

Summary of Qualifications:

I have served various communities for more than twenty-five years in an array of emergency response and public safety roles, including field and management positions with EMS, Fire, 9-1-1, and Emergency Management.

Experience:

Lake County, Libertyville, IL

Sheriff's 9-1-1 Emergency Communications Director

April 2017 – Present

I currently manage the Sheriff's 9-1-1 Center and support all divisions of the Sheriff's Office with technical radio system support. As one of the largest Emergency Communication Centers in Lake County, the Sheriff's 9-1-1 Center has a full-time staff of 27 telecommunicators who respond to around two-hundred-thousand calls per year. During my tenure, I've focused on supporting the long-tenured staff by identifying and providing advanced training programs, fixing technology and facility issues to provide a more-comfortable environment, and taking opportunities to recognize the tremendous work that our staff does. I've continued my involvement with the County Interoperable Communications Unit, chairing a subcommittee that is working to finalize updates in the standard public-safety radio programming templates for users of the regional 800MHz trunked radio system. I have also co-chaired a technology committee as part of the ongoing regional 9-1-1 consolidation consortium, helping guide partner agencies toward the selection of a uniform technology suite.

Emergency Management Coordinator / Assistant EM Coordinator

July 2007 – April 2017

I served for ten years in the Emergency Management Agency for Lake County, a division of the County Administrator's Office. Our agency was responsible for all aspects of the consolidated all-hazards emergency management program. Lake County, part of the Chicago Combined Statistical Area, is home to more than seven hundred thousand people, and includes more than fifty different municipalities. In my ten years in Emergency Management with Lake County, I focused on improving community collaboration across various levels of community, including integration of private sector partners in planning, training, exercising, and response. Our agency supported collaborative response, assessment, and recovery efforts for numerous small-scale incidents and events, as well as several federally-declared major disasters and emergencies due to winds, floods, and winter storms.

Lake-Cook Regional Critical Incident Partnership, Inc, Libertyville, IL

Public Sector Chair

December 2015 – April 2017

I am currently serving as the elected Public Sector Chair for the LCRCIP. In this role I share oversight of the organization with a Private Sector Chair, and we are responsible for running board meetings, implementing the direction of the members, and hosting quarterly meetings of the membership.

Director

February 2008 – December 2014

I was one of the founding Directors of the Lake-Cook Regional Critical Incident Partnership (LCRCIP), having been elected during an organizing meeting in the fall of 2007. The LCRCIP is a large partnership between our public sector agencies and organizations and the major private-sector stakeholders in our communities, with the ultimate goal of improving our collective preparedness for emergencies and disasters of all kinds. LCRCIP quarterly meetings are typically hosted by one of our member corporations and include training and education focused around a specific theme. The LCRCIP in June of 2010 hosted a large full-scale exercise and related training program simulating a significant disgruntled employee attack on the headquarters location of a fortune-500 company. This exercise involved more than 600 participants from private, local, state, and federal entities, and began a series of several subsequent public-private exercises.

Illinois Emergency Services Management Association (IESMA), Urbana, IL

Regional Vice President (region one)

March 2008 – December 2012

I was elected in the spring of 2008 to serve as one of nine regional vice presidents of the Illinois Emergency Services Management Association (IESMA), the statewide organization for Emergency Managers in Illinois. My duties as regional vice president are to serve as a conduit for information from our region to the organization and vice versa, and to serve in various leadership roles as assigned by the Board of Directors. I served as chair of the rules committee that began the process of revising the organization bylaws, policies, and procedures, and I was also appointed as one of five members of the Illinois Professional Emergency Manager (IPEM) credential review board.

Illinois Public Works Mutual Aid Network (IPWMAN), Urbana, IL

Organizing Director

August 2008 – September 2009

I was part of the group that formalized and incorporated the Illinois Public Works Mutual Aid Network (IPWMAN), a statewide organization intended to assist local and state emergency managers in organizing, typing, deploying, and tracking public works and transportation resources across Illinois. With strong support from the American Public Works Association (Illinois and Chicago Chapters) and IESMA, IPWMAN is a collaborative effort of some visionary leaders within the Illinois public works community. The State of Illinois has utilized IPWMAN to coordinate mutual aid public works resources from multiple communities in responding to several weather disasters.

Chicago CSA Regional Catastrophic Planning Team (RCPT), Chicago, IL

Intergovernmental Subcommittee Co-Chair

January 2009 – November 2014

After several months of active participation on the larger Regional Catastrophic Planning Team (RCPT), formed in accordance with the FEMA Regional Catastrophic Planning Grant Program (RCPGP), I was elected in the spring of 2009 as co-chair of the intergovernmental subcommittee. I was one of only two non-City of Chicago employees to be involved in the evaluation and review of proposals for work to be done on behalf of the region under the grant.

