

DU-COMM

DuPage Public Safety Communications

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FIRE OPERATIONS SUBCOMMITTEE NOTES

Thursday, June 18, 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.

DC Brian Becker	Bartlett	DC Matt Coppock	Roselle
DC Alan Emody	Bloomingtondale	DC Brandon Mitsuka	Villa Park
Chief Rob Schultz	Carol Stream	Chief Jeffery Keefe	West Chicago
Chief James Lahanis	Darien-Woodridge	DC Ric Ciszewski	West Chicago
Chief Scott Spinazola	Downers Grove	Chief Robert Brill	Wheaton
DC Steve Reynolds	Elmhurst	AC Pete Vassios	Wheaton
Chief Chris Clark	Glen Ellyn	DC Tim Roman	Winfield
Chief Rich Cassady	Glenside	Chief Rick Sanborn, Jr.	York Center
Chief Eric Fors (Chair)	Hanover Park	DC Bret Mowery	York Center
DC Scott Gray	Lisle-Woodridge		
Chief Tim Smeltzer	Roselle		

Absent: Chief Dave Godek – Clarendon Hills; Chief J. Pindelski – Hinsdale; Chief Rick Sander – Lombard; Chief Kevin Fleege – Oak Brook; Chief Johnny Turkovich – Oakbrook Terrace; Chief Kevin O'Hare – Warrenville

Staff: Director Jessica Robb; Deputy Director Tyler Benjamin, SMO Steve Pirog, Training Manager Amanda Krause, QA Manager Ryan Miller, TS Manager Maplethorpe; MIS Manager Eric Roberts, Executive Secretary Kim Regalado

2. Approval of Meeting Notes: *(for review; approval is not needed)*

A. April 16, 2026

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

3. Peer Review

- None

4. Report

A. ETSB

Director Robb began and broad discussion ensued:

- Mobile Deployment / Code Plug Updates
 - A-Beep and Motorola continue collaborating on code plug information.
 - A-Beep attended the Fire Focus meeting on May 13 with demo mobiles for review.
 - Fire service will *not* receive a double code plug.
 - When encryption goes live:
 - PD receives their update first.
 - Fire will receive updates shortly afterward (over-the-air programming).
 - Encrypted channels will remain in the same locations; channels will simply show "E" to indicate encryption.
 - Initial encryption indicators ("E") may only appear for police channels at first.
- Purvis System Upgrade
 - Project is at Phase 4.
 - Purvis Version 4.9 was successfully installed at all station locations at the end of May.
 - Next phase: scheduling rollout of the Message Board module to each station.

- ETSB created a Monday.com board listing all stations with expected installation dates.
- Mapping / Redistricting
 - ETSB and FSA reviewed documents and confirmed information accuracy.
 - Scrubbed data review is being finalized.
 - Lisle-Woodridge FPD redistricting was included in the latest map roll completed last Tuesday.
- Emergency Activation Button (EAB)
 - Concerns from Chiefs meeting were communicated to ETSB Director Zerwin, including fire service feeling deprioritized compared to encryption issues.
 - Director Zerwin acknowledged the concerns and is taking them into consideration.
 - Testing and understanding of current EAB functionality are still a goal; progress delayed due to personnel limitations and other high-priority projects.
- Encryption Rollout Clarifications
 - Encryption rollout must occur for all police agencies simultaneously to maintain cross-jurisdiction communication.
 - Fire service does not need to do anything on the actual rollout day.
 - Fire updates will come later from ETSB.
 - Current mobiles will not support encryption; portables will.
 - Future mobile replacements are still “to be determined.”
- Template Information
 - Encryption update will not change existing fire templates.
 - Only encryption capability will be pushed — channel placements remain the same.
- Requests / Needs from Group
 - Group members requested clear updates as soon as channel encryption plans are finalized.
 - Desire for a concise list of which channels will be encrypted once rollout details are set.

B. Staff

Deputy Director Benjamin reported

- First new-hire Fire Telecommunicator certified in a long time; acknowledgment to Training Manager Krause.
- Discussion underway to resume cross-training police telecommunicators to fire for improved staffing flexibility and broader skill development.

