



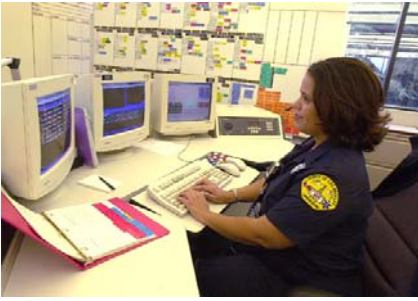
Betty White is a 51 year old fire/EMS dispatcher for the Grandville County Emergency Services Division, which is responsible for protecting nearly one million residents. After working for a short while as a customer service representative for a major Telecom service provider in her area, she decided that she wanted to do something more meaningful, and started with Grandville ESD, where she works to this day.

While she wouldn't trade her current job for anything, she states that sometimes the job can be stressful. She states that she can find it irritating at times to follow the endless stream of notes plastered all over her console. Simultaneously reading a script, concentrating on flow charts, and updating responders on the radio takes its toll on her, and at the end of the day, she is often ready to collapse at home with her two dogs, Jack and Jill. She likes the computers she uses, and is well-versed with them, stating that the job has come a long way since she started, but she feels there is a much better way to do what it is that she does, even if it is on a computer.



Deputy Kevin Johnson has been with the Pleasantville County Sheriff's Department since graduating from Pleasantville Community High School in 1981. In his 25 years on the force, he has seen the evolution of many things in the Sheriff's Department. One such evolution that he hasn't been so fond of is the in-car Mobile Data Terminal, or MDT. He says he loves the idea, but the implementation is all wrong. For example, when he needs to enter data to discreetly send information to "base", the keyboard shows up as an array of keys on a touchscreen, which he finds unnatural to use. "There has to be a better way" he says.

When he's not on the street, he's being daddy to his twin daughters, both in high school at the same school he attended. "They and the wife keep me busy," he says, "but that's why I put so much time into this job: I just want to keep them safe. Anything that helps me do that is a blessing to me"



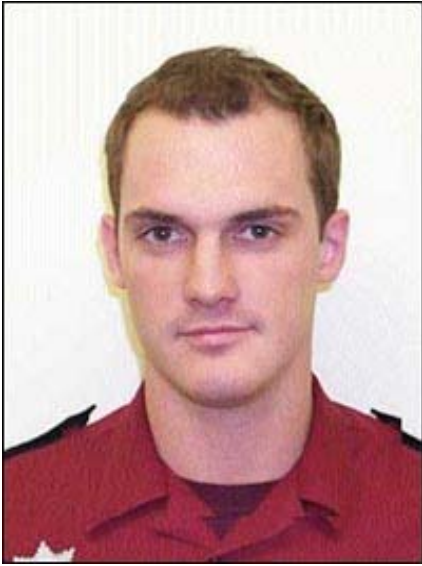
Cindy Montgomery is a 34 year old police dispatcher for the Metro Police Department. After earning a Bachelor's degree in communication studies from Metro State University, she fell in love with her fiancée, a police officer for Metro Police. Due to the demanding schedules, they almost never see each other, but she states that talking to him on the radio throughout the course of the day is "almost as good as the real thing."

Cindy loves almost everything about her job: helping people, keeping the community safe, and her energetic co-workers. One thing that she doesn't care for, however, is the massive amount of paper that is shuffled during each emergency call. She states that the flip-books, charts, and scripts are a bit much. She cites the use of computers, but says that is mostly just to keep track of calls and to communicate with units in the field, though it is "so backwards" that it often goes un-done, or done with the minimal amount of information necessary. The mess of papers can be confusing at times, taking its toll on Cindy's stamina. She jokingly adds that she feels her fiancé at home must feel neglected, because "all I want to do when I get home is sleep!"



Chief Frank Steele is the 58 year old fire chief of the Center Pointe Fire Department, a community of about 100,000 people. Chief Steele has worked his way up the ranks over the past 35 years, and adds that technology in the fire service "has come a long way." Chief Steele openly admits he embraces technology, but often wonders how much it will help him. "My boys and I have a job to do, and if it [technology] helps us, great, I'm all for it, but I don't want it to get in the way," he says.

