



**LAKE CONSOLIDATED
EMERGENCY
COMMUNICATIONS
(LAKECOMM)**

**EXECUTIVE
DIRECTOR**

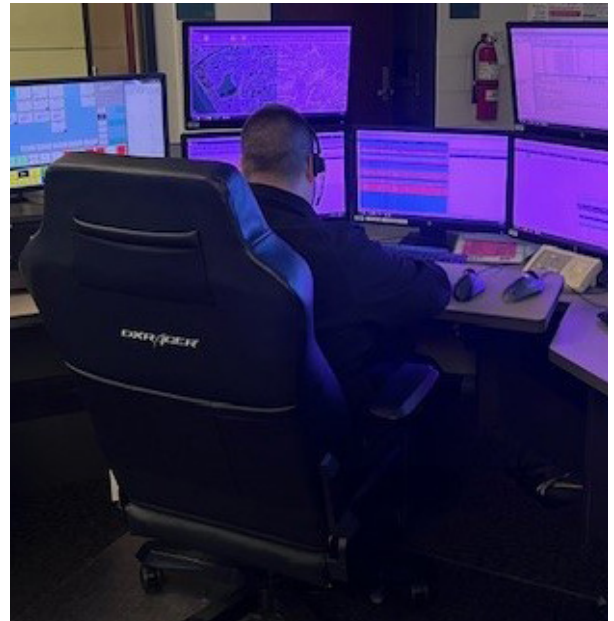
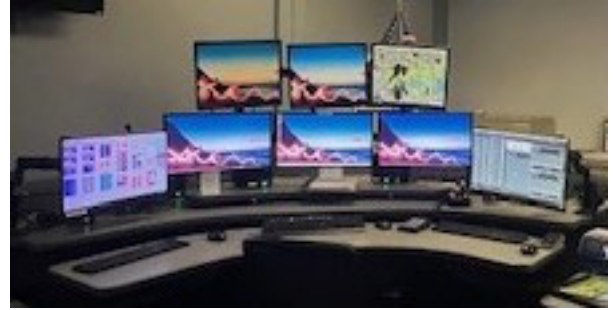
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LAKE CONSOLIDATED EMERGENCY COMMUNICATIONS (LAKECOMM)

