

DU-COMM

DuPage Public Safety Communications

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FIRE OPERATIONS SUBCOMMITTEE - Minutes

Thursday, September 17, 2020 – 08:00 Hours

Virtual – Meeting ID: 932 9263 5306 - Password: 460489

1. Call to Order

Chief Tanner called the meeting to order at 08:05 hours.

Bloomingtondale	Chief Matt Beyer		
Bloomingtondale	Deputy Chief Rich Kurka	Oakbrook Terrace	Chief Ralph DeLuca, Jr.
Bloomingtondale	BC Chris Wilson	Roselle	Chief Mark Bozik
Carol Stream	Chief Rob Schultz	Villa Park	Chief Ron Rakosnik
Downers Grove	Chief Jeff Pindelski	Villa Park	DC Steve Stapleton
Downers Grove	D/C Scott Spinazola	West Chicago	Chief Pat Tanner
Elmhurst	D/C Bill Anaszewicz	West Chicago	DC Tim Ledig
Glen Ellyn	Chief Chris Clark	Wheaton	Chief Bill Schultz
Glen Ellyn	A/C Jim Sisson	Winfield	Chief Steve Evans
Glenside	Chief Russ Wood	York Center	Chief Andy Bonomo
Glenside	DC Rich Cassidy	York Center	Chief Rick Sanborn, Jr.
Hanover Park	A/C Eric Fors	DU-COMM	Director Brian Tegtmeyer
Hinsdale	Chief Giannelli	DU-COMM	DD Nicole Lamela
Lisle-Woodridge	Chief Keith Krestan	DU-COMM	DD Matthew Baarman
Lisle-Woodridge	Deputy Chief Steve Demas	DU-COMM	CM Heather Berg
Lombard	Chief Rick Sander	DU-COMM	MIS Manager Scott Klein
Lombard	Deputy Chief Ray Kickert	DU-COMM	Secretary Christine Keifer
Oak Brook	Chief Barry Liss		

2. Approval of Meeting Minutes:

A. August 20, 2020

Chief Wood made the motion to approve the August 20, 2020 minutes and Chief Bozik seconded. The motion was approved by unanimous voice vote.

3. Peer Review

A. 170 Waters Edge Dr., Bloomingtondale

DC Kurka introduced their new Chief; Matt Beyer. DC Kurka summarized the 6 unit apartment fire. Concerns; multiple Purvis dispatches, counted seven dispatches within the first ten minutes. Report of explosion and children trapped, but that information was not given over the air, only on the CAD ticket. This issue was noted on the DU-COMM report as an area for improvement. ACDC took the call, BC Wilson got on scene to give a size-up, but it seemed we lost radio awareness, as many companies put themselves in route, which sent more tones. BC Wilson noted he tried to break in with emergency traffic, but when radio traffic cleared, Purvis repeated earlier traffic. The DU-COMM report notes the need to make emergency traffic a priority. Berkley and North Lake trucks were assigned, and Matteson had a box alarm at the same time. BC Wilson asked why resources from the west were not sent, and suggested running orders be reviewed. LiveMUM worked for station 27 and 16, but his station did not get change of quarter companies. The DU-COMM report noted staffing was increased, but it sounded like DU-COMM relied on ACDC to pass critical information to the fire companies, and suggested that be reviewed. BC Wilson asked how to get past Purvis dispatch. Doesn't like idea of hitting the orange button to stop Purvis and radio traffic. DU-COMM got information from multiple agencies and is computer driven (automated), but staff should be empowered to intervene when agencies have emergency traffic. Purvis toned three times while he tried to get out emergency traffic. Agencies rely heavily on over the air information, when

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unable to read the CAD ticket. DD Baarman noted Purvis should only tone if the channel is available, BC Wilson noted Purvis toned over his emergency traffic. DU-COMM did great, three alarms out in 29 minutes, but how to improve the initial response.