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

- No updates.

5. Committees

A. Fire Standardization Committee

- Early discussions have begun regarding EMD-to-CAD determinant codes.
- Committee will continue evaluating and will return with recommendations.
- Work started on identifying standardized benchmarks for high-risk incidents.
 - Goal: consistent operational benchmarks across all departments.
 - Chief Schultz and Chief Fors collaborated on initial project outline.
- Committee will develop proposals and bring them forward for review.

B. Fire Focus

- Mobile radios are being coded.
- Code plug development is ongoing; group has seen a preliminary version but not the final build.
- Programming differences exist due to varying options between Tate and Motorola.
- Committee discussed aligning mobile radio zones with portable zones for consistency.
 - Ensures similar button presses / zone navigation across devices.
 - Vendor has been advised to implement aligned zones.
- Code plug management process:
 - Portable radio changes go through Zendesk → Motorola.
 - Mobile radio changes flow through A-Beep (current Tate vendor).
- Wi-Fi update network discussion:
 - Need for a unified Wi-Fi system to support over-the-air mobile updates.
 - Two options considered:
 - Standardized SSID/password across all agencies.
 - More costly LTE network/box-based solutions.
 - Preference expressed for coordinated, shared Wi-Fi network to avoid unnecessary spending.

- Noted that NW Central uses similar standardized Wi-Fi systems for coverage and programming.
- Recognized challenges coordinating IT departments across 22 fire agencies + PSAP.
- Future concern: ensuring connectivity solutions could also support additional needs (AVL, etc.).

General Notes & Concerns

- Coordination will be needed between Fire Focus, Standardization, and ETSB as code plug, Wi-Fi, and mobile programming decisions progress.
- Group emphasized preference for efficient, standardized solutions rather than costly temporary fixes.
- Expect updates to return to the group once design proposals and connectivity plans are more fully developed.

6. Old Business

A. 2026 Board-Up Applications

The board-up applications were reviewed by the three-person committee (Chief Spinazola, Chief Brill, DC Mowery).

- All submitted applications—except Restore—were received on time and complete.
- Restore Application (Late Submission)
 - Restore submitted their application late (deadline: March 1; submitted: April 14).
 - Chief Spinazola requested reconsideration due to Restore's long-standing relationship with the fire service and consistent professionalism.

Discussion included:

- Restore's strong history supporting fire academies and departments.
- Instances where board-up contractors chase scenes; Restore has done this, as have others.
- Concern about fairness and consistency in rules if exceptions are allowed.
- Some chiefs expressed worry about future precedent if late submissions are accepted.
- A formal letter has already been sent to Restore acknowledging their service and encouraging future participation.
- The group reaffirmed the previous majority's recommendation: Restore will not be included on this year's board-up list due to late submission.
- SERVPRO Incident (Background Only – Not Up for This Year's List)
 - Incident reported where a SERVPRO representative arrived unsolicited at a call.
 - Interaction was polite and not adversarial.
 - Most felt a single incident was not enough to justify barring a company.
 - SERVPRO corporate is **not** an applicant for this cycle, but several SERVPRO-franchise DBAs are.
- Alliance vs. Fire Pros Business Issue
 - Last year, Fire Pros was on the list.
 - Fire Pros and Alliance dissolved a partnership; Alliance then attempted to replace Fire Pros mid-cycle by claiming Fire Pros was no longer operating.
 - Alliance attempted repeated contact:
 - Frequent phone calls, emails, and one in-person visit.
 - Fire Pros obtained cease-and-desist orders due to Alliance's claims.
 - Concern raised about Alliance's business practices and honesty.
 - Both Alliance and Fire Pros submitted applications for the new list.
 - Alliance's application meets all stated requirements.
 - Group discussion emphasized:
 - Whether business behavior unrelated to response to service requests should influence eligibility.
 - Importance of documenting incidents for future review.
 - Ensuring fairness while maintaining standards.
 - Committee recommendation: Alliance meets criteria and should remain on the list.
 - Consensus: Alliance should be included, with the understanding that future issues may lead to removal.
 - DU-COMM will track complaints/incidents to support future review.
- General Policy Discussion
 - Chiefs reiterated that incident commanders may request any board-up company they choose, regardless of official list.
 - Desire to strengthen future packet requirements and clarify expectations (including possible zero-tolerance language).
 - Discussion that future policy revisions may help prevent issues and clarify enforcement.

