

DuPAGE PUBLIC SAFETY COMMUNICATIONS



DEPUTY DIRECTOR SUPPORT SERVICES

This Recruitment Profile provides background information for DuPage Public Safety Communications (DU-COMM), located in DuPage County, Illinois, and the qualifications and desired traits of a successful candidate for the position of Deputy Director Support Services. This profile will be used as a guide in the recruitment process to provide specific criteria by which applicants will be screened and selected for interview, assessment, and appointment consideration.

This recruitment is being conducted on an open, impartial, local, regional, and nationwide basis, encouraging applications from all persons wishing to compete for the position.

All inquiries relating to the recruitment and selection process for the DU-COMM Deputy Director Support Services should be directed to:

Gregory F. Ford
Vice President

500 Lake Cook Road, Suite 350
Deerfield, Illinois 60015
TEL: 847-580-4246
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Formal applications should be submitted to:
www.VoorheesAssociates.com/current-positions



PROFESSIONAL ANNOUNCEMENT

DuPage Public Safety Communications Agency (DU-COMM) is seeking a Deputy Director Support Services. DU-COMM provides dispatch and radio services for sixteen (16) police departments and eighteen (18) fire departments primarily in DuPage County in the western suburbs of Chicago. These districts have a population in excess of 800,000. DU-COMM has a staff of 99 and employs 68 full-time 9-1-1 Telecommunicators. The FY 2013 budget is \$12.4 million.

The Deputy Director Support Services is appointed by and works under the direction of the Executive Director and is responsible for the overall management of the Support Services department including oversight of all technological aspects of the facility and infrastructure.

Candidates must have excellent leadership, management, and interpersonal communication skills, including the ability to interact positively with a wide variety of officials and staff in emergency service agencies.

Knowledge of police and fire operations and experience with quality management techniques is desirable.

Candidates should also possess knowledge of radio systems and related public safety technology. BA in public safety, management, or related field required. A Master's degree along with certification as a public safety communications professional is highly desirable. Candidates should have a minimum of five (5) to seven (7) years experience, at least three (3) of which are in a management capacity in public safety communications or a related field.

Starting Salary: \$100,000 +/- DOQ. Residency within a reasonable distance of the facility is desirable.

Submit résumé, cover letter with salary history, and five references to our online application system by March 16, 2012 to:

www.VoorheesAssociates.com/current-positions.

DU-COMM

DUPAGE PUBLIC SAFETY COMMUNICATIONS DU-COMM



DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 to provide public safety communications to police and fire agencies. DU-COMM currently serves thirty-four (34) agencies covering in excess of 800,000 residents within DuPage County.

DU-COMM is the largest consolidated communications center in Illinois. DU-COMM currently provides 9-1-1 and public safety communications for its sixteen (16) police and eighteen (18) Fire/EMS member agencies. DU-COMM is adding four (4) more agencies during 2012 for a total of thirty-eight (38) member agencies.

DU-COMM receives citizens' requests for Police, Fire, and EMS. DU-COMM processes almost 1 million phone calls a year. DU-COMM averages over 290,000 9-1-1 calls for service per year, which is over 800 9-1-1 calls per day. DU-COMM is also a MABAS (Mutual Aid Box Alarm System) communications center for Divisions 12 & 16.

DU-COMM is comprised of three (3) functional departments: Operations, Support Services, and Administration.

The Operations department is where 9-1-1 Telecommunicators (TCs) answer incoming calls from citizens and dispatch first responders. DU-COMM has sixty-eight (68) full-time TCs, four (4) part-time TCs, and three (3) part-time Alarm Operators.

The Operations department is supervised by three (3) full-time Communications Managers, three (3) full-time Communications Supervisors, a Training/QA Manager, and an EMD-Q Coordinator. The Training/QA Manager is responsible for providing all training for Operations personnel. The EMD-Q Coordinator handles quality assurance for the EMD (Emergency Medical Dispatch) program and related continuing education. The Operations department is under the direct control of the Deputy Director - Operations.

The Support Services department has two (2) divisions: Technical Services and MIS. These divisions are supervised by the Technical Services Manager and the MIS Manager. Three (3) full-time technicians staff Technical Services and they are responsible for the installation and maintenance of the agency's radio infrastructure and DU-COMM's facility. The MIS department is currently staffed with three (3) full-time contract employees and one (1) part-time GIS Coordinator providing support and system administration for all of DU-COMM's computer technology. The MIS staff supports the CAD (Computer Aided Dispatch) and related systems utilized by Telecommunicators and field personnel. Additionally the department has a Systems Coordinator which is a management position responsible for the facility and specific systems. The Deputy Director Support Services will oversee the entire department.

