The DU-COMM Annual Report is a summary of 2017 activities and events, prepared for our member agencies, stakeholders, and the citizens we serve. This report highlights our organization, history, annual statistics, and recent accomplishments.

2017 was a significant year in the history of DU-COMM. On February 15, after years of discussion and analysis, the DU-COMM Board of Directors unanimously approved the Intergovernmental Agreement (IGA) and Lease between DU-COMM and DuPage County for the construction of a new Communications Center. In 1975, DU-COMM began operations on the west campus of DuPage County and 43 years later will return to a new state-of-the-art facility.

Another major accomplishment for DU-COMM was the consolidation of the Downers Grove Police Department and Fire Department. Downers Grove operations began at DU-COMM on May 1, 2017. The Village of Downers Grove was the largest community to join DU-COMM in the last ten (10) years of consolidation.

Three (3) Fire Protection Districts left DU-COMM in 2017 and joined Addison Consolidation Dispatch Center (ACDC) to co-locate with their police agencies. As a result, consolidations in DuPage County are complete, and exceed the requirements set by the State. In 2007, there were eighteen (18) 9-1-1 centers, or PSAPs (Public Safety Answering Points), in the DuPage system, including DU-COMM. In 2017, three (3) centers remain - DU-COMM, ACDC, and DuPage Sheriff’s Office (DPSO).

Lastly, 2017 brought the long awaited replacement of the DU-COMM 9-1-1 phone system. The physical switch and associated software and workstations, used to process and answer 9-1-1 calls, were replaced in the fall of 2017. The new system will move to the new facility.

History of DU-COMM

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 to provide public safety communications to police and fire agencies. In 2017, DU-COMM served forty-four (44) agencies and over 850,000 residents within DuPage County.

DU-COMM receives citizens’ requests for police, fire, and EMS (Emergency Medical Services) via 9-1-1 and ten-digit emergency phone lines. In 2017, DU-COMM dispatched over 730,000 calls for service and processed over 1.2 million phone calls in and out of the center. DU-COMM is a MABAS (Mutual Aid Box Alarm System) communications center for Divisions 10, 12, and 16.

Organization

DU-COMM is comprised of three (3) departments: Administration, Operations, and Support Services.

Administration consists of the Executive Director, Deputy Director Operations, Deputy Director Support Services, Finance/HR Manager, Finance Clerk, Office Assistant, and Executive Secretary. The Administrative staff leads and supports the agency and all executive functions, including finance, payroll, and benefit administration.

The Deputy Director Operations directs the Operations Department. A Communications Manager is responsible for each of the three (3) shifts and six (6) Communications Supervisors, a Training/QA Manager, and a Protocol Coordinator support the department.
Organization – continued

In Operations, 9-1-1 Telecommunicators (TCs) answer incoming calls from citizens and dispatch the appropriate first responders.

The backbone of the agency is the eighty-two (82) full-time TCs, two (2) part-time TCs, and three (3) part-time Alarm Operators. TCs are responsible for handling all incoming requests for assistance and dispatching the appropriate police, fire, or EMS units in an efficient, organized, and professional manner.

Support Services is led by the Deputy Director Support Services and includes two (2) units: Technical Services and MIS (Management Information Systems). The Technical Services Manager, three (3) full-time and one (1) part-time Technicians are responsible for the agency's radio infrastructure and facilities, aided by the Systems Coordinator that supports the countywide radio system and other projects.

The MIS Manager, three (3) full-time System Analysts, and one (1) part-time GIS Coordinator are responsible for system administration and support of all DU-COMM computer technologies including CAD (Computer Aided Dispatch) and related systems used by TCs, field personnel, and all DU-COMM departments.

Governance and Oversight

DU-COMM is a unit of government formed by an Intergovernmental Agreement with its twenty-two (22) member municipalities and eleven (11) fire districts per the Illinois Intergovernmental Cooperation Act (5 ILCS 220/1).

The Board of Directors governs DU-COMM and meets quarterly to approve major purchases, annual budgets, and bylaws. The Board also selects the Executive Director.

The Executive Committee meets monthly to guide the day-to-day operations of DU-COMM and oversee routine finances, personnel, policies, and strategic planning.

