a GIS technician, replacing Patrick Kilcoyne. Born in and a current resident of Naperville, she graduated from Illinois State University with a B.S. in Geography in 2012. Previously, she had worked as a GIS/traffic intern for the City of Naperville.*

- *9-1-1 Board Chair and Joliet PSAP Director Julie Ponce-Doyle has received an Award of Merit from the Joliet Police Department for her successful efforts to have the City of Joliet added to the statewide StarCom radio system. She appeared before the City's Public Works Committee and the City Council to request funding for the project, which was approved. As a result, on November 8, 2012, Joliet Police and Fire Departments went "live" on StarCom. ●*



Krista Mehon

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

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