



WEST CENTRAL
CONSOLIDATED
COMMUNICATIONS

EXECUTIVE DIRECTOR



EXECUTIVE DIRECTOR

The West Central Consolidated Communications Center (WC3) is an intergovernmental agency formed in 2017 to provide public safety communications to police and fire agencies for Brookfield, North Riverside and Riverside, Illinois. WC3 also provides communications services, as a contract member, to the McCook, Illinois police and fire departments. Located in western Cook County, WC3 serves a population of approximately 35,000 residents and a service area of approximately 7 square miles. WC3 is staffed by twelve (12) full-time and six (6) part-time telecommunications employees.

The agency is seeking a highly professional Executive Director who will provide the appropriate leadership to the Center as it pursues higher levels of service to its members and the residents it serves. A strong knowledge of best practices in a 911 center, along with the ability to lead, support, and develop personnel is essential.

WC3 is located in the North Riverside Police Department facility. In 2023, the agency responded to 64,087 citizen requests for police, fire and emergency medical services.

The Executive Director is responsible for providing professional leadership and strategic planning to the center including the direct supervision of the agency personnel, management and oversight activities including planning, developing, implementing and coordinating emergency communication policies and procedures, effective communication, successful oversight of system needs and preparing / administering the Center's budget. The FY 2024 operations budget (not including anticipated grant funding) is \$2.1M.



INCIDENTS - 2023

Police Activity (CAD incidents):	56,188
Activity (CAD incidents):	7,899
All Incidents:	64,087

CALLS RECEIVED - 2023

Emergency Calls:	11,392
Administrative Calls:	50,566
All Phone Calls:	61,958

CALLS FOR SERVICE - 2023

Member	Police	Fire
Brookfield	17,288	2,796
North Riverside	16,515	2,661
Riverside	16,609	1,702
McCook	5,776	740
Total	56,188	7,899



