



DU-COMM

DuPage Public Safety Communications

EXECUTIVE DIRECTOR



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EXECUTIVE RECRUITMENT



DU-COMM - DuPage Public Safety Communications EXECUTIVE DIRECTOR

THE ORGANIZATION

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 to provide superior public safety communications to police and fire agencies. DU-COMM serves twenty-two (22) police and twenty-two (22) Fire/EMS member agencies and more than 850,000 residents primarily within DuPage County. DU-COMM is the largest consolidated communications center in Illinois. DU-COMM takes pride in providing a high level of professional services for over one-million requests per year for Police, Fire and EMS, over 275,000 of these are 9-1-1 calls. DU-COMM is also a MABAS (Mutual Aid Box Alarm System) communications center for Divisions 10, 12, and 16.

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

The Operations staff, overseen by the Deputy Director Operations, answers calls from citizens, and dispatches the appropriate resources in an efficient, organized, professional manner. Staffing includes:

- Eighty-seven (87) full-time and two (2) part-time 9-1-1 Telecommunicators that answer incoming calls from citizens and dispatch first responders with assistance from three (3) part-time Alarm Operators.
- Three (3) Communications Managers, six (6) Communications Supervisors, supervise the Telecommunicators.
- One (1) Training Coordinator responsible to provide training to all Operations personnel.
- Two (2) Administrative Assistants support the department.

The Support Services department, overseen by the Deputy Director Support Services, has two (2) divisions: Technical Services and MIS. Technical Services is staffed by three (3) technicians responsible for the installation and maintenance of the agency's radio infrastructure and DU-COMM facilities. Supported by a Systems Coordinator that maintains the radio system, and a Procurement Specialist that assists in equipment acquisitions. The MIS department is staffed by a MIS Manager and two (2) System Analysts responsible for IT administration and support including networking, hardware and software used by the agency personnel and member agencies.

The Administration department is comprised of the Executive Director, two (2) Deputy Directors (see above), Financial/HR Manager, Executive Secretary, HR Generalist, and Finance Clerk. The Administrative staff provides support functions including payroll, benefit administration, finance, and executive leadership of the agency.

DU-COMM experienced significant growth between 2010 and 2017 as a result of state legislation mandating consolidation of telecommunication services. DU-COMM supports the majority of public safety telecommunication operations in DuPage County with the exceptions of Addison Consolidated Dispatch Center (ACDC), the City of Naperville, and the City of Aurora. Naperville and Aurora share an ETSB to support their PSAPs. The DuPage County ETSB funds and oversees purchases, upgrades, and maintenance of enhanced 9-1-1 emergency systems for DU-COMM and ACDC. The ETSB strives for standardization in operations that results in a consistent dialogue regarding operational protocols and equipment issues.



2021 DU-COMM STATISTICS

Police Activity (CAD incidents)	591,764
Fire Activity (CAD incidents):	87,361
All Phone calls:	1,009,306
9-1-1 calls:	275,335
10-digit emergency calls	175,594

MISSION STATEMENT

Be a leader in public safety communications through a continual partnership with our member agencies and professional best practices.

AGENCY VALUES

DU-COMM to achieve its mission by:

- Serve our citizens through the accurate and efficient handling of their calls with strong customer service.
- Meet the needs of our first responders with professionalism and duty.
- Focus on our people through effective recruitment and retention programs.
- Rigorous and continual training for all employees, and provide the tools needed to succeed.
- Set ever-increasing standards of quality and review our performance in a continual cycle of improvement.
- Maintain reliable, secure, and innovative technology and services.

DU-COMM 2022 GOALS

Goals were developed with input from the supervisory team, staff members, and department heads. The information below is abbreviated from the 2022 Agency Goals report:

- Improved internal organizational communication.
- Focus on employee wellness (create a peer support team and offer more mental health resources to staff).
- Focus on employee career development and succession planning.
- Implement additional opportunities for employee engagement to address workplace culture and employee job satisfaction.
- Establish training protocols for each position; and improve call taking and radio dispatch QAs.
- Achieve the key performance measure of processing high acuity calls in less than 60 seconds.
- Maintain mission critical systems and focus on emergency operations; consider increased cybersecurity measures.
- Address opportunities for efficient and improved processes to updated system implementations that occur as legacy systems are replaced.



THE POSITION IN BRIEF

The Executive Director serves as the Chief Executive Officer and is responsible for working with the Board of Directors to provide executive leadership and strategic direction to the agency including direct supervision of management personnel, and oversight of the communications center. The Executive Director oversees a highly complex public safety agency staffed by 119 personnel who provide dispatch and radio services in a state of the art communications facility. Active supervision of the overall operation requires a strong understanding of the multifaceted governance of the agency, its respective partners, and member public safety agencies, as well as the complex technologies supporting the agency, physical facilities, and policy development and application. The FYE23 agency budget is \$18.4 million.