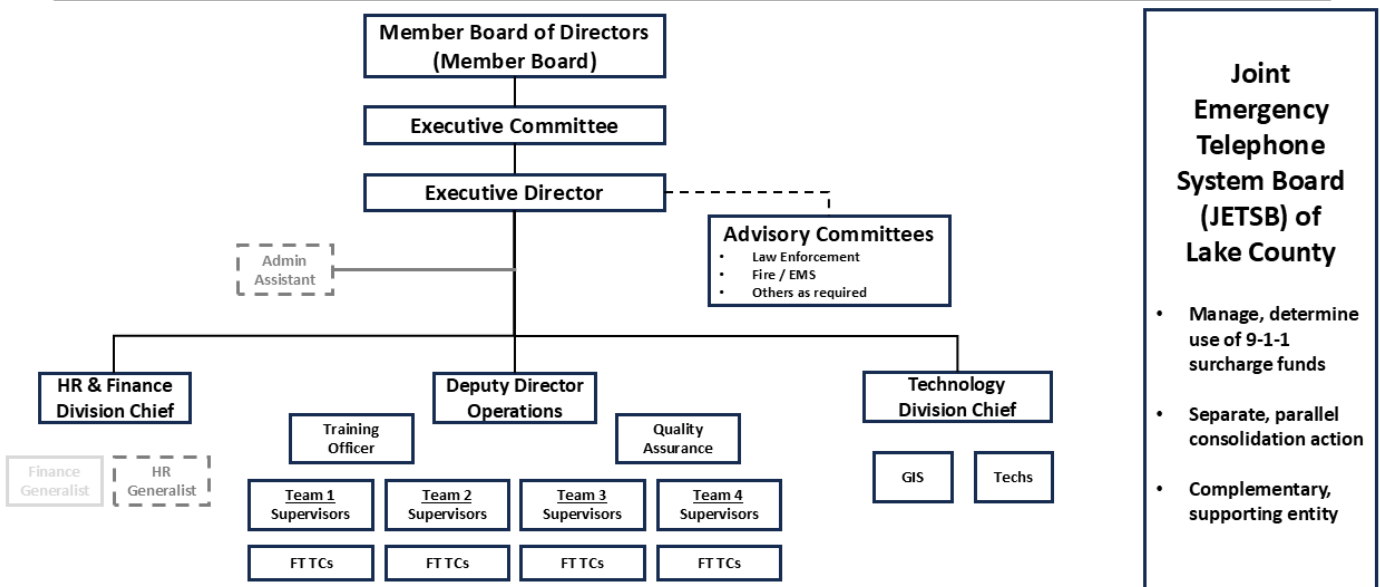
EXECUTIVE DIRECTOR

Lake Consolidated Emergency Communications (LakeComm) is seeking a founding Executive Director for a newly created Public Safety Answering Point (PSAP) and Emergency Dispatch agency. Located in Lake County, Illinois, LakeComm was established in 2024 as a new intergovernmental agency to provide consolidated 9-1-1 call answering and Law Enforcement, Fire, and Emergency Medical dispatch services for 24 Lake County member municipalities and agencies. LakeComm is a consolidation of seven existing 9-1-1 / dispatch centers and has a residential 9-1-1 service population of approximately 435,000.

The position is responsible for the staffing, supervision, direction, training, and administration of LakeComm. LakeComm will be staffed by an estimated one hundred and sixteen (116) full-time employees, of which one hundred and four (104) will be telecommunication employees. The fiscal year 2026 operations budget is estimated to be \$17.0M. The Executive Director will work closely with Law Enforcement, Fire, and EMS leaders to establish and maintain the highest quality of emergency services provided to the agencies supported by LakeComm.



LakeComm Org Chart



**Joint
Emergency
Telephone
System Board
(JETSBS) of
Lake County**

- Manage, determine use of 9-1-1 surcharge funds
- Separate, parallel consolidation action
- Complementary, supporting entity



LAKECOMM WEBSITE:
lakecomm911.org

LAKECOMM

LakeComm is the culmination of over 10 years of review, planning, collaboration, and investment through [Regional 9-1-1 Consolidation efforts in Lake County](#).

LakeComm operates under an Intergovernmental Agreement that currently includes 24 cities, villages, fire protection districts, Lake County, and other units of local government that provide public safety services within Lake County, Illinois.

LakeComm's service area currently includes the Village of Antioch, First Fire Protection District of Antioch, Beach Park Fire Protection District, Countryside Fire Protection District, Village of Fox Lake, Fox Lake Fire Protection District, Village of Gurnee, Greater Round Lake Fire Protection District,