DC Cassady noted the IFERN communications was very congested, but on fireground could not hear the Mattson traffic. A rapidly evolving event with multiple alarms and some lag on the box alarm to get companies to IFERN, due to communications with initial response companies. The 20 minute time stamp got delayed due to alarm escalations. Purvis issue, some companies not advised this was a MABAS incident, which caused confusion. Purvis dispatches all calls the same way, and unless told while enroute, companies are unaware. CM Berg noted Purvis a challenge for DU-COMM too, it interrupts radio traffic and adds confusion. DU-COMM did not receive any phone calls for this incident, police called ACDC. Subsequently, DU-COMM asked ACDC to relay major information on the PSAP point, and they agreed. Had LiveMUM issues, as noted in the report, and Manager Klein is working with DECCAN to fix them. When CAD depleted the running order it went to street view, which should have picked up local equipment. DU-COMM reviewed and found map issues, and made ETSB aware of the issues. Fire box 3 only recommended EMS box response, and that was corrected.

Chief Evans asked how to minimize the re-tone issue and about Medic 34 MDT, suggested the term arson taskforce be changed to fire investigation taskforce. Asked if LiveMUM ETBs are under review, which are prevalent in the packet, how do apparatus with different capabilities become recommendable. BC Wilson asked about running orders and street view, and at what point do TCs have the ability to change the running order. CM Berg noted TCs can change the running order at any time, but are encouraged to follow CAD, as there may be background they may not understand, special districts, etc., which was why tower 6 was dispatched. Discussed with DD Lamela ways to get TCs less reliant on the technology, but training will be needed.

Chief Tanner asked about the need to review the depth instead of going to street view. Manager Klein noted it could be done and worksheets could be provided, or use the blip-star to help add other stations. Depth could be done without ETSB. Director Tegtmeyer asked if departments are programmed at different depth levels, and discussion ensued. The Director suggested recommendations be provided to departments. Manager Klein to put together. AC Fors asked if difficulty in equipment naming for different box alarm levels, played into not getting the right units. Manager Klein noted the EMS box was tied to a Fire box in this case, and the response provided was incorrect. Staff verified that one and the others to ensure the issue does not occur again.

CM Berg noted it doesn't appear ACDC programmed CAD for when units become unavailable, but working with ACDC to resolve. It was noted DU-COMM has a no-depletion policy for its agencies. Chief Evans noted the recent major incident in Winfield, and communication problems need to be addressed. Chief Bonomo noted that unless Purvis is shut off, the toning problem will continue. Much is due to units not available in CAD, based on equipment attributes. When a unit is not available it triggers a Purvis tone and unmanned companies trigger the tone. Suggested a review of equipment attributes. Manager Klein noted if a unit in CAD can respond as both and engine and a truck, LiveMUM sees it as both and will auto replace when not available. Further discussion ensued and Chief Schultz noted LiveMUM does not automatically dispatch, it only makes recommendation to the TCs, for actions. CM Berg noted if two pieces of equipment are needed Purvis will tone two times. DD Baarman noted Purvis is triggered by CAD, if someone self-dispatches PURVIS will tone. Chief Bozik noted Roselle has 6 pieces of equipment, but three crews, once the crews are depleted, the remaining equipment is out of service. Suggested department advise DU-COMM on the number of available crews. Further discussion ensued regarding jump companies, and CM Berg jump companies have no obvious solution, and should be reviewed further. DD Lamela noted no different than manual dispatch, before Purvis TCs hit tones for needed equipment. Could move to a dispatch channel. Chief Bonomo noted ACDC appears not fully configured for depletion, thought both PSAPs agreed on depletion. Chief Bonomo asked for clarification that ACDC should consider verbal notification. CM Berg noted DU-COMM asked ACDC to use the PSAP point to share information, but they could share information over the radio or by phone. ACDC has a depletion policy for their agencies, but Addison was not available, as they already sent equipment. A few agencies, Itasca, and Wood Dale were recommended in CAD, but when toned, advised unavailable. Unsure if staffing issue or depletion policy issue. It was noted ACDC would use Radio North to reach us, and will be discussed further. AC Fors

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asked if ACDC can talk on dispatch channels as backup. CM Berg confirmed, but must be required. The Director noted more conversations are needed between the PSAPs and he would speak to the Director if Addison, Itasca, and Wood Dale have depletion polices that limit their equipment. On one CAD, all units appear available, but when not available, Purvis tones again. If it happened when crews were unavailable, then it's a programming issue. We will determine what it was and the options going forward.

