

# DU-COMM

## DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187

(630) 260-7500 Main

www.ducomm.org



### FIRE OPERATIONS SUBCOMMITTEE - Minutes

Thursday, November 19, 2020 – 08:00 Hours

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

#### 1. Call to Order

Chief Evans called the meeting to order at 08:01 hours.

Bloomingtondale	Chief Matt Beyer	Lombard	Deputy Chief Ray Kickert
Bloomingtondale	Deputy Chief Rich Kurka	Oak Brook	Chief Barry Liss
Carol Stream	Chief Rob Schultz	Oakbrook Terrace	Chief Ralph DeLuca, Jr.
Carol Stream	D/C Tom Nash	Villa Park	Chief Ron Rakosnik
Clarendon Hills	Chief Brian Leahy	West Chicago	DC Tim Ledig
Darien-Woodridge	Chief Steven Gorsky	Wheaton	Chief Bill Schultz
Downers Grove	D/C Scott Spinazola	Wheaton	A/C Pete Vassios
Elmhurst	D/C Bill Anaszewicz	Winfield	Chief Steve Evans
Glen Ellyn	Chief Jim Sisson	York Center	Chief Andy Bonomo
Glen Ellyn	A/C Kirk Odiet	York Center	Chief Rick Sanborn, Jr.
Glenside	Chief Russ Wood	DU-COMM	Director Brian Tegtmeyer
Hanover Park	A/C Eric Fors	DU-COMM	DD Nicole Lamela
Hinsdale	Chief John Giannelli	DU-COMM	DD Matthew Baarman
Lisle-Woodridge	Chief Keith Krestan	DU-COMM	CM Heather Berg
Lisle-Woodridge	EMS Coord. James Weaver	DU-COMM	MIS Manager Scott Klein
Lombard	Chief Rick Sander		

Chief Evans noted due to the Emergency Operations presentation, agenda 5 will be after agenda item 7.

#### 2. Approval of Meeting Minutes:

##### A. October 15, 2020

Chief Wood made the motion to approve the October 15, 2020 minutes and Chief DeLuca seconded. The motion was approved by unanimous voice vote.

Chief Bonomo asked about the status of CAD codes, and DD Lamela noted the two new codes will eventually be added, but the current CAD version does not work with PROQA. Reviewing if they can be added without PROQA. The next version upgrade is very costly, more information to follow. Chief Bonomo noted the responses agencies requested are not available at this time.

#### 3. Peer Review

A. 660 W. Butterfield Road, LO – Hold until next meeting.

#### 4. Reports

##### A. Staff

DD Lamela noted three trainees are finishing radio training, one fire TC and two police. Anticipate training to be completed the first of the year. Work continues on emergency operations from the storm after action report. DD Baarman noted completion of the microwave ring for tower sites. A few MW hops to install before weather worsens, and work on circuit reduction, Comcast links, etc. Director Tegtmeyer noted, as discussed at Chiefs Operations, PowerDMS logins created for member agency liaisons.

# DU-COMM

---

## B. ETSB

Director Tegtmeyer noted ETSB Chairman will change due to the election, and the new the Fire Chiefs representative is DC Erik Kramer. He noted work on the radio maintenance agreement renewal.

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

None.

## D. Apparatus Changes - None.

## 5. Committees

### A. Fire Marshal Meeting – November 4, 2020 meeting

DD Lamela discussion regarding CAD interface. Planned to move SIS the last week of November to 2.0, but nothing confirmed yet. The hope is to have the interface running by year end.

### B. Fire Standardization Committee

Chief Schultz noted the FSC continues to meet with 11 agenda items. Recent work is emergency operations (for use if anything fails at PSAP, not just for storm mode. The committee previewed today's presentation and the three recommendations therein, and thanked DD Baarman and DD Lamela for their work. DD Baarman provided presentation (in packet). Summarized the process of 9-1-1 calls and need to find the location of the caller. Smart 911 is used to assist TCs. (only 6% of residents utilize) TC must choose correct address to start ticket. TC also uses Rapid SOS for cell phone location info. Once location is determined, TCs start interrogating using ProQA to select the call type and create the ticket. CAD ticket triggers first notification to agencies automatically, three notifications to AHJ, two are application based; Active 911 and I Am Responding, and lpage (email/text message) Mutual Aid agencies do not get this notification. All fire agencies have Active 911. The TC continue questions and updates to CAD. At the same time fire dispatch reviews the recommend line to determine the correct response, which triggers Purvis and Mutual Aid agencies get notifications from Active 911, I Am Responding, and lpage, and sends message to the stations, At the same time the backup path goes to RIU, Samantha's voice waits for channel to be free and this is what is heard on the radios when not in the station. Sent to stations, but mutes because the network path is up. If network is down the backup is the same time you hear it on the radio. When tones play over the air, Edispatch records 90 seconds of audio tones and emails to users - 14 agencies use it. Agencies can review call log on Edispatch website. When en route, agencies can see CAD tickets, and when agencies arrive they can provide on scene info in CAD. TCs will change call type for a structure fire and will compare what is on scene to determine what is needed. When you make this change, automatic notifications are not sent, (only initial created).TC workaround – copy ticket and create new ticket. When fire upgrades to a box. Fire structure code has fire alarm levels in CAD, the only call type with it. Each fire box has recommendations for equipment. Different from an EMS box, which will add the same equipment, regardless of what is scene. And a second EMS will add more equipment. On scene personnel can request whatever is needed from TC. If a specialty team is needed, the TC can open Emergen (email), pick the group and type message.