County of Orange, Hillsborough, NC

Interim Emergency Management Director

November 2006 – July 2007

I served as the interim Emergency Management Director, in addition to my responsibilities (below) as one of three Deputy Directors in the integrated Orange County Department of Emergency Management, which includes Emergency Medical Services, E-911 Communications, and the county Fire Marshal's office. I worked with partner agencies at the federal, state, and local level, and supported our staff in developing innovative, collaborative, and cutting-edge programs to protect our populations. We worked closely with many other county and municipal agencies, and our collective approach to Emergency Management was recognized for its effectiveness, as was demonstrated in the major December 2002 ice storm, hurricanes Fran, Floyd, and Isabel, and numerous smaller weather emergencies. I oversaw an annual budget of about six million dollars and managed a staff of more than a hundred full-time, part-time, and volunteer personnel.

Emergency Management Deputy Director – EMS

December 1998 – July 2007

As one of three Deputy Directors in the integrated Emergency Management Department, I lead the Emergency Medical Services (EMS) Division and worked to address emergency management issues for the county. I participated in or lead planning, mitigation, response, and recovery activities, including interfacing with the state Division of Emergency Management, conducting public forums, and responding to disasters in Orange County and other counties. My primary day-to-day responsibility was to manage the EMS division of our Department, which included 50 full-time and nearly 50 part-time employees. The Orange County Division of EMS provided expanded scope paramedic level treatment and selective transportation to a population of nearly 150,000 in the suburban Piedmont of central North Carolina. We responded to more than 10,000 emergency calls annually, and transported nearly 7,000 patients to five primary receiving hospitals. I managed all aspects of personnel, equipment, operations, and quality improvement for our nationally acclaimed Initial Response Paramedic program, which was begun in 1996 (1999-2000 Outstanding Program Award, NC Association of County Commissioners, 1999-2000 Program of Excellence, National Association of Counties). I was also responsible for working with personnel in our E-911 Division to manage training and quality assurance for the Emergency Medical Dispatch program.

County of Granville, Oxford, NC

Emergency Services Director

July 1997 – November 1998

I co-managed the newly-consolidated Granville County Department of Emergency Services, which included EMS, 9-1-1, Emergency Management, the Fire Marshal's Office, and Animal Control. Granville County had a population of about 41,000 people and covers 536 square miles. The Emergency Services department included 49 full-time and approximately 30 part-time and volunteer personnel, and had an annual operating budget of nearly two million dollars. In my final year I completed several important achievements: I directed the expansion of the EMS Division from three to four full-time crews, operating out of four separate stations; I managed the EMS upgrade from EMT-Intermediate to EMT-Paramedic; I established an assessment center for hiring and internal promotion within all divisions; and I helped establish an EMS research forum in cooperation with UNC Hospitals. At the time I left Granville County, I was working on several other important projects: I was overseeing the upgrade of the county PSAP from basic to enhanced 9-1-1 service; I began developing and implementing training standards for telecommunicators in the 9-1-1 center; I coordinated with the Humane Society and District Health Department to revise the county animal control ordinance; I was assisting several volunteer fire departments with establishing medical first responder programs; and I was working with the county manager and commissioner to improve EMS billing and collection procedures.

County of Granville, Oxford, NC (continued)

Emergency Medical Services Director

August 1996 - July 1997

I managed all aspects of the countywide EMS system for Granville County. Working with the medical director Richard L. Taylor, M.D., I developed plans for the expansion of service from the EMT-I level to the EMT-Paramedic level. I began implementation of the service expansion by teaching an in-house EMT-Paramedic course through Vance-Granville Community College. I established appropriate equipment stocking levels and a realistic vehicle maintenance and replacement schedule. I improved cooperation between the county's EMS service and the three volunteer EMS / Rescue squads throughout the county, and began laying the foundation for more fire departments to undertake first responder programs. When one volunteer squad was forced to close due to membership problems, I coordinated an EMS coverage plan which ensured continuous availability of EMS and rescue resources. This plan eventually resulted in the county's acquisition of all property of the former squad and the addition of a fourth county EMS unit.

South Orange EMS and Rescue Squad, Carrboro, NC

Resource Member, Technical Rescue Team

December 1993 – July 2002

I played an active role with the South Orange Technical Rescue Team (TRT), which is one of the premiere swiftwater rescue agencies in North Carolina. I participated in monthly training sessions to ensure my readiness for any response required of the team. As a TRT member, I was prepared to respond to confined space emergencies, high angle rescue situations, swiftwater rescues and flood rescue incidents. During my years with the team, I responded to several disasters as a responder, including flooding on the Haw River in Chatham county, flooding in Trenton and Princeville from Hurricane Floyd, and flooding of apartments and businesses in Chapel Hill.

