


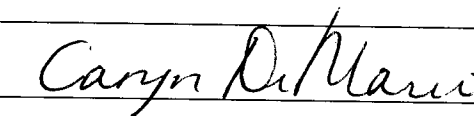
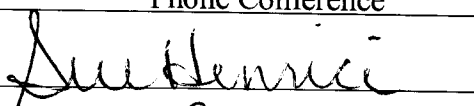
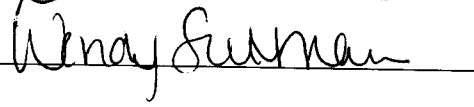


Public Service Committee

Meeting Sign-In Sheet

Meeting Date: November 29th, 2007

Meeting Location: DU-COMM

John Mostaccio	DU-COMM	
Brian Tegtmeyer	DU-COMM	My be Able to Attend
Mike Rafferty	Naperville 9-1-1	
Annette Wolf	Fox-Com	Phone Conference
Mike Tillman	Nor-Com	Phone Conference
Dan Wennmaker	Aurora Police	Not Able to Attend
Eric Deloy	Deerfield Police	
Caryn DeMarco	Will County 9-1-1	
Jim Jones	Tri-Comm	Not Able to Attend
Nancy Hopkins-Sylvestre	WESCOM	Not Able to Attend
Shereen Gamble	Cook County 9-1-1	Phone Conference
Sue Henrici	Northwest Central	
Wendy Sue Mann	Gurnee Police	
Gina Schneider	Marion County	Phone Conference



APCO International Illinois Chapter

Public Service Committee Agenda

Meeting Date: November 29th, 2007

Meeting Location: DU-COMM

- 1) Approval of Meeting Minutes from October 18th, 2007
- 2) Introduction of New Committee Members

Sue Henrici, Northwest Central Dispatch
Wendy Sue Mann, Gurnee Police Department
Gina Schneider, Marion County 9-1-1

OLD BUSINESS

- 3) Review 9-1-1 Literature for Changes or Additions

9-1-1 & Children
9-1-1 & VoIP
9-1-1 & Wireless

- 4) Review Information For Newly Proposed Literature

9-1-1 & Seniors
9-1-1 Do's & Don'ts

- 5) Funding

IL APCO Board was advised of the Committee's desire to solicit funds (Grants or Underwriting) from vendors in the 9-1-1 industry. IL APCO President Al Marquardt has advised IL APCO Commercial Advisor Dennis Stillwagon to assist the Committee.

Discussion of costs that the Committee can encounter:

Web-Site
PSA Production (Radio & Television)
PSA Distribution (Radio & Television)
Other Costs



NEW BUSINESS

6) IL APCO and INENA Working Together on this Committee

President Marquardt has discussed the idea of INENA participating in this committee with INENA President Doug Miller. Miller has received positive feedback from some INENA Board members. This item will not be fully discussed until the next INENA Board meeting in early December.

7) Web-Site

A. Proposal to get web-site up and running as number one priority

B. Web-site Design Contacts (Professional or within the public safety community)

- Request volunteers to research and report back to committee with list of possible web-site design companies or individuals

C. Explore funding (site grants or site underwriting)

- 911forkids.com site grant courtesy: Verizon
- If using a web-site design company, offer location on web-site for company name and logo
- Request volunteers to contact IL APCO Commercial Advisor Dennis Stillwagon to research and report back to committee with funding proposal

D. Discussion of information to post on site

E. Establish a target date to have web site up.

8) Discussion of the permission to use the Village of Addison's production studios

9) Discussion of first campaign to produce

Proposal of National TC Month April 2007 – due to time constraints of the month of April

10) Other Business



APCO International Illinois Chapter

IL APCO Public Service Committee Meeting

November 29th, 2007

A MEETING OF THE IL APCO PUBLIC SAFETY Committee was held on November 29th, 2007 at Du-Comm.

Committee Chair John Mostaccio called the meeting to order at 2:00 pm

ROLL CALL: PRESENT: Committee Chair John Mostaccio, Recording Secretary Michael Tillman (Telephone Conference), Brian Tegtmeier, Shereen Gamble (Telephone Conference), Caryn Demarco, Sue Henrici, Wendy Mann

NEW BUSINESS: John Mostaccio introduced new committee members Sue Henrici (Northwest Central Dispatch), and Wendy Sue Mann (Gurnee Police Department), Welcome aboard!

OLD BUSINESS:

The committee reviewed the 9-1-1 Literature and agreed that some 9-1-1 Do's and Don'ts should be added to all literature.

