

# DU-COMM

## DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187

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www.ducomm.org



### CHIEFS OPERATIONS COMMITTEE MEETING – MINUTES

Tuesday, October 8, 2024 – 1:00 p.m.

DU-COMM, 420 N. County Farm Road, Wheaton, IL

Chief Schar called the meeting to order at 1:02 p.m.

#### 1. ROLL CALL / AGENCY:

Chief William Gabrenya	Bartlett FD	DC George Hyland	Lombard FD
Chief Geoffrey Pretkelis	Bartlett PD	Chief Kevin Fleege	Oak Brook FD
Chief Matthew Beyer	Bloomingtondale FD	Chief John Turkovich	Oakbrook Terrace FD
Chief Mike Korzen	Clarendon Hills FD	Chief Mark Bozik (Vice Chair)	Roselle FD
Chief Greg Thomas	Darien PD	Chief Patrick Tanner	West Chicago FPD
Chief Jim Lahanis	Darien-Woodridge FPD	DC Jeff Keefe	West Chicago FPD
DC Jamie Tunk	Darien-Woodridge FPD	Chief Robert Brill	Wheaton FD
Chief Guy Papa	DuPage County Sheriff	DC Pete Vassios	Wheaton FD
DC Steve Reynolds	Elmhurst FD	Chief Lauren Kaspar	Willowbrook PD
Chief Chris Clark	Glen Ellyn FD	Chief Dave Schar (Chairman)	Winfield PD
Cmdr. Jim Monson	Glen Ellyn PD	Chief Tom Stefanson	Woodridge PD
Chief Rich Cassady	Glenside FD	Chief Rick Sanborn, Jr.	York Center FPD
Chief Eric Fors	Hanover Park FD	DC Bret Mowery	York Center FPD
Chief Krestan	Lisle-Woodridge FPD		

ABSENT: Chief Marc Loftus – Burr Ridge PD; Chief Rob Schultz – Carol Stream FD; Chief Don Cummings – Carol Stream PD; Chief Ed Leinweber – Clarendon Hills PD; Chief Scott Spinazola – Downers Grove FD; Chief Mike DeVries – Downers Grove PD; Chief Michael McLean - Elmhurst PD; Chief Andy Johnson – Hanover Park PD; Chief Jefferey Pindelski – Hinsdale FD; Chief Brian King – Hinsdale PD; Interim Chief James Kruger – Lisle PD; Chief Tom Wirsing – Lombard PD;; Chief Brian Strockis – Oak Brook PD; Chief Casey Calvello – Oakbrook Terrace PD; Chief Bob Barreto – Roselle PD; Chief Steve Stapleton – Villa Park FD; Chief Michael Rivas – Villa Park PD; Chief Andy Dina – Warrenville FD; Chief Sam Bonilla – Warrenville PD; Chief Colin Fleury – West Chicago PD; Chief P.J. Youker – Wheaton PD; Chief Steve Evans – Winfield FD

DU-COMM STAFF: Director Robb, DD Benjamin, Training Manager Schretter, MIS Manager Klein, Technical Services Manager Maplethorpe, Executive Secretary Regalado

#### 2. Approval of Minutes

##### A. September 10, 2024

Chief Fors made a motion to approve the September 10, 2024 minutes and Chief Kaspar seconded. Motion passed by unanimous voice vote.

#### 3. Executive Committee

##### A. September 25, 2024

Chief Bozik reported

- Discussion on school districts using automated emergency communication platforms.
- Concerns raised about pre-recorded messages lacking detailed information and potentially compromising first responder safety.
- Agreement that such communications should come in via 10-digit lines, not 9-1-1.
- Staff will work on regulations for these platforms, anticipating increased usage in the future.
- The next meeting is October 16<sup>th</sup>.

#### 4. Report of the Committees

##### A. Support Services (Chief Eric Fors)

Chief Fors reported

- Phone cutover still on schedule for October 22<sup>nd</sup>.
- NG911(Next Generation 911) information session will be held at DU-COMM on October 18<sup>th</sup>.
- MIS presented exploring cellular backup connection for 9-1-1.

- The weather siren server was returned for repair. When returned it will remain in monitoring mode until the system is tested in two live tornado warnings.
- The Starcom outage on October 7<sup>th</sup> was due to a connection issue between the prime site and Lisle.
- The next meeting is November 6<sup>th</sup>.