THE ORGANIZATION

GOVERNANCE AND OVERSIGHT

DU-COMM is a unit of government formed by an Intergovernmental Agreement of its 22 member municipalities and 11 fire districts, as allowed under the Illinois Intergovernmental Cooperation Act (5 ILCS 220/1). It has the same rights, responsibilities, duties, and obligations as any other unit of local government with two (2) exceptions: DU-COMM cannot levy a tax or issue bonds.

DU-COMM is governed by a Board of Directors, which establishes bylaws, annual budgets, and hires the Executive Director. The Board delegates oversight of day-to-day operations, finance, personnel, policies and strategic planning to the Executive Committee.

MEMBER AGENCY INVOLVEMENT

DU-COMM agencies are encouraged to influence operations and services by participating in the committee process. DU-COMM has five (5) advisory committees that meet monthly or bi-monthly.

- The Chiefs Operations Committee reviews and approves procedures and provides oversight and direction to DU-COMM's administration. These meetings offer a forum to voice comments and/or concerns on DU-COMM operations.
- The Fire Operations Subcommittee addresses fire communications, department responses, procedures, and issues that impact the Fire/EMS responders. The Subcommittee directs two (2) Ad-hoc committees to address standardization and fire prevention issues.
- The Police Operations Subcommittee addresses police communications, department responses, procedures, and issues that impact the Police responders.
- The Support Services Subcommittee, comprised of members from all agencies, addresses technology-related concerns and projects.
- The Finance Subcommittee provides guidance on specific financial areas, as requested by the Executive Committee.

Representatives from DU-COMM's administration and staff attend all committee meetings and work with our agencies to address concerns and improve operations. The Executive Director frequently coordinates with the chairpersons and members of these committees.

DU-COMM FACILITY AND TECHNOLOGY

In 2018, DU-COMM moved to its new location on the DuPage County west campus (34,000 square feet).

DU-COMM has thirty-six (36) dispatch positions, twenty-four (24) police and eight (8) fire, two (2) supervisory, and two (2) in the Command center.

DU-COMM utilizes STARCOM21 radios for daily police and fire use. DU-COMM also maintains a variety of back-up and auxiliary radio channels including VHF and 800 MHz systems.

DU-COMM utilizes Motorola Solutions Vesta phone system, which handles thirty-eight (38) 9-1-1 geo diverse lines between two (2) locations (DU-COMM and ACDC). ETSB recently contracted a phone system upgrade to include text to 9-1-1.

DU-COMM operates Hexagon Computer-Aided Dispatch (CAD) system. The system is an especially sophisticated system designed for multi-jurisdictional agencies. Police, Fire, and EMS vehicles at member agencies use mobile data computers (MDCs) to receive CAD tickets.

For additional information, on DU-COMM's accomplishments please click here for the [Annual Report](#).



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, these two (2) 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 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 excitement of this major metropolitan area enhanced by the convenience, value, and hospitality of the thirty-eight (38) communities that make up Chicago's western suburbs. Check out www.discoverdupage.com for more information about DuPage County.

EXPECTATIONS AND PROJECTS

The Executive Director will work with public safety leaders and other departments to develop and deliver a strong service level to the communities served. The Executive Director, as the leader of the management and staff teams, must maintain a high level of communication with employees, member agencies, and their representative public safety professionals. The selected candidate will work proactively to cultivate a culture of excellence and ensure consistency in delivering emergency communication services to the community.

The new Executive Director can expect to:

- Coordinate and serve as the primary liaison for all activities with the Board of Directors and various committees ensuring a fluid level of communications between the policy development activities and the operational efforts of the agency.
- Appropriately delegate and empower staff to carry out the operations of the agency; demonstrate strong interpersonal skills including partnering with other agencies, ETSB, and member entities.
- Through leadership and action, demonstrate and instill a commitment to continuous improvement throughout the organization inspiring effective service through the establishment of a mission and values incorporating stewardship of resources, mentoring and inspiring employees to provide excellence in their customer service efforts and call response.
- Facilitate the development of an improved workplace culture by focusing on the career growth of employees, attention to improved labor/management relationships, development of a succession plan, and demonstrate accessibility and empathy to employees.
- Maintain operational efficiency by regularly working with the various departments, committees, and partner agencies to evaluate services provided, develop and monitor performance metrics and statistical reporting and respond to the technology and equipment needs of the agency.
- Coordinate and manage the annual budget considering the long-term financial resources of the agency; understand and be prepared to implement future emergency communications enhancements, and mandated requirements.



