

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

The Golf Police Department is located in one end of the Golf Metra railroad station.



Golf BIG for its size

With a population of about 500 people, who made only 146 9-1-1 calls in 2009, Golf is the smallest remote site in the Cook County Emergency Telephone System.

However, considering the village's approach to local government and the Police Department's dedication to public safety and community service, some would say that Golf really isn't small at all.

Located 17 miles north of downtown Chicago, just west of Wilmette, Golf offers its approximately 170 resident families a lifestyle that is certainly different and often more personal.

For example, many residents get to know – or at least recognize – each other because they have to stop at the

local Post Office to get their mail each day (since there is no home delivery). Also, when any Golf resident dies, the Village's American flag is flown at half mast – because it matters.

Another anomaly that is unique to Golf is the location of its Police Department – in one end of the village's Metra railroad station.

"We don't have a jail at the station (most of the people who are arrested are taken to Glenview PD), but public-safety services are provided to Golf residents around the clock," according to Chief Lee Walat, who started his 46-year career in public safety as a correctional officer for the Cook County Sheriff's Department.

A graduate of the Chicago Police Academy, Chief Walat has been serving the Golf community for 36 of those years – starting as a patrolman in 1975 and becoming chief in 1985.

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Chief Lee Walat

What is NG9-1-1?

(This is the third in a series of articles devoted to NG9-1-1, which represents the future of emergency telephone systems nationwide. The information included in this article was prepared by/for the National Emergency Number Association – NENA.)

BASIC BUILDING BLOCKS

Although the following information is a bit technical, it is important that you are aware of the basic building blocks required for NG9-1-1. They include:

- **Emergency Services IP Network (ESInet)**

ESInets use broadband, packet-switched technology that is capable of carrying voice, plus large amounts of varying data types, using Internet Protocols (IPs) and standards.

ESInets are engineered, managed networks, and are intended to be multi-purpose – supporting extended public-safety communications services, in addition to 9-1-1.

NG9-1-1 assumes that ESInets are hierarchical, or a 'network of networks' that uses a tiered-design approach to support local, regional, state and national emergency management agencies.

- **International Standards/ Compliant IP Functions**

(The key word here is "international.")

- **Internet Engineering Task Force (IETF)-based IP protocol standards**

IETF generates international IP standards for Internet and other applications. These standards provide the basic functionality of the NG9-1-1 system.

NENA has applied standards from IETF and other Standards Development Organizations to specific NG9-1-1 requirements – such as the Location Validation Function (LVF), the Emergency Call Routing Function (ECRF) and other functions, as defined by NENA.

NG9-1-1 uses service-oriented architecture, software applications and data content to intelligently manage and control its IP-based processes. NG9-1-1 is software and database driven – to enable an exponential increase in available data- and information-sharing possibilities. It also provides flexibility and individual agency choice – to determine information needs based on predetermined business/policy rules.

- **Databases and Data Management**

NG9-1-1 uses a set of database systems to house and provide management of the above data content. Some examples are: validation, routing control, policy/business rules, and system-wide detail call records.

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What is NG9-1-1?

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NG9-1-1 provides the mechanisms to access external sources of data, either automatically or manually, via the ESInet, to support the more knowledgeable and efficient handling of emergency calls/messages. Examples: telematics/ACN data, hazardous material information, building plans, medical information, etc.

• Security

NG9-1-1 provides extensive security methods at the hardware and software levels to replicate the privacy and reliability inherent in E9-1-1 services.

• Human Processes

NG9-1-1 as a service system involves a multitude of human procedures and system-operations procedures to control and monitor the functionality and effectiveness of the systems and services that provide NG9-1-1 service.

Examples include database establishment and maintenance procedures, IP network operations, security processes, trouble-shooting procedures, database auditing, and accuracy-validation procedures.

NENA'S ROLE

NENA is an organization that is chartered to represent both public safety and the 9-1-1 industry, present and future. As such, its mission is to focus on the development, evolution, and expansion of emergency communications.

As a result, NENA is the organization responsible for defining NG9-1-1, and coordinating the development and support of NG9-1-1 as a system and as a service to the public, industry, and public-safety entities.