The Administrative department is comprised of the Executive Director, two (2) Deputy Directors, Finance/HR Manager, Executive Secretary, Office Assistant, and Finance Clerk. The Administrative staff provides support functions including payroll, benefit administration, finance, and management leadership of the agency.

Governance and Oversight

DU-COMM is a unit of government formed by an Intergovernmental Agreement of its member municipalities and fire districts as allowed for under the Illinois Intergovernmental Cooperation Act (5ILCS 220/1). It has the same rights, responsibilities, duties and obligations as any other unit of local government with two exceptions: DU-COMM cannot levy a tax or issue bonds. All DU-COMM employees are considered municipal employees and participate in the Illinois Municipal Retirement Fund (IMRF).

DU-COMM is governed by a Board of Directors, which establishes bylaws, annual budgets, and hires the Executive Director. The day-to-day operations of DU-COMM are guided by an Executive Committee. The Executive Committee meets monthly and oversees routine finances, personnel, policies, and agency planning.

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Member Agency Involvement

DU-COMM agencies are encouraged to influence operations and services by participating in the committee process. DU-COMM has four (4) advisory committees.

The Chiefs Operations Committee meets monthly to review and approve procedures and provide oversight and direction to DU-COMM's administration. Meetings are a forum to voice comments and/or concerns on DU-COMM's operations.

The Fire Operations Sub-Committee meets monthly to address fire communications, department responses, procedures, and issues that impact the Fire/EMS responders.

The Police Operations Sub-Committee meets bi-monthly and focuses on police communications, department responses, procedures, and issues that impact the police officers.

The Support Services Sub-Committee meets monthly. Comprised of members from all agencies, this committee addresses technology related concerns and projects from our members.

Representatives from DU-COMM's administration and staff attend all committee meetings and work with our agencies to address concerns and improve operations.

DU-COMM FACILITY AND TECHNOLOGY

In October 1992 ground was broken for the current facility. By August of 1994 the building was completed and technical staff began installation of the equipment necessary for dispatch. In September of 1995, DU-COMM began full operation in the current facility.

The building is 12,700 square feet and cost 3 million dollars to build and equip. The west end of the building is built into a hill to help protect it from severe weather conditions. On top of the hill is the 300-foot communications tower.

The 2,600 square foot Operations Center sits on a handicapped accessible raised computer floor topped by static resistant tile. The walls are covered with an acoustic absorbing material. DU-COMM has twenty-four (24) dispatch positions (twelve (12) police and eight (8) fire console positions with an additional two (2) supervisor positions and two (2) training/call-taking positions).

DU-COMM is migrating to the state-wide digital trunked radio system in Illinois called STARCOM21. DU-COMM currently operates on eight (8) UHF police and four (4) VHF fire primary channels. This move to the digital trunked radio system is in progress, but many transitional issues will remain. Like many public safety agencies across the country, DU-COMM and its member agencies are in the process of meeting the 2013 narrow banding requirement.



DU-COMM currently utilizes Cassidian Communications Vesta phone system which handles forty-five (45) 9-1-1 line and is supported by a Nortel 61C PBX phone system. This system will need to be upgraded in the near future to meet the demands of NG-9-1-1.

DU-COMM operates Motorola Printrak Premier Computer-Aided Dispatch (CAD) system. The Printrak system is an especially sophisticated system designed for multi-jurisdictional agencies such as DU-COMM. The geobase for Printrak is maintained by DU-COMM's MIS department. Police, Fire, and EMS vehicles at member agencies use mobile data computers (MDCs) to receive CAD tickets. This CAD system is scheduled to be replaced in the next three (3) – five (5) years.

DuPAGE COUNTY COMMUNITY

DuPage County is the second most populous county in Illinois after Cook County, which borders it to the north and east. Together, the two counties account for half of the state's population. One of the nation's wealthiest counties, DuPage is rich in many types of commerce and is second only to Cook in tourism revenue. With its well-developed highway and mass transit system, DuPage is easily accessible from both O'Hare and Midway Airports, and the City of Chicago. DuPage is just 20 miles west of "The Loop", Chicago's famous downtown business district. Experience the allure and excitement of this major metropolitan area enhanced by the convenience, value and hospitality of the 38 communities that make up Chicago's western suburbs.

Check out www.discoverdupage.com for more information about DuPage County.



CHALLENGES AND ISSUES FOR DEPUTY DIRECTOR SUPPORT SERVICES

The position of Deputy Director Support Services is a new position for the agency. This second Deputy Director position is being created as part of restructuring of DU-COMM's management team. This organizational change is occurring due to the recent growth of the agency. By the end of 2012 DU-COMM will have added eleven (11) agencies in the last four (4) years.

