DU-COMM

DuPage Public Safety Communications
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FIRE OPERATIONS SUBCOMMITTEE NOTES
Thursday, August 20, 2026 – 8:00 Hours
DU-COMM, 420 N. County Farm Road, Wheaton, IL 60187

1. Call to Order
Chief Fors called the meeting to order at 08:00 hours.

Chief William Gabrenya	Bartlett	Chief Kevin Fleege	Oak Brook
Chief Matthew Beyer	Bloomingdale	Chief Johnny Turkovich	Oakbrook Terrace
Chief Rob Schultz	Carol Stream	Chief Tim Smeltzer	Roselle
Chief Scott Spinazola	Downers Grove	DC Matt Coppock	Roselle
DC Rob Kocolowski	Downers Grove	DC Frank Reposh	Villa Park
DC Steve Reynolds	Elmhurst	Chief Jeffery Keefe	West Chicago
Chief Chris Clark	Glen Ellyn	DC Ric Ciszewski	West Chicago
Chief Rich Cassady	Glenside	Chief Robert Brill	Wheaton
DC Jeff Buccola	Glenside	DC Tim Roman	Winfield
Chief Eric Fors (Chair)	Hanover Park	Chief Rick Sanborn, Jr.	York Center
Matt Daly	Hinsdale	DC Bret Mowery	York Center
Chief Rick Sander	Lombard	AC Tim Leidig	York Center
DC George Hyland	Lombard		

Absent: Chief Dave Godek – Clarendon Hills; Chief James Lahanis – Darien-Woodridge; Chief Keith Krestan – Lisle-Woodridge; Chief Kevin O'Hare – Warrenville

Staff: Director Jessica Robb; Deputy Director Tyler Benjamin, SMO Steve Pirog, QA Manager Ryan Miller, TS Manager Maplethorpe; MIS Manager Eric Roberts, OM Giuffre, OM Mapleberry, OM Menough, OM Donna Napier, OM Executive Secretary Kim Regalado

2. Approval of Meeting Notes: *(for review; approval is not needed)*
A. June 18, 2026

Chief Keefe made a motion to approve the June 18, 2026 notes, and Chief Sanders seconded. Motion approved by unanimous voice vote.

3. Peer Review
- Clarification: Formal peer review packets created for box alarms and significant incidents (fatalities, etc.).
- Downers Grove sewer incident (people trapped) questioned regarding peer review; follow-up to occur outside meeting.

4. Report
A. ETSB
Director Robb noted
- Radio Funding & Replacement
  - Another round of replacement radios approved using proceeds from sales of older 7000 models.
  - Once sale proceeds are exhausted, ETSB will no longer fund replacement or new radios for headcount increases.
  - Agencies advised to budget for future radio purchases.
  - Insurance will still cover radios damaged during incidents.
  - ETSB exploring creation of an investment fund for future radio replacement
  - Goal: Maintain minimum 50% funding in reserve for next 6–10-year radio cycle.

- More policy guardrails to be discussed at upcoming ETSB meeting; surcharge changes may affect plans.

- 911 Call Pickup Time Reporting
  - ETSB works with AT&T and CAD vendors to add call pickup time into CAD records.
  - Awaiting vendor response.

B. Staff

Director Robb reported

- CESSA Program Update
  - Go-live delayed due to data issues with DuPage County Health Department (988 text timing mixed into call data).
  - Revised go-live date: September 1.
  - Goal is to maintain county-based 988 routing instead of moving to state program.
- Alyssa's Law (HB 5107)
  - Effective Jan 1, 2027.
  - Strongly encourages schools to adopt mobile panic technology by 2028–2029.
  - Requires integration with PSAPs and coordinated testing before deployment.

Deputy Director Benjamin reported

- Several new TCs are Fire trainees.

C. MABAS Divisions (1, 2, 10, 12, 13, 16)

- No updates.

5. Committees

A. Fire Standardization Committee

- Ongoing discussions about standardized benchmarks and fire operational updates.