County of Orange, Hillsborough, NC

EMS Field Supervisor

July 1995 - August 1996

As one of two OCEM EMS Field Supervisors, I was on duty for three days in a row every six days. During my on-duty days, I was responsible for overseeing all aspects of the day-to-day operation of the county-wide EMS agency for Orange County, population about 120,000 people, with a land area of 402 square miles. My primary duty was to correctly assign EMS and Rescue resources to incidents throughout the county. Although most resources were dispatched according to a preplanned matrix, I often had to re-direct units to provide more appropriate response. The county provided four paramedic ambulances during the daytime Monday through Friday, while two separate volunteer EMS and Rescue squads provided personnel to staff the same county ambulances during weeknights and weekends. I supervised both paid and volunteer personnel, including conducting annual performance evaluations. I coordinated vehicle and equipment repair and maintenance with the county fleet maintenance department and outside vendors. I assisted UNC Hospitals with the provision of the county ALS continuing education program. I coordinated the employee selection interview panel and developed a graded interview process to help quantify employment decisions. I maintained a variety of records, including data entry of all ambulance call reports. I taught first responder and EMT courses to personnel with other related response agencies throughout the county on behalf of Durham Technical Community College. I delivered the county's light-duty rescue unit to all motor vehicle crash entrapment scenes and coordinated rescue efforts.

Emergency Medical Technician

September 1993 - July 1995

I operated as part of a two person emergency ambulance crew. I safely drove the ambulance to and from emergency and non-emergency calls. I performed minor vehicle and equipment maintenance, and referred serious problems to my supervisor. I performed a daily inventory of supplies both on my ambulance and in the station supply room. I provided emergency and non-emergency medical care as needed. I attended continuing education and coordinated resources with other response agencies. I was one of two EMS personnel who regularly presented public education and community outreach programs to schools, churches, and civic groups. I performed station maintenance chores and cleaning as scheduled.

Falls Mills Volunteer Fire Department, Falls Mills, VA

Firefighter / First Responder / Charter Member

October 1992 - September 1993

I helped a group of concerned citizens from the Falls Mills community organize a volunteer fire department, and then attended a six-month long basic firefighter training program offered in a town thirty-five miles away. I helped coordinate fundraisers and community awareness events, and implemented a medical first responder program in conjunction with the Bluefield Virginia Volunteer Rescue Squad.

Bluefield Virginia Volunteer Rescue Squad, Bluefield, VA

EMT - Shock Trauma Technician / EMT

October 1991 - September 1993

As a volunteer EMT-ST for the BVVRS, I was crew leader and primary attendant for one of six rotating EMS crews. Each crew served twenty-four hours on-call once every six days, serving as the primary EMS unit for the town of Bluefield and surrounding Tazewell County. BVVRS served a population of about 12,000 people in a rugged mountainous area of nearly 300 square miles. As crew leader, I scheduled personnel, ensured adequate supplies and equipment for each of the three ambulances and crash truck, answered the emergency telephone line, and dispatched personnel via a radio pager system as needed.

Dominion Systems, Bluefield, WV

Systems Engineer

May 1991 - September 1993

I was one of six systems engineers for a computer system integration and software development company. I designed and constructed computer systems ranging from single PCs to complex multi-processor multiuser integrated cabinet models. I drafted technical prototype construction drawings and specified components. I coordinated production and acquisition of components from a variety of other vendors. I participated in construction of prototype computer systems. I installed computer networks and software, provided telephone and on-site technical support, and made follow-up sales calls to business and educational accounts throughout the mid-atlantic region. I coordinated all advertising and marketing materials for the company, including planning, graphic design, photography, and media contracting.

Center Stage, Baltimore, MD

Master Electrician

August 1988 - May 1991

I oversaw all aspects of the electrics department at Center Stage, a well-known regional LORT theater just north of Baltimore's inner harbor. I executed the hanging, cabling, focusing, maintenance and operation of over two hundred different stage lighting instruments. I worked with internationally known lighting designers and stage directors. I supervised one full time electrician and up to fifteen part-time personnel and interns. I designed and built various control systems for electrical, hydraulic, and pneumatic mechanized scenic elements. I coordinated the design and installation of load and control wiring systems for the theater's new flexible performance space, christened with the premiere of an Eric Overmeyer play in the spring of 1991.