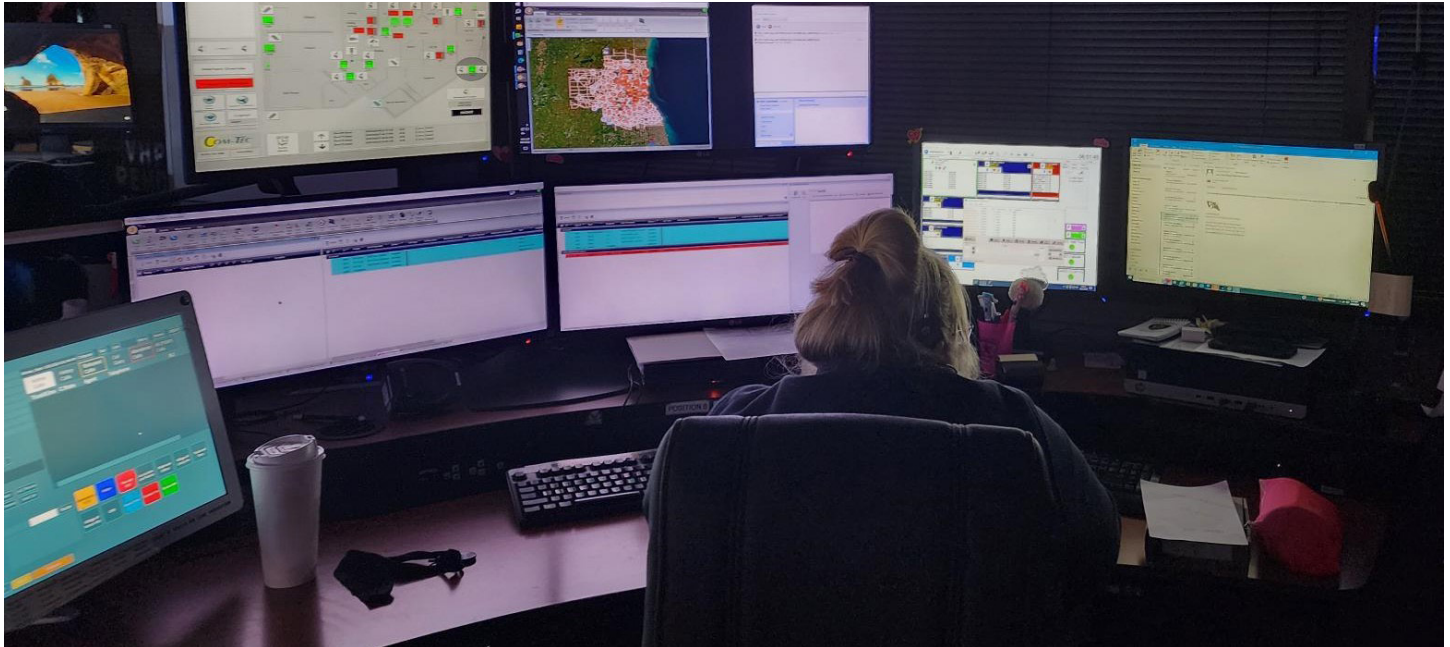
Village of Island Lake, Village of Lake Villa, Lake Villa Fire Protection District, Village of Lake Zurich, Village of Mundelein, Newport Township Fire Protection District, City of North Chicago, Village of Round Lake, Village of Round Lake Beach, Village of Round Lake Heights, Village of Round Lake Park, Village of Vernon Hills, Village of Wauconda, Wauconda Fire Protection District, City of Zion and Unincorporated Lake County (County of Lake). There is an ongoing opportunity for additional municipalities and agencies to become LakeComm members.

Revenues for the operations of the center are derived from 9-1-1 surcharge funds and contributions of the member agencies. Funds for LakeComm's establishment as well as consolidation and transition of services have been secured.