THE IDEAL CANDIDATE

CANDIDATE MUST HAVES:

- Experience in leading a complex public safety communications position with at least five (5) years of increasingly responsible experience with three (3) of those years in a supervisory, command, or administrative capacity, preferably in a multi-position, multi-jurisdictional environment, or an equivalent combination of training and experience.
- A Bachelor's degree in public safety, criminal justice, public administration, business administration or related field, or eight (8) years of experience in a 9-1-1 public safety communications/leadership or management position. A master's degree in public administration, or related field, is desirable.
- Public Safety Communications Certifications preferred, including but not limited to one or more of the following: NENA's Emergency Number Professional (ENP), Center Manager Certification Program (CMCP), IAED's Communication Center Manager (CCM), APCO's Certified Public Safety Executive (CPE), Registered Public Safety Leader Program (RPL).
- A comprehensive knowledge of the principles, practices and regulations pertaining to 9-1-1 systems with a proven track record in a progressive, consolidated communications system.
- An understanding of the challenges and opportunities presented by a large telecommunications operations including human capital management, collective bargaining, technology needs, regulations and policies.
- Strategic leadership and relationship abilities understanding the partnerships, service demands and governance models in the region. Demonstrate agility and ability to thrive in a fast-paced work environment.
- A servant leader focused on enhancing morale and improving employee retention; demonstrate empathy and skills to establish a positive working relationship within a unionized environment; comfortable empowering staff, building consensus, and holding individuals accountable; ensuring appropriate training programs are offered and supported.
- Competency with financial management and administrative operations demonstrating a capacity to develop agendas, reports and analysis to support the governing board; a performance history of working closely with municipal officials in problem resolution, project management and response.
- A demonstrated proficiency in project management, consistency in decision making, and exemplary follow through on policy implementation and communication.

THE IDEAL CANDIDATE WILL BE:

- Focused on improving communication systems to enhance service levels and efficiencies within the organization.
- Interpersonally skilled with a professional approach to building collaborative and effective relationships within and among staff.
- A motivating, accountable, and focused leader who can be an effective representative and advocate for the agency with all constituencies and contacts. An individual who is comfortable interacting effectively with persons in positions of influence and authority, having no reluctance to initiate contact with such persons and respectfully share perspectives in order to engage in meaningful policy discussion.
- Be service-oriented and responsive to the demands of member 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 services and generates enthusiasm among the staff for continued improvement of the operations.
- Have the ability to lead, facilitate, and work cooperatively with DU-COMM committees and member agencies and partners ensuring all views are heard; be inclusive and demonstrate a participatory style; be politically astute and situationally aware.
- A skilled manager who will establish a positive and productive workplace culture. An individual who can relate to the team, listen and assess input, and elevate the talents of staff affording them the latitude to carry out their duties and avoid "micromanagement" while providing strong, timely direction, and critical leadership.
- Excellent at communicating effectively both orally and in writing, with the ability to explain information, related plans, and program to employees and policy makers across the organization.
- Possess and exemplify high integrity and moral standards demonstrating accountability and responsibility for his/her actions.
- Possess a sense of humor, demonstrate understanding and the ability to maintain and promote positive interpersonal relationships with all parties



COMPENSATION, BENEFITS, AND THE ORGANIZATION'S CULTURE:

The starting salary is \$175,000 +/-; DU-COMM offers a competitive benefit package including agency vehicle and tuition reimbursement. DU-COMM is an Illinois Municipal Retirement Fund (IMRF) employer. Residency within a reasonable distance of the facility is desirable. DU-COMM is an attractive agency to work where the workforce enjoys a collaborative work environment, high service culture, and teamwork.

HOW TO APPLY:

The recruitment for this position handled by GovHR USA. Candidates should apply at once, open until filled, (first look at applications July 6, 2022) with resume, cover letter, and contact information for five (5) recent work-related references to www.GovHRjobs.com to the attention of:

Kathleen Rush, Vice President, GovHR USA
630 Dundee Road, #225, Northbrook, IL 60062
Tel: 847-380-3240

POLICE AGENCIES

Bartlett, Burr Ridge, Carol Stream, Clarendon Hills, Darien, Downers Grove, Elmhurst, Glen Ellyn, Hanover Park, Hinsdale, Lisle, Lombard, Oak Brook, Oakbrook Terrace, Roselle, Villa Park, Warrenville, West Chicago, Wheaton, Willowbrook, Winfield, Woodridge

FIRE AGENCIES

Bartlett, Bloomingdale, Carol Stream, Clarendon Hills, Darien-Woodridge, Downers Grove, Elmhurst, Glen Ellyn, Glenside, Hanover Park, Hinsdale, Lisle-Woodridge, Lombard, Oak Brook, Oakbrook Terrace, Roselle, Villa Park, Warrenville, West Chicago, Wheaton, Winfield, York Center



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