

COOK COUNTY EMERGENCY TELEPHONE SYSTEM BOARD ENHANCING 9-1-1 EMERGENCY SERVICE FOR COOK COUNTY



Everyone was all smiles about the recent CAD cutover when Dixmoor Mayor Keevan Grimm, right, dropped by the Communications Center to congratulate Supervisor Betty Jackson, left, and Assistant Supervisor Teresa Burks-Buchanan.

Dixmoor CAD Cutover 'Smoothest Ever'

Thanks to the perseverance of Dixmoor Communications Center Supervisor Betty Jackson – and the support of village officials and the ETSB and staff in Des Plaines – the PSAP's long-anticipated cutover to CAD was successfully completed on August 4.

"The cutover was the smoothest we've ever had," Assistant CAD Administrator Vic Siedleski told the ETSB at its August meeting.

"One of the reasons everything went so well was the training our telecommunicators received from Vic," said Jackson. "We were very well-prepared for the cutover.

"Also, with the help of Vic and Natasha (Allen-Victor) the very few glitches we experienced were resolved within minutes," she added.

Dixmoor's seven telecommunicators had been anxiously looking forward to the cutover – "because CAD makes call-taking and record-keeping much easier," said Jackson.

For example, "all police and fire incident reports now are simple to create," said Assistant Supervisor Teresa Burks-Buchanan. "We no longer have to spend time away from answering calls to write those reports."

Although a part of the Dixmoor Police Department, the Communications Center's two call stations are currently located in the Fire Department building.

However, a new home for village offices and the Police Department is currently under construction.

"Hopefully, some funding issues will be resolved, so that we will be able to move to larger quarters" in that facility when it opens next year, said Jackson. ●

A Job Well Done

Cook County Public-Safety Professionals Help Flooded Residents

"Whenever Cook County faces an emergency situation – routine (daily) events or more catastrophic occurrences– there are hundreds of public-safety professionals who are there to help, but get little recognition for their time and effort.

"That was the case again from September 12 to 14 (and the recovery days thereafter), when heavy rains and flooding plagued many communities throughout Cook County.

"Although there are too many of these unsung heroes to recognize any one or two, I want to acknowledge all the public-safety providers – collectively – including telecommunicators, administrators, and police, fire, and emergency medical personnel, as well as other staff members – who put in long hours and worked tire-

lessly during this emergency – trying to assist the many victims of the record-setting rain.

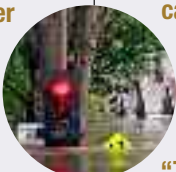
"Although each one of these professionals deserves to be applauded and then take a bow – none of them was looking for a thank-you – because, as many will tell you – 'it's my job.'

"Well, it may be your job. But I want you to know how important what you do is to Cook County.

"That's why, on behalf of the Cook County Emergency Telephone System Board (ETSB), I want to thank you for being there, as usual, whenever an emergency arises." ●

Signed

Albert Pritchett, ETSB Chairman



Meet Betty Jackson

When you mention Betty Jackson's name to officials in the Village of Dixmoor or the Cook County Emergency Telephone System, they describe her as experienced, knowledgeable, perseverant, caring, and personable – to mention only a few of the superlatives.



Betty Jackson

Betty also is someone who believes in planning ahead. However, she said that when she started her 32-year career as a telecommunicator and public-safety official, that first job (in Dixmoor) was really a “coincidence” – or, perhaps, being in the wrong place at the right time.

As her story goes, in 1972 she let a friend borrow her car, which ended up being ticketed and towed (due to a parking violation). As if that was not bad enough, when she went to the Dixmoor police station to retrieve her car, she was cited for two more violations because she had loaned the car to an unlicensed driver.

“I told them that I needed a job in order to pay the fines,” Betty said. Then, to her surprise, “three days later they offered me a job as a dispatcher.”

Of course, she accepted the job and the rest is history.

“Once I learned the job, I really liked it,” she said. “In fact, I still find public-safety work very interesting. And I enjoy being in a position to help other people.”

Although initially hired as a dispatcher, Betty also became the Dixmoor center's LEADS coordinator in 1974. Then in 1979 she changed directions by becoming a computer operator for the Federal Reserve Bank in Chicago. While there, she learned a lot and attained valuable experience that she has put to good use throughout the rest of her public-safety career.