Chief Tanner asked that the issue remain on the agenda for the next meeting. AC Fors asked why extra tones were sent each time toned. Chief Bozik requested a review of LiveMUM times as it related to COQ. Chief Tanner noted the Standardization committee would continue to review. He recommended more LiveMUM reports be included in the box alarm reviews.

4. Reports

A. Staff

Director Tegtmeyer noted no additional report.

B. ETSB

Director Tegtmeyer noted no report.

C. MABAS Divisions (2, 10, 12, 16)

None.

D. Apparatus Changes

None.

5. Committees

A. Fire Marshal Meeting – next meeting: November 4, 2020

Director Tegtmeyer noted the Executive Committee approved the JCSS (formerly Tyco) Master alarm agreement renewal for four years. No alarm fee increase, per Finance Subcommittee recommendation due to COVID. The Finance Subcommittee to review if alarm revenue should impact agency contributions.

B. Fire Standardization Committee

Wheaton Chief Schultz noted the group met twice and discussed the storm after action report. He noted the group at a crossroads; asked to address outstanding new systems issues, and now a storm event and multi-alarm fire, the first to occur after the new systems. Both events identified critical system issues. Chief Bonomo noted we created some of the issues, we asked DU-COMM to make decisions and then admonished them for the decisions. Then moved to standardization to reduce errors, and now the pendulum is at the other side. Chief Schultz thinks the Chiefs need one voice to the ETSB and recommended all issues be memorialized in a written document (not sure who would sign). Need something to track the issues. Chief Tanner agreed, and asked for comments and if all agreed. All agreed. Chief Bonomo noted the ETSB push to maintain CAD and Purvis. He asked yesterday, who teaches the techs, admin staff, and TCs, and told we instruct ourselves, which is wrong. At meetings, pay attention where they go for answers, they come to us and it's time we say learn how it works.

6. Old Business

A. New CAD codes

- Active Assailant
- Fire Alarm – Carbon Dioxide Activation

CM Berg noted past discussions, and agreement from the ETSB to program the CAD codes. Not programmed yet, but response plans entered for when codes are programmed. Emailed this group to ask for responses. If no response is submitted for the Active Assailant code, will use mass casualty, and for Carbon Dioxide will use commercial AFA.

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B. Emergency Operations Fire Desk – Storm Mode – tones used when Purvis is down
DD Lamela noted per the Fire Standardization committee, to move to several tones when in emergency operations. Memo in packet. For the few times we go to emergency operations, difficult for TCs to remember the order of the tones, etc. If emergency operations is needed for: storm mode, CAD Down, Purvis Down, or if we move to manual dispatch for fire notifications. Proposed the first tone is the all-call tone for all on the channel. One tone per channel. Currently using every agency all-call, or the general, but there are multiple tones on some channels. The second tone would activate the stations and pagers and be the agency general, or all-call tone for Big-8 calls. Fire Standardization to determine which emergency calls are Big-8, and then, the tone for structure fires, accidents with extrication, and rescues. All other calls would use a third tone, in memo are suggestions, but each agency must choose. Need to simplify high risk, low frequency, events to create a process for TCs. DD Lamela noted agencies must advise. Will prepare a final spreadsheet for next month's meeting. Chief Tanner asked how to create a channel tone to notify pagers. DD Baarman noted pagers would need to be programmed, similar to the Fire East all-call tone. Each Fire East agency could use their duty tone as the manual tone to dispatch. For Fire North, almost all agencies use the general tone. May need to introduce a new tone for emergency operations. The over the air tones cannot be per station, it is one tone per agency. Further discussion ensued and Chief Tanner asked if all were okay with the plan. Chief Bonomo noted the suggestion works for Fire East. DD Baarman noted other channels have an individual tone per agency and further discussion ensued. Director Tegtmeier noted staff would review and return with a clear path. This will not change Purvis during regular operations. Chief Wood suggested the tech group work with AC Fors and his group to ensure a workable plan, and the Director agreed.

