

DU-COMM

DuPage Public Safety Communications

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DU-COMM Support Services Subcommittee Meeting Minutes

Wednesday, February 7, 2024 - 9:00 a.m.

420 N. County Farm Road, Wheaton, IL

Present:

FM/PM Jason Helvey	Bartlett FPD	Sgt. Todd Carlson	Hanover Park PD
Chief Matt Beyer	Bloomingtondale FPD	Mgr. Robert Legg	Roselle PD
DC Ryan Husarik	Burr Ridge PD	DC Rachel Bata	Roselle PD
Chief Greg Thomas	Darien PD	DC Jeff Keefe	West Chicago FPD
DC Jamie Tunk	Darien/Woodridge FPD	AC Pete Vassios	Wheaton FD
Chief Chris Clark	Glen Ellyn FC	DC Bret Mowery	York Center FPD
Comdr. Admin Andy Downey	Glen Ellyn PD	Interim Dir Jeanine Krull	DU-COMM
Chief Eric Fors	Hanover Park FD	MIS Manager Scott Klein	DU-COMM
		Tech Erik Maplethorpe	DU-COMM

1. Call to Order:

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

2. Staff Reports:

Tech Maplethorpe and Manger Klein highlighted items in the Staff Report that were not covered under Old Business.

4. Old Business:

A. ETSB Phone System

a. Cutover Postponed – Maplethorpe

Tech Maplethorpe provided an update on the status of the ETSB VESTA phone system upgrade. AT&T has postponed testing and cutover dates for ACDC and DU-COMM due to AT&T not being able to deliver the IP Flex connections to both PSAPs in a timely manner. The IP Flex connection is used to bring 10-digit phone lines into the VESTA phone system and provide a path to outbound dial. Last week AT&T was able to install DU-COMM IP Flex router, however, test and turn up is still waiting to be scheduled. The current release of VESTA is 8.0 HF1, however, AT&T currently has release 8.1 in live testing at a PSAP. This live testing is generally a 30-day soak. If the live testing goes well, AT&T will work with Motorola to ensure that DU-COMM is cutover to the most recent AT&T Labs approved release.

B. ETSB Computer Aided Dispatch (CAD) & Record Management System (RMS)

a. CAD Upgrade - Klein

Manager Klein provided an update on the CAD and MPS upgrade. The version of CAD that is currently used in 9.4. The new version is still 9.4, but a patched version. It includes bug fixes, enhancements, etc. Testing of the new version is ongoing, but lost momentum late in the year. ETSB is unsure when cutover will occur. They indicated that a summer cutover is a realistic timeframe. The other component is MPS, which is being tested now. MPS cannot be updated until CAD is updated. This MPS upgrade will have a large impact on agencies, not necessarily from a functionality standpoint, but that each machine will need to be touched.

C. ETSB Radio Purchase

a. Police Working Group - Rivas

b. Fire Working Group – Dina

• Bartlett FPD • Bartlett PD • Bloomingtondale FPD • Burr Ridge PD • Carol Stream FPD • Carol Stream PD • Clarendon Hills FD • Clarendon Hills PD • Darien PD • Darien-Woodridge FPD •
• Downers Grove FD • Downers Grove PD • Elmhurst FD • Elmhurst PD • Glen Ellyn FC • Glen Ellyn PD • Glenside FPD • Hanover Park FD • Hanover Park PD • Hinsdale FD • Hinsdale PD • Lisle PD •
• Lisle-Woodridge FPD • Lombard PD • Lombard PD • Oak Brook FD • Oak Brook PD • Oakbrook Terrace FPD • Oakbrook Terrace PD • Roselle FD • Roselle PD • Villa Park FD • Villa Park PD •
• Warrenville FPD • Warrenville PD • West Chicago FPD • West Chicago PD • Wheaton FD • Wheaton PD • Willowbrook PD • Winfield FPD • Winfield PD • Woodridge PD • York Center FPD •