Betty returned to Dixmoor in 1984. But when the village's 9-1-1 coverage was switched to the Southwest Central Communications Center in Palos Heights in

1986, Betty joined the Robbins Police Department, with whom she was a sergeant, patrol woman, and dispatch supervisor for the next eight years.

Thereafter, she was a dispatcher in Harvey for about a year, before going to Phoenix in the same capacity in 1995. While at Phoenix, she was promoted to deputy chief of police; and then served as a dispatcher at the Ford Heights PSAP from 2001 to 2006.

“Almost everywhere she's gone, I've followed,” commented Assistant Supervisor Teresa Burks-Buchanan, who has worked with Betty for several years.

In 2006, Betty was asked by her sister – Dixmoor Police Chief Samiel Griffin – to consider returning “home” – where her career had started.

“As chief, I was responsible for bringing in effective personnel who could help us improve community services,” said Chief Griffin. “And I knew that Betty had the experience and work ethic to provide exactly what we needed to supervise our dispatch center.”

Shortly after agreeing to apply for the job, she was interviewed by Dixmoor's mayor and Village Board, who obviously agreed with Chief Griffin's recommendation.

Since returning to Dixmoor she has been “a very hard and diligent worker,” according to Chief Griffin.

“We are grateful that she decided to come back,” added Dixmoor

Mayor Keevan Grimmett. “Her knowledge and experience have enabled her to improve our dispatch facility and the 9-1-1 services that are provided to our community.

“She was able to identify the voids – what was missing. And then through training (the dispatchers) and by recommending upgraded equipment, she has helped us make a lot of good changes.”

For instance, when Betty returned to Dixmoor, she was disappointed to find that the communications center still was not a part of Cook County's CAD system.

Due to her experiences in Phoenix and Ford Heights (which had CAD), she understood how important CAD was to efficient dispatch operations. So, she made getting that system for Dixmoor her top priority.

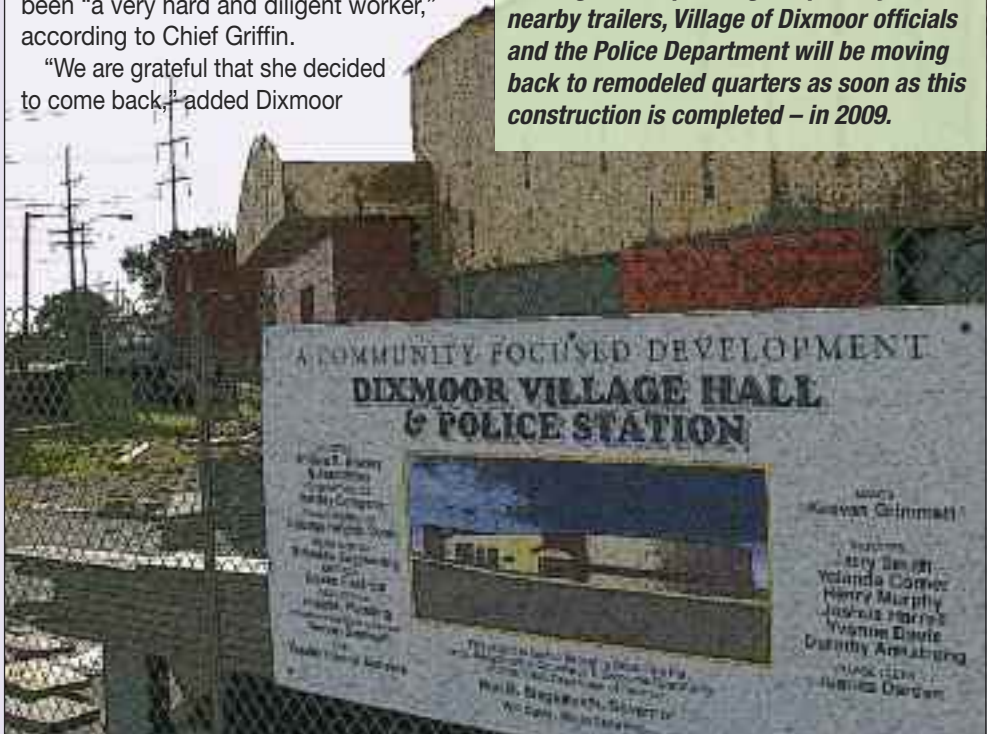
Knowing that she had the support of Mayor Grimmett and Chief Griffin, she called Cook County's Assistant CAD Administrator, Vic Siedleski, and told him, “we have to have it.”