Chief Keefe made a motion to recommend the Board-Up List as presented without Restore added, and Chief Lahanis seconded. Motion approved by unanimous voice vote. The list was recommended as presented to the Executive Director

for her approval and implementation.

7. New Business

A. WD 8.01.00 Emergency Fire Dispatch

QA Manager Ryan Miller presented proposed changes to align Fire case entry (EFD) with medical case entry (EMD).

- Goal: streamline dispatcher workflow and improve efficiency, particularly as the system transitions toward determinant code dispatching, Cessa, and Protocol 41.

Current Process Issues

- Fire calls currently require dispatchers to:
 - Ask a few initial questions
 - Dispatch the call
 - Reopen ProQA afterward to complete the case entry
- This process is described as “clunky” and inefficient.

Proposed Change

- Fire case entry would mirror medical case entry:
 - Open ProQA immediately
 - Ask key case-entry questions first
 - Dispatch as soon as significant information is obtained
- This standardizes workflow and prepares agencies for future determinant-based fire responses.

Discussion Points

- Change introduces only two additional questions before dispatch - no significant time impact.
- This method matches how medical calls are already handled; fire call processing times should remain consistent.
- Determinant codes may eventually allow different response plans based on incident type.
- Protocol 41 will require this flow for accurate dispatching, including differentiation between emergency responses and transfers to 988 when appropriate.
- Concern raised regarding ISO/accreditation time impacts:
 - QA Manager Ryan Miller stated this change will not negatively affect ISO or accreditation metrics.
- ProQA timestamps provide data for future auditing and tracking of any time impacts.
- Determinant-based response plans are not yet implemented, but this is the foundational step.

Chief Lahanis made a motion to support WD 8.01.00 as presented, and Chief Keefe seconded. Motion approved by unanimous voice vote. The committee supports adoption of WD 8.01.00 by the Executive Director.

B. WD 14.07.00 Auto Mutual Aid

Senior Manager Operations Steve Pirog presented updates on Auto Aid and Mutual Aid.

- Goal: clarify definitions, improve CAD event type accuracy, and ensure consistent toning for aid requests.
- Discussions focused on differentiating auto aid vs. mutual aid, updating definitions, and standardizing how telecommunicators determine event types.

Updated Mutual Aid Definition

- Current definition: agencies respond to another jurisdiction to assist or handle incidents at special alarms or divisional responses.
- Proposed updated definition:
 - Mutual Aid (MA) used when an agency assists another jurisdiction during high-risk or extended-duration incidents.
 - Includes, but not limited to:
 - High-priority fires
 - Extrication accidents
 - Hazardous materials incidents
 - Building collapses
 - Confined space incidents
 - Trench rescue
 - CPR incidents
 - Water rescue
 - Mass casualty incidents
- Additional clarification:
 - MA event type shall be used for incidents outside the ETSB service area.
 - Includes all mutual aid, including ambulance responses.

Event Type Clarification

- Auto Aid and Mutual Aid CAD event types are used only when the incident is *not* inside the ETSB area.
- If assisting on an incident *within* ETSB:
 - Use the event type of the originating incident, not the mutual aid or auto aid CAD type.
- Concern addressed:
 - Telecommunicators sometimes rely on how the requesting agency describes the aid (“I need a mutual aid ambulance”) instead of policy.
 - Policy revisions aim to eliminate discrepancies.

ProQA/EFD Usage

- EFD mutual/auto aid protocol exists but is typically not used due to slowing down toning with extra question sets.
- Will revisit EFD usage in future protocol review, but current practice remains unchanged.

Training

- DU-COMM will provide training to telecommunicators to ensure proper selection of event types based on the updated definitions and policy.

