Support Services Subcommittee Meeting Minutes  
Wednesday, June 7, 2017 - 9:00 AM  
Glenside FPD, 1608 N. Bloomingdale Road, Glendale Heights, IL

Present

- FF Andrew Scumaci  Bartlett FPD
- Chief Brian Leahy  Clarendon Hills FD
- Cmdr. Ed Rentka  Darien PD
- DC Scott Spinazola  Downers Grove FD
- Brian Bigelow, IT  Downers Grove
- DC Bill Anaszewicz  Elmhurst FD
- DC Rich Cassady  Glenside FPD
- Ted Gerstein, IT Director  Hanover Park
- Sgt. Todd Carlson  Hanover Park PD
- AC Tim McElroy  Hinsdale FD
- Cmdr. Jeffrey Weber  Oak Brook PD
- DC Dan McCann  Villa Park PD
- Chief Pat Tanner  West Chicago FPD
- Cmdr. Eric Shipman (Chair)  West Chicago PD
- Sharon Taylor  Wheaton PD
- Ofc. Daniel McIntyre  Woodridge PD
- Chief Andy Bonomo  York Center FPD
- Dale Schwer  York Center FPD
- Systems Coord. John Lozar  DU-COMM
- MIS Manager Scott Klein  DU-COMM
- DD John Mostaccio  DU-COMM
- Intern Delaney Herrick  DU-COMM
- Mgr. Klein noted if agencies need Verizon static IP cards they should order them before the end of June.

Call to Order: The meeting was called to order by Chairman Shipman at 9:02 AM.

Meeting Minutes:
A motion to approve the minutes of April 5, 2017 was made by Chief Bonomo and seconded by Sgt. Carlson. Motion was approved by unanimous voice vote. No May meeting.

Staff Reports:
Lozar indicated staff reports in the packet and asked for questions.

DD Mostaccio introduced Intern Delaney Herrick who will be with DU-COMM for 12 weeks.

DD Mostaccio discussed events from last weekend - phone system issues. Prior to Saturday 5 AM failure select PL lines failed. AT&T was contacted to investigate if it was switch related. AT&T concluded it was individual lines. Saturday at 5 AM a number of 9-1-1 screens displayed an error message. AT&T determined an interface card needed replacement. None were found in the area and one was flown in from Tennessee and arrived at 9 PM. AT&T determined a timing card was defective. AT&T switched to the backup timer card and the system was restored. On Tuesday evening, AT&T replaced the defective timer card. Discussion followed with several members inquiring about backup to the switch. Several comments from members indicated AT&T should be queried for answers as to the redundant backup failure of the current switch and shortened time table for the new system.

Old Business:
A. Phone System  
Discussed in previous section.
B. DU-C OMM Network
Mgr. Klein indicated Comcast right of entry forms will be sent to the agencies this month. Comcast is finishing the ETSB fiber ring with equipment installation at DU-COMM, ACDC, and DPSO. Point-to-point microwave installation is complete between DU-COMM and Downers Grove. Three other links: Elmhurst, Hanover Park, and Wheaton will be scheduled. The remaining 23 links will be Comcast fiber. The network equipment will be ordered for these links. Chief Bonomo asked when the network would rollout. Mgr. Klein responded the turn on roll out all at once.

C. Computer Aided Dispatch (CAD) and Record Management System (RMS)
Mgr. Klein reported work on the fire response system using Hanover Park as they are the most recent agency to adopt station based programming. The new CAD programming is flexible and current data needs to be validated.

Hexagon will review the map build and make suggestions.

FF Scumaci asked if the ETSB will set the specifications and purchase laptops. Mgr. Klein noted the ETSB is looking into it.

Mgr. Klein reported the ETSB hired a CAD Manager, which is beneficial to all users.

CMRD Shipman asked when the new CAD was going live. Mgr. Klein responded late 2nd quarter next year.

RMS Subcommittee Report
Sgt. Carlson reported form fields are being finalized and by the end of June Hexagon will ask for a session to review.

Fire Subcommittee
Chief Bonomo stated the committee is in process of finalizing menus and will be reviewing.

Mgr. Klein reported work continues on programming run cards.

Chief Leahy reported map errors and asked how this could be resolved. Mgr. Klein indicated he will investigate for current CAD, and new CAD will use the existing data. Chief Leahy indicated the problem is ongoing and would like a resolution.

Dale Schwer asked if the ETSB would pick up costs for Net Motion. Mgr. Klein responded the ETSB was investigating a purchase since the Net Motion product interconnects CAD to MDTs. Discussion followed.

D. DEDIRS / STARCOM21
Lozar reported the May 23rd site trunking event was caused by work being done on the prime site and Motorola inadvertently changed parameters on a switch. DU-COMM is asking Motorola to look at the following issues: 1) Better way to patch resources 2) Better way to notify PSAPs of a site trunking event 3) Provide better information in regards to the impact of maintenance to users. Agencies were notified by email of the 2 week scheduled site maintenance. No outages are expected, but reduced coverage around a site under maintenance is expected around 1PM to 1:15 PM. UHF patches will be enabled each day during maintenance, as a precaution.

ISP ISPERN Changes
Lozar reported 22 out of 31 agencies completed accounting for 54% of the radios.
E. DU-COMM New Facility
Lozar reported construction has started with the core building demolished and compacting of the soil in its place. Activity is monitored by several cameras.

F. Image Trend downloads for EMS reporting
Mgr. Klein reported work has slowed with one agency, Bartlett in progress. A discussion followed as to the need to prioritize work since new CAD is close and efforts should be focused toward new CAD. A recommendation that this line item get deleted from the agenda.

New Business
A. STARCOM Next Touch
Lozar reported he met with PSAP Managers last week to start the discussion on what items need to be reviewed and discussed. There are two areas: technical parameters and operational. Discussion followed. Chief Tanner asked about radio to radio alias and the need to update when changes occur in personnel, rather than at a touch. Lozar replied this is under discussion.

B. Round Table Discussion on Current Technology Issues
None

Other Business:
Chairman Shipman informally requested input to cancel the July 5, 2017 meeting. Everyone in the room agreed. The next meeting is August 2, 2017.

Adjournment:
At 10:17 AM Chief Tanner made a motion to adjourn the meeting and the motion was seconded by Comm. Weber. The meeting was adjourned.

Respectfully submitted,

John Lozar

Systems Coordinator