

# 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, August 7, 2024 – 9:00 a.m.

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

#### Present:

Cmdr. Tom Alagna	Bartlett PD	Chief Patrick Tanner	West Chicago FPD
Sgt. Austin Jump	Darien PD	Asst. Chief Pete Vassios	Wheaton FD
DC Jamie Tunk	Darien/Woodridge FPD	Sgt. Jody Porras	Woodridge PD
DC James McGreal	Downers Grove PD	Chief Rick Sanborn Jr.	York FPD
Chief Chris Clark	Glen Ellyn FC	PSM Legg	Rescue
Chief Eric Fors (Chair)	Hanover Park FD	Director Robb	DU-COMM
Sgt. Todd Carlson	Hanover Park PD	TSM Erik Maplethorpe	DU-COMM
DC George Hyland	Lombard FD	MIS Mgr. Scott Klein	DU-COMM
Chief Kevin Fleege	Oak Brook FD		
Chief J. Turkovich	Oakbrook Terr. FPD		
DC Rachel Bata	Roselle PD		
FF Alex Larsen	Villa Park FD		

#### **Call to Order**

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

#### **Approval of the Meeting Minutes**

Motion approved by unanimous voice vote.

#### **Staff Reports**

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

Technical Services Manager Maplethorpe reported that Tech Services is looking to replace more Comcast connections with microwaves. Glenside and Winfield fire are the initial locations that will be evaluated. It was noted that Chief Tanner provided arial drone services to help in the process.

TSM Maplethorpe discussed the technical issues that arose on July 19th. These included a hardware failure at the tollway tower, and a power outage caused by a storm, which impacted the tollway's generator and transfer switch. TSM Maplethorpe explained their response to these events, coordinating with Motorola and implementing reboot procedures to restore functionality. The effectiveness of LTE as a backup during the outage was highlighted, enabling many agencies to stay on their main talk groups during the failure.

Manager Klein reported on the CrowdStrike incident that occurred on July 19th. A CrowdStrike software update caused major disruptions, impacting many of the servers and causing widespread downtime. The incident was initially reported as internet connectivity issues, but further investigation revealed that CrowdStrike was the root cause. MIS applied the fix to

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impacted servers and had all systems restored by approximately 6:00AM. ETSB, which also utilizes CrowdStrike, benefited from the same fix and recovered simultaneously.

### **Old Business**

#### ETSB Phone System

TSM Maplethorpe stated that a cutover date for the phone system is scheduled for October 22<sup>nd</sup>. The new system will separate DU-COMM from ACDC and implement next generation 9-1-1. The new system also supports text to 9-1-1. ACDC will be cutting over to the new system in September.

#### ETSB Radio Purchase

TSM Maplethorpe discussed intermittent interference issues with the new Motorola 8500 radios. Motorola acknowledges the issue but is unable to correct the interference issue. Motorola has proposed an alternative system that will address the issue. The proposed solution involves replacing a single 8500 radio with two 6500 radios. The proposal is being evaluated by the ETSB Fire Focus Group.

#### Weather Sirens

MIS Manager Klein gave a PowerPoint presentation on the new automated weather siren activation system. The presentation explained how the system works, the steps for deploying it, and the need to train Operations staff on its functionality. Member agencies and the public need to understand what to expect, including targeted siren activations for all new tornado warnings and that DU-COMM does not use an "All Clear" siren. The final step is to confirm the system works as expected. The integration with Fulton sirens is new, so at least two Tornado warnings are needed to verify its functionality.

#### Channel Realignment

TSM Maplethorpe reported the postponement of the Glen Ellyn cutover to Fire East. This was originally planned for July but had to be rescheduled due to the Downers Grove move. A new tentative date of August 27<sup>th</sup> was set, pending confirmation from ACDC due to the impact on their systems during the cutover process. Once the Glen Ellyn transition is complete, the team will proceed with phase two, involving Fire West and Fire North.

### **New Business**

There was no new business.

### **Around the Table**

Chief Fors informed the committee that the next meeting would be in September.

### **Adjournment**

Meeting adjourned at 9:49AM.