

CITY OF HARTFORD, CT
INVITES CANDIDATES TO APPLY FOR
DIRECTOR OF EMERGENCY SERVICES
AND TELECOMMUNICATIONS

Recruitment Profile



COMMUNITY PROFILE

"Of all the Beautiful towns, it has been my fortune to see, this is the Chief" -Mark Twain

Hartford, Connecticut's Capital City, is the heart of a region of a million people and home to diverse, energetic neighborhoods and ambitious companies primarily in the insurance, medical research, and aerospace fields. It's a small city, with all the charm and history of a place first settled in 1636, that's beginning to see a revival with rapid development of the downtown area. In 2016, The Brookings Institution named Hartford and the surrounding area as one of 19 "Knowledge Capitals" because it's one of the world's "leading knowledge creation centers," thanks to an incredibly well-educated and productive workforce.

Hartford has approximately 125,000 residents but draws nearly 100,000 commuters into the City daily. Located along the Connecticut River, Hartford is also strategically located about 100 miles away from New York City, Boston, and Providence. The City has a large Puerto Rican population and the third largest West Indian population in the United States. About half of the residents are Hispanic or Latino and about forty percent are African-American. There are also immigrant communities from Eastern Europe, India and other countries. This ethnic and cultural diversity continues to be a prominent part of Hartford's heritage and one of the City's greatest assets.

The largest employers are three major insurance companies, The Hartford, Aetna, and Travelers, and two world-class hospitals, St. Francis and Hartford Hospital. The region is also home to companies like United Technologies and Cigna as well as the University of Connecticut's Health Center and the Jackson Laboratory for Genomic Medicine.

The City also has several colleges and universities including the University of Hartford, Trinity College, Capital Community College, and the University of Connecticut's Law School, which will be joined by a new 3,000 student undergraduate satellite campus in downtown Hartford in the fall of 2017.

Hartford is home to arts and cultural institutions that a city many times its size would be fortunate to have. The Wadsworth Atheneum, the nation's first public art museum, continues to showcase a broad array of classical and modern artists and exhibitions. The Hartford Symphony Orchestra, Bushnell Theatre and the Hartford Stage have long attracted top musicians and actors. In addition to those long-time pillars of the community, there's a developing scene of young artists, partly thanks to Real Art Ways and Theater Works, contemporary art and theater organizations. The Hartford Courant, founded in 1764, is the country's oldest continuously published newspaper.

People from around the State come to the Capital City every season for sports and entertainment. In addition to the arts and culture, Hartford is home to Wolfpack hockey and Yard Goats baseball. The University of Connecticut Men's and Women's basketball teams regularly play games at the XL Center. The City hosts conventions all year round at the XL Center & the Hartford Convention Center. In the summer, concert-goers flock to the 30,000-seat indoor-outdoor Xfinity Theatre.

The City also has rich parkland, totaling more than 1,000 acres, which include swimming pools, two golf courses, basketball courts, various types of athletic fields, gardens, hiking trails, and a variety of other amenities for those who enjoy the outdoors.

Hartford evolved from an early agricultural economy to an important trading center on the Connecticut River. Coffee, molasses, and spices were distributed from warehouses in the City's thriving merchant district. Ships set sail from Hartford to England, the West Indies, and the Far East. Merchants were concerned about the risks of this thriving trade with fires, pirates, storms and accidents always a threat. The insurance industry was created when groups of merchants began to share these risks. The practice was formalized with the creation of the Hartford Fire Insurance Group in 1810.

Pioneering inventor Samuel Colt also called Hartford home. His experiments with interchangeable parts created the basis for today's assembly line manufacturing methods. He employed innovative techniques in his firearms manufacturing that helped make mass production possible and that laid the groundwork for Hartford's preeminence in precision manufacturing.



COMMUNITY PROFILE (cont.)

