

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, April 3, 2024 – 9:00 a.m.

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

1. Call to Order

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

2. Approval of the Meeting Minutes

DC Keefe made a motion to approve the meeting minutes and DC Tunk seconded. Motion approved by unanimous voice vote.

3. Staff Reports

Chief Fors reported that the Staff Reports are in the packet and a large majority of the topics will be covered under Old Business.

4. Old Business

A. ETSB Phone System

a. Cutover Postponed – Maplethorpe

Acting TS Manager Maplethorpe provided an update on the status of the ETSB VESTA phone system upgrade. AT&T is continuing to postpone dates for the new phone system. AT&T upgraded the VESTA software to 8.0 HF1. Server OS upgrades will be scheduled when dates are given, and a Motorola Field Engineer will be on-site. The dual power supplied network switches have been ordered, no ETA given on when they will arrive.

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 upgrade is scheduled to occur in June. Several prerequisite tasks need to occur before the upgrade. One of the tasks is the deployment of new CAD computers. Klein noted that this is typically an easy task, but not this time. DU-COMM TCs use a very specific keyboard with CAD. The new CAD computers do not work with the current keyboards. MIS identified a stop gap measure that will allow the ETSB to deploy the new computers, while still using the existing keyboards.

C. ETSB Radio Purchase

ETSB Director Zerwin, Deputy Director Theusch, and Deputy Director Taormina of the DuPage ETSB provided an update on the ETSB police and fire radio purchase. Director Zerwin asked that any requests for loaner radios for big events be made through the ETSB Zendesk Ticketing system and not through the DuPage OEM.

ETSB Deputy Director Theusch provided an update from the ETSB PAC regarding the new radios. The ETSB PAC is currently looking into the DEDIRs system access policy for outside agencies requesting DEDIRs access. Items being considered: AES encryption capabilities, TDMA capabilities, and a memo for default talk group system

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access. The default talk group access consists of the Interop channels, possibly the countywide channels, and if they are Merit members.

An update on PD encryption was given by the ETSB representatives. Currently under discussion is whether DEDIRs encryption keys are to be given to neighboring agencies outside of the DEDIRs system. The major concern being if a DEDIRs is comprised by an outside agency, it will be compromised internally as well. Encryption is at least 30 weeks out as the new radio consoles in the PSAPs need to be installed first (26-week ETA). The original three phase plan created by the pack will have phases 2 and 3 merging with the addition of talk group renaming coming back.

An update was provided on the status of the fire radio deployment by the ETSB representatives. Addison Fire Department Lt. John Sullivan and Retired Westmont Fire Department Deputy Chief Jim Connolly attended an NFPA meeting in Florida regarding the issues with the NFPA 1802 standards used on the Motorola APX NEXT XN portables. NFPA is coming out with a new standard, NFPA 1930, to replace the NFPA 1802 standard. No timeframe from Motorola was given as to when the NFPA adjustments will be fully applied to the new radios. Some issues are to be fixed in the firmware release in April. A Motorola demo of the radio enhancements is to be expected by the end of April for the Motorola APX NEXT XN. Motorola will be onsite to demo the Motorola APX NEXT XE versus the XN. Chief Fors inquired about the list of the 17 issues identified by the fire focus group for the Motorola APX NEXT XN radio. ETSB Director Zerwin did have the list to share and did not want to speak without the facts. ETSB Director Zerwin recommended that Motorola can speak to the 17 issues when demoing the two radios. No hardware changes are expected to occur with the radio between NFPA 1802 to NFPA 1930.

Chief Fors inquired of the status of the investigation into the issues with the Motorola APX8500 mobiles. The ETSB representatives reported that the Motorola Product Group has finished their report, however the report has not been received by the DuPage ETSB yet.

D. DEDIRS STARCOM21

a. Microwave Refresh - Maplethorpe

Acting TS Manager Maplethorpe provided an update on the Motorola microwave refresh. Motorola's Tower crew completed the replacement of the hardware for the two DU-COMM microwave hops. The microwave hop between the Wheaton ETSB Tower and the Lisle Tollway Tower (I-355&I-88) is performing to specifications. It is believed that there may be a dish issue at the Lisle end. No ETA as to when the work will be performed to replace the hardware. The microwave hop is currently up, it is stable, and DU-COMM is currently running on it.

E. DU-COMM Network

a. Firewall Firmware Upgrades - Klein

Manager Klein provided an update that all firewalls have been updated with new firmware. The microwave equipment is the next system to be upgraded.

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F. Weather Sirens

a. Project Update – Klein

Acting TS Manager Maplethorpe provided an update on the RF portion of the Weather Siren Project. Fulton has completed reprogramming the sirens to the new DU-COMM frequency. The RF portion of the project is now done.

Manager Klein provided an update on the automation portion of the project. MIS installed a new Fulton server that is used to activate the sirens via the STARCOM console or via an application. The server replaced an end-of-life server. The last component of the siren project is the automation server. Per Fulton, they are hopeful to receive the new server by late April. Once received, the server will need to be installed, configured, and tested.

Chief Fors asked for confirmation that the new system still has the same activations as the old system. Acting TS Manager Maplethorpe confirmed that the buttons remained the same for activation of the sirens throughout the county.

Bartlett FF/PM Helvey asked if the monthly test was started late, or if there was a delay with the new system. Acting TS Manager Maplethorpe confirmed that the activation button was pressed late and that there was no delay in the new system.

5. New Business

Chief Fors called for the Fire West to Fire North Channel realignment to be a new topic in Old Business for the future meetings. Acting TS Manager Maplethorpe provided an update as to how the trial has been going. The FCC licenses for the transmitter changes have been submitted and are out for review currently. If the applications make it through the review stage, they will be filed with the FCC. Acting TS Manager Maplethorpe also provided an update the DU-COMM Technical Services would like to overhaul Fire North with new Selex equipment to replace the aging TAIT equipment. A presentation on the next steps will be prepared for next month's meeting.

6. Other Business

A. Round Table Discussion on Current Technology Issues

Purvis Outage

DU-COMM Consultant Krull asked the ETSB representatives for an update on the Purvis Outage from 4/1. Glen Ellyn VFD Chief Clark and Wheaton FD Chief Brill reported that the Purvis backup did not work. Wheaton FD Chief Brill reported that Active 9-1-1 was also down. General discussion of the issue occurred amongst the Fire Chiefs present. The ETSB was unable to provide any information regarding the issue. They will be providing the information later.

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CAD Upgrade

Concerns about Windows 11 issues with the CAD upgrade were brought up. ETSB Deputy Director Theusch confirmed that the new version will support Windows 11 and that the upgrade has not been done yet to ensure the version supports Windows 11.

Pulse Point

Lombard FD DC Hyland inquired about an update on the Pulse Point program. Manager Klein stated that Priority Dispatch has released a patch to address an issue with ProQA relating to Pulse Point. The ETSB will deploy the patched version on training CAD for testing. Once tested, the new version will be installed in production and the Pulse Point interface will be turned on.

SIS Alarm Monitoring

Clarendon Hills FD Chief Godek inquired how Clarendon Hills FD could monitor their alarms without a Keltron at their station. Manager Klein stated that the notification that they received about Action32 was not correct. Klein stated that he provided the Operations Manager with incorrect information.

7. Adjournment

Motion to adjourn by Bartlett FD FF/PM Helvey, seconded by Darien-Woodridge FD DC Tunk, meeting adjourned at 9:46AM.