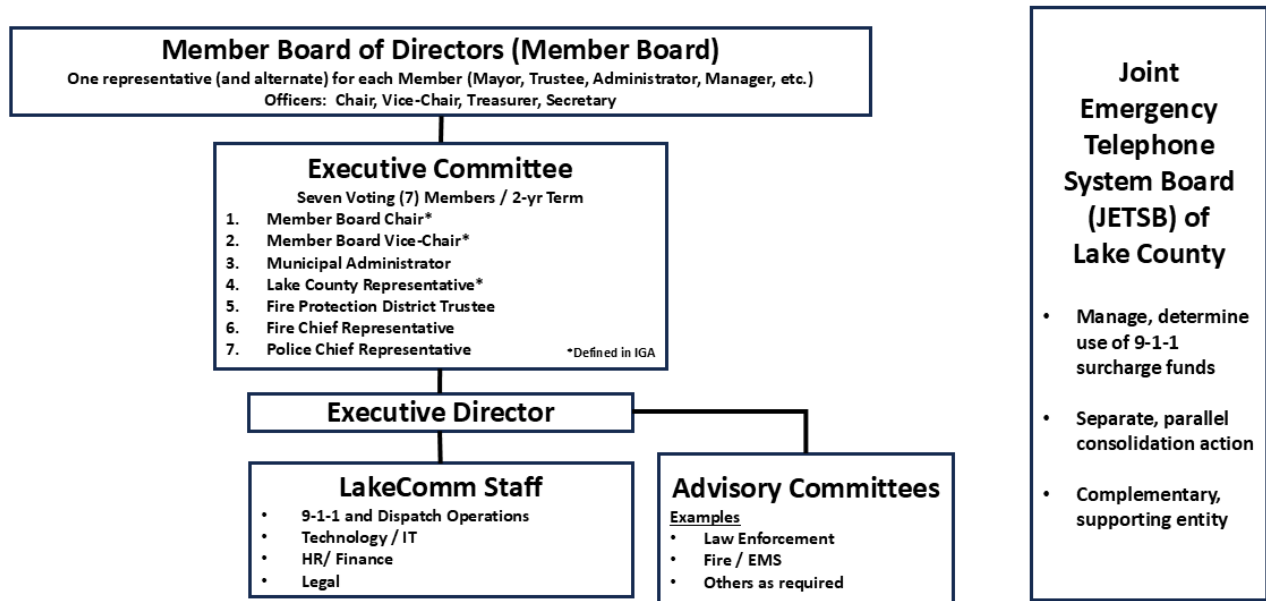
GOVERNANCE AND OVERSIGHT

The Executive Director is responsible for managing the daily operations of LakeComm. The Executive Director is accountable to the Member Board of Directors (Village Managers, Mayors of the member communities) through a seven-member Executive Committee (Police Chief, Fire Chief, County Administrator, Mayors, Trustees, Village / City Managers of the member municipalities and agencies).

Reporting directly to the Executive Committee, the Executive Director is responsible for operating within the framework established by the Member Board of Directors through the Executive Committee, which provides policy, resources, oversight, and guidance for the Executive Director. The Member Board of Directors and Executive Committee are established and meeting regularly to oversee the LakeComm transition plan.



LakeComm Governance



FACILITY AND TECHNOLOGY

A new, purpose-built [Regional Operations and Communications \(ROC\) Facility](#) is under construction to house LakeComm and is on track to be completed at the beginning of 2025 with the center operational in mid to late summer of 2025. The nickname ROC was selected because it exudes the principles of a “rock” – togetherness, strength, and resiliency. The ROC will be the cornerstone for providing 9-1-1 and emergency dispatch services for participating communities as well as emergency management for Lake County as a whole. The funding for the ROC Facility has been provided by the County of Lake.

LAKE COUNTY, ILLINOIS – POPULATION

713,159

(2022 ACS – 5 YEAR ESTIMATE)



Centrally located in Libertyville, Illinois, the ROC Facility represents the latest in emergency public safety dispatch technology and telecommunicator welfare and comfort. Built on a 21-acre project site, the building will be 37,426 square feet and cost approximately \$53.8 million. This hardened facility was built to withstand severe weather like tornados, extended power outages, and is comprised of recycled or locally sourced materials. The property features a rain garden with native plants and outdoor patio space for staff along with outdoor walkways. The ROC will have space for meetings, training, and education for staff and outside groups.

LakeComm is host to a consolidated shared Solacom Guardian 9-1-1 system, Tyler Technologies CAD/Mobile system, and NICE logging solution, providing 9-1-1 call handling, call processing, and logging for emergency and non-emergency calls for service. These critical systems are configured in a high availability environment spanning two data centers. LakeComm will have 34 Motorola AXS radio dispatch consoles with multiple redundant M-Core connections, 34 rack mounted consolettes, and 8 remote MCD 5000 Desksets. A radio dispatch console will be installed at each dispatch position. Consolettes will provide RF backup from the radio consoles in the event of a primary infrastructure failure. Consolettes that connect to the AXS console positions will have 700/800, VHF, or UHF RF capabilities and will be used for conventional and backup RF communications if the primary infrastructure is offline. Six of the MCD 5000 Desksets will be installed at the backup positions in the ROC. The LakeComm radio system will be monitored by the Motorola NOC, which provides 24/7 continuous health monitoring of the radio communications network. To provide in building 700/800 STARCOM radio coverage, a distributed antenna system is being installed in the ROC.