CITY GOVERNMENT

Hartford CT operates under the strong mayor form of government, with the mayor serving as the City's Chief Executive Officer and a Court of Common Council, which acts as the legislative body. The Mayor and members of the Council are popularly elected, at large, to serve four-year terms. There are also independently elected Registrars of Voters and a Town and City Clerk who is appointed by the Council. The next election is in 2019.

The Mayor appoints various Directors, including chiefs of the fire and police departments, to run City departments. While the Mayor appoints some members to the Board of Education, the school system is run by the Board and the Superintendent.

For Fiscal Year 2018, Hartford adopted a \$612 million budget, roughly half of which goes to the City's operating budget, with the other half going towards the school system's budget.

TRANSPORTATION

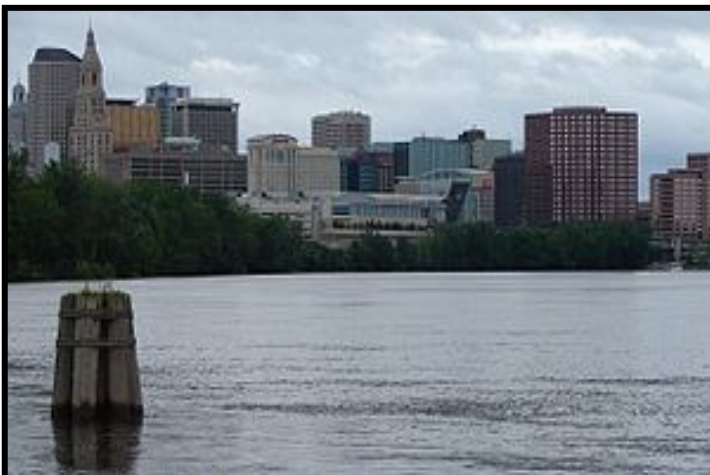
The City is easily accessible through air and ground transportation.

- Bradley International Airport, the second largest airport in New England, is located just twenty minutes north of downtown Hartford
- Interstate 91 and Interstate 84, large highways that intersect in Hartford, are the most commonly used roads to travel to the City.
- Hartford's Union Station has a passenger rail service provided by AMTRAK with daily service North to Vermont via Springfield, MA and South to New Haven, CT with connections to New York, Boston, Providence, and Washington, D.C. Next year, rail service will increase dramatically with more daily trains South to New Haven and North to Springfield.
- Union Station also services numerous bus companies, with daily trips to Boston and New York. Additionally, Connecticut Transit owns and operates a local and commuter bus service within the City and surrounding area.

EDUCATION

The Hartford Public Schools system is made up of 28 elementary schools, 16 middle and high schools, and 3 schools that offer kindergarten through 12th grade. They include community schools and magnet schools that draw students from the Hartford Region. The magnet schools feature theme-based learning programs like nursing, engineering and technology, government and law, and others. In 2016, 11 of 20 magnet schools were recognized as Magnet Schools of America Schools of Excellence or Distinction. There are also several well-regarded private schools in the area.

For post-secondary education, Hartford has the University of Hartford and Trinity College, as well as Capital Community College. In the fall of 2017, the University of Connecticut will open a downtown campus for 3,000 undergraduate students. Hartford is also close to the main University of Connecticut campus and Wesleyan University, which are both within 25 miles.