The inevitable outcome, considering Betty's persistence, was Dixmoor's successful cutover to CAD in August of this year (see story on page 1).

Among Betty's other accomplishments since returning to Dixmoor are the implementation of LEADS 2000 and moving the center and its call stations from a very public location at the entrance to a more private, safe and secure location elsewhere in the Fire Department building.

(Continued on page 8)

Although now operating temporarily out of nearby trailers, Village of Dixmoor officials and the Police Department will be moving back to remodeled quarters as soon as this construction is completed – in 2009.





These two girls took turns making 9-1-1 test calls during Phoenix Fest in August.

Public Education Efforts Continue Through Summer

Although most of Cook County's children were on vacation from school this past summer, Administrative Analyst Shereen Gamble and her public education efforts were not.

In fact, Gamble and other Cook County public-safety advocates made sure that many of these vacationing kids – state-wide – learned something about emergencies and how and when to dial 9-1-1.

For example, in August Gamble took her public-safety “show” on the road to festivals in Phoenix and Robbins, as well as the Illinois State Fair in Springfield.

“In addition to interacting with the kids (and celebrating their going back to school), I thought that these visits would be a great way to get to know the towns and establish a better connection with dispatch center personnel and residents,” said Gamble.

“People want to know that you care and that Cook County 9-1-1 is there for them even when there is no emergency,” she added.

On August 2, Gamble joined Phoenix Telecommunicator Rene Wells at the Phoenix Festival, where they practiced making 9-1-1 calls with the kids. They also handed

out school supplies, including folders, spiral notebooks, pens, pencils, scissors, pencil sharpeners, glue sticks, erasers, rulers and crayons.

“While there, I got a feel for what the children know about 9-1-1,” said Gamble. “It was eye opening to discover that so many of them did not know their phone number and address.”

On August 5, Gamble participated in National Night Out Against Crime activities at Dee Park in Des Plaines, which reportedly has the largest population of unincorporated residents in Cook County.

She and Executive Director Morrie Farbman gave away red-drawstring plastic back packs, 9-1-1 tattoos, night lights, jar openers, pencils, crossword and word-search puzzles,



Robbins Mayor Irene Brodie admires this young lady's yellow “HELP – it's as easy as – 9-1-1” bag during the village's summer festival.



During the Illinois State Fair, Cook County Sheriff's Telecommunicator Mike Quan explains how important it is to dial 9-1-1 when there's an emergency.

newsletters, and other information on 9-1-1. Also, she had a sign-up sheet for those who wanted to receive email copies of *Answering the Call*.

They were joined by Sgt. Karen Lader

of the Cook County Sheriff's Department, who distributed other public-safety materials, and by Dispatch Supervisor Martin Bennett, who didn't stop taking practice 9-1-1 calls until 9:30 p.m.

“We were the last ones to close our exhibit because the kids were so excited and willing to stand in line to make a test call,” according to Gamble. “We estimate that more than 1,000 people stopped by our table.”

On August 14, Cook County Communications Center Telecommunicator Mike Quan, Supervisor Cathy Bagley and Gamble distributed 9-1-1 materials and took test calls within the State Fire Marshall's tent at the State Fair.

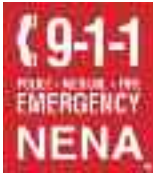
“Volunteers from different PSAPs manned the 9-1-1 table each day of the fair,”

(Continued on page 6)

Cook County Communications Center Supervisor Martin Bennett, left, shares a practice 9-1-1 call with one of the kids participating in the National Night Out Against Crime activities in Des Plaines. Also sitting at the table is Administrative Analyst Shereen Gamble.



12 Represent Cook County at 2008 NENA Conference



The 2008 edition of the annual NENA Conference was a memorable event because it

marked the 40th anniversary of the first-ever 9-1-1 call, which was placed in Haleyville, Ala., in 1968.

Among the more than 10,000 people who attended the June 8-12 conference in Tampa, Fla., were 12 public-safety practitioners from the Cook County Emergency Telephone System.

