

# DU-COMM

## DuPage Public Safety Communications

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### CHIEFS OPERATIONS COMMITTEE MEETING – MINUTES

Tuesday, August 9, 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 John Giannelli	Hinsdale FD
DC Jim Durbin	Bartlett PD	Chief Kevin Licko	Lisle PD
Chief William Gabrenya	Bartlett FPD	Chief Keith Krestan	Lisle-Woodridge FPD
Chief Matthew Beyer	Bloomingtondale FPD	DC Steve Demas	Lisle-Woodridge FPD
Chief John Madden (Chairman)	Burr Ridge PD	Chief Roy Newton	Lombard PD
Chief William Holmer	Carol Stream PD	Chief Rick Sander	Lombard FD
Chief Paul Dalen	Clarendon Hills PD	Interim Chief Jim Arie	Oak Brook FD
Chief Greg Thomas	Darien PD	DC Shawn Kooistra	Roselle PD
Chief James Karasek	Darien-Woodridge FPD	Chief Mark Bozik (Vice-Chair)	Roselle FD
DC Jim Lahanis	Darien-Woodridge FPD	DC Dan McCann	Villa Park PD
DC Jim McGreal	Downers Grove PD	Chief Ron Rakosnik	Villa Park FD
Chief Scott Spinazola	Downers Grove FD	DC Steve Stapleton	Villa Park FD
Interim Chief Mike McLean	Elmhurst PD	AC Levy	Warrenville FPD
DC Brett Kaczorowski	Elmhurst PD	Chief Patrick Tanner	West Chicago FPD
Chief Phil Norton	Glen Ellyn PD	Chief David Schar	Winfield PD
Chief Chris Clark	Glen Ellyn VFC	DC Eric Ermer	Winfield FPD
Chief Rich Cassady	Glenside FPD	DC Tom Stefanson	Woodridge PD
DC Victor DiVito	Hanover Park PD	Chief Richard Sanborn	York Center FPD
DC Matt Riedel	Hanover Park PD	DC Bret Mowery	York Center FPD
Chief Eric Fors	Hanover Park FD		

DU-COMM STAFF \*\*: Interim Director Balling, Deputy Director Lamela, Deputy Director Baarman, Training Coordinator Schretter, Executive Secretary Keifer \*\* at DU-COMM

#### 2. Approval of Minutes

A. July 12, 2022

Chief Rakosnik made the motion to approve the July 12, 2022 minutes and Interim Chief Arie seconded. Motion approved by unanimous voice vote.

#### 3. Executive Committee

A. July 27, 2022

Chief Bozik noted the Wall Street property sale to close soon. Received update on the Selection Committee for Executive Director. Discussed alarm fee increase and NORCOMM letter. Reviewed Staffing presentation.

#### 4. Report of the Committees

A. Support Services (Chief Eric Fors)

August meeting cancelled.

B. Police Operations (Chief Dave Schar)

Chief Schar was unable to attend, so Chief Madden chaired the meeting, which included a lengthy discussion on the Staffing plan. Next meeting is September 28, 2022.

C. Fire Operations (Chief Patrick Tanner)

Chief Tanner was unable to attend, but got an update from Chief Evans. Staffing levels discussed, radio replacement discussed, and Fire Emergency Operations drill conducted yesterday on all three shifts. Discussed ACDC does not use LiveMUM and the related Change of Quarters issues.

# DU-COMM

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## 5. ETSB Report

### A. ETSB

DD Baarman noted phone system discussion. Did not have quorum. Daily AT&T reports started on open issues. Since that meeting, the network between DU-COMM and ACDC failed, which impacted ACDC. AT&T rerouted DU-COMM phone lines to POTS lines for 4 hours that evening. AT&T found one of the network connections between the two centers had been down for quite some time and the backup connection failed. AT&T fixed the issue and believe both connections are working. They also will look at why they didn't know one of the primary links was down, with no alerts or messaging. Since then, a few outages at DU-COMM: could not reach voicemail or use the automated tree, which lasted a day or two and appears to be resolved. Initial complaints of one-way audio from callers, although not as frequent as Memorial Day weekend, still occurs once or twice per week. Reported to ETSB, which asked us to call the callers back to ask if they are in a poor cell and if they had the trouble before, to determine if it is a cell phone issue. No additional information yet to resolve the five issues previously brought to their attention. Interim Director Balling noted the ETSB & AT&T was asked to work on a failure analysis of the existing system and committed to do it, but no reports yet. We hope the reports will provide reasons for the extended and repeated failures.

### B. PAC Update

DD Baarman noted no meeting last week due to vacations. Expect the group will bring a proposal to name new fire ops talk groups in preparation of a future renaming of dispatch channels. Police will rename channels too. This is concerning for DU-COMM and not a high priority at the moment, as we work through other issues. Would like to defer until we can dedicate the time needed to address. Chief Krestan noted if channel renaming is not currently a priority for DU-COMM, but what if it is a priority for the rest of the work group. DD Baarman noted the work group pushed to have additional FDOPs channels, which DU-COMM favors. Currently have FDOPs 1-7, and the group wants to add 7 more. From DU-COMM's perspective, add them as 8-14 and don't assign them, but members can use them. The work group wants to rename channels to FDOPS21, FDOPS22, and in the future change it to FD2. Members can call their FDOPs channels whatever they want. If in the stacked 205 plan, DU-COMM will find them, but if we change the dispatch channel names, there must be logic and planning, so it can be easily trained. TCs must know thirteen different channels and this change would impact everyone at DU-COMM, as it would affect FOIAs, ICFs, etc., and it would help if it could be deferred. DD Baarman noted all for providing the needed channels, but naming them with who is on what channel makes sense. Chief Krestan asked if DU-COMM provided a suggested naming template. DD Baarman noted at the last meeting ACDC asked to move ahead with their naming changes, and the Chairman tried to push through without our input. It took a lot to get them to bring the discussion back to the Fire Standardization group. DD Lamela to present at the next FS meeting, and it will be discussed further.