7. New Business

A. Review of After Action Report

DD Lamela noted the draft report included next steps and identified needed improvement. Phone issues, calls did not roll over to ACDC and continued to ring at DU-COMM. Worked with the ETSB and proposed calls roll to ACDC. TCs unable to stack more than 15 calls to one piece of fire equipment. In storm mode operations, it was decided if the call wasn't a Big 8, it would be put in cue for the fire department. Thought 15 was a high number, but after the storm, it was not. The Standardization group asked the ETSB to change the number to 99 (asset panda ticket submitted). The available on event status was not visible to field units, it was configured as a smart button. Asked the ETSB to review (asset panda ticket submitted). When a unit was released from one event, it went into a returning available status, which did not let the system assign the next pending event. Working with the ETSB to correct (asset panda ticket submitted). The Glendale Heights tollway exalt MW links has issues when it rains, we lost VHF and needed to switch to VHF control stations. The solution was to move the connections to 420, which was completed. Lost six agency's Comcast connections, either lost Purvis, connectivity to fire dept., or couldn't see MPS. Techs visited all sites to check power and equipment to ensure issues were fixed. If COMED loses a feed in the future, connectivity to agencies will move to uninterrupted power supply. The severity of the storm was underestimated and more call takers were needed. In the short term DD Lamela will coordinate with manager/supervisor to staff with goal to train bridge personnel on staffing decisions for storm coverage.

Police call were put into pending and not dispatched, due to 400 calls in 15 minutes TCs sorted priority. More staffing will lessen issue and will train prioritization. Fire South RIU patch was removed in error, due to influx of bridge staffing. In the future will use ICS system during these events. TCs on fire desk struggled to execute the new emergency operations procedures for the storm, Big 8, and some medical calls were not voice dispatched. Reviewed with TCs and additional training provided. Will do more drills in the future for high risk, low frequency calls. Stacked calls on a single fire unit were not shared to available units, agencies unable to see the calls. Reviewing with the Fire TCs and with Fire Standardization and ETSB to improve. Fire agencies did not follow the new procedure and reverted to single unit storm command, because calls were not going out. The message is clear, once we do it right and prove it works, agencies will trust the process.

Some fire agencies took citizen requests for service and did not ask for run numbers until days later. If no ticket is created at the time, the ticket lists the time entered into CAD. Fire agencies can be asked via the radio, to add a ticket to CAD during the incident. Working with OEM regarding COMED issues. Discussed at Fire

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Standardization, and COMED only needs the location and issue, we must document and send to COMED. They provide no ETAs for storms. TCs and field personnel experienced multiple busies on the radio. DD Baarman created a dashboard that shows busies. Training with the PDs to move to the 800 channels, or VHS, to reduce congestion. Work to find better solutions to use all backup radio systems. More to follow.

DD Lamela noted staff found areas of focus, and will include much more training for fire TCs. Chief Tanner thanked her and staff for the comprehensive report. Asked for follow-up for the next several months until all the issues are exposed and corrected. Chief Tanner asked for other comments or questions. Director Tegtmeyer noted the Starcom bonks were due to multi-tiered response, he discussed with the ETSB the need to review talkgroup priorities. If an agency dropped to their local channel during an incident, it lowered their priority and will increase bonks. If we move police from Starcom to our systems they will not receive bonks. Able to move the control station issue on the radio, and expect it to be resolved today. The Director noted will add to old business Critical Incident for third alarm and Strom Mode AAR. He noted a commitment to solve issues to the best of our ability. AC Fors noted him, and Manager Klein, identified a way to see stacked calls on MPS, so a training bulletin would be issued.

