

DU-COMM

DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187

(630) 260-7500 Main

www.ducomm.org



SUPPORT SERVICES COMMITTEE MEETING – MINUTES

Wednesday, September 4, 2024 – 9:00 a.m.

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

Present:

FF Jason Helvey	Bartlett FPD	DC George Hyland	Lombard FD
Cmdr. Tom Alagna	Bartlett PD	Chief J. Turkovich	Oakbrook Terr. FPD
Chief Matt Beyer	Bloomingtondale FPD	DC Rachel Bata	Roselle PD
DC David Allen	Burr Ridge PD	DC Jeffery Keefe	West Chicago FPD
Chief Michael Korzen	Clarendon Hills FD	Chief Robert Brill	Wheaton FD
Sgt. Michael Lorek	Darien PD	DC Pete Vassios	Wheaton FD
Chief Jimmy Lahanis	Darien/Woodridge FPD	Sgt. Jody Porras	Woodridge PD
DC Jamie Tunk	Darien/Woodridge FPD	DC Bret Mowery	York Center FPD
Jason Snow	DPSO	Director Jessica Robb	DU-COMM
Chief Rich Cassady	Glenside FPD	MIS Manager Klein	DU-COMM
Chief Eric Fors (Chair)	Hanover Park FD	TS Manager Maplethorpe	DU-COMM
Act Chief Tim Dempsey	Lisle PD		

Call to Order

Chief Fors called the meeting to order at 9:00AM.

Approval of Minutes:

- Minutes from the previous meeting on August 7th, 2024 were approved.

Staff Reports:

• **Technical Services**

- Motorola will be replacing council switches at DU-COMM on September 17th at 9:00 PM.
- An email will be sent closer to the date with further details.

• **MIS**

- Cybersecurity training is being rolled out, with all staff trained on phishing and the new alerting button.
- Standardized cybersecurity training has begun for new hires and will be extended to all staff in the coming months.
- The disaster recovery and incident response plans are being refined.
- JCI's system is being evaluated for recovery scenarios.
- A new Darktrace module is being tested for incident response playbooks.

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- Laptops are being set up with weekly intranet downloads for dispatch use in case of CAD outages.
- The transition from Emergin to Verizon for messaging is in progress.

Old Business:

- **Phone System (Maplethorpe):**

- The phone system cutover is scheduled for October 22nd.
- Motorola field engineers will be on-site for three weeks starting next week for configuration.
- Admin training was conducted at ACDC.
- The Avaya phone system and 10-digit lines are being separated to improve reliability.
- AT&T has assigned a project manager for the Avaya portion.

- **ETSB Radio Purchases (Maplethorpe):**

- **Police Working Group:**

- Encryption implementation is pending the installation of new councils at ACDC and DU-COMM, estimated for November.

- **Fire Working Group:**

- The issue with the 8500 mobiles being knocked off Starcom by VHF radios is being addressed.
- ETSB has obtained demos of potential solutions.
- All 7500s will be upgraded to TDMA OTAR with multi-keys for over-the-air encryption.
- Motorola is working on the upgrade plan.
- It's crucial to check and provide accurate flash code plug information for all 7500s in your fleet.

- **General:**

- A memo on channel naming is being finalized.
- ACDC is also changing their channel naming slightly.

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- The next step will be for departments to adjust their code plugs and channel lineups.

Weather Sirens (Klein):

- The server is currently in monitor mode, logging potential tornado warnings.
- A document explaining the system's operation will be provided for public dissemination.
- The system went offline unexpectedly and is awaiting resolution from Fulton and the siren automation company.
- Dispatchers have a backup method to activate sirens if the server goes offline.

Channel Realignment (Klein):

- The move of Glen Ellen to Fire East was completed on August 27th.
- Some technical issues were encountered but resolved.
- The next project is moving Fire West to Fire North and upgrading Fire North to Selex, estimated to take 10-12 months.
- The phone system and radio council projects are ongoing concurrently.

New Business:

- **Power Engage (Klein):**
 - Power Engage is a communication tool to improve interaction with 911 callers.
 - It can provide automated responses, collect feedback, and enhance transparency.
 - Key features include automated text messages, customized responses, feedback collection, efficiency improvements, and data-driven insights.
 - Next steps involve ensuring CAD system compatibility and evaluating potential features.
 - If deemed valuable, it could be presented at the Chiefs meeting and considered for the FY26 budget.

Round Table and Next Meeting:

- The next meeting is scheduled for October 2nd at 9:00 AM at DU-COMM.
- The meeting was adjourned.

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