

# DU-COMM

**DuPage Public Safety Communications**  
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www.ducomm.org



## EXECUTIVE COMMITTEE MEETING – NOTES

Wednesday, May 28, 2025 –7:30 a.m. – **No Quorum**  
DU-COMM, 420 N. County Farm Road, Wheaton, IL

At 8:42 a.m. Mayor Craig called the meeting to order.

- 1. Roll Call**

Mayor Rod Craig (Interim Chairman)	Village of Hanover Park
President Nick Kosiara	Glenside FPD
Fire Chief Steve Evans	Winfield FPD
Police Chief Dave Schar	Winfield PD
Fire Chief Rick Sanborn Jr.	York Center FPD
  
- Absent:** President Tim Deutschle - Bloomingdale FPD; Manager David Fieldman - Village of Downers Grove; Police Chief Phil Norton - Glen Ellyn PD; Manager Scott Niehaus - Village of Lombard; Administrator Michael Guttman - City of West Chicago
  
- Staff:** Director Robb, Deputy Director Benjamin, Finance Manager Athitakis, HR Manager Groves, Technical Services Manager Maplethorpe, MIS Manager Klein; QA Manager Miller, TC Payne, TC Severson, Exec Secretary Regalado
  
- Guests:** Attorney John Kelly - Ottosen DiNolfo Hasenbalg & Castaldo, Ltd.
  
- 2. Public Comment**

None
  
- 3. Consent Agenda - No Quorum**

**Recognition:**  
A. Proclamation 25-005 – Timothy Beguhl 25 Years of Service

**Minutes:**  
B. April 23, 2025 – Minutes  
C. April 23, 2025 – Closed Session Minutes

**Financials:**  
D. Monthly Revenue Expenditure Report – April 2025  
E. Monthly Bill Listing – April 2025

**New Business:**  
F. Darktrace Cybersecurity Platform Renewal  
G. Tech Vehicle Replacement  
H. Surplus Equipment Disposal List
  
- 6. Committee Reports**
  - A. Chiefs Operating Committee Report - Chief Schar  
Chief Schar reported
    - Positive progress regarding encryption. Hoping to be up and running before the end of the summer.
  
  - B. Finance Subcommittee Report – Administrator Guttman  
Finance Manager Athitakis noted
    - No report. The Finance Subcommittee did not meet in May due to staff reviewing responses for the MIS RFP.

## C. DuPage County ETSB Report – Director Robb

Director Robb noted

- A steering committee concerning the CAD MPS RFP recommended not moving forward with a CAD RFP at this time, though the MPS portion will still proceed.
- New radio consoles have been successfully installed, with only a few random speaker issues occurring.
- A bug fix for the phone system addressing problems, apparent since the cutover to Next Generation 911, will be rolled out once consoles are stabilized.
- The ETSB discussed the resignation of one of their technicians.
- Procedural language was changed, removing the requirement for DU-COMM to monitor a hailing channel for outside agencies (agencies should call on the phone for help), and modifying language regarding PSAP staff for patching to be less specific, as DU-COMM's Operation Managers handle radio patching. These changes were voted on at the board level.
- DU-COMM's STARCOM21 application was approved despite an attempt by ETSB Director Zerwin to put an injunction on the application and have it pulled from the agenda. Claims of needing ETSB sponsorship were found to be erroneous by the STARCOM approval board. TS Manager Maplethorpe was commended for his work on the application process. DU-COMM is now a STARCOM21 user.

## D. HR Subcommittee Report – Manager Niehaus

HR Manager Groves noted

- The HR Subcommittee did not meet in May. They have decided to meet every other month or as needs dictate. The next meeting is scheduled for June 5<sup>th</sup>.

## 7. Staff Reports

### A. Director's Report – Jessica Robb

Director Robb noted

- The Peer Support Team launch will be discussed later in the agenda.
- Reminders were given regarding the Board of Directors (BOD) and Executive Committee (EC) election process; letters of interest are due by May 30<sup>th</sup>. The response has been low, and members were encouraged to solicit interest.
- Progress on the Real-Time Crime Center (RTCC): A dispatch position has been converted to an RTCC position. An officer is assisting with configuring programs. Three TCs and one OM are currently in training, including sit-alongs, ride-alongs, and visits to other RTCCs. Further training is planned, and attendance at a national conference in September is scheduled. This initiative is part of the Strategic Plan to serve member agencies interested in RTCC capabilities.

### B. Operations Department Report –Tyler Benjamin

Deputy Director Benjamin reported

- OM MJ Martin was released from training and is covering a day shift for an FMLA leave.
- Quality Assurance Manager Ryan Miller is spearheading the implementation of CommsCoach (AI-driven QA training software), working on becoming an EMD/EFD instructor, and attaining accreditations for DU-COMM.
- Regarding the Sheriff's Office outage, DU-COMM scheduled extra overtime and hosted Sheriff's Office personnel. The Sheriff's Office connection was turned back on May 27<sup>th</sup>, though full recovery may take time.
- DU-COMM is currently using the free features of RapidSOS, particularly for school alarms. An OM is leading the effort to implement these features with proper policies and training.
- Two DU-COMM TCs attended an active shooter incident management training in Chicago, which was an unusual opportunity. They were the only two dispatchers who attended and received considerable compliments from the Chicago Police Department.