In the past, this has been about 9-1-1 exclusively, but the future involves a more 'virtual' approach to how the public and governmental entities accomplish emergency communication through NG9-1-1.

For example, text devices don't "dial" 9-1-1; they use a different form of identification to access the system and achieve delivery to PSAPs and other entities. Nevertheless, the basic processes and service needs are the same, no matter what "code" is used.

Also, the conceptual base of NG9-1-1 is international in scope – designed to support all emergency codes, such as 9-1-1, 1-1-2, 1-1-1, and all others among the 62 access codes (at last count) used around the world.

In addition, the NG9-1-1 system will include communications and data-exchange functions that won't use such access codes. However, they will access ESInets (when necessary) to communicate seamlessly across local, state, regional, and international boundaries.

(The fourth article in this series on NG9-1-1 will be included in the next issue of Answering the Call. In the meantime, you can visit NENA's website – www.nena.org – for additional information.) ●

Illinois State Fair, Maine Township, Palos West Elementary



Case of Fire



Above: In lower left photo, State Rep. David Moffit shows kids how to dial 9-1-1 during his visit to the Fire Marshal's tent at the Illinois State Fair. In upper right photo, Cook County ETSB Training Coordinator Michelle Dorn observes as a young fairgoer practices making a 9-1-1 call.

So Much for Retirement

Chief McHenry Becomes Riverdale's Chief of Police

ETSB Member William T. McHenry, who retired in March 2009 as Chief of the Cook County Sheriff's Police Department, is an active chief once again.

In September, Chief McHenry decided to add to his career of 31 years in public safety when he accepted the position of Chief of Police for the Village of Riverdale, a suburb in southern Cook County.

"I enjoyed traveling while retired, but started missing all the interaction with people and the camaraderie of fellow police officers," said Chief McHenry



Chief McHenry

Located in an industrial area on the Little Calumet River, Riverdale began as a ferry crossing in 1836 and was incorporated in 1893. The village currently has a population of about 14,000 people.

In addition to Chief McHenry, the Riverdale Police Department is now staffed by 38 police officers and 12 civilians. And, emergency telecommunication services are provided by E-Com Dispatch, which also handles calls for South Holland, Hazel Crest, Homewood, Flossmoor, and Glenwood. ●

Below: Training Coordinator Michelle Dorn explains when to use emergency telephone services to students at Palos West Elementary School in Palos Park. **Next page, lower left:** Telecommunicator Brenda McKendrick helps Palos West students practice dialing 9-1-1.



If you've noticed a smile on the face of Administrative Analyst Shereen Gamble in recent weeks, it may be because she's been getting a lot of help with her 9-1-1 public-education efforts from her friends – fellow Comm Center staff members.

For example, joining her on August 19 at the Illinois State Fair in Springfield were Training Coordinator Michelle Dorn and Supervisor Jon Mahon.

"The Cook County ETSB has been participating in the State Fair for several years," said Dorn, who was there for the second time.

"The ETSB shares a booth inside the State Fire Marshal's tent with other Illinois 9-1-1 agencies, each with its own day during the fair," she explained.

Dorn, Mahon and Gamble interacted with more than 200 children – and adults – who were taught how and when to call 9-1-1.

They enjoyed helping the kids make 9-1-1 calls using a telephone simulator, which proved to be a "very popular" opportunity – with a long waiting line of "excited, enthusiastic" young callers forming within the tent.

Also, elected officials – including State Representative David Moffit of the 74th District – stopped by to make practice calls.

"They do so to show us how much they support us and believe in what we are doing," said Gamble, who is the Cook County Communications Center's public education coordinator.

Nevertheless, "it is the kids who make the whole experience fun," she said.

A volunteer at the State Fair for the first time, Mahon agrees with that assessment. But he added that the adults also seemed to learn something at the 9-1-1 booth.

Another first-time public-education volunteer was Telecommunicator Sharon Ustaszewski, who joined Gamble on September 25 at a Fire Prevention Week open house sponsored by the North Maine Fire Protection District.