- 9-1-1 is for police, fire, and medical emergencies
- If you call 9-1-1, don't hang up
- Do not call 9-1-1 for jokes or prank calls
- When you call 9-1-1, remain calm and pay attention to the questions that you are being asked
- Stay calm and speak clearly
- Stay on the line until you are told to hang up
- For further questions or for additional information, contact your local 9-1-1 Center

The literature should also state "For additional information, go to www.ilapco.com. Language should also be added stating "This pamphlet pertains to traditional 9-1-1 service, for information on other 9-1-1 services such as wireless 9-1-1 and Voice of Internet Protocol (VOIP), please see Wireless 9-1-1 and VOIP and 9-1-1".

Text needs to be entered on the VOIP literature, on the cover page underneath VOIP should have the following text entered (Voice Over Internet Protocol) directly underneath VOIP. Senior 9-1-1 bullet points were presented to the committee so that a pamphlet can be drafted for "Seniors and 9-1-1" literature. John will have an intern at Ducomm create a draft copy.



APCO International Illinois Chapter

The IL APCO board has given the IL APCO Public Service Committee a \$1,000 budget to start with for the funding of publications and other commercial advertisements. Doug Edmonds (INENA President) is seeking approval from the INENA board to join the ILAPCO Public Service Committee in the hopes of forming a joint ILAPCO / INENA Public Service Committee.

The committee discussed producing a video public service announcement for television, with a goal to have the video produced by April 2008 for National Telecommunicator Month. The Village of Addison has granted the committee permission to use their production studios free of charge. The committee is expected to pay for the following: production talent cost, DVD's and/or video tapes for mass production. The committee discussed the possibility of having a PSA contest for IL PSAPS where the winning PSAP would star or appear in the video.

Committee Assignments: Wendy and Caryn volunteered to work with Dennis Stillwagon to attempt to obtain funding from vendors. Sue is going to research Illinois Cable TV Companies. John is going to research web-site design and contact some community colleges.

The PSA's for National 9-1-1 TC Month in April 2008 were discussed. The PSA's would include pictures of Telecommunicators from the state along with statements explaining the reasons they like being Telecommunicators. The TC's that would be appearing in the PSA's are to be selected from entries that are going to be solicited from the agencies and departments throughout the state. Wendy Mann volunteered to have the entries sent to her. The committee is looking to produce 3 or 4 different PSA's to have aired during the month of April in 2008.

Caryn DeMarco and Shereen Gamble are going to contact the Oprah Winfrey show and see if they would be interested in doing a program on 9-1-1 Telecommunicators from across the nation to air during National Telecommunicator month.

The meeting was adjourned at 4:00 pm.

Next meeting: January 3rd, 2007, 2:00 pm at DU-COMM

Respectfully Submitted,

Michael G. Tillman
Recording Secretary



Special 9-1-1 Tips for Seniors

Today's seniors are more healthy and active than ever before, but like everyone, they need to pay attention to health and safety risks. For example, Americans over the age of 65 have a fire death rate nearly twice the national average. For those over 75, this jumps to three times the national average. Bob Stuckey, General Manager of Sarasota County Public Safety Communications, offers the following safety prevention tips for common problems facing seniors, whether living independently or in a care facility, there are steps seniors can take to remain safe.

- Invest in a touch-tone phone with large, easy-to-read numbers. Some phones can be purchased with a switch that will go from pulse dialing to touch-tone dialing. Make sure the switch is set to touch-tone.
- Call 9-1-1 right away in an emergency.
- Dialing "0" will not always connect you with an operator nearby. It may connect you with an operator many hundreds of miles away. Always dial 9-1-1 for local police, fire or medical emergency assistance.
- Call 9-1-1 **before** calling a family member. Once help is on the way, arrangements can be made to notify your family.
- Stay on the line with the 9-1-1 call taker and answer all questions. The more information they have, the better able they are to help you.
- Try to be patient and stay calm. The call taker and emergency dispatchers may need to ask additional questions while help is on the way.
- The 9-1-1 system allows the call taker to "know" where you are calling from even if you cannot speak – for instance, if you are experiencing a stroke or if there is an intruder in your home. Just dial 9-1-1 and leave the phone off the hook. **Do not hang up.**
- It is a good idea to post your address by your telephone. If you have just moved you may have a new address – but you may recite your old address in an emergency situation. Or you may have visitors who are not familiar with your address. This makes it difficult for the call taker to verify the address that appears on the computer screen.
- Emergency responders cannot help you if they cannot find you. Put your house number – large white numbers against a dark background works best – outside your home so it can be seen from the road day or night.
- Any calls to 9-1-1 are free, even from pay phones or cell phones.
- 9-1-1 is a 24 hour a day service. You should call immediately when an emergency occurs, even if it is in the middle of the night.
- Keep your medical history taped to the refrigerator in an envelope clearly marked with your doctor's phone number(s).

For more information or if you wish to have someone speak on the proper use of 9-1-1, contact Sarasota County Public Safety Communications, 941-861-5000.



APCO International



Public Service Committee Member List

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APCO International



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