

Emergency Services Committee

Committee Membership

Emergency Services Committee (ESC) members at the end of 2023 were: Doug Cooper, Lyn Krause, Jim Markowsky, Jackie Sundquist (Chairperson) and Beth Westberg. The ESC meets on the second Wednesday of each month, beginning at 8:00 am. Meetings are open to the community and residents are always welcome to attend.

Staff Recruitment and Retention Challenges

2023 began as 2022 ended, with significant challenges to hiring and retaining qualified and dedicated staff due to the post-covid employment environment. This issue became so severe in the beginning of the year that we were forced to reduce hours our gates were staffed. We realized we were unable to compete with like entities outside the Village due to our ES wage structure. With the approval of the CPHA Board and General Manager we increased our wage ranges and saw almost immediate improvement in the quality of the people applying for our positions. Over the year our turnover rate has decreased and our staffing has stabilized and returned to normal levels.

Updates and Revisions to Emergency Services Documents and Website

In 2023 we continued to review all aspects of Emergency Services and its position in the Village. The revised ES Policies and Procedures Manual and ES Employee Manual were approved by the CPHA Board in early 2023. We then did a top-to-bottom review of ES goals and responsibilities to the Village and updated areas as necessary. The ES Training Officers provided sessions to the ES Committee so we were all made aware of the extensive training our officers undergo to maintain a high standard of performance in all aspects of their duties. Training documents were also reviewed and updated as needed. We are also currently in the process of reviewing and updating the ES portion of the Village website. This activity will continue into 2024.

Installation of New Gate Arms and Operators

We are experiencing more frequent issues with our entry and exit gate arms and operators. The decision was made to replace the arms and operators at all our gates in the upcoming year. This should enable easier entry and minimize down time due to broken gate parts. We spent a good portion of 2023 evaluating different models from different vendors. We are currently testing one of the more advance models on the market at Gate 4. If the test proves successful, we will replace all the others in early spring 2024.

Annual Pancake Breakfast

The Emergency Services Department held its 22st annual Pancake Breakfast on a cold and snowy day in October. Even with the dreary weather, we had well over 300 residents join us for a morning of good food and camaraderie. This event continues to be one of our more popular

Village social activities. We are exploring ways we can increase our seating to accommodate more people at one time.

Even with all of our challenges, ESC enjoyed a productive year in 2023 and looks forward to serving our community in 2024.

Respectfully submitted,

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Jackie Sundquist, Chairperson
Emergency Services Committee