This "successful event" attracted a few hundred people, including Cook County Commissioner Elizabeth "Liz" Doody Gorman," said Gamble, adding that Maine Township has the largest area of unincorporated residents in Cook County.

"Maine Township recently recognized our interactive 9-1-1 booth as one of the favorites during its National Night Out Against Crime in August," she said. "So, we were anticipating a similar response at the open house."

As expected, the phone simulator proved to be very popular again – as were the many 9-1-1-related giveaways.

"It's always a good feeling to see that the kids want to practice (calling 9-1-1) and to know that we can show the shy ones that they don't have to be scared," said Gamble.

"Visiting our booth also can be a revelation for some of the parents, who often are surprised to learn that their kids don't know their own address and/or phone number," she said. "However, this is a good thing because the parents find out that they need to work with their children to teach them what to do in the event of an emergency."



"I also believe it is important for the public to see that public-safety agencies can come together for the good of the public," Gamble added.

Meanwhile, since Gamble can't handle all of the requests for 9-1-1 public education herself, Training Coordinator Dorn and Telecommunicator Brenda McKendrick spent two days (September 23 and 24) at Palos West Elementary School.

"We taught seven groups of kids that varied in size from 20 to 75 per group," said Dorn. "The students watched a brief video about 9-1-1 super heroes and the correct way to use emergency telephone services. Then they were excited to ask questions; and several from each class were selected to practice making 9-1-1 calls using our simulator."

"This was one of the first schools in unincorporated Cook County to ask the ETSB to instruct the entire school about 9-1-1," she said. "It was really a great experience – for us and for them."

"Hopefully, more schools will be involved in the future," Dorn added.

But that can only happen if Gamble continues to "get a little help from her friends." ●



Right, upper two photos: During North Maine FPD open house, a family of three enjoys making simulated 9-1-1 calls, as does Cook County Commissioner Elizabeth "Liz" Doody Gorman. **Right:** ETSB Administrative Analyst and Public Education Coordinator Shereen Gamble, left, volunteers at the open house with her daughter, Jania. **Below:** A North Maine FPD firefighter answers a young 9-1-1 caller's practice call.



Golf Big for its Size

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"Several other Golf officers also have been here a long time," he said, mentioning that Capt. Ron Mazur has been a Golf policeman for 32 years.

Also, "our officers have a wide variety of experience as public-safety providers – which has helped create a good relationship with the Golf community," according to Chief Walat.

"We handle a lot of routine traffic and fire calls, as well as occasional intrusions and other incidents," he said. "But we also provide more personal services – such as home security inspections and house checking during vacations (which sometimes includes picking up residents' newspapers).

When emergencies do arise, the 9-1-1 and other calls are handled by Cook County Sheriff's Department dispatchers.

In fact, these dispatch services have been provided by the Sheriff's Department for about 40 years, initially from Maywood and now from the Comm Center in Des Plaines.

"Cook County Dispatch and the ETSB serve as our umbilical cord to public safety," said Chief Walat.

"We also appreciate receiving Surcharge Reallocation Program funds from the ETSB – which we have used to maintain equipment (radios and computers) and to purchase mobile data terminals."

In addition, Golf PD works closely with the Cook County Sheriff's Police (they back up each other). And Golf PD has mutual-aid agreements with nearby public-safety agencies – including the Glenview, Morton Grove, Skokie and Niles Police Departments, which provide as-needed back-up and special services, including investigators, evidence technicians, bomb squad personnel, and canine assistance.

As a result of this interaction among public-safety agencies and residents, Golf is a pretty safe place to live.

When asked about his devotion to serving this small community for so many years, Chief Walat said that "each day is personal and each day is different, which is why I have stayed."

That commitment to public safety must be genuine – because it has rubbed off on two of his family members: 36-year-old son Chris, who is a dispatcher for the Kendall County Sheriff's Department, and daughter-in-law Karen, who works in records for the Oswego Police Department. ●



Golf Police Chief Lee Walat, left, and ETSB Assistant CAD Administrator Vic Siedleski discuss telecommunications equipment.

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 the Forest Preserve District of Cook County and the municipalities of Ford Heights, Golf, Northlake, Phoenix, Robbins, Dixmoor, and Stone Park.

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