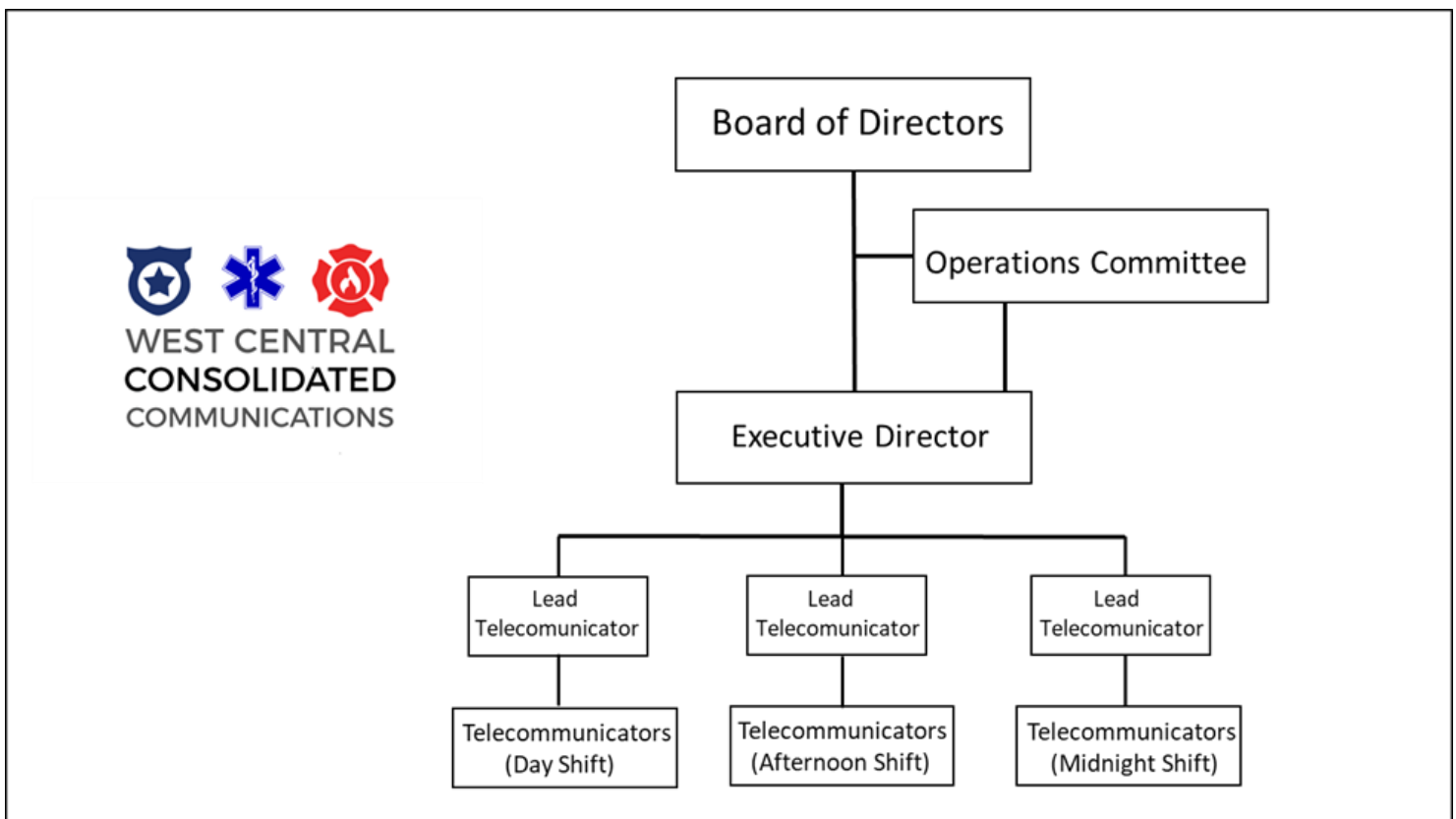
GOVERNANCE AND OVERSIGHT

West Central Consolidated Communications Center is a unit of government formed by an Intergovernmental Agreement of its member municipalities as authorized under the Illinois Intergovernmental Cooperation Act (5 ILCS 220/1). WC3 operates under most of the same rights, responsibilities, duties and obligations as any other unit of local government.

The West Central Consolidated Communications Center is governed by a Board of Directors comprised of the 3 Village Managers of the founding communities. The Police and Fire Chiefs serve as the WC3 Operations Committee. The Executive Director serves as the chief administrative officer of the organization.

The Board of Directors determines and approves general policies and bylaws, annual budgets, and hires the Executive Director. The Operating Board, that meets monthly, reviews, considers and makes recommendations to the Executive Director and the Board on matters relating to the general operations of the Center.

Revenues for the operations of the Center are derived from surcharge funds, contributions of the member agencies and fees-for-service derived from non-member participants. Offset by revenues generated by contract members, the three (3) member agencies equally share the Annual Operating Costs.



FACILITY AND TECHNOLOGY

WC3 operates out of the facilities of the North Riverside Police Department. The Center's dispatch area houses 4 console positions. The 4 police agencies of WC3 use the StarCom 21 radio system. All 4 fire agencies are on a shared VHF radio system. Spillman Technologies (Motorola) is the provider of the CAD/RMS system used by the Center. The 911 phone system is provided by Mercury Systems. WC3 is in process to meet compliance with Illinois standards for NG911 services.

The renovated (2017) Center provides space for the essential functions of the agency, including an administrative office of the Executive Director and facilities for employee support. The Center is backed up by emergency battery and motorized generator.

MEMBERS SERVED

BROOKFIELD

The Village of Brookfield, the largest of the participating communities of WC3 with a population of 19,085 individuals, supports a variety of churches, good schools, an excellent library, low taxes, convenient transportation, and extensive parks and recreation programs. The community is committed to economic development, modernizing, building, and making their neighborhoods better and safer. Brookfield is described as a vibrant, diverse, established, stable, and serene suburb of 3.1 square miles and is often called “the world’s most visited village” because the world-famous Brookfield Zoo attracts so many visitors.

BROOKFIELD FIRE DEPARTMENT

The Brookfield Fire Department staffs two fire stations, each with ambulances manned by licensed paramedics to provide emergency medical services. The staff for the Brookfield Fire Department includes: 1 Fire Chief, 3 Captains, 4 Lieutenants, and 17 Firefighters. In 2023, the Department responded to 2,796 calls for service.



BROOKFIELD POLICE DEPARTMENT

The Brookfield Police Department is staffed by 31 sworn police officers consisting of the Chief of Police, Deputy Chief, 3 Lieutenants, 4 Sergeants, 3 Detectives and 19 Patrol Officers. Additionally, there are 2 auxiliary officers, 3 civilian employees and 12 crossing guards. The Department provides security for all village events as well as serving and protecting the citizens of the community. In 2023, the Department responded to 17,288 calls for service.