## B. Police Operations (Chief Lauren Kaspar)

Chief Kaspar reported

- Discussed autodialer school emergency platforms.
- Addressed burglar/intrusion alarm processing and potential call type changes (on hold).
- Dispatch ride-a-longs and agency roll calls to resume; contact [training@ducomm.org](mailto:training@ducomm.org) to schedule.
- Importance of radio etiquette and double phrasing emphasized.
- The next meeting is November 27<sup>th</sup>.

## C. Fire Operations (Chief Patrick Tanner)

Chief Tanner reported

- Discussion on channel templates.
- Templates were reviewed by the ETSB PAC on October 7<sup>th</sup>.
- Next meeting is October 17<sup>th</sup>.

## 5. ETSB Report

### A. ETSB

Director Robb reported

- The October 9<sup>th</sup> meeting will focus on the budget, including capital projects and operational interests.
- Zendesk tickets to be submitted to ETSB for fire agencies interested in single 6500 radios instead of the dual. Fire Chiefs can discuss further at the Fire Focus meeting next week.

### B. PAC Update

DD Benjamin reported

- Recommendation to proceed with desired naming conventions approved.
- Flexibility for minor adjustments based on individual agency needs acknowledged.

## 6. Staff Reports

### A. Directors Report

Director Robb reported

- NG 911/Text-to-911 cutover on October 22<sup>nd</sup>.
  - Employee training focused on the text component.
  - Waiting for public education materials on proper use of text-to-911 from County.
  - An automated response to the text is "Please call us if you can" this allows dispatch to gather more information faster.
  - The location of the text is shared but the TC will validate the location.
  - The TC can communicate via (3) texts and are still able to pick up a call.
- Peer-to-Peer training completed and finalizing policies to start the program.
- The Anti-Bullying Policy was implemented as a result of the Healthy Dispatcher report.

### B. Operations/Training Report

DD Benjamin reported

- Attended IPERLA's negotiation symposium in preparation for union negotiations.
- Selection process for Operations Managers and the Quality Assurance position are in progress.
- Aiming to send staff to NENA's (National Emergency Number Association) Center Manager Certification Course next year.
- Commend On-Duty Managers' handling of the Starcom outage.

Training Manager Schretter reported

- Phone training for the NG911 cutover is scheduled for four-hour blocks.
- Three new trainees started, bringing the total to nine TCs in training.
- TC staffing count is 75 out of 99.

### C. Support Services Report

Technical Services Manager Maplethorpe reported

- The new phone system cutover is on October 22<sup>nd</sup>. Operational readiness testing next week must be passed prior to cutover.
- Channel realignment for Fire West and Fire North is ongoing.

- Transmitters in Glendale Heights are being tested.
- DFSI Gateway 800 PD Backup system is received and will be installed at a future date, providing a better connection for officers and dispatch.
- Starcom outage is under investigation by Motorola, potentially power related. Reminder that DU-COMM doesn't own the equipment; backups are maintained for reliability.

MIS Manager Klein reported

- Tornado siren system to have the board replaced.

D. Human Resources Report  
In packet.

E. Revenue Expenditure Report  
In packet.

## 7. Old Business

A. Mental Health Update – on hold

- No updates.

B. School Safety Update

Director Robb noted

- Follow-up meeting to the school safety indoor mapping meeting held in June.
- Pilot project for school mapping to be led by a steering group-GIS representative Tom Ricker, ROE representative John Heiderscheidt, and Fire Chief Mark Bozik.
- Goal to standardize mapping for multiple stakeholders.
- Survey sent out to gather interest in steering committee participation. Please email Director Robb if you are interested and did not receive the survey.

C. Autodialer

Director Robb explained

- New language in Section 6.4 outlines response procedures for activations received through 10-digit lines.
- Upon receipt of an activation, the Telecommunicator will immediately initiate a police response to investigate and shall call the provided premise number to determine whether an active event is in progress and the true nature of the incident. It is the responsibility of the Telecommunicator who answered the emergency notification recording to make the call into the school or business and to create a CAD incident for fire department dispatch, should it be warranted.

Chief Kaspar made the motion to approve Autodialer Written Directive 10.09.00 as presented and Chief Stefanson seconded. Motion carried by unanimous voice vote.

## 8. New Business

None.

## 9. Other Business

A. Congratulations to DD Benjamin on the birth of his daughter.

B. Chief Operations meeting moved to November 5, 2024 due to the NHTSA Summit.

## 10. Adjournment

At 1:32 DC Keefe made a motion to adjourn the meeting and Chief Krestan seconded. Motion approved by unanimous voice vote. Meeting adjourned.

Respectfully submitted,

*Kimberly Regalado*

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