DU-COMM
DuPage Public Safety Communications
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SUPPORT SERVICES COMMITTEE MEETING – MINUTES
Wednesday, May 7, 2025 – 9:00 a.m.
DU-COMM, 420 N. County Farm Road, Wheaton, IL

Present:

FF Jason Helvey	Bartlett FPD	Chief J. Turkovich	Oakbrook Terr. FPD
Com. Kyle Rybaski	Bartlett PD	Chief Tim Smeltzer	Roselle FD
Chief Matt Beyer	Bloomingdale FPD	DC Matt Coppock	Roselle FD
DC Kris Garcia	Burr Ridge PD	DC Rachel Bata	Roselle PD
DC Jason Norton	Darien PD	PSM R. Legg	Roselle PD
DC James McGreal	Downers Grove PD	Chief Jeffery Keefe	West Chicago FPD
IT Dir. Lawrence Kravets	Elmhurst PD	DC Ric Ciszewski	West Chicago FPD
Sgt. Todd Carlson	Hanover Park PD	Chief Robert Brill (Chair)	Wheaton FD
Sgt. Ted Crawford	Hanover Park PD	Sgt. Jody Porras	Woodridge PD
DC Scott Gray	Lisle-Woodridge	DC Bret Mowery	York Center FPD
DC George Hyland	Lombard FD	MIS Manager Klein	DU-COMM
Chief Kevin Fleege	Oak Brook FPD	TS Manager Maplethorpe	DU-COMM

1. Call to Order
The meeting was called to order at 9:03 a.m. An attendance sheet was circulated.

2. Approval of Meeting Minutes
The minutes from the March 5, 2025 meeting were presented. A motion to approve the minutes was made by West Chicago Fire and seconded by Hanover Park Police. The motion passed unanimously.

3. Staff Reports
- **Radio Council Update:** Installation of positions in the center is over halfway complete, with TCs currently using them. No major complaints have been received. Encryption is anticipated, but a specific timeline is not yet available.
- **4.9 GHz Microwave:** Agencies using the 4.9 GHz safety band were reminded to apply for new licenses with the FCC by June 8th to avoid losing their current licenses. The new licensing process is more detailed. DU-COMM uses this for WAN access and connections to tower sites.
- **Sheriff's Office Issues:** The Sheriff's Office reported an attack the previous Monday at 5:00 p.m. DU-COMM disconnected all equipment from the Sheriff's Office to prevent impact. They are waiting for the Sheriff's Office to come back online and will then determine the necessary information to reconnect them to the network. The ETSB tech team will likely be involved in this process. The ETSB tech team is considering reconfiguring how the County and Sheriff's Office connect to the wide area network to allow for more specific disconnections in the future if similar incidents occur.
- **PageGate Transition:** The old "Emergin" system for sending text messages was turned off and replaced with a new system called PageGate. This system is used for

overtime requests and sending out information to fire teams. The old system was a vulnerability due to an outdated OS and database server.

- **Real-Time Crime Center (RTCC):** DU-COMM is converting one current dispatch position into an RTCC position. This position will have a workstation grade PC with six monitors and access to resources like license plate readers and tracking devices, in addition to CAD, radio, and phone capabilities. The exact usage is still being determined.
- **CommsCoach Software:** A new AI-based software called CommsCoach is being implemented to assist with QA-ing calls. It links CAD tickets with phone calls to ensure notes match and steps are not missed. The software is expected to interface with ETSB systems using existing functionality.
- **Windows 10 Support:** The ETSB will not cut off agencies still using Windows 10 after support ends in October. However, if an issue is determined to be caused by running Windows 10, ETSB will not provide assistance. Agencies are encouraged to upgrade to Windows 11.
- **Text to 911**: Went live in early April. No major issues reported. A successful use case involved a child in a closet during a domestic incident. A presentation and live test will be conducted at the next support services meeting.

4. Old Business
A. Phone System
- **Cutover** - **Maplethorpe:** Issues with the phone system are still being worked through, particularly at ACDC. Motorola has identified a solution and created a new software version, but it is awaiting AT&T Labs approval before deployment.

B. ETSB Radio Purchase
- **Police Working Group:** Discussed talk group access for outside agencies; PD tag channels will not be accessible. When police move to AES encryption, all radios will need to be physically touched.
- **Fire Working Group:** Also reviewed talk group access. Testing is underway with Addison Fire for a potential solution for the mobile 8500, though the solution has not been officially shared. Portable radios with Addison's code plug are currently in the testing phase to ensure all channel groups work correctly before deployment. Encryption has been mostly finalized. An estimated timeline for radio distribution is hoped to be within two months.

C. Weather Sirens
- Siren Automation System - Klein: The automated siren system was deployed on May 1st and is in full automatic mode. A visual strobe light has been installed in the center to indicate when the system is active. Monthly manual tests will continue to keep staff proficient. The operations department retains the ability to activate sirens manually. The system is being monitored, with polling every 5 minutes to ensure it's online, and backups are being taken. A press release about the system was issued.

D. Channel Realignment - Maplethorpe
- Work is ongoing but currently in a holding pattern due to staffing shortages. Anticipate being fully staffed by June, which should help expedite the project. Two more sites require 48-volt installation: Bartlett Villa Olivia (working with the water department) and West Chicago Hawthorne water tank (administrative hurdles with Motorola). VHF

coverage in Glen Ellyn experienced a slight decrease after a changeover; this is being investigated.

5. New Business
A. CAD Capabilities - Call Processing Times & Dispatch via AVL

- **Call Processing Times:** Current phone system does not communicate with the CAD system, leading to inaccurate call processing times. This impacts accreditation for both NENA and fire departments. There's an existing serial connection for number and location information. The Hexagon CAD system was supposed to interface with the phone system to capture this data. The group expressed support for pushing ETSB to prioritize this functionality, as it's considered fundamental. DU-COMM purchased QA software that might offer a workaround, but it's very preliminary.
- **Dispatch via AVL (Automatic Vehicle Location):** At least one fire agency is interested in the option to dispatch via AVL. This would allow the CAD to choose the closest unit based on its location, rather than station-based or beat-based dispatch. The interest stems from a desire to improve travel times as call volumes increase and units are on the street more often. Potential challenges include the reliability of the AVL system and the need for frequent reporting. The current AVL system may not report frequently enough for effective dispatch. The capability of the Hexagon CAD system to handle hybrid response plans (station-based and AVL) needs to be investigated. It was noted that AVL dispatch could be beneficial for EMS calls where units are returning from hospitals. The group agreed to look into the feasibility and potential implementation by call type and agency. Geo-fencing and inter-agency response were noted as complexities.

6. Other Business

- A. Round Table Discussion on Current Technology Issues: No specific issues were raised.
- Next Meeting: The next Support Services Subcommittee meeting scheduled for July 2, 2025, will likely be canceled due to proximity to July 4th, unless urgent business arises. The following meeting would then be in September. Erik's Text-to-911 presentation will be postponed.

7. Adjournment
A motion to adjourn was made by West Chicago Fire and seconded by Bartlett Fire. The meeting adjourned.