NORTH RIVERSIDE

The Village of North Riverside, known as “A Small Community with a Big Heart,” has a population of 7,426 residents and is considered as an ideal place to live, work and visit due to its central location, vibrant business district, low tax rates and vast array of public services and programs provided at affordable costs. The Village is home to exceptional police, fire, public works, recreation and library services and has noteworthy schools and houses of worship, a vast array of outdoor amenities including 3 parks, a private golf club, numerous bicycle and walking trails and a canoe & kayak launch facility, an Illinois Army National Guard base, a robust business corridor anchored by the North Riverside Park Mall, numerous large national retailers, and multiple car dealerships.

NORTH RIVERSIDE FIRE DEPARTMENT

The North Riverside Fire Department provides fire and emergency medical services to the community. The Department is comprised of a Fire Chief, 4 Lieutenants and 13 firefighter/ paramedics. In 2023, the Department responded to 2,661 calls for service.

NORTH RIVERSIDE POLICE DEPARTMENT

The North Riverside Police Department is staffed by 28 sworn law enforcement personnel consisting of a Chief of Police, a Deputy Chief of Police, a Commander, a Detective Sergeant, 5 Patrol Sergeants, and 19 Police Officers. In 2023, the Department responded to 16,515 calls for service.

MEMBERS SERVED



RIVERSIDE

The Village of Riverside was incorporated in 1875 and serves a population of 9,298. The Village is primarily a residential community, covering 1.998 square miles and originally conceived and planned in 1869 as a model suburb by Frederick Law Olmsted. The Village's daytime population increases to 12,000 people due to the presence of students within Riverside School District 96 and Riverside-Brookfield High School District 208 schools. Also, the Brookfield Zoo Chicago is partially located within the Village. In 1970, a portion of the Village was designated a National Historic Landmark by the U.S. Department of Interior. In 2023, the National Historic Landmark boundary was expanded to include the entire Village.

RIVERSIDE FIRE DEPARTMENT

The Village of Riverside Fire Department operates a paid on-premises staffing model out of two fire stations. The Department has an Insurance Services Office (ISO) Rating of Class 2. The Department is comprised of a Director of Public Safety, Deputy Fire Chief, two Battalion Chiefs, six paramedic/ firefighters and 45 firefighters. In 2023, the Department responded to 1,702 calls for service.

RIVERSIDE POLICE DEPARTMENT

The Village of Riverside Police Department is a full-time police operation consisting of a Director of Public Safety, Deputy Police Chief, Commander, three Sergeants, and 15 patrol officers with two being assigned to investigations. There are also four civilian, non-sworn employees; two Community Service Officers (CSOs) and two Administrative Assistants. In 2023, the Department handled a total of 16,609 calls for service.

MCCOOK

McCook was named for John J. McCook, a late 19th-century director of the Santa Fe Railroad and a former Civil War officer. Incorporated in 1926, The Village of McCook (2.6 sq mi) has a resident population of 228. McCook is home to a large amount of heavy industry, including portions of Vulcan Materials Company McCook Quarry, UOP, and numerous other manufacturing businesses.

MCCOOK FIRE DEPARTMENT



The McCook Fire Department provides fire and emergency medical services to the community that includes residential and industrial areas. The McCook Fire Department operates out of one main station. The Department is comprised of a Fire Chief, A Deputy Fire Chief, 3 Lieutenants, 6 Firefighter/Paramedics and 9 contracted paramedics. In 2023, the Department responded to approximately 740 calls for service.

MCCOOK POLICE DEPARTMENT

The McCook Police Department is staffed by 16 sworn law enforcement personnel consisting of a Chief of Police, Deputy Chief of Police, 1 Patrol Lieutenant, 3 Patrol Sergeants and 10 Police Officers. In 2023, the Department responded to approximately 5,776 calls for service.



ORGANIZATION CULTURE

WC3 is a strong, member-based entity that provides exceptional emergency communications services to its community through a consolidated communications center. The next Executive Director has an opportunity to provide enhanced planning, training, policy and procedure development and technical competence to move the agency to the next level of organizational success.

The Executive Director reports to the Board of Directors (Village Managers of the member communities) and works closely with an Operations Committee (Police Chiefs and Fire Chiefs of the member communities).

