

DU-COMM

DuPage Public Safety Communications

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CHIEFS OPERATIONS COMMITTEE MEETING – MINUTES

Tuesday, September 13, 2022 – 1:00 p.m.

Virtual

Chief Madden called the meeting to order at 1:00 pm.

1. ROLL CALL / AGENCY – via Zoom:

Chief Geoff Pretkelis	Bartlett PD	Chief Ralph DeLuca	Oakbrook Terrace FPD
DC Jim Durbin	Bartlett PD	Chief Steve Herron	Roselle PD
Chief Matthew Beyer	Bloomingtondale FPD	Chief Mark Bozik (Vice-Chair)	Roselle FD
Chief Brian Leahy	Clarendon Hills FD	DC Jeff Runge	Villa Park PD
DC Jason Norton	Darien PD	Chief Ron Rakosnik	Villa Park FD
Chief James Karasek	Darien-Woodridge FPD	DC Steve Stapleton	Villa Park FD
DC Jim Lahanis	Darien-Woodridge FPD	Chief Andy Dina	Warrenville FPD
DC Jim McGreal	Downers Grove PD	AC Levy	Warrenville FPD
Chief Scott Spinazola	Downers Grove FD	Chief Patrick Tanner	West Chicago FPD
Interim Chief Bill Anaszewicz	Elmhurst FD	BC Jeff Buccola	West Chicago FPD
Chief Rich Cassady	Glenside FPD	DC PJ Youker	Wheaton PD
DC Matt Riedel	Hanover Park PD	Interim Chief Pete Vassios	Wheaton FD
Chief Eric Fors	Hanover Park FD	Chief David Schar	Winfield PD
Chief John Giannelli	Hinsdale FD	Chief Steve Evans	Winfield FPD
Chief Keith Krestan	Lisle-Woodridge FPD	DC Eric Ermer	Winfield FPD
Chief Roy Newton	Lombard PD	Chief Richard Sanborn	York Center FPD
Chief Rick Sander	Lombard FD	DC Bret Mowery	York Center FPD
DC Ray Kickert	Lombard FD		
Chief Brian Strockis	Oak Brook PD		

DU-COMM STAFF **: Interim Director Balling, Deputy Director Baarman, Training Coordinator Schretter, Admin Asst. Myers, Executive Secretary Keifer ** at DU-COMM

2. Approval of Minutes

A. August 9, 2022

Chief Tanner made the motion to approve the August 9, 2022 minutes and Chief Rakosnik seconded. Motion approved by unanimous voice vote.

3. Executive Committee

A. August 24, 2022

Chief Bozik noted routine business. Next meeting September 28, 2022.

4. Report of the Committees

A. Support Services (Chief Eric Fors)

Chief Fors noted September 7 meeting, discussed phone system, issues have decreased and await the AT&T report. Received updates on microwave installations, police and fire focus groups radio project updates, and reviewed VHF backup system replacement.

B. Police Operations (Chief Dave Schar)

Chief Schar noted no meeting in August. Next meeting September 28, 2022.

C. Fire Operations (Chief Patrick Tanner)

Chief Tanner noted several Written Directives approved: MAYDAY, and MABAS Operations, and radio project discussions.

5. ETSB Report

A. ETSB

DD Baarman noted ETSB to meet tomorrow. AT&T returned the phone report late last week with lots of documentation, but the two page summary leaves the system in the same architectural configuration. At yesterday's Tech Team meeting, DU-COMM raised concerns and proposed alternatives, and ETSB directed AT&T to update a presentation at the ETSB tomorrow. DU-COMM suggested a split of the A&B phone system into two phone systems, and remove the link that failed six times in the last four years. Splitting the two systems, could potentially allow the use of each other's facilities as backups if the phone system failed. Today, we cannot go to ACDC if the phone system fails, and would need to go to NWCDS and Naperville.