Agency Involvement

DU-COMM member agencies influence operations and services through DU-COMM's four (4) advisory committees: Chiefs Operations Committee, Fire Operations Subcommittee, Police Operations Subcommittee, and Support Services Subcommittee.

The Chiefs Operations Committee meets monthly to review and approve procedures and provide oversight and direction to DU-COMM's administration. This committee is the forum to voice comments and concerns on DU-COMM operations. In 2018, the four advisory committees shall meet every other month.

The Fire Operations Subcommittee meets to address fire communications, department responses, procedures, and issues that affect Fire/EMS agencies. The Subcommittee directed the Fire Standardization and Fire Marshall ad-hoc committee work for improved operations.

The Police Operations Subcommittee meets to address police communications, department responses, procedures, and issues that affect police agencies.

The Support Services Subcommittee meets to address technology related concerns and projects. All member agencies are encouraged to participate on this Subcommittee.
New Facility

On February 15, 2017, the DU-COMM Board of Directors approved an intergovernmental agreement between DU-COMM, DuPage County and the DuPage Emergency Telephone System Board (ETSB) for construction and lease obligations, estimated at $15,870,593, for the new facility. This vote culminated over six (6) years of discussion and work to reach a solution for DU-COMM’s facility needs. The Board’s unanimous vote, with all eligible members present, highlighted the support for the final decision.

The new communications center will have thirty-four (34) call taking and dispatch positions. The center will incorporate the ability to back-up the two (2) remaining PSAPs on the ETSB system: Addison Consolidated Dispatch Center (ACDC) and the DuPage Sheriff’s Office (DPSO).

This facility is representative of successful intergovernmental cooperation on many levels, as DU-COMM, a unit of government formed by our twenty-two (22) municipalities and eleven (11) fire protection districts partnered with DuPage County to find a suitable location for this vital facility, which benefits both entities. Not only is the project financially supported by DuPage County Emergency Telephone System Board (ETSB), they will co-locate in the new facility with DU-COMM.

With the groundbreaking on April 3, 2017, demolition and construction began immediately. On June 26, crews began installation of the hardened precast walls, and by the end of the year, interior walls were painted and facility equipment was installed. The original timeline expected the new facility would go-live in the 4th quarter of 2018, but the project is moving along and may be ready ahead of schedule.

The new facility, located on the DuPage County west campus, includes over 13,000 sq. feet of new construction, hardened to meet the requirements of a critical infrastructure. Along with over 20,000 sq. feet of renovated and repurposed space, unused by the County, equals a total of 34,010 sq. feet.

Page | 3
Operations
John Mostaccio, Deputy Director

In 2017, Operations focused on the implementation of the new 9-1-1 phone system and LiveMUM 2.0, a program used to identify units and recommend relocations per coverage policies. Operations completed Station Based Programming, to streamline and standardize the alert notification process and reduce dispatch times.

Operations began communications services for the Downers Grove Police Department and Fire Department in May 2017. The addition of Downers Grove and the completion of the Wireless Reroute Project, which redirected wireless 9-1-1 calls previously routed to the DuPage County Sheriff’s Office, to the appropriate PSAP (Public Safety Answering Point), increased the hiring and training of Telecommunicators by DU-COMM.

Additional activities included the implementation of the notification services for FIAT (Felony Investigation Assistance Team) and the design of the new Computer Aided Dispatch (CAD) system, set to deploy 2018.

Training
One of the biggest challenges for 2017 was the training of new Telecommunicators. Due to the consolidation of Downers Grove, the creation of three (3) additional supervisory positions, and an increase in turnover, DU-COMM hired twenty-three (23) new Telecommunicators. The impact to the training staff and the center’s operations to certify the new hires was significant. Over 23,500 hours of training were provided on a diverse range of topics.