In a CAD Down scenario, most of this functionality will not work, and the TCs must record calls on cards, put Purvis in radio bypass, unpatch RIU from the fire channels, send notifications to agencies that DU-COMM is in emergency operations, notify ACDC and ETSB to get help started, and manually tone each call. Without CAD, TCs must determine which button to hit and who to send. Today, if in emergency operations, we hit all call or general tones to notify agencies of CAD down, storm mode, etc.).

The first proposal: when in emergency operations, DU-COMM to determine which tone to use for each agency, regardless of the call type, the same tone used before the call is announced. Chief Schultz noted emergency operations would also be utilized during storm mode. This would be the next step after the agencies notification. Every agency would be notified that DU-COMM is in emergency operations. Members out of the station will receive messages, which will trigger them to pay attention to calls. DD Baarman noted, calls go into pending (or event viewer on MPS). During the August storm, pending calls could not be reassigned and had to be taken in the order received, which agencies don't want to happen, If DU-COMM un-assigns calls, agencies can pick any

# DU-COMM

---

call, in any order, from the MPS. Still working on when call is finished, must the TC remove the unit. ETSB will have test environment ready next week. Hope to find all the steps needed to clear the call, but this is better than what happened in the storm. DU-COMM will manually dispatch all priority 1&2 calls (fire and EMS) and leave the priority 3&4 calls unassigned in the event monitor. Agencies can self-assign the priority 3&4 calls. Chief Schultz, noted when polled, several department were not in favor of this approach, but this is not intended to take a BC off the street to manage the calls. However, if supported, priority 3&4 calls would be managed by each department with status updates in CAD. Idea is agencies will have better control for lower priority calls. The list of priority 1&2, and Priority 3&4 call included in the packet. Group discussed use of INetViewer, MPS need to adjust status in CAD.

Chief Giannelli inquired about CAD tickets entry, time stamps and DD Baarman noted post event ticket creation is limited, but an agency can call a TC during an event and the TC can enter the ticket. Director Tegtmeyer noted Chiefs can create tickets from the MPS and AC Fors noted also in INetViewer. AC Fors noted that when an agency self-assigns a call, they must click "dispatch to me" to be added to the ticket, and Purvis will not tone. DD Baarman noted training will be created to share with member's staff. EMS Coord. Weaver asked when companies self-assign the call can they capture times, and Chief Schultz confirmed. Chief Giannelli asked if agencies can enter CAD tickets, and DD Baarman noted it is not recommended at this time. Chief Schultz noted an important step in the training process. AC Fors noted the system is built to do it, but unsure if available to us. Chief Schultz noted the event priority list aligns with ACDC now, corrected after the storm, to not use their agencies' equipment. DD Baarman noted priority 3&4 calls would be self-dispatched during emergency operation.

DD Baarman noted general static 205 per channel. Fire channels to consist of a Starcom talkgroup attached to a VHF dispatch channel, with tactical operations talkgroup, and primary, secondary, and additional fire grounds assigned. Lots of resources with Starcom. If Starcom bonks agencies can move to VHF, DU-COMM could unpatch Starcom if needed (but needed for Mutual Aid). DD Baarman noted locals have the lowest priority on Starcom, if talkgroup is busy, locals will be busier. Locals are not intended for critical communications and DU-COMM does not always monitor, so no guarantee TCs will hear. Tactical and unified are the same priority. Chief Schultz noted need to train members that local channels are low priority and with high call volume and channel load, it is important to train agencies to limit radio traffic. Agencies must emphasize radio discipline and the use of MDTs as much as possible. DD Baarman asked for questions or comments. AC Fors noted next steps: determine the tones for priority 1&2, update policy, provide training, and go-live. DD Baarman to send each Chief the tones, and each will choose one to use for emergency operations. Will email today with deadline to return within two weeks. Chief Evans suggested motions on these matters.