B. Box Card – Review for Approval

CM Berg noted the memo and summarized the options. At a Box alarm, or higher, need information for TCs to use and determine how many pieces of equipment to send. Memo includes the recommended box card format, for change of quarters, CAD Down, LiveMUM down. Summarized options:

1. One box card per department – for box alarms only. Division 12, and 16 and 10 have standardized their specialty and EMS box alarms. Could be customized for stations.
 2. One box card for all agencies. Discussed last month for box alarms. Very easy to TCs. Does not allow for department customization.
 3. Multiple box cards per agency. Each agency to determine which district
- DU-COMM recommends option 1.

Discussion ensued, Chief Bonomo thought the equipment list was agreed upon at the last meeting, but tenders were added. Further discussion ensued regarding hydrants. Chief Kickert suggested a box card for each agency. Chief Bozik noted the number of CAD down, with a box alarm, is less than one percent. AC Session suggested one card per agency. Chief Tanner asked for other comments and suggested one card for all agencies. It was noted the BC would advise if tenders, or special equipment, were needed. Chief Kickert asked how to manage change of quarters. Chief Tanner suggested an engine and medic on every level, and the member agency would direct where to send them. Director Tegtmeyer asked about an agency with three stations, if equipment was put at one of the three stations, was that enough. DC Kurka suggested, let the TCs decide where to send the engine and medic. Chief Bozik noted issue of depleted local resources, as agency needs to cover other areas around the County. Chief Tanner agreed, agencies can request resources when needed, until CAD is restored. Chief Bonomo suggested a Chief be added to the box, as company Chief to organize the local area, like a 205. Chief Bozik agreed. Chief Tanner noted as long as the role is understood, there to manage resources. Could be called Change of Quarters Chief. Chief Bozik noted it must be a DuPage County Chief, as a Schaumburg Chief will not know our systems.

Further discussion ensued, and the Director noted this is a starting point that should be based on the current CAD Down response for fire, and built upon for the box alarm. AC Fors noted policy response for structure fire: 1-HS/SQ 2-TK 3-EN 2-MD 5-CH/BC General/All Call. The Director noted will add one chief for COQ and bring it back for review next month. He recommended the box card be added to the CAD Down directive, as an attachment. AC Fors suggested a review of the LiveMUM down policy and asked if the on-duty manager makes the needed determinations of change Chief, or is another policy needed. Chief Tanner noted fire response should match the CAD Down for initial response and could match LiveMUM, but for another day. The COQ Chief should be a DuPage County or DU-COMM Chief. AC Fors suggested their duties and direction be defined. CM Berg to add instructions for the COQ Chief.

C. Board-Up List – Complaint

DD Lamela noted a complaint on a new company and summarized the issues. The Board-Up committee met, determined the company violated rules, and voted to remove them. Director Tegtmeyer noted the policy requires the Chiefs to approve the AD-HOC subcommittee' recommendation.

Chief Rakosnik made the motion to strike the company from the Board-Up List, as recommended by the Subcommittee, and Chief Sander seconded. The motion was approved by unanimous roll call vote of 14 agencies.

8. Other Business

Chief Tanner thanked everyone for attending this long meeting, which included in-depth reviews of two incidents and noted we must continue to follow up.

Chief Schultz noted Matt T. confirmed a Standardization meeting today.

9. Adjournment

At 10:18 a.m. Chief Schultz made a motion to adjourn the meeting and Chief Evans seconded. Motion approved by unanimous voice vote. Meeting adjourned.

The next Fire Operations Subcommittee meeting is October 15, 2020 – 8:00 a.m. at DU-COMM.

Respectfully submitted,

Christine Keifer

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