B. Fire Focus

- Radio evaluation ongoing; sample radios provided for committee testing.
- Mobile radio installation timeline debated; concerns raised that 2027 target is unrealistic.
- 8500-series radios expected to be replaced first.
- Agencies may reuse antenna mounts/cables; new dual-band antennas will be provided.
- Some installations can be done in-house depending on agency technicians

6. Old Business

A. LiveMUM Coverage & Move-Up Operations

- Policy & Functionality Updates
  - Mandatory 10-minute check during high-risk incidents added to LiveMUM policy.
  - Supervisors required to track LiveMUM-related issues.
  - Coverage problems repeatedly occurring across the county.
  - Enhancements:
    - LiveMUM now visible and active on all consoles.
    - "Home Station" feature implemented to eliminate erroneous auto-moves (example: Engine 46 repeatedly suggested to move to Station 45).
- Agency Concerns
  - Chiefs expressed strong frustration regarding:
    - Missed move-ups.
    - Conflicting or unavailable coverage.
    - Lack of dispatcher requests for assistance.
    - Cultural hesitation among dispatchers to ask for help.
  - Calls noted where LiveMUM had shown red (severe coverage gaps) but no moves were made.
  - Examples cited: Westmont apartment fire, Windfield fire, Hanover Park incidents, storm events.
- Data Quality Issues
  - Some agencies incorrectly mark units as available despite lack of staffing, which causes inaccurate LiveMUM coverage maps.
  - Station depth mismatches discovered; run orders not aligned with LiveMUM configuration.

    - Non-ETSB border agencies need special consideration in LiveMUM coverage.
- Proposed Improvements
    - Increase after-action reviews for significant structure fires.
    - Formalize criteria for reviewing fire responses lasting beyond 10–20 minutes.
    - Improve identification of erroneous moves and root causes.
    - Revisit LiveMUM's alert frequency and potential "cry wolf" behavior.

B. Emergency Operations Mode & Storm Response

- Severe Weather Sirens
    - July 27: Fulton hardware failure prevented automated siren activation; wrong replacement hardware delivered; successful repair after correct hardware received.
    - August 11: Human error—incorrect code entered while using backup activation.
    - August 18: Accidental activation at 3 AM during testing.
- Improvements and Redundancy Plans
    - Weekly/hourly testing conducted to rebuild confidence in system stability.
    - Meeting scheduled with Fulton to explore additional redundancy layers and more intuitive operational indicators.
    - Plan to add an in-center tornado siren monitor (radio-based listener) to verify activations.
    - Need clearer visual/audible fail notifications at the console.
    - Executive Committee directing exploration of alternative siren system vendors:
        - Federal Signal
        - Commander 1 (cloud-based, mobile activation capability)
    - Discussion acknowledging Illinois' increasing severe weather frequency.
- July 27 Storm – 911 Call Handling After-Action
    - Large storm caused extremely high call volumes.
    - Some calls reportedly went unanswered; rollover routing partially worked.
    - ETSB and staff reviewing:
        - Overload conditions.
        - Whether system design should be improved.
    - Public education needed: large percentage of calls were non-emergency (power outages, routine questions).
    - Text-to-911 was functional; data regarding usage requested.
- Emergency Ops Policy Review
    - Priority 3 & 4 calls often handled by agencies via MDT/self-dispatch to reduce main-channel congestion.
    - Concerns raised about:
        - Need to communicate with DU-COMM during storm mode consistently.
        - Calls timing out or stacking when agencies are committed to major incidents.
        - Potential need for additional coverage from other towns during overwhelming events.
    - Proposed action:
        - Route Emergency OPS policy review to the Standardization Group for revisions.
        - Issues with comment notifications discussed; agencies propose batching and non-radio reporting methods.

7. New Business

A. What3Words Demo

- RapidSOS now provides What3Words coordinates to aid locating callers in large parks, lakes, trails, or non-addressable areas.
- Dispatchers can provide the three-word location if needed.
- Agencies must whitelist the application on MDTs.
- Training bulletin and links previously shared will be resent.

B. Tablet Command

- Implementation on hold until staff availability for budgetary proposal.

8. Other Business

A. MDT / Windows Update Issues

- Agencies experiencing repeated MDT logouts due to Windows update cycles.
- Discussion of options:
  - Alter update timing
  - Disable auto-updates (with security considerations)
  - Auto-login into VPN (ETSB currently blocking)
- Issue ongoing across agencies; referenced for further IT coordination

9. Adjournment
Chief Sander made a motion to adjourn the meeting and Chief Keefe seconded. The motion was approved by voice vote. Meeting adjourned at 09:16 hrs.

The next Fire Operations Subcommittee meeting is October 15, 2026 – 8:00 a.m. at DU-COMM.

Respectfully submitted,
Kimberly Regalado
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