

Illinois APCO Operating Procedures Committee

MEETING MINUTES

Monday, September 24, 2007

2007 Committee Members:

Tom Carrico, Cahokia Police Department
Ed Milam, Pleasantview Fire Protection District
Jim Richardson, Gurnee Police Department
Gina Schneider, Marion County 9-1-1
Chuck Wrede, Tri-Com Central Dispatch

Call to Order:

Chairman Chuck Wrede called the meeting to order at 11:15 a.m. at Tri-Com Central Dispatch in St. Charles. (The meeting started late due to difficulty in activating the APCO telephone conference bridge.) The purpose of the meeting was to review the nominations for this year's communications awards and select the winners by vote.

Roll Call:

Members Present:

Ed Milam
Jim Richardson (via speakerphone)
Gina Schneider (via speakerphone)
Chuck Wrede

Members Absent:

Tom Carrico

Welcome:

Chuck welcomed the committee members and thanked them for their time and effort spent on studying the 11 nominations that were received.

Ed and Chuck met at Tri-Com for the meeting. Gina and Jim participated by speakerphone. Tom was unable to participate because of a training commitment.

Eight (8) nominations were submitted for the "Telecommunicator of the Year" award, one (1) nomination was submitted for the "Line Supervisor of the Year" award, two (2) nominations were submitted for the "Director/Manager of the Year" award and zero (0) nominations were submitted for the "Technician of the Year" award.

Discuss & Rank Nominations:

Chuck requested that, following the discussions in each award category, the committee members rank the nominees by assigning a score of one (1) to their top choice, two (2) to their second choice, and so on. The nominee with the fewest total points would win the award. The committee agreed with this method for ranking the nominees.

Technician of the Year:

No nominations were submitted for the “Technician of the Year” award this year.

Director/Manager of the Year:

The committee reviewed the nominations for “Director/Manager of the Year.” The nominees were Lisa Berger of CenCom E9-1-1 in Round Lake Beach and Lt. Martin Bertrand of the Lake County Sheriff’s Department.

Each member of the committee discussed the strengths and weaknesses of each nomination, and gave their scores. After further discussion, Chuck totaled the scores. Ms. Berger had the fewest points and, therefore, was voted the winner of the “Communications Director/Manager of the Year” award.

Line Supervisor of the Year:

One (1) nomination was received for the “Line Supervisor of the Year.” It was for Zelda Scott of the Joliet 9-1-1 Police & Fire Communications Center. Although the committee is not obligated to select a winner in each award category, and could have rejected this nomination, the members agreed that Ms. Scott’ qualifications and achievements were deserving of this award. She was then voted the winner of the “Line Supervisor of the Year” award.

Telecommunicator of the Year:

The committee reviewed the nominations for “Telecommunicator of the Year.” The nominees were Dave Balmes of the Gurnee Police Department, Jeff Brozek of Du-Comm, Tracey Morey of the Barrington Hills Police Department, Elizabeth Peters of the Woodridge Police Department, Jane Reynolds of the Lake County Sheriff’s Communications Center, Jean Sandman of the DeKalb Police Department, Linda Seward of the Naperville Police Department and Nichol Whitfield of CenCom E9-1-1.

Each member of the committee discussed the strengths and weaknesses of each nomination and gave their scores. Mr. Brozek had the fewest points and, therefore, was voted the winner of the “Telecommunicator of the Year” award. Ms. Morey was the first runner-up.

Vote to Formally Approve Selection of Award Winners & Runners-Up:

Chuck asked if anyone had further comments regarding any of the nominations. Hearing none, he entertained a motion to formally approve the award winners and runners-up as follows:

COMMUNICATIONS DIRECTOR/MANAGER OF THE YEAR:

Lisa Berger (Winner)
Lt. Martin Bertrand (1st Runner-Up)

TECHNICIAN OF THE YEAR

(No nominations.)

LINE SUPERVISOR OF THE YEAR

Zelda Scott (Winner)

TELECOMMUNICATOR OF THE YEAR:

Jeff Brozek (Winner)
Tracey Morey (1st Runner-Up)

Ed moved to formally approve the list of award winners and runners-up as read by Chuck. Jim seconded the motion, which then passed by unanimous vote.

As the committee liaison to the Illinois APCO Executive Board, Ed will officially report the voting results at the Board's next meeting. In the meantime, Chuck will e-mail the results to President Al Marquardt and 1st Vice President Jason Kern.