<table>
<thead>
<tr>
<th>Type</th>
<th>CAD Events</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Police:</td>
<td>653,792</td>
<td></td>
</tr>
<tr>
<td>Fire:</td>
<td>77,656</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>731,448</td>
<td></td>
</tr>
</tbody>
</table>

Training Topics Included:
- New Hire Training
- Drills
- Cross Training for TCIIIs
- Protocol Training
  - Emergency Medical Dispatch
  - Emergency Fire Dispatch
  - Quality Assurance
- Online Training
  - PowerDMS In-house
  - Police Legal Science
- NENA Courses
  - Center Supervision
  - Leadership
  - Customer Service
  - Cybersecurity
- Pulse Night Club Shooting
- Station Based Programming/LiveMUM
- VESTA 9-1-1 CPE Training
- Telestaff Training
- Guardian Tracking
- CPR Training
- Agency Ride-A-Longs
DU-COMM FIRE AGENCIES 2017 STATISTICS

2017 FIRE/EMS INCIDENTS

- Bartlett: 3,769
- Bloomingdale: 4,825
- Carol Stream: 5,590
- Clarendon Hills: 1,016
- Darien-Woodridge: 3,020
- Downers Grove: 4,466
- Elmhurst: 5,547
- Glen Ellyn: 3,025
- Glenview: 2,432
- Hanover Park: 3,550
- Hinsdale: 2,461
- Little-Woodridge: 7,403
- Lombard: 6,019
- Oak Brook: 2,475
- Oakbrook Terr.: 1,405
- Roselle: 2,585
- Villa Park: 2,823
- Warrenville: 1,895
- West Chicago: 3,252
- Wheaton: 5,976
- Winfield: 1,975
- York Center: 1,547

FIRE INCIDENTS BY RADIO CHANNEL

- FIRE WEST: 7,319 (9%)
- FIRE EAST: 23,893 (31%)
- FIRE SOUTH: 16,784 (22%)
- FIRE NORTH: 29,660 (38%)
Wall of Life

A Wall of Life plaque acknowledges a Telecommunicator when pre-arrival medical instructions, as part of our Emergency Medical Dispatch (EMD) protocols, save a life. Congratulations to Steve Pirog, and Stefanie Sobusiak. Their CPR instructions contributed to the survival of the patients.

NENA – ENP Certifications

DU-COMM is committed to excellence in the field of Public Safety Communications, as demonstrated by our support of the National Emergency Number Association (NENA) Emergency Number Professional (ENP) certification program.

This certification represents a mastery of the comprehensive body of knowledge for emergency number professionals. In 2017, DU-COMM Communications Managers Cara Payne, Francesca Kubica, and Megan Klomes successfully achieved ENP certification.

The Communications Managers join Deputy Director Support Services Matt Baarman, Deputy Director Operations John Mostaccio, and Executive Director Brian Tegtmeyer as fellow ENPs at DU-COMM.

DU-COMM’s six (6) ENPs join the ranks of only 71 people certified in Illinois and 1267 certified in the nation.
Support Services focused on improving communication at all levels. They provided Operations the correct status of equipment using Console Status Tracker and discussed impact of technical changes with Operations staff. The team provided notice of scheduled outages to member agencies to allow time to prepare, and reduced the Track-it ticket backlog to ensure timely response.

Support Services developed plans to structure and complete tasks, created daily, weekly, and monthly goals, and communicated the plans. Staff documented systems using best practices, procedures, and product, and created “How To” articles to improve consistency.

To replace the SONET, formerly supported by the ETSB, the DU-COMM Board decided DU-COMM should take the lead and install Comcast or microwave connections to each agency. Support Services purchased twenty-five (25) Comcast connections and began to activate this network for DU-COMM Municipalities and Fire Protection Districts. In addition, staff installed three microwave links (Downers Grove, Carol Stream PD, and Carol Stream FPD), and reconfigured several existing links to allow the flow of CAD traffic.

The following illustrate progress or completion of Support Services projects in 2017:

- Completed installation and cutover to new phone systems: Vesta for 9-1-1 and Avaya for Administration.
- Completed consolidation of Downers Grove PD and FD into DU-COMM.
- Started implementation of the ETSB's new Hexagon CAD. Installation of servers, configuration, and initial programming completed during the year.
- Started installation of DU-COMM Microwave Network ring. Three of the five links currently operational.
- Completed Station Based Programming and went live with LiveMUM and LiveMUM 2.0.
- Completed an ISP touch on all Police radios and began configuration for STARCOM21 “Third Touch” for the DuPage ETSB.
- Reviewed and scored Fire Station Alerting proposals in ETSB RFP process.
- Completed the STARCOM resiliency project: with four (4) additional sites added to the DuPage Simulcast system.
• Completed preliminary system design and site selection for the 800 MHz police department backup channels.
• Alarm Board upgrade enabled alarms via IP or Wireless. Agencies continue to move customers to all wireless radio connections.
• Backup Fulton Siren Controllers programmed at four (4) additional locations.
• Continued reduction of DU-COMM’s dependency on analog circuits with new technology, 41 RTN circuits remain. The consolidations of Downers Grove and Clarendon Hills added seven (7) circuits, while staff cancelled 12 circuits.
• Upgraded Active Directory 2012
• Upgraded dedicated internet service with SLA for Public Safety
• Hanover Park tower site beautification completed

Maintain DU-COMM Systems
Support Services continued maintenance of DU-COMM Vehicles, Sites, Cameras, HVAC, Power, and Control systems.

During 2017, Support Services staff deployed several new applications: Overnight Parking (ONP), Time Tracker replacement, Guardian Tracker, and the Kronos TeleStaff program. Staff completed Fire channel realignment with the move of Clarendon Hills FD and Hinsdale FD to Fire EAST, and Roselle FD to Fire NORTH. In addition, Techs replaced all 57 Tait reciters affected by the synthesizer lock issue and completed the battery replacement for the main UPS system at 600 Wall Street. Techs completed STARCOM ISP touch to add Priority to Police radios, and implemented the ETSB’s 90-day audio retention policy.

Preparation for move to the New Building

With the groundbreaking on the new DU-COMM facility, staff began to develop plans to move new and existing systems to the new facility, including phone, radio, CAD, and station alerting without interrupting operations.
**Administration**  
*Angela Athitakis, Finance/HR Manager*

**Human Resources**
At the end of 2017, five positions remain open: One (1) part-time Alarm Operator, three (3) Communications Supervisors (CS), and one (1) Technician. The part-time Alarm Operator and CS positions (planned promotions) are expected to be filled by January/February 2018.

**Hiring - Telecommunicators**
Telecommunicator positions staffed at an average of 95.9% for 2017. Twenty-three (23) new Telecommunicators started throughout 2017, but due to turnover and promotions, we consistently staffed at 76 of the 82 authorized Telecommunicator positions since May. At the close of 2017 there were zero (0) open Telecommunicator II positions.

DU-COMM’s Telecommunicator turnover increased from 4.11% in 2016, to 9.76% in 2017. Attributed to four (4) Telecommunicators resignations, three (3) Telecommunicators terminated during training, and one (1) Telecommunicator, Julie Szigeti, retired after 28 years at DU-COMM.

Telecommunicator tests conducted in April and October with 372 applications processed. The October test was a joint hiring process with Northwest Central Dispatch System and achieved almost three (3) times as many applicants than the April hiring process. The joint hiring process allowed for a reduction in administrative workload and advertising costs. Attendance to mandatory orientation/testing dates were higher than previous years: 288 attended, with a 34% pass rate (33% passed in 2016). Twenty-seven (27) qualified candidates identified and twenty-three (23) conditional offers issued to fill open positions.


Applicants that took our previous tests commented the switch seemed more in-line with the position tasks. Staff will continue to monitor the success / failure of Telecommunicators hired using the NDST as a screening tool in the hiring process.

**Hiring – Operations Management**
In January 2017, Communications Manager John Mostaccio began as Deputy Director Operations to fill the position vacated in June 2016.

Deputy Director Operations John Mostaccio

The increase in authorized strength to six (6) Communications Supervisors, from three (3) approved in May, began an internal promotional process in January. Francesca Kubica was promoted to Communications Manager in February, and Steve Pirog was promoted to Communications Supervisor in March. The remaining three (3) Communications Supervisor promotions of Telecommunicators Tyler Benjamin, Jessica Padgett, and Bill Barber were delayed until January 7, 2018, to limit overtime and ensure all open Telecommunicator positions were filled in December.
Employee Classification Changes
In cooperation with the union, DU-COMM revised the cross-training selection and training process for all Telecommunicators interested to cross-train on police and fire radio communications. In 2017, TC John Hayden and TC Kim Moratti earned the classification of Telecommunicator III. At the end of 2017, the total number of Telecommunicator IIIs was twenty-one (21).