They included ETSB Members Denise Roche-Evans (who also is Communications Director), Arthur Jackson and John Robberson; as well as Executive Director Morrie Farbman, Database/GIS Manager Natasha Allen-Victor, Administrative Analyst Shereen Gamble, and Communications Supervisor Lisa Farinella, all from the Cook County Comm Center in Des Plaines.

Also attending were Phoenix Police Chief Mel Davis, Robbins Police Chief Johnny Holmes, Ford Heights Police Chief Earl Bridges, Robbins Dispatch Supervisor Cherita Moore, and Teresa Burks-Buchanan, assistant supervisor of the Dixmoor Communications Center.

In addition to appreciating the historical aspect of the conference, all 12 Cook County attendees indicated that they benefited from renewing many past acquaintances, making new friends from communities around the world, and comparing notes with and/or learning from all of these public-safety professionals.

They also took full advantage of the learning opportunities provided by the conference's many seminars.

For example, Allen-Victor attended sessions that focused primarily on Geographic Information Systems (GIS) technology. She learned what questions should be asked when using an SDE database – such as

who will be responsible for map maintenance and when the maps should be updated.

"I discovered how fortunate we are to have the cooperation of Cook County's GIS Department – because such cooperation is uncommon throughout the nation," she said.

"Most GIS departments don't want the PSAPs to have any input on how to obtain their data."

However, the most enlightening sessions she went to covered the details of Next Generation 9-1-1 – everything from the project's plan and design to the operational impacts on PSAPs and transition planning.

"By the end of the conference, the big picture came into focus," she said. "We need to prepare now because NG-9-1-1 is (already) here."

Another highlight was a small-group tour of a local PSAP – the Pinellas County Communications Center – which was a benchmarking experience for Allen-Victor, Roche-Evans, and Farinella. Particularly helpful to Farinella was a presentation by the center's training supervisor, who offered to share the center's training policies and procedures with her and Roche-Evans.

Farinella also learned a lot about such procedures at one of the conference seminars.

"My focus was on training due to the fact that we (at the Cook County Comm Center) are down several positions and I knew that we are going to be testing (and training) new hires shortly and could have as many as six new probationary employees," said Farinella.

What she learned at the seminar (and has shared with Training Coordinator Michelle Dorn) is that different training in-

structors often teach different, "individualized" ways of doing things, which makes it difficult for probationary telecommunicators to learn what they're supposed to be doing.

Instead, the seminar instructors said that everyone should be "on the same page" – new telecommunicators, Certified Training Officers and all other communications personnel.

To accomplish this, they suggested that there should be standardized operating procedures for everything telecommunicators do," said Farinella.

The purpose of such procedures, according to the seminar leaders, is to make it easier for probationary and all other communications employees to

learn and apply what their training instructors are teaching.

Ford Heights Police Chief Earl Bridges attended a class entitled "Leadership in the 9-1-1 Center," which covered topics such as the use of self-awareness measurement tools and understanding the workplace and the world (around us).

"I felt that the goal of the course was to help individuals objectively evaluate their

personal state, envision a desirable future, and plan for significant personal improvement," he said, adding that he looked forward to sharing everything he learned with his fellow employees.

Dixmoor's Burks-Buchanan also got a lot out of the NENA Conference.

"Each day I learned something new, from technology to exploring new equipment," she said. And, she found the exhibits to be "interesting, cutting edge, and very innovative."

Among the seven seminars she chose to attend was one

on domestic violence – which provided information on the power and control tactics used by a suspect, how domestic violence affects children, and how to handle hostage situations.

Further, she went to a session that dealt with sexual assault – which included a discussion of calming skills and interroga-

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– Natasha Allen-Victor

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– Teresa Burks-Buchanan

tion tactics, as well as an explanation of some new laws on orders of protection.

Joining her in both of these classes was Cherita Moore of Robbins, who also attended two personal development sessions.

One of these classes covered why it is important to “Take a Break” (vacation) – to avoid burnout and stress-induced illnesses. The other was entitled “Make Nice in the Comm Center,” which reviewed different personality styles and how to get along with them in the workplace.

Another session Moore attended – along with Phoenix Police Chief Mel Davis and Administrative Analyst Shereen Gamble – was dubbed “Hey! That’s Not OK!” This class targeted trainers, supervisors and managers – showing them how to train, motivate, document and remediate employees with poor attitudes, in order to make them more productive team members

In addition, Burks-Buchanan indicated that she learned a lot at conference sessions on grant writing and screening and evaluating potential 9-1-1 dispatchers.