Duke University, Durham, NC

Senior Technician, Technical Services Department

January 1985 - August 1988

I worked with the Technical Services Department at Duke University during my undergraduate career. As a senior technician, I assisted with loading, unloading, rigging, de-rigging and operating various electrical, mechanical, and computerized systems for musical and theatrical events. I performed routine maintenance of sound and lighting equipment, power distribution systems, and performance spaces. I also performed contract work with other area performance spaces as requested.

American Red Cross, Durham, NC

Student First Aid Coordinator / Provider

August 1984 - August 1988

While completing my undergraduate degree at Duke University, I served as the student volunteer coordinator for first aid services for the Durham County chapter of the American Red Cross. I coordinated volunteer advanced first aid personnel to provide medical care to spectators at Duke events, including large concerts, football games, basketball games, and road races. Prior to becoming the coordinator, I served as a first aid provider at many of the same events I later coordinated. As a first aid provider, I arranged for the delivery of ARC first aid supply kits to stations, provided care to sick or injured spectators and participants, and coordinated with other EMS and security resources.

Winterplace Ski Resort, Flat Top, WV

NSPS Junior Ski Patroller / Ski Patroller

November 1982 - March 1988

I patrolled downhill and cross-county ski trails, provided emergency medical care and on-slope transportation for sick and injured skiers, identified and marked slope hazards, and performed technical rope rescue of skiers stranded on disabled chairlifts or in treacherous out-of-bounds areas. I participated in ongoing Winter Emergency Care and Rescue training programs.

Education:

University of North Carolina, Chapel Hill, NC

County Administration Certificate, May 2003

University of North Carolina, Charlotte, NC

Management Institute for EMS, April 1996

Duke University, Durham, NC

Bachelor of Arts, December 1988

Selected Memberships and Certifications:

National Emergency Number Association (NENA)	Emergency Number Professional (ENP), 2018 Center Manager Certification Program (CMCP) 2018 Current member, since 2017
Association of Public Safety Communication Officials	Current member, since 2016
International Association of Emergency Managers	Certified Emergency Manager (CEM), 2007, 2012, 2018 Current member, since 2004
Federal Emergency Management Agency (FEMA)	Incident Command ICS100, 200, 300, 400; NIMS I-700 and I-800; EOC Management; Approximately forty other courses
Illinois Emergency Management Agency	IL Professional Development Series, 2010 IL Professional Emergency Manager, 2010, 2014, 2018
Illinois Emergency Services Management Association	Regional Vice President, Region 1, 2008 – 2012 Delegate member, 2007-2017
National Academy of Emergency Medical Dispatch	EMD; EMDQ
North Carolina Division of Emergency Management	EM Coordinator Level I, 2004
North Carolina Emergency Management Association	Member, 2000 - 2007
North Carolina Association of EMS Administrators	Member, 1996 – 2007
North Carolina Office of EMS	EMT-Paramedic, most recently in 2003 Emergency Medical Dispatcher, 2002
North Carolina Fire / Rescue Commission	Rescue Instructor Level II; Firefighter Level I; Emergency Rescue Technician; Haz-Mat Ops
Durham Technical Community College	Heavy Vehicle & Tractor Trailer Extrication; On-line Supervision; Quality Assurance; Instructor Methodology
Farmedic National Training Center	Farm-Medic Provider
Infection Control / Emerging Concepts, Inc.	Designated Officer; Advanced DO; Bloodborne Pathogens T3
National Association for Search and Rescue (NASAR)	Intro to Search & Rescue; SAR Tech III
National Cave Rescue Commission	Basic Cave Rescue
Ohio Department of Natural Resources	Basic River Rescue
Rescue Instructors Association / Rescue 3 Associates	High Angle; Low-to-High Angle Rescue; Swiftwater Rescue Tech I and II
Surry Community College	BTLS T-4 Instructor
Virginia Association of Volunteer Rescue Squads	Vertical Rescue and Instructor; Vehicle Extrication; Basic & Light Rescue; Emergency Vehicle Operator
Virginia Department of Fire Programs	Firefighter Level I; Farm Safety & Extrication

Selected Presentations and Lectures:

Industrial Water and Wastewater Support Group
Association of Contingency Planners, Illinois Chapter
Business Resumption Planning Association, Chicago
Lake County Local Emergency Planning Committee annual seminar
Takeda Pharmaceuticals North America Headquarters
HSBC North America Headquarters
W. W. Grainger, Inc., Headquarters
American Public Works Association (Chicago Chapter, Lake Branch)
United States Military Entrance Processing Command (MEPCOM) Headquarters
Lake-Cook Regional Critical Incident Partnership (LCRCIP)