D. DEDIRS STARCOM21

a. Microwave Refresh – Klein

Tech Maplethorpe provided an update on the Motorola microwave refresh. Motorola will start work to replace the existing microwave hardware from DU-COMM to the ETSB Tower, and the ETSB Tower to the Lisle Tollway Tower at I-88 and I-355. These two microwave hops provide the primary connection for DU-COMM's radio consoles to the Motorola STARCOM21 Zone 1 Core in the basement of the Tollway's building in Downers Grove. Dates are being rescheduled, as Motorola ordered the wrong cable for DU-COMM. Due to the cable tray running above office space in an open-air system, all cabling is required to be plenum rated for code. Motorola works to purchase the correct cable, which pushed original dates back. During the times of cutover for each microwave hop, DU-COMM will operate on the backup AT&T fiber connection. In the event the AT&T fiber connection fails, DU-COMM will go into a local site-trunking event. In the roughly 60 seconds it will take the local site controller to take over, DU-COMM may not be able to hear street traffic until the STARCOM21 Control Stations become available again. If there is an issue with the local Site Controller taking over, portables will be ready on standby to distribute to the TCs. Chief Fors asked if an email could be sent when the dates are finalized for the expected outages, so agency personnel can be prepared. Tech Maplethorpe acknowledged he will send the update when the dates are confirmed.

b. State System Upgrade – Maplethorpe

Tech Maplethorpe provided an update on the Motorola STARCOM21 state system upgrade. Motorola will perform the annual STARCOM21 statewide system upgrade of all Zones. Zone 1, Northern IL including DuPage, and Zone 5, Cook County, will start on Tuesday 2/13 through Friday 2/23. During the two weeks, Motorola will upgrade servers, routers, and controllers. Site Trunking events can be expected to occur throughout the week. An email will be sent with the exact dates and times of planned outages.

E. DU-COMM Network

a. Firewall Firmware Upgrades - Klein

Manager Klein noted the firmware on all firewalls on our WAN will be updated. The firewalls are primarily used for backup connections, so there should be no impact to the agency. The upgrade is for security reasons. ETSB will update their equipment next Tuesday. They use Comcast to manage and maintain their equipment. The existing equipment is near end of life, and is overly complicated. The ETSB tried to update two weeks ago, it didn't go as planned, but they found the issue. MIS will send an email later this week with the details.

F. Weather Siren

a. Project Update – Klein

Manager Klein noted the project is designed to change frequencies and introduce automation. The first step is to change frequencies. DU-COMM has the new frequency licensed, and a new antenna installed. The frequency licensing took longer than expected. Fulton and DU-COMM will install a test device starting February 8 at the Glendale Heights tower. Fulton will then drive test around DuPage and make sure the signal hits everywhere it needs to hit. Fulton hopes to have the testing completed by next Friday. Once complete, Fulton can start to update the sirens to the new frequency. This will start when the ground is either frozen or dry, because they need to use a truck with a lift to gain access to the equipment. Fulton wants all sirens on the same frequency when doing the monthly siren test. It will start in mid-February or after March 5th. The automation server has been ordered and will be configured, with some engineering changes. Fulton is aware DU-COMM wants this to go live by storm season, but it's not looking likely right now.

5. New Business

DC Mowery asked about fire channel consolidation. Interim Director Krull noted the subject will be discussed at the next Fire Operations meeting.

6. Other Business

A. Round Table Discussion on Current Technology Issues

Manager Klein informed the committee of a cybersecurity offering provided by Illinois Department of Innovation and Technology (DOIT). DOIT offers CrowdStrike end point protection to all government entities free of charge for 3 years. CrowdStrike is a well-respected end point protection software. DOIT funds the software from a federal grant. DOIT is unable to guarantee that the grant will be renewed in 3 years, but they feel confident it will. CrowdStrike can be layered onto existing end point protection. The system is managed by Illinois SOC (Security Operations Center), but each government entity can make changes to the configuration. The committee asked Manager Klein to investigate if DOIT can present at the next Support Services Meeting.

7. Adjournment:

At 9:30 a.m. DC Keefe made a motion to adjourn the meeting and Chief Beyer seconded. Motion approved by unanimous voice vote. Meeting adjourned.

The next Support Services Subcommittee meeting is March 6, 2024 - 9:00 a.m. at DU-COMM, 420 N. County Farm Road, Wheaton

Respectfully submitted,

Scott Klein

MIS Manager