Wellness Committee
Goals for 2017 focused on promoting healthier lifestyles (physical, mental, financial, and social), and to reduce stress.

Labor Agreement
Since May 2016, management staff and union stewards worked on key areas of contract wording and process changes. DU-COMM staff and the union participated in modified traditional bargaining using Interest Based Bargaining (IBB). The Federal Medication & Conciliation Service (FMCS) facilitated this process. Both sides worked together to resolve issues and simplify processes that benefit union members and DU-COMM. Both the union and DU-COMM ratified the new union contract, effective December 20, 2017.

Fundraising
Several shifts adopted local families for the holiday, and collected money and donations. DU-COMM thanks the many employees for their spirit of giving this year. In addition, donations to the Central DuPage Hospital's annual toy drive were collected.

Anniversaries Milestone
- Heather Berg 10 years
- Brian Tegtmeyer 10 years
- Jacquie Bucher 15 years
- Francesca Kubica 15 years
- Stefanie Sobusiak 15 years
- Stephani Buff 20 years
- Pedro Perez 20 years

Employee Appreciation
National Public Safety Telecommunications Week (NPSTW) was packed full of events, and food. More than fifteen (15) member agencies donated raffle items and food to express their thanks to our staff.

Agency Awards
Nominations for agency awards, solicited during NPSTW in April, were presented during the annual agency-wide meetings in September.

Steve Licht – Support Services EE of the Year
Francesca Kubica - Supervisor of the Year
Madelyn Walsh - Telecommunicator of the Year
Julie Szigeti - Award of Excellence

Steve Licht
Support Services
Employee of the Year

Madelyn Walsh
Telecommunicator of the Year

Julie Szigeti
Award of Excellence
New systems

DU-COMM staff recently launched many new systems to increase agency productivity and efficiency.

The implementation of PowerDMS in 2016 changed DU-COMM’s method of organizing documents, forms, and Written Directives. The program allows limited access to specific groups/employees, assigns and tracks the progress of documents, and ensures all employees use the most current version of a resource. PowerDMS also provides a platform for in-house online training for topics that include EMD, EFD, Safety, and policy review.

Kronos Telestaff, a program for automation of scheduling functions to streamline processes and increase accuracy rolled out slowly in 2016-2017. GPTO bidding was first with a parallel release in July 2016. Use of TeleStaff for all scheduling went into effect on January 2, 2018 and included some of the new union contract changes. Project completion, anticipated in spring of 2018, will include the reconfiguration needed for the scheduling rules in the new contract.

Implemented in the fall of 2017, Guardian Tracking is a performance management software used for real-time transparent employee documentation. The program grants employees access to their digital personnel file for attendance, recognition, general documentation, and discipline.

Categories align with DU-COMM policies, NENA CTO evaluation criteria for new hire daily observation reports (DORs), and 2018 employee evaluations.

Guardian Tracking allows employees to enter peer recognitions with electronic approvals at each management level. With its ease of use, an increase of positive documentation is expected. Program enhancements, in 2018, will allow electronic documentation signing by employees.

Professional Organizations

DU-COMM encourages employee participation in Public Safety organizations. Employees are involved in the following:

- IL-TERT - Telecommunicator Emergency Response Taskforce
- FIAT – Felony Investigative Assistance Team
- IPSTA – Illinois 9-1-1 Annual Conference
- APCO – Association of Public Safety Communications Officials
- NENA – National Emergency Number Association
- IPELRA – Illinois Public Employer Labor Relations Association
- SHRM – Society for Human Resource Management
DU-COMM encourages DuPage County citizens to sign-up for Smart911 service. Smart911 provides an enhanced database to 9-1-1 Telecommunicators in an emergency.

Citizens are able to create a safety profile that provides 9-1-1 with additional personal information, including but not limited to the following:

- Mobile phone number(s)
- Home address
- Names of members in the household
- Pet(s)
- Vehicle(s)
- Medical condition(s)
- Picture(s)

This information is stored until one of the phone numbers in the safety profile calls 9-1-1. When the call is received the safety profile is displayed to the 9-1-1 Telecommunicator.

Register your safety profile at www.smart911.com.