HISTORY

Lake County was created by the Illinois State Legislature in 1839. Located in the northeast corner of Illinois, Lake County borders Lake Michigan and features many ponds, streams, rivers and lakes that earned the county its name. The county is made up of urban and rural neighborhoods, providing a safe place for families and businesses to call home.

The county provides residents and visitors opportunities to enjoy its natural beauty through the extensive trail network and many forest preserves. The county also is home to many recreational amenities, providing dining, shopping and live entertainment for the family to enjoy. Learn more about all there is to do in Lake County by going to [Visit Lake County](#), our convention and visitors’ bureau.

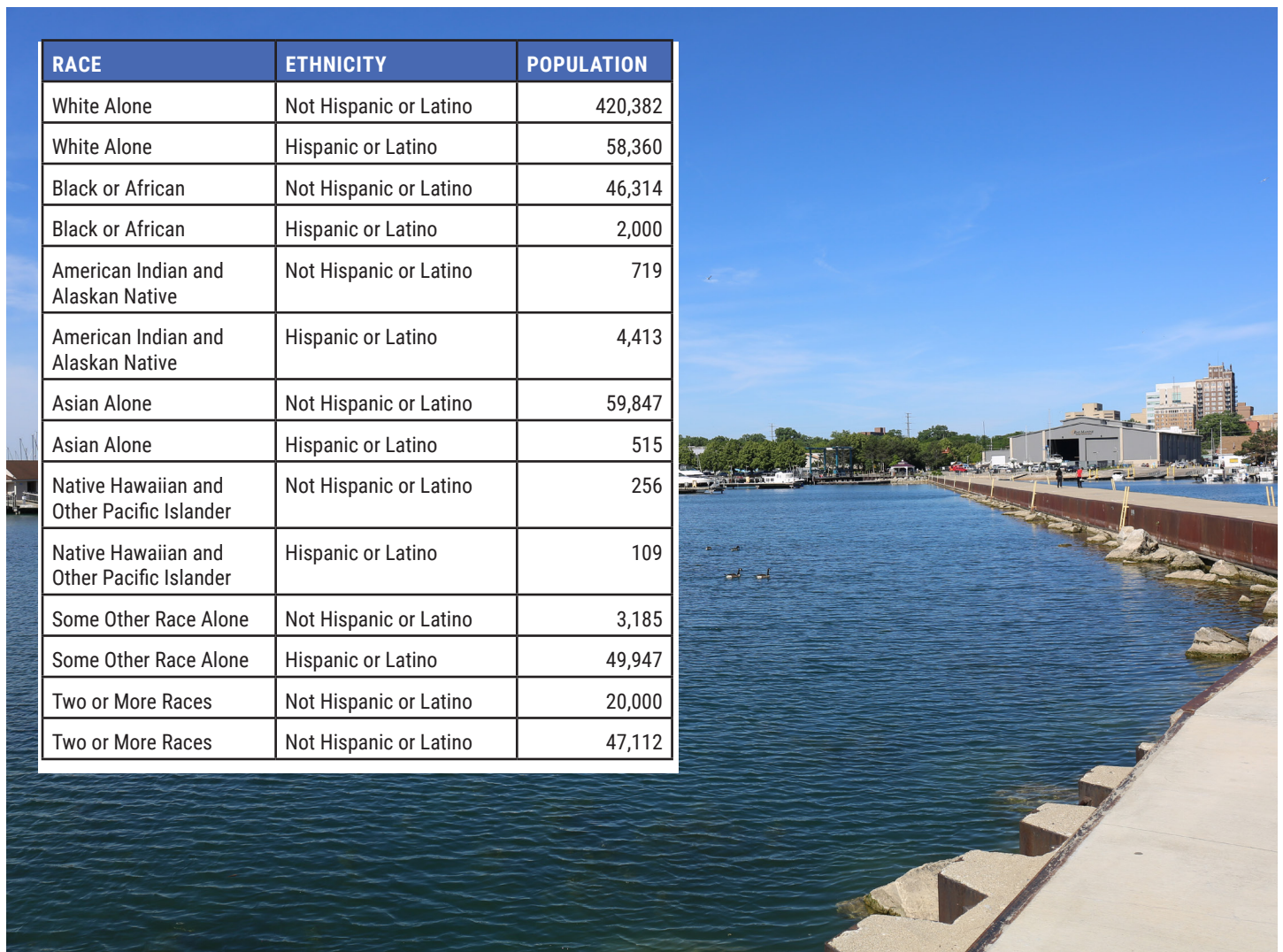
INCORPORATED AND UNINCORPORATED LAKE COUNTY