### C. Support Services Department Report – Scott Klein / Erik Maplethorpe

MIS Manager Klein noted

- The automated weather siren server was turned on May 1<sup>st</sup> and is in full activation mode, awaiting confirmation of its efficacy during the first tornado.
- Sheriff's Office Cyber Attack:
  - DU-COMM immediately cut the connection to the Sheriff's Office upon notification of the attack. The standard reconnection process involves a meeting with the affected agency, their security vendors, DU-COMM, ACDC, and ETSB to ensure the issue is remediated. The Sheriff's Office

initially provided limited information due to an ongoing investigation. After receiving satisfactory answers and a letter from the security company via County IT, DU-COMM reconnected the Sheriff's Office. The ETSB did not attend the reconnection meetings.

- A significant concern was raised: the ETSB unilaterally reconnected the Sheriff's Office on Tuesday without consulting DU-COMM or ACDC, which deviates from the established collaborative process.
- The cyber attack's impact was heightened because the Sheriff's Office, as a former PSAP, is more deeply integrated into the network, sharing a router/firewall that also connects LEADS. The State was close to ordering a shutdown of the LEADS connection for the entire DU-COMM network due to this shared infrastructure, which could have left many agencies without LEADS for an extended period. DU-COMM maintains its own LEADS 3.0 connection, which would have served as a clumsy backup.
- Discussions are occurring at the tech team level about redesigning the network to isolate the Sheriff's Office more like a traditional agency to prevent such widespread potential impact.
- The handling of this incident by ETSB, particularly the lack of collaborative communication, contrasted with previous, more effective responses to cybersecurity events.

Technical Services Manager Maplethorpe reported

- Progress on phone system issues is stalled as the two primary AT&T technicians for the project are on medical leave. Other 9-1-1 techs are not sufficiently versed in DuPage County's system.
- The channel realignment project (Fire N to Fire W) has slowed as the primary individual working on it has also been on medical leave.
- New radio consoles have been installed at DU-COMM. There are some speaker issues, which are baffling as they aren't reported elsewhere. Motorola engineers are scheduled to be on-site to investigate and perform switchboard reconfigurations for new dual Ethernet ports on PCs.
- A new full-time technician is starting next Wednesday. A part-time technician with strong subscriber radio knowledge started this month.

#### D. Administrative Department Report – Angela Athitakis / Christine Groves

Finance Manager Athitakis noted

- Fieldwork for the FY25 audit is scheduled for mid-June.
- The new finance clerk, Katie, started on May 12<sup>th</sup> and is being trained on payroll.
- Finance is working through some accrual issues related to the Paycom transition from the first fiscal year of its use.

HR Manager Groves reported

- Annual open enrollment for benefits is nearing completion. There are no changes to plans, though there were unavoidable increases to medical and dental premiums, which are still below typical industry increases due to the IPBC structure. Enrollment is being completed online via the new HRI system, Paycom.
- Annual performance evaluations are ongoing.
- Continuing hiring efforts.

## 8. Old Business

### A. MIS RFP - Update

- The RFP was released on April 15<sup>th</sup>, with a due date of May 14<sup>th</sup>.
- Two proposals for IT managed services were received.
- Internal staff are reviewing the proposals.
- Appreciate the Hanover Park CIO scoring the RFP.
- A summary and staff recommendation will be presented at the Finance Subcommittee meeting in June.

### B. Peer Support Launch

- Director Robb introduced Peer Support members TC Tracy Severson (midnights) and TC Cara Payne (days).
- The team was formed to provide mental health support for Telecommunicators. Several TCs and an OM have been certified as peer supporters through Cornerstone and Dr. Lily training, and six more TCs are interested in becoming certified.

- The goal is to increase the number of certified peer supporters available and potentially expand this to a county-wide resource, recognizing that dispatchers experience high rates of PTSD.
- The service is confidential; only the number of contacts made will be reported, not specific details, to encourage utilization. QR codes are being used for easy and discrete access to resources.
- Director Robb commended the team and expressed interest in hosting a Cornerstone training locally, possibly inviting officers from member agencies.

**10. Executive Closed Session for the purposes of discussing:**

- A. Personnel matters (5 ILCS 120/2 (c) 1)
- B. Collective negotiating matters (5 ILCS 120/2 (c) 2)
- C. Purchase or lease of real property (5 ILCS 120/2 (c) 5)
- D. Pending, Probable, or Imminent Litigation (5 ILCS 120/2 (c) 11)

At 8:29 a.m. President Kosiara made a motion to enter closed session to discuss Pending, Probable, or Imminent Litigation (5 ILCS 120/2 (c) 11).

Having taken no action, the Executive Committee returned to open session at 08:33 a.m.

**10. Other Business**

A. Argonne National Laboratory Dispatch Services

- DUI-COMM received an official letter of interest requesting our dispatch services for their fire department only.
- This is considered a complicated onboarding process due to the nature of the entity and extensive paperwork.
- DU-COMM would like to move forward but will pace the process to ensure staff are not overburdened.

B. Nominating Committee

- Deputy Director Benjamin will continue to send emails reminding members of the deadline of Friday, May 30<sup>th</sup> to submit their information to be a member of the Executive Committee or hold an officer position.

**11. Adjournment**

At 8:35 a.m. the meeting adjourned.

Respectfully submitted,  
*Kimberly Regalado*  
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