Chief Lahanis made a motion to support WD 14.07.00 as presented, and Chief Keefe seconded. Motion approved by unanimous voice vote. The committee supports adoption of WD 14.07.00 by the Executive Director.

8. Other Business

A. NPS / Purvis Outage

- Several departments experienced NPS issues on Monday and Tuesday; tickets were submitted to ETSB, but no clear initial explanation was provided.
- A Purvis outage occurred the following day.
- Root cause identified:
 - A Purvis central server service was running excessively high.
 - Purvis support reset the service, resolving the issue.
 - Delay occurred because ETSB staff were unavailable and needed to contact Purvis technical staff; Greg was pulled from a conference in Texas to assist.
 - Issue was not related to NPS or HEAD systems.

Need for Server Monitoring

- Multiple chiefs expressed the need for better server-level monitoring tools at ETSB.
- Request to explore systems like SolarWinds or similar monitoring software to detect service failures, server load, or handshake failures between systems before outages occur.
- Discussion referenced prior FSA conversations (2+ years ago) where ETSB was asked to implement alerting for Purvis/Edge Frontier failures.
- Concern remains that departments must submit tickets when symptoms arise, instead of ETSB having proactive visibility.

Tuesday Morning Unit Logoff Incident

- A firefighter attempting to adjust filtered nodes mistakenly logged off *all* fire units system-wide via iNetViewer.
- ETSB changed permissions to prevent this from happening again.
- Afterward, units were reloaded, and ETSB cleaned up incorrect status entries.
- This may have contributed to temporary CAD or NPS slowdown.

Coordination Between DU-COMM and ACDC

- Chief Sanborn suggested DU-COMM and ACDC should jointly present system concerns to ETSB for unified impact and greater influence.
- DU-COMM leadership agreed; both PSAPs already collaborate through:
 - CAD Focus Group
 - Technical Group
- Concerns such as the Purvis outage should be communicated jointly where appropriate.

B. Storm Mode / Emergency Ops Discussion

Wednesday Storm (tornado activity)

- Wednesday's storm generated:
 - Multiple structure fire reports
 - Lightning strike
 - Heavy activity in several communities (e.g., Glen Ellyn)
- Despite high radio traffic, DU-COMM did not enter emergency operations mode.
- Purvis tones contributed significantly to channel congestion.

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- Chiefs asked why emergency operations weren't triggered sooner.

Thursday Storm

- Storm mode was activated, but radio traffic was minimal.
- Chiefs questioned consistency: heavy activity Wednesday did not trigger storm mode, but light activity Thursday did.

Group Discussion on Emergency Ops Criteria

- Managers can and should enter emergency operations proactively when:
 - Radio traffic becomes unmanageable
 - Purvis tones interfere with communication
 - Calls begin stacking
 - Transmissions are being cut off
- Chiefs requested:
 - Clearer criteria for switching to emergency Ops
 - Permission for managers to activate Ops quickly and without hesitation
 - A short "heads up" tone or announcement before switching modes
 - Use emergency OPS outside storm events whenever necessary due to workload

Next Steps

- DU-COMM will:
 - Review internal training, procedures, and empowerment for supervisors.
 - Reinforce guidelines for transitioning to emergency operations.
 - Provide consistent communication to field units before switching modes.

C. What3Words Location Tool

- Used when callers are not at a standard address (large fields, lakes, trails).
- RapidSOS mapping provides the three-word location.
- Responders enter the three words into the What3Words app or browser to navigate to a 10-ft square location.
- DU-COMM will ensure the site is whitelisted for MDT/browser access.
- A demo will be provided at a future meeting.

D. Restore Contact Information requested

- Although Restore was not approved for the board-up list, chiefs requested their contact info to retain in local channel guides.
- Committee will provide contact details upon request.

E. Meeting Cadence

- Group agreed to continue meeting every other month, not monthly.

9. Adjournment

Chief Keefe made a motion to adjourn the meeting and Chief Spinazola seconded. The motion was approved by voice vote. Meeting adjourned at 09:21 hrs.

The next Fire Operations Subcommittee meeting is August 20, 2026 – 8:00 a.m. at DU-COMM.

Respectfully submitted,

Kimberly Regalado

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