Davis also went to sessions on grant writing and several classes that broadened his knowledge of Next Generation 9-1-1 and its future impact on law enforcement.

In the case of Administrative Analyst Shereen Gamble, she attended several sessions, including three that focused on public education.

For example, she said that one instructor discussed the public’s perception and expectations of 9-1-1 functions in relation to the actual limitations of emergency telephone systems.

“I learned that grass roots educational programs – involving school newspapers and websites – may be helpful in getting the message out that you (the public) cannot expect the same level of service wherever you go,” said Gamble.

In addition to benefiting from such revelations, she returned to Cook County with many good ideas that will enhance her public education efforts here – such as making students more aware of 9-1-1 by starting a “thank the dispatcher” campaign during telecommunicator appreciation week.

Gamble also learned about various websites, grant programs, and sources of 9-1-1-related brochures and other materials.

Like everyone else, Gamble found that the NENA Conference was a great place to network with other 9-1-1 professionals from across the country – especially, in her case, public educators. ●

9-1-1 Systems Need ‘Significant Overhaul’

A common refrain heard throughout the NENA Conference was that the 9-1-1 industry is faced with many challenges (such as funding) as it continues to play catch-up with emerging technologies.

As a result, Executive Director Morrie Farbman’s primary focus was on attending NG-9-1-1 related workshops and meeting with vendors – in order to address those technological changes that will alter how 9-1-1 centers will provide services in the immediate future.

Farbman told the ETSB that “some of those changes are already upon us – such as VoIP. Also expected within the next one to three years are advances in automatic location information (ALI), telematics, automatic crash notification (OnStar), text messaging, wireless 9-1-1, and Geographical Interface Systems (GIS).

“The common element that is the catalyst of these improvements is the internet,” said Farbman. “Not the internet as we commonly use it today, but a secure 9-1-1 Intranet that is designed to accommodate all types of 9-1-1-related information – by providing the conduit that will interconnect federal, state, county and local jurisdictions.

“As local emergency services and IP networks (supporting NG-9-1-1 applications) become interconnected with each other – as well as with federal functions and networks such as Homeland Security – the overall benefit to emergency communications will become a reality,” he said.

“Emergency center personnel will be able to deliver an appropriate set of data on a given emergency to any other emergency group, anywhere, via the emergency communications inter-network.

“Using the latest software and telephone technologies, new wireless and IP-based communications devices are being developed at a rapid rate – offering capabilities such as text and video messaging,” Farbman added. “Unfortunately, however, the current 9-1-1

system was never intended to receive calls and data from these new and emerging technologies.

“As a result, through cumbersome adaptations, E9-1-1 is being asked to perform functions it was not designed to handle. In short, the nation’s 9-1-1 systems are in need of a significant overhaul.”

What do you do to prepare for Next Generation 9-1-1?

- **Inventory current systems (both primary and backup) – including telephone, CAD, and radio communications equipment, as well as the GIS system and local and wide-area networks – to determine compatibility and identify what upgrades are needed.**

- **Share NG information with 9-1-1 center personnel.**

- **Partner with other county 9-1-1 systems to explore shared systems/costs.**

- **Establish a timetable for equipment upgrades and budgeting.**

“In Cook County, we have already begun doing these things,” said Farbman. “For example, our staff currently is evaluating NG telephone equipment in order to recommend and upgrade that equipment in FY 2009.

“Also, I have had a number of meetings with our 9-1-1 data-base vendor, Intrado, to evaluate their solution to text and video messaging.”

“Since NG technologies will rely heavily upon GIS systems, our county mapping system will provide the foundation for improvements in our emergency communications system, both call taking and dispatching,” he said. “So, keeping the GIS system current and accurate will be critical.

“To accomplish this, we will continue to work closely with the Cook County Bureau of Technology and Information to make sure that the new County map is kept as current as possible to meet our needs,” added Farbman. ●

Summit Focuses on Preparing for Next Generation 9-1-1

In mid-August, the Village of Phoenix – in conjunction with the Cook County ETSB – hosted a summit on Next Generation 9-1-1 (NG-9-1-1).

