

# MAP Provides Disability Benefits

Officer James Rust recently received a disability pension from the Sugar Grove Police Department earlier this year. Also receiving on-duty pensions were Robert Harvey in Villa Park, and David Palgen in Orland Park.

MAP subsequently issued each officer \$500 checks as their benefit from our death and disability programs. MAP wishes them the best in their police retirement and all of their future endeavors.

## SEECOM Telecommunicators receive Commendation

On the evening of February 19, 2010, at 1807 hours, the Crystal Lake Police Department was summoned to a reporting of A Man with a Gun, and Shots Being Fired at 6320 Northwest Highway, Crystal Lake, Illinois. This response was precipitated by multiple calls for service being received by the SEECOM team of telecommunicators, **Ganatos, Sofie, Kochanski, Wollenberg, Kryca, and Hildebrandt.**

The initial service call was received by Telecommunicator **Taryn Ganatos**, who immediately assessed the severity of the situation at hand and alerted the Crystal Lake Police Department in 11 seconds. As the police response heightened, Telecommunicator Ganatos remained on the line with the initial caller relaying vital information to field units, while the remaining telecommunications team members, **Peter Sofie, Becky Kochanski, Steven Murphy, Amber Wollenberg, Jennifer Kryca, and Jacki Hildebrandt**, fielded multiple calls for service and added additional updates to responding police units, and had the professional presence of mind to control the callers excitement and instruct the frightened callers to remain calm and secure themselves away from the incident scene and behind locked doors.

Responding police units arrived on the scene within one minute of the initial dispatch by Telecommunicator Ganatos and discovered two men in a physical confrontation one of them armed with a recently fired semi-automatic pistol.

There can be no doubt that the timely and well qualified coordination of efforts exercised by the SEECOM Telecommunications staff played a vital role in the protection and safety of all first responders, and was accountable for the preclusion of any additional intensification of this event, therefore withdrawing the likelihood of injury and loss of life to the involved parties and onlookers alike. The professionalism exhibited by all of the SEECOM Team of Telecommunicators in this instance was indeed outstanding, creditable, and deserving of this Commendation. Congratulations to ALL!

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