EXPECTATIONS OF THE EXECUTIVE DIRECTOR

The Executive Director will work with municipal and public safety leaders from the member agencies to provide exceptional service to the communities. The Executive Director must maintain a high level of interaction and communication internally (employees), member agencies (Operations Committee) and the Board of Directors of the member communities. He/she will work proactively to coordinate and ensure consistency in delivering emergency communications services to the community that WC3 serves.

The rich history of intergovernmental cooperation in providing exceptional services to their communities permeates to the WC3 organization and the services it renders to its residents.

The new Executive Director can expect to:

- Coordinate activities within the Board of Directors and the Police and Fire Chiefs Operations Committee. Recommend and provide staff support to the Board/ Operations Committee to guide in making policy decisions and implement program recommendations to enhance the organization.
- Provide timely response to the needs of the members. Manage and oversee contracts with outside partner agencies where dispatching services are provided.
- Ensure the center's operations and technology function effectively, proactively making improvements to procedures and operations when necessary; ensure compliance with member operational requirements, including EMD protocols with the Illinois Department of Public Health, local resource hospital, and responding EMS services.
- With the guidance of the Board of Directors and the Police and Fire Chiefs Operations Committee, develop and implement policies for the agency. Maintain operational efficiency by regularly evaluating services provided. Be responsible for the creation, maintenance, and modification of agency written directives. Demonstrate accountability by adherence with policies, orders, regulations and directives of WC3.
- Be proactive in identifying future projects and financial resources of the agency and provide effective project management. Understand and be prepared to implement future emergency communications enhancements, mandated requirements, future membership or consolidation.
- Implement a budget development process and incorporate a long-term financial plan with involvement of the Board of Directors. Manage and develop the Center's budget including review and approval of expenditures and revenue needs for the Center as directed by the Board of Directors.
- Maintain operational efficiency by regularly evaluating services provided; develop and monitor performance metrics and statistical reporting. Oversee equipment and technology needs of the Center, including maintenance contracts and planning for future improvements; develop a long-term strategic plan for equipment replacement.
- Effectively manage personnel matters including scheduling and time management, performance appraisal, discipline, training, employee recognition and other record keeping requirements.



THE SUCCESSFUL CANDIDATES WILL:

- Demonstrate comprehensive knowledge of the principles, practices and regulations pertaining to 9-1-1 systems including Next Generation 9-1-1 with a proven track record in a progressive, consolidated communications system.
- Possess a minimum of five years supervisory or administrative experience working in an operational public safety communications position, preferably in a multi-position, multi-jurisdictional environment.
- Possess and demonstrate outstanding verbal and written communication skills.
- Foster an atmosphere of mutual respect and partnership with communications personnel, staff members, and stakeholders.
- Have experience in the areas of project and personnel management, budget development and administration, financial oversight, long range financial planning, training, 911 system design, maintenance, and operations of equipment, including Computer Aided Dispatch (CAD) software, hardware, and process.
- Be knowledgeable and understand the challenges and opportunities presented by changes in technology, regulations, and policy.
- Understand leadership and supervision in a unionized environment; be comfortable empowering staff, building consensus; ensuring that appropriate training programs are offered and supported, including leadership development opportunities for personnel.
- Demonstrated a performance history of working closely with municipal officials and public safety leadership in managing a consolidated E911 center. Recognition of the need to be available and responsive to the needs of the organization.
- Demonstrate proficiency in policy development and implementation of organizational procedures; consistency in decision making and exemplary follow through on policy implementation and communication.



Candidates should also have an equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities, as outlined below:

- Minimum of five years' supervisory experience working in a Public Safety Communications center
- Public Safety Communications Certifications preferred, including but not limited to one or more of the following: NENA's Emergency Number Professional (ENP), Registered Public Safety Leader (RPL through APCO), Center Manager Certification Program (CMCP), and APCO's Certified Public Safety Executive (CPE).
- Bachelor's degree in public safety and management related field preferred but not required.



COMPENSATION / BENEFITS

The starting salary range for this position is \$125,000 - \$140,000 +/- DOQ. per year with excellent benefits. WC3 is an IMRF employer. The Village of Riverside provides assistance with financial management and benefits administration.

HOW TO APPLY

Candidates should apply by August 16, 2024, with resume cover letter and contact information for five work-related references to www.GovHRjobs.com to the attention of Marc Hornstein, and Jon Fehlman at GovHR USA/MGT, 630 Dundee Road, #225, Northbrook, IL 60062. Tel: 847-380-3240. WCS is an Equal Opportunity Employer.



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