Representatives of the County's police and fire departments were invited to get "a clear understanding" of NG-9-1-1 – through a panel discussion of the new technology, what will be required by future aspects of public-safety communications, and how this will affect daily operations.

Those attending were told that "now is the time to begin preparing for the rapidly changing future."

The hosts of the summit were Cook County Board Commissioner Deborah Sims and Phoenix Mayor Terry R. Wells. Serving as panelists were, ETSB Chairman Albert Pritchett, ETSB Member and Cook County Sheriff's Department Chief William McHenry, and ETSB Executive Di-

rector Morrie Farbman .

One of those attending the summit was ETSB Member Arthur Jackson, who concluded that "NG-9-1-1 is here now and we must respond to it – despite the expense that will be involved.

"Our infrastructure has to change," he added. "For example, home-based, land-line telephones are rapidly being replaced by wireless cell phones and Voice over Internet Protocol (VoIP) technology.

"Nevertheless, few, if any, call centers within our Cook County Emergency Telephone System currently are equipped to handle these technologies, such as text messaging – nor can we receive picture-phone or video images."

"Vendors are anticipating what is coming and NENA has a standards committee that is focused on NG-9-1-1," Jackson said. "However, the core issue for us and most other emergency telephone systems is funding."

In the meantime, "we are looking at

9-1-1 telephone equipment vendors that will be able to provide Next Generation systems," said Farbman.

In addition, he told the ETSB that he has been meeting with representatives of Intrado regarding NG-9-1-1 network routing.

"Their solution would replace the current AT&T legacy method of delivering ANI and ALI and position us for accepting 9-1-1 voice and data and, in the near future, text messaging and video," said Farbman.

"This solution would provide data delivery via a private and secure internet, rather than the traditional copper wire system."

Another effort that will help prepare the Cook County ETS for NG-9-1-1 is benchmarking – which started with Farbman's recent visit to the Waukesha County Communications Center in Wisconsin.

"The objective is to compare our staffing, budget, policies/practices, and technology with comparable facilities, so that we can make the improvements and upgrades needed to keep pace with NG-9-1-1 technologies," said Farbman.

"The end result will be better emergency telephone services for the residents and businesses in unincorporated Cook County." ●

Leyden Township Kids Visit Cook County Communications Center

Another public education effort during August was the visit of Leyden Township Summer Camp kids to the Cook County Communications Center in Des Plaines.

"We made presentations about basic 9-1-1 operations; and CAD Administrator Al Orrico led tours of the center, showing them how CAD works," said Administrative Analyst Shereen Gamble, who arranged the visit.

"Seeing and learning about all the computers and terminals was a highlight for the kids, who could be heard saying things such as 'awesome' and 'cool.'"

In addition, the children left the Comm Center with Cook-County red-drawstring backpacks, word-search puzzles, coloring paper, and snacks – which also made them happy. ●



During a tour of the Cook County Communications Center, CAD Administrator Al Orrico shows several kids from Leyden Township how all the computers and monitors (and the CAD system) help 9-1-1 call takers.

Public Education Efforts

(Continued from page 3)

said Gamble. "I brought 350 drawstring bags (full of school supplies and 9-1-1 information) to pass out and left with none."

During the last week of August, Gamble attended the Robbins Festival, where she and Robbins Dispatch Center Supervisor Cherita Moore distributed school supplies.

"The kids kept asking 'Are they free?' as the word spread about our giveaways," said Gamble. "In general, people were surprised and pleased to see us there, including Robbins Mayor Irene Brodie, who told us that handing out back-to-school materials was a 'great idea.'"

Considering that this was an often-heard response to these public education efforts, "we will be doing even more in 2009," said Gamble.

"It is important that county residents understand that we are there to support them in different ways, whether it is helping them with an emergency or sponsoring/attending a public education event." ●



After the August 20 ETSB meeting hosted by the Village of Barrington Hills, Director of Administration Robert Kosin, foreground, leads a tour of the village's Communications Center.

On the road again in July, the ETSB and its administrative staff were the guests of the Village of Midlothian. Among those on hand for the monthly meeting were from left: Midlothian Police Chief Vince Schavone, Cook County ETSB Executive Director Morrie Farbman, ETSB member and Cook County Sheriff's Department Chief William McHenry, ETSB member Arthur Jackson, ETSB chairman Albert Pritchett, ETSB member John J. Robberson, and Midlothian Fire Chief William Sheehy.

