

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 3, 2025 – 9:00 a.m.

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

Present:

| | | | |
|------------------------|----------------------|----------------------------|------------------|
| Chief William Gabrenya | Bartlett FPD | Chief Tim Smeltzer | Roselle FD |
| FF Jason Helvey | Bartlett FPD | DC Matt Coppock | Roselle FD |
| Com. Kyle Rybaski | Bartlett PD | DC Rachel Bata | Roselle PD |
| Chief Matt Beyer | Bloomingtondale FPD | FF/PM Alex Larsen | Villa Park FD |
| Chief David Godek | Clarendon Hills FD | Chief Jeffery Keefe | West Chicago FPD |
| DC Jason Norton | Darien PD | Chief Colin Fleury | West Chicago PD |
| Chief Jimmy Lahanis | Darien-Woodridge FPD | Chief Robert Brill (Chair) | Wheaton FD |
| DC Jamie Tunk | Darien-Woodridge FPD | DC Tim Roman | Winfield FPD |
| DC James McGreal | Downers Grove PD | Sgt. Jody Porras | Woodridge PD |
| DC Steve Reynolds | Elmhurst PD | DC Bret Mowery | York Center FPD |
| Chief Chris Clark | Glen Ellyn FC | MIS Manager Roberts | DU-COMM |
| Com. Andy Downey | Glen Ellyn PD | TS Manager Maplethorpe | DU-COMM |
| Chief Rich Cassady | Glenside FPD | QA Manager Miller | DU-COMM |
| DC George Hyland | Lombard FD | | |
| Chief J. Turkovich | Oakbrook Terr. FPD | | |

1. Call to Order

The meeting was called to order at 9:03 a.m.

2. Approval of Meeting Minutes

The minutes from the May 7, 2025 meeting were presented. The motion passed unanimously.

3. Staff Reports

Technical Services Report:

- Ongoing issues with Motorola AXS consoles (random logouts, speaker/audio problems).
- Motorola deployed a partial fix at ACDC; further updates expected at DU-COMM.
- Backup systems are in place to ensure communication continuity.

MIS Report

- Eric Roberts introduced as the new MIS Manager, replacing Scott Klein.
- Staffing updates and ongoing recruitment for a network administrator.

Operations Report:

- Tornado siren manual activation system tested successfully.
- Automated server remains stable since the last incident in June.
- ETSB certification form for radio deployment pending upload to Monday.com.
- Departments must complete fleet map attestations and cost sheets.

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4. Old Business

A. Phone System

- Issues have persisted since the October 2024 cutover.
- ACDC selected as the test site for a new Vista software release and DU-COMM will receive updates after a successful 30-day soak period.

B. ETSB Radio Purchase

- Police radios functioning well; fire deployment ongoing.
- Fire focus group to meet next week to address deployment concerns.
- ETSB aims to deploy radios to one department per day.
- Agencies reminded to locate and match all radios to avoid duplication.

C. Channel Realignment – Maplethorpe

- Fire North VHF realignment delayed due to electrical issues at one site.
- Deployment of new transmitters expected in October.
- Temporary service limitations anticipated during cutover.

D. CAD Capabilities

- AVL dispatch not recommended at this time.
- Budget request submitted for RapidSOS analytics module to improve call processing time tracking.
- Current system lacks integration between phone and CAD due to cybersecurity concerns.

5. New Business

A. Tablet Command Demonstration:

- A live demo of Tablet Command was presented, a mobile incident management platform.
- Features include real-time unit tracking, CAD integration, incident command templates, and FlowMSP integration.
- Used as a replacement for traditional MDTs in vehicles.
- Currently iOS and Android compatible; not supported on Windows devices.
- Potential for broader adoption and ETSB funding discussed.

6. Other Business

- None.

7. Adjournment

A motion to adjourn was made. The meeting adjourned.