* 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 FD • 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 •

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Expect more information at tomorrow's ETSB meeting. Many items on the agenda including filling positions for IT Director and CAD Data Analysis, budget transfers, Purvis order to replace fire station alerting computers, and IPSTA travel expenses. Chief Tanner asked if the two ETSB positions were new or replacements, and DD Baarman noted new. Chief Krestan asked if AT&T advised they would keep everything the same, is the top to bottom replacement now off the table. DD Baarman noted their report was very plain, for taking two months. They had Motorola conduct a deep dive on configurations and found minor issues since going live, which should be addressed and fixed. The PSAPs agreed a change had to be made, but unsure where that statement will go between the ETSB and their vendors. Chief Krestan asked if the same call problems continue, and DD Baarman noted the frequency is greatly reduced. Before Memorial Day, we believe the primary link between the two centers failed and the phone system went to the backup link. The Avaya phone system does not use the backup link well. There were no alarms, and no one noticed the primary failed until the backup link failed and ACDC had phone issues. AT&T added monitoring to the link, and the primary link has been up since. In the event the primary link fails again, it will cause the same problems. Chief Krestan noted that does not fix the problem, but if that is the direction, maybe get a guarantee that if it fails, they replace it, as these are 9-1-1 calls. DD Baarman noted hope that tomorrow they will advise they will split the phone systems, the question will then be how long it will take to split. Chief Bozik asked if action was needed from this group and DD Baarman noted okay with waiting until tomorrow's ETSB meeting, but wanted everyone aware where the issues stands. DU-COMM has been fighting since before Memorial Day weekend. If tomorrow they say they recommend the current configuration, we will need to do something more. Interim Director Balling noted the idea to split the system didn't come from AT&T, it was our analysis and suggestion. Their recommendation was to duplicate and buy more equipment, but finally agreed it needed to another look. We thought this would be the meeting where they validated the causes, and provided the solution, neither occurred. Chief Bozik ask that the Chiefs be updated after the ETSB tomorrow, and it was agreed.

B. PAC Update

Chief Dina noted discussions on radio replacement and bi-directional antennas at yesterday's meeting. The code requires radio service inside buildings to match service outside the building, many Fire Marshals, Fire Prevention Bureaus push for Starcom BDAs in buildings. The new fire and police radios have LTE capabilities, so when the Starcom signal is lost, they switch to LTE. PAC asked the ETSB to issue a statement, or recommendation, that the DuPage ETSB public safety agencies utilize FirstNet LTEs Starcom on UHF and VHF for communications. It would be up to each agency's Fire Prevention Bureau how they interpret the code and what they require inside buildings. A list of preferred vendors for LTE five-directional antennas will be included. Early phase of this discussion. Discussed portable radio training slide deck, ACDC prepared and almost completed. Next PAC meeting September 19 at 8:15 a.m.

6. Staff Reports

A. Directors Report – August

Interim Director Balling noted good progress on the appointment of the permanent Executive Director. The instruction manual for new radios was received from the ETSB, and the designated service provider is OEM. DU-COMM's role is greatly diminished for new radio maintenance and to be handled by Motorola employee. Warranty issues will go the Depot. Historically, DU-COMM had been the radio maintenance provider, and will still handle backup radios, antennas, etc. Wanted Chiefs to be aware, as it is a concern. The ETSB Executive Director asked him to modify the maintenance agreement that runs another year, and asked to consider a reduced price for the remaining months. Not prepared to make a recommendation to the Executive Committee yet, but wanted the Chiefs to be aware, as this is a significant departure of the tradition of providing service, and may need Chiefs comments and support as issues unfold.

B. Operations/Training Report – August

DD Baarman noted in packet.

C. Support Services Report – August

DD Baarman noted work continues on microwave installations, next week tentatively plan to install a link for WC Fire and GE Fire. Cancelled microwave connections, with cost savings. Focus to resolve issues with SIS and alarm board. Renewed much of the hardware and will change the network topology to make it more redundant. Replaced equipment that rebooted every five hours. Continue improvements, so alarms can flow from SIS to CAD and progress made. Meeting with alarm vendor Thursday to formalize the final steps to complete the project. Also work to apply patches and monitor cybersecurity.

D. Human Resources Report – August

In packet

E. Revenue Expenditure Report – July

In packet

7. Old Business

A. Mental Health Legislation – Update

B. Ad-Hoc Video Committee – Update

DD Baarman noted meeting schedule for September 23, 2022.