DEPARTMENT OF EMERGENCY SERVICES & TELECOMMUNICATIONS' MISSION

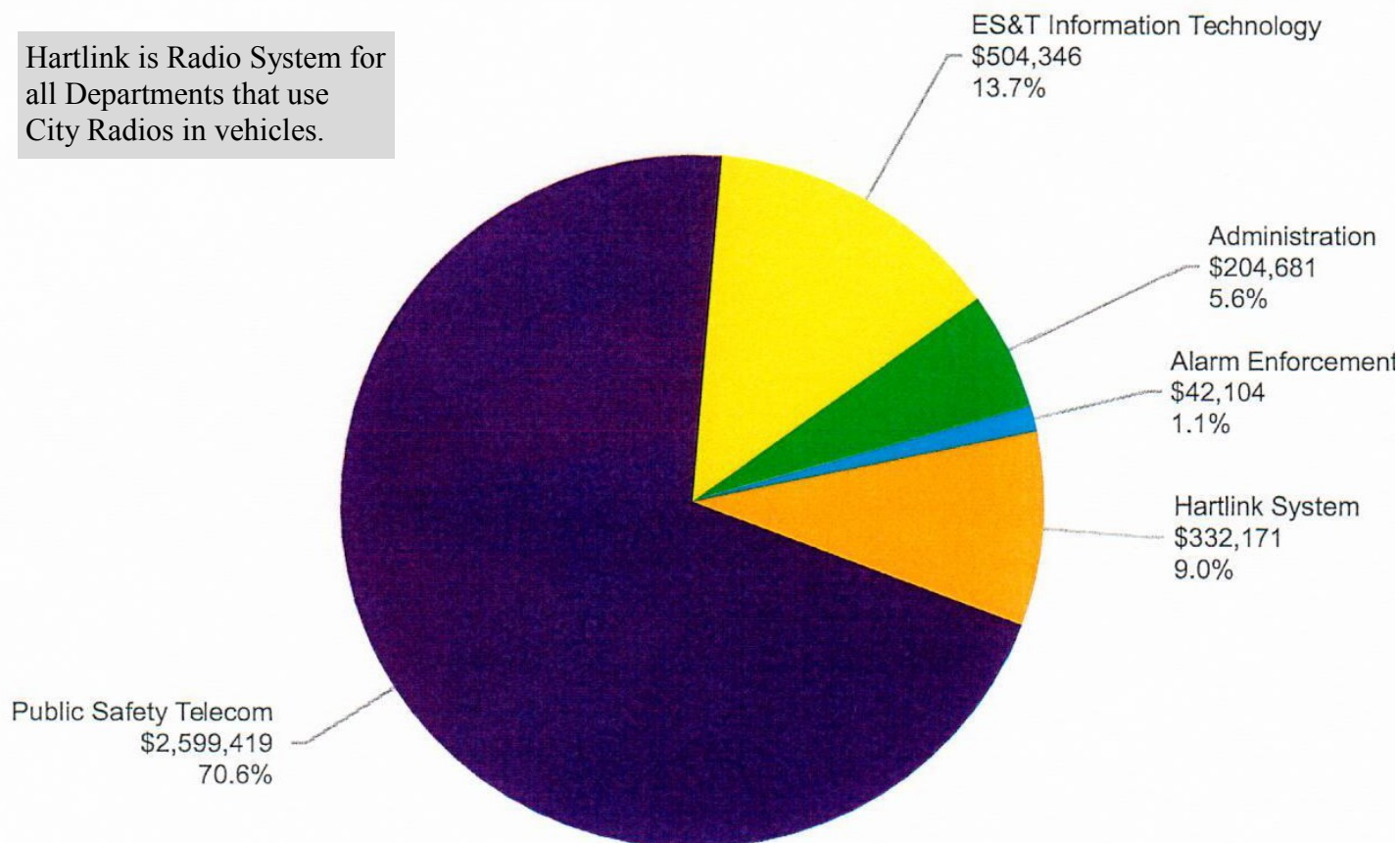
The City of Hartford's Emergency Services & Telecommunications Department is committed to answering all 911 and non-emergency calls with professionalism, integrity and compassion while efficiently dispatching police, fire and emergency medical services.

Initiatives

- ◆ Replace outdated Computer Aided Dispatch (CAD) system with new technology which will link to both Police and Fire Records Management Systems
- ◆ Upgrade the city-wide 911 system in cooperation with the State to enhance the reliability (fiber network) and allow for 911 text and videos in the future
- ◆ Upgrade some dispatchers to Community Training Officers (CTO) to provide for incentive to employees to meet industry standard and reduce overtime for training efforts .