- Manage the Support Services department including but not limited to; personnel, facilities, radio, management information systems (MIS), alarms, towers, and related technologies.
- Ensure the proper project management, procurement, implementation, training, operation, and maintenance of all agency systems.
- Maintain operational efficiency for the Support Services department by evaluating services provided, performance metrics, and statistical reporting; including help tickets, workload analysis, and job costing.
- Manage the Support Services department budget by reviewing and approving expenditures and assist in the development of the agency's annual budget.
- Administer or make recommendations for routine personnel matters including: recruiting, interviewing, hiring, training, work assignments, scheduling work hours, granting leave, appraising performance, monitoring absenteeism, disciplining, and submitting such records and reports as required by DU-COMM's policies and procedures.
- Co-Chair the Support Services Sub-Committee including proper compliance with the Open Meetings Act.
- Serve as a direct contact/liason between DU-COMM member agencies and general public on all support services matters.
- Act as the Executive Director in his absence.
- Liaison with contractors and vendors to include competitive bid/RFP creation, awarding, and contract management.
- Responsible for the creation, maintenance, and modification of agency written directives for the Support Services department.
- Establish the agency's mission, goals, and objectives as part of the executive management team.

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- Communicate effectively, orally, in writing, and via various forms of electronic media, with all levels of management and technical/non-technical staff.
- Demonstrates strong interpersonal skills to include counseling, public speaking, and presentations.
- Act as the agency safety officer to ensure compliance with all applicable safety laws and standards.
- Oversee the proper training for all Support Services personnel.
- Ensure compliance with FCC, ICC, and other regulatory agencies.
- Adherence with all orders, regulations, and Written Directives of DU-COMM.
- Ensure adequate Support Services staff availability to respond and resolve related issues at all times.
- Ensure the basics of the center's operation and technology work well. Continuously work to improve the agency's procedures and the quality of the operations.
- Assist with the career growth of Support Services staff; seek improved training resources and develop career paths.



- Assist in the project to upgrade the agency's radio technology in response to the FCC's mandate for frequency rebanding, effective in 2013, and improve DU-COMM's use of information technology.
- Assist in improved arrangements for disaster recovery and backup sites. This likely will include the addition of a second DU-COMM facility.

DEPUTY DIRECTOR SUPPORT SERVICES CANDIDATE QUALIFICATION CRITERIA

The issues, responsibilities, and challenges facing the DU-COMM organization call for particular experience, skills, style, and professional commitment on the part of the Deputy Director Support Services. Criteria are not listed in priority order, although the ideal candidate will have the requisite combination of management experience, understanding of police and fire operations, and knowledge of information systems technology.

The starting salary for this position is approximately \$100,000, depending on qualifications and experience, a vehicle, and excellent benefits including participation in the Illinois Municipal Retirement Fund.

Education and Experience

- Bachelor's degree in public safety, management, or related field. Master's degree preferred.
- Proficient in the English language (oral and written).
- Proficient in computer skills compatible to Microsoft Office; Word, Outlook, Excel, and PowerPoint.
- Knowledge of police and fire operations and skilled at interacting with police and fire personnel while working to improve the center's operations.
- Skilled at effectively interacting with police and fire chiefs; able to differentiate between police and fire needs and facilitate cooperation between the two types of departments.

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- Considerable experience in the development and effective administration of a budget; possess an attention to detail and a reputation for conscientious expenditure of funds.
- Be knowledgeable in strategic planning principles, have experience in the implementation of goals and objectives, and the ability to provide a sense of direction to the department.
- Must be able to accommodate scheduling demands of managing in a 24/7 environment including responding to DU-COMM facilities during emergencies.
- Strong analytical and logical problem solving skills.

Preferred Qualifications

- Five (5) to seven (7) years of experience in a 9-1-1 public safety communications or related field.
- At least three (3) years in a leadership or management position in public safety communications.
- Public safety communications experience within a multi-agency communications center.
- Knowledge of public safety communications systems including, CAD, 9-1-1, radio, digital loggers, etc.
- Professional certifications to include: ENP (NENA), RPL (APCO), EMD (NAEMD).
- Experience in administration of public meetings in compliance with the Illinois Open Meetings Act and Roberts Rules of Order.
- Experience in creating written policies/procedures, curriculum development, and training personnel.