During the September 23 ETSB meeting in Chicago, Al Hobschied of the Cook County Bureau of Technology discusses progress made and future timeline for the joint ETSB/County GIS mapping project.



On the Road with ETSB

The ETSB was on the road again this summer but returned home (to the Cook County Building) for its monthly meeting on September 23.

The Board's July 10 meeting was hosted by the Midlothian Police Department, while its August 20 meeting was held in Barrington Hills after an invitation from the village's Police Department.

The sites for the ETSB meetings on Thursdays, October 16 and November 13 are still to be determined. There will be no Board meeting in December. ●



Telecommunicators Commended for Handling of Calls During Severe Weather

On the evening of August 4, severe weather moved through Cook County – resulting in thunderstorm warnings and tornado sightings.

The dangerous weather also prompted an extremely high volume of 9-1-1 and other calls that had to be handled by telecommunicators at the Cook County Communications Center in Des Plaines.

"During the height of the storm, we handled more than 90 9-1-1 calls in one hour, with 88 per cent of those calls being an-

swered within 10 seconds," said Supervisor Martin Bennett.

"This was the most calls we've ever handled in one hour," added Executive Director Morrie Farbman. "Without breakdowns or interruptions, everyone rose to the challenge and performed flawlessly."

By working together during the storm, the 3rd Watch telecommunicators handled the unusual total of 292 9-1-1 calls, 62 seven-digit emergency calls, and 60 seven-digit non-emergency calls, as well as many administrative and "ring-down"

phone calls and notifications to Com Ed, the Cook County Highway Department, and Meade Electric.

"Several 3rd Watch telecommunicators should be recognized for a job well done," said Bennett.

They include:

- Diane Haras
- Joanna Ryan
- Samina Bonilla
- Sterling Gildersleeve
- Jessica Roche, and
- Timothy Bergel ●

Betty Jackson

(Continued from page 2)

Also, Betty was able to secure a new telephone system for the center – after finding an affordable alternative and getting it approved by the Village Board.

Prior to installing the new phones, “we had only one 9-1-1 phone and one non-emergency line,” Betty said. “If someone else in the building was using the phone, 9-1-1 calls were being redirected to Voice Mail.

“Now we have six 9-1-1 phone lines and six non-emergency lines – which are a huge improvement,” she added.

“We used our surcharge reallocation funds to help pay for the new phone system and the computer equipment that is used with LEADS 2000,” Betty said.

“We also have used these funds to help access Chicago Clear (a source of “alias” information). And next year, these funds will help us access the new mapping system.”

With regard to the future, Betty also is focused on bringing Project Shield and its strategically located security cameras to Dixmoor (which she also helped secure for Ford Heights).

In addition, she is recommending that the village’s seven squad cars be equipped with laptops that can access CAD-related data and other critical information.

And since all of these improvements are requiring more space, Betty is hopeful that plans for the Village and Police Department’s new quarters (now under construction – see photo) will continue to include a larger room for the Dixmoor Communications Center.

Based on Betty’s past record of successfully attaining center improvements, it is quite possible that she and the other Dixmoor telecommunicators will have a new address in 2009.

In any case, it would not be advisable to bet against her. ●

2008 training schedule

Here is a list of the public-safety classes that are being offered through the end of this year to staff members and users of the Cook County Emergency Telephone System. The classes will be taught at the **Cook County Communications Center, 9511 W. Harrison, Des Plaines, Ill.** For more information, please call Training Coordinator Michelle Dorn at 847-294-4738.

October 2 – Crisis Caller; First Contact 911

October 8 – Rail Safety for Emergency Responders; CCSPD Training Academy

October 19-22 – Illinois NENA / APCO Conference – Springfield, Illinois

October 27-29 – Supervision and Management of Public Safety Communication Centers; Public Safety Communication Management Services – HOSTED BY ETSB

November 17-19 – Working Effectively in the Communications Center;

Public Safety Communication Management Services

ANSWERING THE

Call

Answering the Call is produced quarterly by the Cook County Emergency Telephone System Board (ETSB), which provides Enhanced 9-1-1 services to unincorporated County residents and businesses. Also, these emergency services are provided to Cook County Forest Preserves and the municipalities of Ford Heights, Golf, Northlake, Phoenix, Robbins, Dixmoor, and Stone Park.

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