Residents live either in incorporated areas (cities and villages) or in unincorporated Lake County. There are 52 incorporated cities and villages, and 18 townships in Lake County, with over 200 other independent jurisdictions.

COUNTY DEMOGRAPHIC PROFILE

From the U.S Census Bureau Decennial Census (DC) and American Community Survey (ACS) 2022 – 5-year estimate.

RACE	ETHNICITY	POPULATION
White Alone	Not Hispanic or Latino	420,382
White Alone	Hispanic or Latino	58,360
Black or African	Not Hispanic or Latino	46,314
Black or African	Hispanic or Latino	2,000
American Indian and Alaskan Native	Not Hispanic or Latino	719
American Indian and Alaskan Native	Hispanic or Latino	4,413
Asian Alone	Not Hispanic or Latino	59,847
Asian Alone	Hispanic or Latino	515
Native Hawaiian and Other Pacific Islander	Not Hispanic or Latino	256
Native Hawaiian and Other Pacific Islander	Hispanic or Latino	109
Some Other Race Alone	Not Hispanic or Latino	3,185
Some Other Race Alone	Hispanic or Latino	49,947
Two or More Races	Not Hispanic or Latino	20,000
Two or More Races	Not Hispanic or Latino	47,112





ADDITIONAL DEMOGRAPHICS

Median Age: 39.6 (2023 ACS)
 Households: 269,378 (2020 DC)
 Median Household Income: \$108,364 (2023 ACS)
 Average Home Value: \$357,712 (August 2024 Zillow)

BUSINESS AND INDUSTRY

The largest industries in Lake County are Professional and Business Services, Manufacturing, Government, Retail Trade, and Educational-Health Services. Many Fortune 500 companies call Lake County home. These include:

- Walgreens
- AbbVie
- Caterpillar
- Abbott Laboratories
- CDW
- Discover
- W.W. Grainger
- Baxter International
- Fortune Brands Home and Security
- Camping World
- CF Industries
- Packing Corporation of America
- Naval Station Great Lakes

AREA EDUCATION

Lake County is home to some of the best public schools in the country. Lake County K-12 schools are served by the Regional Office of Education. This includes 214 public schools, 29 non-public schools, 25 standalone administrative buildings, 4 charter schools, 1 regional safe school, and 1 technology campus. 2022 enrollment was estimated to be 127,145 students. Lake County is also home to the College of Lake County (CLC). CLC has 5 locations within Lake County.

PROXIMITY TO AIRPORTS FROM LIBERTYVILLE

Waukegan National Airport	13 miles
Chicago Executive Airport	19 miles
Ohare International Airport	27 miles
General Mitchell International Airport	48 miles
Midway Airport	50 miles



LAKECOMM ORGANIZATION CULTURE

As a newly created entity, the founding Executive Director has an opportunity to create and build a culture for LakeComm that will strive for excellence in delivering emergency communications services to its member communities. The Executive Director, through team building and collaboration, will establish a vision for enhanced planning, training, policy and procedure development and technical competence to establish LakeComm as a premier agency in the region.