Management Style/Personal Traits

- Be an effective representative and advocate for DU-COMM with all constituencies and contacts, and interact effectively with persons in positions of influence and authority, having no reluctance to initiate contact with such persons.
- Be actively engaged by utilizing a business-like approach to the operations of DU-COMM, taking personal ownership of the pursuit of the long term success of the agency.
- Be service-oriented and responsive to the demands of DU-COMM agencies and the general public; continuously work to improve the service orientation of the agency.
- Be a person who values achieving a high level of quality and stability in DU-COMM's services and generates enthusiasm among the staff for continued improvement of the operations.
- Have the ability to lead committee sessions and work cooperatively with the DU-COMM committees; have the ability to facilitate discussions at meetings, making an effort to ensure that all views are heard; have an inclusive and participatory style.
- Be a manager who can provide strong direction and yet give staff latitude to carry out their duties, and avoid "micro-management."
- Have a "participatory" management style, involving staff and employees in decision making and providing opportunities for complete and effective communication among all members of the DU-COMM organization.
- Be a "self-starter," comfortable in working with limited direction and with wide latitude of action while keeping staff appropriately informed of plans, actions, and programs.
- Have strong analytical skills and be able to resolve technical problems and issues that may arise.

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- Possess and exemplify high moral standards and personal ethics with a background and reputation for complete integrity.
- Possess a sense of humor and the ability to maintain and promote positive interpersonal relationships with all parties.
- Possess a style based on confidence and competence that will quickly earn respect, trust, and credibility.

2011 DU-COMM Statistics

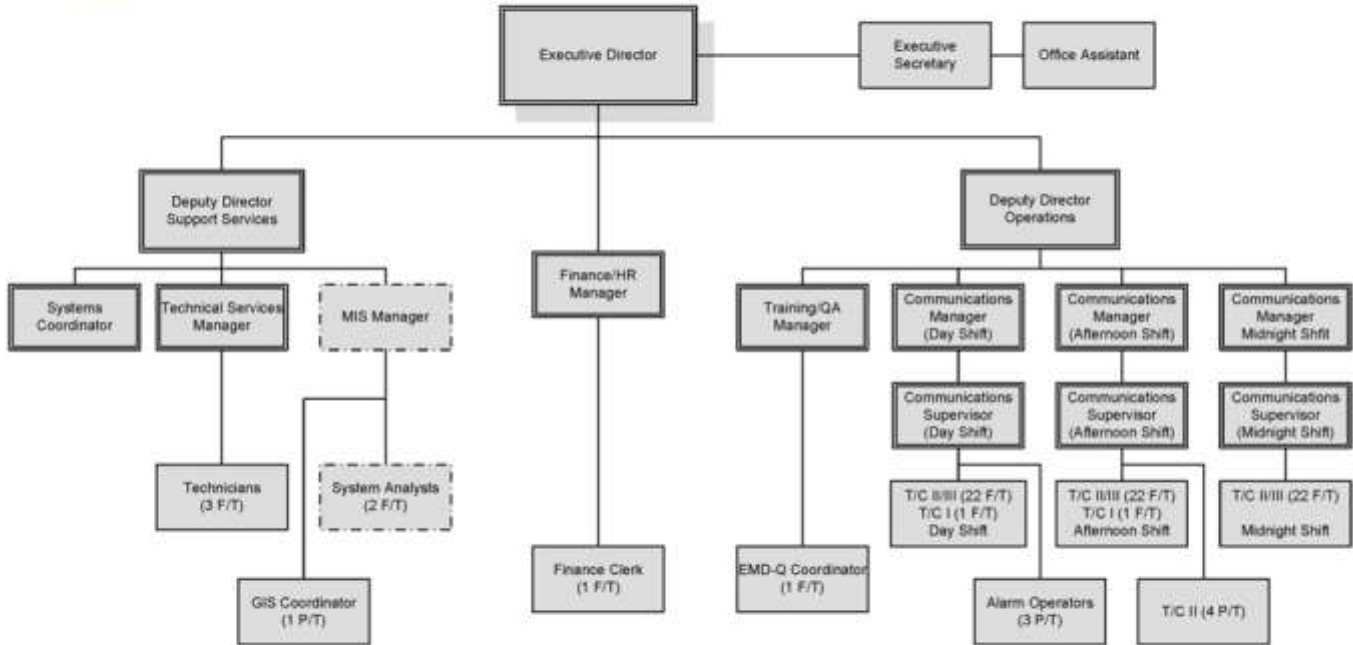
Police Activity: 457,503 (CAD incidents)
Fire Activity: 59,143 (CAD incidents)
All Phone calls: 1,028,314
Emergency Calls: 286,762
Administrative Calls: 737,236



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DU-COMM ORGANIZATIONAL CHART - 2012



Effective May 1, 2012

Authorized Staffing	
Full Time Employees	89
Part Time Employees	5
Contract Employees	3
Total	97