Chief Schultz made the motion to approve when DU-COMM moves to emergency operations, TCs will dispatch priority 1&2 calls, and agencies will self-assign priority 3& 4 calls. Chief Bonomo seconded, and the motion approved by roll call vote.

Chief Rakosnik made a motion to approve adoption of the fire priority assigned to the CAD event types (aligned with ACDC) Chief Beyer seconded, and the motion was approved by roll call vote.

AC Odiet made a motion when DU-COMM is in emergency operations TCs will use one tone, per agency, for one of two calls. Chief DeLuca seconded, and the motion was approved by roll call vote.

Chief Evans noted DD Baarman to email Chiefs today regarding the tones and begin to update the radio screens. DD Lamela to start training documentation. Director Tegtmeyer noted policies will be updated in PowerDMS. Chief Evans thanked everyone for all their efforts.

AC Odiet inquired when in emergency operations are priority 3&4 calls still patch to Active 911 and IAMResponding? And DD Lamela confirmed home jurisdiction is notified unless CAD is down,

Chief Schultz noted plan to step down as Fire Standardization Chairman at the end of the year. He asked that

# DU-COMM

---

the new chair have time to determine the committee composition. Plan was for two members' reps for each channel (primary and backup). He noted decisions are made for the greater good, not for individual departments. Chief Wood and Chief Evans thanked Chief Schultz for his work on the FSC.

## 6. Old Business

### A. Emergency Operations – CAD Down

DD Lamela noted tasked to find solutions for emergency operations, if technologies are lost. Initial solution had issues and was reviewed again. Consistency and simplicity is part of the plan to ensure the best service.

### B. Incident Review

- o Third Alarm – 170 Waters Edge Dr., BL
- o Storm After Action Report

DD Lamela noted work continues with ACDC and more work needed for emergency operations, as seen in the recent Bensenville call. How to improve communications when two PSAPs are involved in one incident. Will meet with ACDC to mirror images. Chief Bonomo also noted the recent Itasca / Bloomingdale fire.

## 7. New Business

### A. Bomb Threats and Explosive Devices – Written Directive 9.15.00 (draft)

DD Lamela noted draft in packet, proposes TCs automatically dispatch police and will call the fire agency to advise of the bomb threat, to give the fire agency the chance to advise how they would like to respond. No longer using the signal 11 or other signals in CAD. Code is now bomb and Samantha will say Bomb. To be discussed at Police Ops, and will come back to Fire Ops. Chief Evans asked for consensus there were no issues or objections with the plan. Chief Liss asked if it was possible to create a code for Samantha to use a specific acronym. DD Lamela noted the ETSB created the CAD codes through standardization, so the request would need to go the Standardization group for approval, and the police would also need to agree. Chief Schultz suggested the group adopt the policy as proposed, but add the request, to find a better broadcast term, to the ETSB Fire Standardization list, as it will take time to complete, and it was agreed. Chief Schultz noted the need to send a letter to the ETSB Fire Standardization and if the ETSB approves they will provide options. DD Lamela to create the letter.

## 8. Other Business – None

Chief Liss noted the MABAS 12 discussed LSI entries from Health Department with COVID information. At that meeting CM Berg noted DU-COMM would begin entries again if numbers fell below 200. Chief asked if entries were paused, why enter if below 200. Director Tegtmeyer noted discussions with DuPage Fire Chiefs President and other PSAP, and pre COVID, the health department shared smaller public health information. DU-COMM offered entries to the Police and Fire associations if numbers start to trend down, 200 entries for 7 days. Discussion at the Chiefs Associations that had asked for the access. It was noted topic to be discussed at the next Chief Operations meeting.

CM Berg noted channel guide updates have increased, but channel guides changes do not automatically update the Emergin list. The agency must request the Emergin list be updated, which can be send with the channel guide changes. Chief Bonomo noted Division 12 Emergin worked for the recent Hazmat call. Chief Jones had 13 techs responded. He asked if DU-COMM received an Emergin list for techs, and CM Berg confirmed.

Chief Giannelli inquired about update on Reverse 9-1-1. DD Lamela noted the Sheriff will continue program, but no update yet. Unsure what is done after hours, but will contact them again. Director Tegtmeyer noted the countywide reverse 9-1-1 is limited, due to landline database and unsure of its accuracy. OHS is discussing an alternate program. Need database of cell phone numbers, and IPause may be the answer, similar to amber alert notifications.

## 9. Adjournment

At 9:26 a.m. Chief Beyer made a motion to adjourn the meeting and Chief Anaszewicz seconded. Motion

# DU-COMM

---

approved by unanimous voice vote. Meeting adjourned.

The next Fire Operations Subcommittee meeting is December 17, 2020 – 8:00 a.m. at DU-COMM.

Respectfully submitted,

*Christine Keifer*

Christine Keifer