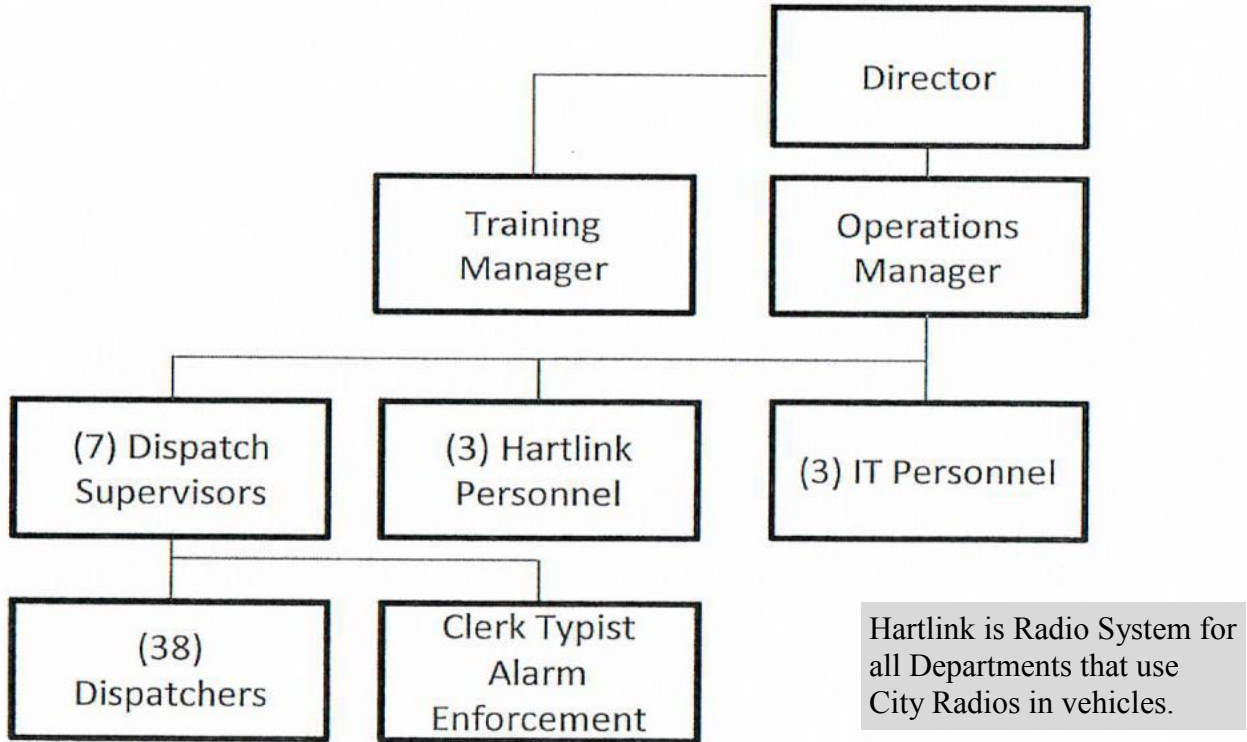
Department of Emergency Services and Telecommunication Budget—FY 2017-2018

Hartlink is Radio System for all Departments that use City Radios in vehicles.



ORGANIZATIONAL CHART

DEPARTMENT OF EMERGENCY SERVICES AND TELECOMMUNICATIONS



JOB DESCRIPTION OF DIRECTOR OF EMERGENCY SERVICES & TELECOMMUNICATIONS:

The Director is appointed by the Mayor in accordance with Chapters IV & V of the City's Charter. The Director works under the general direction of the Mayor and administrative direction from the Chief Operating Officer. Manage department which operates 24/7/365 and is staffed by about 50 civilian employees providing telecommunication for police, fire and emergency medical service along with all radio communication systems and management of false alarm ordinance. Responsibilities include:

- Develops, updates and implements standard operating procedures necessary for the effective operations of the Department
- Maintains the operational readiness of the Department at all times and develops a disaster recovery contingency plan for all systems utilized by the Department
- Directs staff and ensures all staff maintain established standards of training and certification
- Keeps current with technology advances in the field of emergency services and telecommunications and recommends technical improvements in methods, hardware and programs
- Coordinates and supports Fire and Police Communications and all radio communications
- Establishes and maintains effective working relationships with all public safety agencies, staff and other department heads

QUALIFICATIONS:

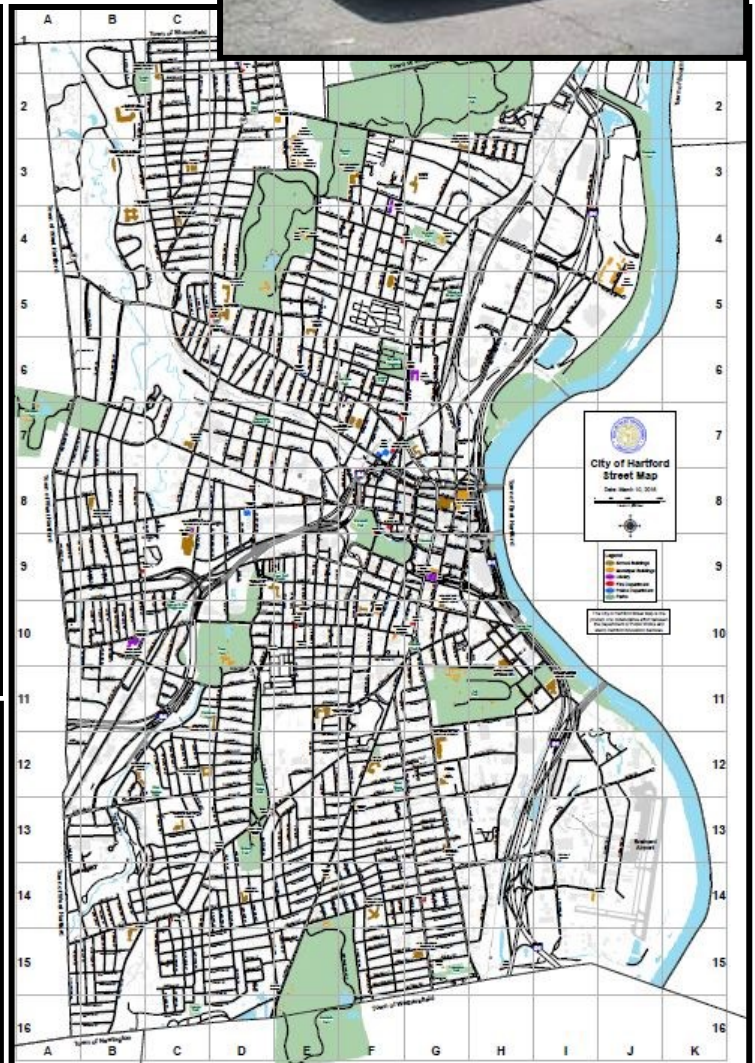
Bachelor's Degree in Public or Business Administration or a closely related degree and at least 7 years of progressively responsible administrative or management experience in the operation of emergency services and telecommunications functions or an equivalent combination of education, experience and training. High level of technology experience related to telecommunications. Must successfully pass a thorough criminal background investigation and be eligible for certification with NCIC. Possession of a valid driver's license.

CHARACTERISTICS OF THE IDEAL CANDIDATE

- ⇒ A successful leader who can manage organizational change
- ⇒ Experienced implementing new technology, specifically CAD—Computer Aided Dispatch, Records Management Systems—RMS and 911 systems. All to be installed and implemented this fiscal year.
- ⇒ Has knowledge and experience in managing unionized staff—dealing with employees in stressful positions—able to hire, discipline, terminate and train union represented employees
- ⇒ Able to manage the quality control of telecommunications with new and old technology during and after transition to new CAD and enhanced 911 systems
- ⇒ Proven ability to establish collaborative working relationships with partners and staff—always responsive to customers
- ⇒ Able to work in an urban environment with a racially, culturally and economically diverse populations
- ⇒ Experienced with applying for and implementing grants
- ⇒ Promotes public safety and public service attitude and high level of customer service
- ⇒ Even tempered personality with the ability to provide calm, reasonable and balanced approach to personnel and emergencies
- ⇒ Has budget skills – knows how to live within means – knows how to leverage savings into new efficient methods to accomplish tasks and reduce overtime when possible
- ⇒ Skilled in organizational development, training, operational management, and project management