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C. Operation Staffing – Recap

Training Coordinator Schretter noted one in police radio training, two about to finish classroom training, two to start class in October, and another two may join that group if able to complete the last background steps. Two to start class in November. DD Baarman noted Coordinator Schretter works hard to get new TCs trained to standards as quickly as possible, and thanked her for her efforts.

D. AT&T Phone System

DD Baarman noted covered earlier.

8. New Business

A. Radio Maintenance

DD Baarman noted the training slides ACDC put together were sent to members. Training Coordinator Schretter was put into a tough spot, Director Zerwin met with her and ACDC to discuss the slides, which is not what the Training Coordinator would do. If DD Baarman and/or DD Lamela were asked, Coordinator Lozar would have helped with the radio slides. ETSB advised DU-COMM approved the training slides. In reviewing the slides, there is no intent for DU-COMM to do radio maintenance. Traditionally, DU-COMM had been able to review if frequency was correct, if the radio and fail-soft work, etc. The radios will go to Mr. Poetz and not sure they have all the needed information to ensure radios are correct. DU-COMM struggled to have radios updated, an ApexNext radio (demo) ETSB would not add the DU-COMM code plug, so radio is without access to DU-COMM Tech channel or bridge channel. Operational staff told not to call the dispatch center regarding radio trouble, but told to call OEM as noted in the slides. DU-COMM doesn't do maintenance for the money, we do it to help our agencies. Interim Director Balling noted at last month's Executive Committee meeting, Mayor Craig insisted DU-COMM have a continued role in radio maintenance, which is not going to happen with the recommendation by Director Zerwin. Unsure how we support our members. Also found it offensive, on the recent AT&T call they referred to two agencies: ACDC and DuPage County. Maybe they don't understand the significance of DU-COMM as an independent authority, but we were more concerned with the recommendation.

Chief Krestan asked how many people would OEM need to hire for radio maintenance. DD Baarman noted his understanding, Mr. Poetz would review the issue in ZenDesk, if it needs to go to Motorola, it will and members will wait 4-6 weeks. If an emergency, members will call OEM and Mr. Nebl will swap the radio. Interim Director Balling noted when he asked Director Zerwin about it, she noted OEM has many volunteers and a 24-hour desk. Not sure if that is true, or if we want to rely on part-time volunteers. Director Zerwin also advised Mr. Poetz is free to the agency, but we are sophisticated enough to know nothing is free. Staff to continue to resolve the best we can, but policy views are in opposite directions. Chief Fors noted exactly his concern, struggled with a process for emergency notification for MPS or CAD issues, with the same kind of procedures. Would definitely want our expectation clarified for a 24-hour on-call that can provide initial troubleshooting steps, which members are accustomed to from the DU-COMM team for years. Proven service without question, a high bar that ETSB will need to meet for members to feel confident it is even equal, an option he does not like. Chief Bozik asked Chief Fors for suggestions or direction. Chief Fors would leave it with DD Baarman, his team, and Interim Director Balling to continue the conversation. To him it is about communication. Be very clear and ensure the Executive Committee and everyone knows exactly what we are talking about and what decisions are being made. We thought we had a year left on the maintenance contract, which we expected to use our expertise and knowledge in the radio system. If there is a different plan, let's ensure it is equal or better to the one we have today. DD Baarman noted the ETSB is going directly to members regarding the radio templates and not including DU-COMM. DD Baarman had asked Coordinator Lozar to contact each member to ask if help was needed with the templates, and if they had responded. DU-COMM was not included in whatever the ETSB sent to members. The ETSB takes a big issue, breaks it into smaller chunks and deal with members individually. This is how they push changes through and why the Executive Committee advised us to have one agreement for all members, but unless members help redirect the ETSB to us, they don't see that DU-COMM has the support of members. He asked that members loop-in Coordinator Lozar to help with templates, or anything else. Chief Bozik noted at a fairly critical point here.

9. Other Business

None

10. Adjournment

At 1:40 p.m. DC Kickert made a motion to adjourn the meeting and Chief Krestan seconded. The motion approved and meeting adjourned.

Respectfully submitted,

Christine Keifer

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