Chief Madden asked about the timeline. DD Baarman noted work to get police radios out ASAP with the current programming, but the big question is encryption, etc. Fire radios not yet available, waiting for the lab to certify them, which is expected to start late this year. When available, the fire radios will need programming. The work group advised they would repurpose some talkgroups and, with the additional fire ops channels, need to be named. First planned to give every fire agency their own talkgroup, but there would be too many to put into one zone. Received many suggested names and 21, 22 will give each dispatch channel two fire ops channels, but there are a different number of agencies of the dispatch channels. Some have eight agencies and some channels have two. The group wants to roll out radios in November/December and discuss further at a future date. DU-COMM welcomes the discussion at a future date, as time allows. Current work includes: phone upgrade, CAD upgrade, radio rollout, and staffing. Would not want to pick a name that doesn't make sense, or makes it hard to train. Chief Spinazola asked how many departments does the ACDC name change affect, and DD Baarman noted they have 12 agencies, but that could be off as they dispatch for railroads too. Also discussed what the Sheriff will do. ACDC estimated 200 staff hours for a name change, and ask DU-COMM to provide an estimate. With all the time needed to review the training material, documents, etc., and regardless of what that number is, don't see it being efficient for the size of our organization. Chief Spinazola asked about the number of fire agencies at ACDC, and DD Baarman noted four on one channel and three on the other (total of 7). Chief Spinazola asked about the number of fire agencies at DU-COMM, and Baarman noted 22.

## 6. Staff Reports

### A. Directors Report – July

### B. Operations/Training Report – July

DD Lamela noted staffing issues,

### C. Support Services Report – July

DD Baarman noted the

### D. Human Resources Report – July

### E. Revenue Expenditure Report – May and June

Chief Madden noted reports in the packet and asked for comments or questions. DD Baarman noted the sale of 600 closed at the end of July. Generator delivered today at 170 Wall, staff will work with electrician to get it operational and remove the portable generator. Submitted disconnect orders for ten (10) Comcast connections, a savings of \$750 per month, per connection. Created a SISView to provide fire agency access of alarm status. Interim Director Balling noted some success in recruiting, class starts for two (2) new hires next week, several more in the background check process, and interviews scheduled for six (6) more tomorrow. GovHR works to coordinate interviews in the Executive Director search at the end of the month.

## 7. Old Business

## A. Mental Health Legislation – Update

DD Lamela noted the first CESSA meeting yesterday, reviewed rules and a University of Wisconsin Professor discussed current models used on the west coast. Three models: crisis intervention team, co-responder model, and community responder with mobile crisis team. Will provide the slide deck, when received, to police agencies. No mention of fire agencies or the mobile response unit. Discussed the first week of 9-8-8, last year the suicide hotline received 66,000 calls during a week, this year 96,000 calls received. Unknown if it has anything to do with current world issues, or easier phone number. Will collect more usage data by State. Summary report to be sent to member agencies. No information yet regarding how Illinois will handle the response.

## B. Ad-Hoc Video Committee – Update

DD Lamela noted survey sent requesting technology information from Chiefs Operations, Police Ops, and Fire Ops, and 20 responses received. Will put data into a report and send to the Ad-Hoc Committee by the end of the week with dates for the next meeting. RapidSOS, the software we use to pinpoint cell calls, is working with AXON and would like to provide a presentation to the Ad-Hoc group. Chief Newton suggested this committee, or any discussion about body-worn cameras, be tabled until staffing improves to the level where BWC can be managed. BWC will add another component and distraction and we have no idea of the impact on TCs. Too early to move forward with it. DD Lamela noted just gathering information for PDs, with no intentions to bring anything into the center right now. Attention currently to hire and retain TCs.

## C. Operation Staffing - Recap

DD Lamela noted a presentation given to the Executive Committee. Slated for 83 TCs (87 with approval) currently at 60. Aware of one TC that wants part-time, and one in background to move to a police agency. First priority is to retain TCs and increase staffing. Two years of union negotiations has caused issues, and low staffing increased OT issues. Developed plan to combine the police channels to provide some staffing relief. The Executive Committee requested we present the plan to Police Ops, and Police Ops had great concerns for officer safety. Staff met with Chief Schar and Mayor Brummel on Friday to discuss a revised plan, training changes under consideration, and Supervisors may work a console. We want a place where people want to work. Hope to have a meeting for all members, later this month, on a staffing plan before providing the information to the Executive Committee. Chief Krestan asked if the first staffing plan was scrapped and if the same operational footprint would be maintained. DD Lamela confirmed. Received multiple suggestions from management staff and TCs on other ideas, so we don't have to combine channels.

## 8. New Business

Chief Newton noted a questionnaire through survey monkey from the Blue Shirt Committee and is staff aware of it, as there are some interesting questions. DD Lamela noted she knew about the questions that were to go out and asked that the information be emailed to her. It was noted only police agencies received the questionnaire, as Blue Shirt is police only. Further discussion ensued and DD Lamela to review the survey monkey account.

## 9. Other Business

None

## 10. Adjournment

At 1:39 p.m. Chief Bozik made a motion to adjourn the meeting and Chief Stefanson seconded. The motion approved and meeting adjourned.

Respectfully submitted,  
*Christine Keifer*  
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