When he's not leading the Center Pointe Fire Department, Chief Steele enjoys spending time at his home, in the back woods of Center Pointe. He enjoys golf, playing frisbee with his dog Max, and going for cruises with his wife Carol on their 35-foot boat on Center Pointe's many interconnected lakes.



Firefighter Ralph Dibny is 21 years old. After graduating from Smalltown High School, he decided to enroll in Keystone City University where he majors in Architecture. One of the reasons he joined the Keystone City Fire Departments was because he missed the camaraderie and sense of community he experienced while being a junior volunteer Fire Fighter in the Smalltown Fire Department. His fellow colleagues speak well of him and believe him to be a quick learner they say he can get “a little edgy when he’s behind the wheel.” Ralph confirms this, saying that he’s “still getting familiar with the layouts of Keystone City.” Although he has been living in Keystone for 3 years, he has not ventured very far outside Keystone University’s campus. He currently commutes via public transportation to classes and work at the Fire Department.

Ralph is currently in a long-distance relationship with his high-school sweetheart Alison Brady. To keep in touch with each other they use an instant messaging program that allows them to communicate via a webcam. In his spare time he enjoys watching sports as well as playing network games such as Call of Duty, a World War II first-person-shooting game that he plays on his PC.



After graduating with a double major in Criminal Justice and Education from Coast City University, 27 year old Cassie Sandsmark decided to join the Snowtown Police Department, where she has been a Police Officer for 5 years. She gives credit to her family when asked why she has been so successful in her career. “Raising to kids while being a full-time cop has allowed me to be fantastic at multi-tasking!” When asked about how familiar she is with technology, Cassie cites her work on her senior thesis which involved studying the use of computer in elementary school classrooms. She states, “I’m applying some of findings in the D.A.R.E. program that I teach at Snowtown Elementary school.”

Outside of work, one of Cassie’s favorite activities is coaching the Snowtown Elementary’s Softball, where her daughter is one of the star players.



Captain Jerry Chen is a fire Captain with the Chillville fire department. He is 37 years old and lives happily with his wife, Linda, his son, Ben and his daughter, Clare. He joined the fire department after he graduated from the fire academy, and has served for 12 years.

Jerry loves his job and helping people. However, sometimes he feels bad for not spending enough time with his family. Jerry thinks that his job requires a lot of courage and attention: when he is on duty, he takes every detail seriously, and is a demanding captain to the firefighters he oversees. When some junior firefighters complain about his sometimes harsh style, he replies “There is no second chance when it comes to saving people’s lives, or your own for that matter.” Jerry knows much about the town since he serves, and having lived in it for over 20 years, he is very familiar with the streets and shortcuts. His colleagues called him “The human GPS.”

When Jerry is not on duty, he likes to take his family out and enjoy the beauty of nature. He treasures the time he gets to spend with his family. When he’s not outside with his family, he reads the newspaper—everyday to be exact. Recently, his son Ben, told him that he could read the news online and selectively read the news he is interested in. Having never been much of a computer nut, Captain Chen found this to be amazing, and would like to learn more about computers, including how to use internet.



Jeff Johnson works for Golden Valley Ambulance, based out of the Golden Valley medical center. He finished his EMT training at the Emergency Medical Technician training program, part of Rollingstone College. His training alone earned him an Associate’s Degree from the college. He lives with his girlfriend, Tonya near the medical center. Jeff joined the EMS field because he thinks it is the best way to contribute to society directly. He takes the high-stress emergency situations as personal challenges, and enjoys overcoming them while “making a difference”. Jeff joined the GVA team almost two years ago and is still trying to get familiar with the neighborhoods he works in. Sometimes he has trouble identifying a location (and the proper routing) quickly, but his colleagues assure him that it is normal, and that he’ll eventually get it.

When Jeff is not on duty, he likes to play some basketball. In the winter, he always goes snowboarding and participates in local snowboarding tournaments. He is also a fan of many types of electronic gadgets and spends much of his money on them. The newest gadget he purchased is his Sony Mylo (personal messaging/multimedia handheld).