EXPECTATIONS OF THE EXECUTIVE DIRECTOR

The Executive Director will be readying LakeComm for full operation, bringing seven (7) existing 9-1-1 and emergency dispatch operations into a new consolidated center. The Executive Director will work with public safety leaders and build relationships to ensure consistency in delivering emergency communications services to the community that LakeComm serves.

The new Executive Director can expect to:

- Be responsible for all activities of LakeComm, including but not limited to oversight of call-taking, dispatching, records (custodian), recording, staffing, training, and security.
- Operate LakeComm PSAP within the approved annual budget.
- Have the authority to hire, retain, and promote LakeComm staff.
- Prepare and propose a budget for Executive Committee review and Member Board approval and appropriation.
- Work closely with the Executive Committee and the supporting Joint Emergency Telephone System Board (“JETSBS”) regarding the 9-1-1 system, equipment, training, and other issues for which 9-1-1 funds can be used to maintain the best available technology and training to best serve the member communities.
- Establish and use performance standards for employees. The Executive Director shall actively and continually consider and evaluate all means and opportunities toward the enhancement of operational effectiveness of emergency communications for the benefit of the public and emergency responses.
- Have authority for developing, enforcing, and updating all LakeComm operating protocols and procedures.
- Be responsible for maintaining the safety, security and confidentiality of reports and records.
- Research, prepare, and communicate strategic long-term plans for LakeComm.
- Prepare reports, attend, and actively participate in all Advisory Committee, Executive Committee, and Member Board meetings.
- Provide a timely response to the needs of the members.
- 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 Emergency Medical Dispatch (EMD) protocols.
- 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, and future membership.
- 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.



THE SUCCESSFUL CANDIDATES WILL:

- Be a proven team builder, innovative leader, and collaborator.
- Possess and demonstrate outstanding verbal and written communication skills.
- Be familiar with state-of-the-art technology in a new facility.
- Have experience identifying talent and know how to position team members for success of the new center.
- Have the ability to work collaboratively to provide the highest quality service to the residents in the LakeComm service area.
- Have the willingness and flexibility to continually learn new regulations, procedures, equipment, and systems and have the ability to train others.
- Possess excellent problem-solving skills in stressful emergency situations and can react quickly and accurately to a situation.
- Work in an executive-level capacity to build a knowledgeable team with a strong work ethic to meet agency requirements and deadlines.
- Have technical knowledge of emergency procedures and documentation required by state and federal regulatory agencies.
- 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.
- Have experience in the areas of project and personnel management, budget development and administration, financial oversight, long range financial planning, training, Next Generation 9-1-1 system design, maintenance, and operations of equipment, including Computer Aided Dispatch (CAD) software, hardware, and process.
- 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.
- Demonstrate a performance history of working closely with county/municipal officials and public safety leadership in managing a consolidated 9-1-1 center.
- 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:

- Ten years of progressively responsible experience in public safety, emergency communications or public/government sector, with three years of senior management experience for a comparably sized organization or as a director for a smaller organization; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job.
- Public Safety Communications Certifications preferred, including but not limited to one or more of the following: NENA Emergency Number Professional (ENP), APCO Registered Public Safety Leader, NENA Center Manager Certification Program (CMCP), and APCO Certified Public Safety Executive (CPE).
- Bachelor's degree (desired, not required), Master's (desired, not required), or equivalent years of experience for education consideration. Associate's degree and/or a combination of relevant certifications, education, and experience may be considered in place of a degree.

COMPENSATION/BENEFITS

Salary Range: \$175,000 - \$185,000 +/- DOQ. Competitive benefit package.

HOW TO APPLY

Apply online at www.GovHRjobs.com with a resume, cover letter, and contact information for five professional references by October 21, 2024. Confidential inquiries may be directed to Marc Hornstein, and Jon Fehlman, MGT Senior Consultants, at 847-380-3240, x178. LakeComm is an Equal Opportunity Employer.