Discuss Remaining Steps of 2007 Awards Program:

The committee briefly discussed the remaining steps of this year's awards program. Chuck will complete the minutes of today's meeting and send them to the committee members and Illinois APCO President Al Marquardt and 1st Vice President Jason Kern. He will advise the nominators and award winners as soon as possible. Follow-up letters will also be sent to the nominators and nominees thanking them for their support of the program and congratulating them on their awards/nominations. The names of the committee members who will attend the conference, i.e. Ed and Gina, will be listed in the correspondence sent to the award winners and nominees. The award recipients will be encouraged to contact the committee if they need any assistance while attending the conference.

Chuck said he will not be able to attend the entire APCO-NENA-ICC conference in October, but will be there to present the awards at the Monday evening banquet.

Chuck will contact Sherrill Ornberg to discuss the ordering of the plaques for the winners and nominees. He will also contact Gregg Riddle to coordinate the conference registrations and hotel arrangements for the winners.

Future Award Publicity:

The committee members expressed some disappointment that more awards were not submitted in some of the categories. The telecommunicator award was well supported, as usual, but the other categories were lacking in submissions. The group then discussed how to better publicize the

awards program in the future. The word needs to get out to more people and agencies. Awards are generally received from the same small group of agencies year after year.

It was mentioned that APCO seems to be heavily supported in the northern part of the state, and NENA appears to be more popular in southern Illinois. The awards program needs to be publicized beyond the APCO members. Gina suggested spreading the word among the police chief and sheriff organizations to encourage the members to consider nominating representatives of their dispatch agencies. The committee thought this was an excellent idea. Gina said smaller agencies, even those that don't have 9-1-1 in place, need to know they are welcome to participate. It was suggested that Chuck give the program a plug when presenting the awards at the conference next month in Springfield. He will encourage those in attendance at the awards banquet to spread the word about the program.

Jim suggested starting the publicity much earlier in the year, possibly February or March, rather than May or June. Ed said he sends out an APCO mailing in January or February each year and can begin publicizing the awards at that time. Jim also recommended publicizing the program among vendors.

Chuck said all or most of the publicity has been going to APCO members only and wondered how many of those people pass the information along to others within their agency. He suggested creating and mailing an 8 1/2" x 11" (or larger) poster for displaying on employee bulletin boards. The poster would grab people's attention and provide limited information. They would be referred to the Illinois APCO website for further details. Gina thought this was a good idea, and suggested that the committee come up with some poster design ideas and bring them to the conference to compare.

Revision of Award Criteria:

Chuck said he used to send copies of the winning nominations to APCO International for consideration for their communications awards. This has produced two Illinois winners of the international awards, i.e. Wendy Mann and Bill Janes. Now, however, submissions for APCO International's awards must be submitted on a form that can be downloaded from the organization's website. The Illinois nominations can no longer be submitted as is. When this change came about, Chuck began contacting the people who submitted the winning nominations and encouraged them to rewrite and send their nominations to APCO International on the designated form.

Chuck said we can continue the practice of keeping our present criteria intact, and asking the nominators to resubmit their information to APCO International using the form. Another option would be to adopt the criteria and form that is used by APCO International, and require that our nominations be submitted on the form. The winning nominations could then be sent on to APCO International with virtually no revisions other than a new cover page.

The committee briefly discussed these options and decided to adopt APCO International's criteria and form. This would allow the winning nominations to be forwarded to APCO International, and would also make it easier for us to compare the nominations in each category. Each submission would contain the same information presented in the same order. Support documentation would still be welcome and encouraged.

Chuck will contact APCO International to make sure they have no concerns about our plan to adopt their form.

New Technician Categories for APCO International Awards:

Chuck said APCO International now has five (5) award categories, instead of four (4). The “Technician of the Year” award has been split into two (2) categories. The first is targeted for radio technicians, and the other is more for IT (computer) people. He said we could consider doing the same, but recommended we retain the single category. We get very few awards in this category from year to year (this year we received zero) and to split this into two (2) categories would only thin things out even more. He suggested keeping the single category, then submitting the winning nomination to APCO International in the category that more closely matched the winner’s job responsibilities.

The committee agreed with Chuck’s recommendation to retain the single category for “Technician of the Year.”

Adjournment:

No one had any other business to address, so the meeting was adjourned at 1:00 p.m.

Respectfully submitted,

Chuck Wrede

Charles H. Wrede, Chairman
Illinois APCO Operating Procedures Committee