**YEARLY ESTIMATED CALLS RECEIVED BY
EMERGENCY SERVICES & TELECOMMUNICATIONS**

- ◆ Police alarms - 7,000
- ◆ Police false alarms - 5,700
- ◆ Fire alarms - 1,600
- ◆ Fire false alarms - 1,000
- ◆ 911 call - 152,000
- ◆ Total calls - 375,000
- ◆ 911 call per hour - 17
- ◆ Police calls dispatched - 180,000
- ◆ Fire Emergency Medical Service Calls - 19,000
- ◆ Fire suppression calls dispatched - 7,800
- ◆ Ambulance calls dispatched - 35,000



OPPORTUNITIES AND CHALLENGES

- Ability to lead an experienced team of ES&T professionals in a first-class emergency response center
- Opportunity to work in a Capital City with a progressive, professional, proactive and dedicated City administration
- Ability to lead a technology transformation of dispatch, 911 and police records management systems
- Opportunity for collaboration and exploration of regional services
- Civilian dispatch center reporting to the Chief Operating Officer but requiring significant collaboration with the public safety division
- Ongoing turnover of dispatchers
- City's financial challenges will continue to require ES&T to utilize technology for service efficiencies
- 24/7/365 dispatch center requires a leader to manage resources and issue at all hours of day and night

Fiscal Issues

The City of Hartford, not unlike many urban municipalities is reliant on property taxes and state aid to fund a significant component of its budget. In Hartford, over 51% of the City Property is tax exempt due to a large number of State, non-profit and quasi government properties that are tax exempt.

As a result, the Capital City is facing a significant fiscal challenge. In the FY 2018 approved Budget there is a \$40 million contribution required from the State of Connecticut which is also experiencing its own fiscal crisis. The City continues to explore many options to close its structural deficit including a possible bankruptcy if the State is not able to provide additional funding.

Despite the challenges, this position and the Department of Emergency Services and Telecommunications provides vital services to the citizens of Hartford and are critical in maintaining and improving the quality of life in the Capital City. This position will be a key member of the team that will work together to put Hartford on a stable sustainable fiscal path.

COMPENSATION & APPLICATION PROCESS

The City offers a salary (range \$90,000 - \$136,000) which is negotiable based on the chosen candidate's qualifications and experience. The benefits package includes: medical and dental insurance, a voluntary defined contributions retirement plan with up to 7% match, paid sick and vacation time and optional defined contribution plan.

The City of Hartford provides reasonable accommodations to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application process, please contact the Human Resources Department. AA/EOE employer.

Pursuant to the Hartford Municipal Code, Section 2-850, the City of Hartford requires that the chosen candidate establishes residency in the City of Hartford within 6 months of appointment. A bona fide residency requires that residency is continuously maintained throughout employment. "BONA FIDE" is defined as (1) a physical mailing address at which the employee resides (a post office address does not qualify); (2) be a registered Hartford voter; and (3) if employee owns a motor vehicle, the motor vehicle must be registered in the City of Hartford.

To apply, interested Candidates must submit a letter of interest and resume to: Ms. Randi Frank, Randi Frank Consulting, LLC; by email at randi@randifrank.com or call 203-213-3722. The position will remain open until filled. First screening deadline is August 10, 2017; however, resumes may be presented immediately. For additional details or questions contact Ms. Frank.

For additional information about the City of Hartford and the Department of Emergency Services and Telecommunications visit their website at: www.hartford.gov