



# 2022 ANNUAL REPORT



## DuPage Public Safety Communications, DU-COMM

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# EXECUTIVE SUMMARY

## Strategic Highlights

DuPage Public Safety Communications (DU-COMM) answers 9-1-1 calls and provides radio communications for our member police and fire agencies and the citizens they serve. Our staff works twenty-four (24) hours a day, seven (7) days a week to provide these critical services. Employee dedication and hard work combined with stakeholder support allows DU-COMM to meet its mission.

## Mission & Values

### MISSION STATEMENT

Be a leader in public safety communications through a continual partnership with our member agencies and professional best practices.

### AGENCY VALUES

DU-COMM will achieve our mission by:

- Serving our citizens through the accurate and efficient handling of their calls with strong customer service.
- Meeting the needs of our first responders with professionalism and duty.
- Focusing on our people through effective recruitment and retention programs.
- Rigorous and continual training for all employees providing them the tools needed to succeed.
- Setting ever-increasing standards of quality and reviewing our performance in a continual cycle of improvement.
- Maintaining reliable, secure, and innovative technology and services.

## Annual Highlights

The year began with continued focus on the hiring process to reach full staffing of Telecommunicators. COVID issues diminished throughout the year, but the “Great Resignation” impact on staffing levels remained a challenge. DU-COMM’s former Executive Director, Brian Tegtmeyer, was named National 9-1-1 Coordinator in May, and Executive Director Jessica Robb joined DU-COMM in mid-December. Our former facility at 600 Wall Street was separated from the tower site and sold. Staff worked hard to address these and other challenges, which prepared the agency for the coming year.

## DU-COMM Police Agencies

Bartlett  
Burr Ridge  
Carol Stream  
Clarendon Hills  
Darien  
Downers Grove  
Elmhurst  
Glen Ellyn  
Hanover Park  
Hinsdale  
Lisle  
Lombard  
Oak Brook  
Oakbrook Terr.  
Roselle  
Villa Park  
Warrenville  
West Chicago  
Wheaton  
Willowbrook  
Winfield  
Woodridge

# HISTORY AND ORGANIZATION

## History

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 to provide communications to police and fire agencies, fifteen (15) years before 9-1-1. In 2022, 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. 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, HR Generalist, 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 oversees the Operations department, comprised of eighty-seven (87) full-time Telecommunicators (TCs), four (4) part-time TCs, and three (3) part-time Alarm Operators that answer calls from citizens and dispatch the appropriate resources in an efficient, organized, and professional manner. Each of the three (3) shifts is led by one (1) Communications Manager, and two (2) Communications Supervisors. The Training Coordinator and two (2) Admin Assistants support the department.

The Support Services Department is led by the Deputy Director Support Services and includes two (2) units: Technical Services and MIS (Management Information Systems). Three (3) full-time Technicians are responsible for the agency's radio infrastructure and facilities. One (1) Systems Coordinator maintains the countywide radio system and other projects, and one (1) Procurement Specialist assists in equipment acquisitions.

The MIS Manager and two (2) full-time System Analysts are responsible for IT administration and support, including: networking, hardware, and software used by Telecommunicators and member agency personnel.

# 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).

A Board of Directors govern DU-COMM and meets quarterly to approve major purchases, annual budgets, and bylaws. The Board also oversees the position of the Executive Director. The Board of Directors delegates the oversight of day-to-day operations, finance, personnel, policies, and strategic planning to an Executive Committee that meets monthly.

## Agency Involvement

DU-COMM member agencies influence operations and services through DU-COMM's five (5) advisory committees: Chiefs Operations Committee, Fire Operations Subcommittee, Police Operations Subcommittee, Support Services Subcommittee, and Finance 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.

The Fire Operations Subcommittee meets monthly to address fire communications, department responses, procedures, and issues that affect Fire/EMS agencies. The Subcommittee directs two (2) ad-hoc committees to address standardization and fire prevention issues.

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

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

The Finance Subcommittee meets monthly, as needed, to provide guidance on specific areas as requested by the Executive Committee.

## DU-COMM Fire Agencies

Bartlett  
 Bloomingdale  
 Carol Stream  
 Clarendon Hills  
 Darien -  
 Woodridge  
 Downers Grove  
 Elmhurst  
 Glen Ellyn  
 Glenside  
 Hanover Park  
 Hinsdale  
 Lisle-Woodridge  
 Lombard  
 Oak Brook  
 Oakbrook Terr.  
 Roselle  
 Villa Park  
 Warrenville  
 West Chicago  
 Wheaton  
 Winfield  
 York Center

# OPERATIONS SUMMARY

## Staffing

To mitigate the ongoing staffing issues throughout the region in 2022, Operations coordinated with Human Resources to update the hiring processes and expedite testing and interviews. Operations trained two more Communications Supervisors and ensured all Communications Supervisors work a console if needed.

## Systems updated in 2022

Per NENA - (National Emergency Number Association): “all the training in the world is useless if the professional Telecommunicator isn’t continuously monitored and reinforced for the proper procedures”. In 2022, DU-COMM focused on our Quality Assurance (QA) program and provided additional and enhanced training to Managers and Supervisors on AQUA, the quality assurance software that works in conjunction with EMD (Emergency Medical Dispatch) and EFD (Emergency Fire Dispatch) protocols, and Frontline QA for police events, and live radio monitoring.

DU-COMM made a key holder module available to all fire departments to provide a central repository for police, fire, and Telecommunicators to access key holders information. The software allows all parties to edit information to ensure the most up to date information is available during emergency call outs. The Fire Marshals and Fire Operations Subcommittees work to provide further guidance. Key holder data, currently stored in CAD and SIS, will be moved to Frontline in 2023.

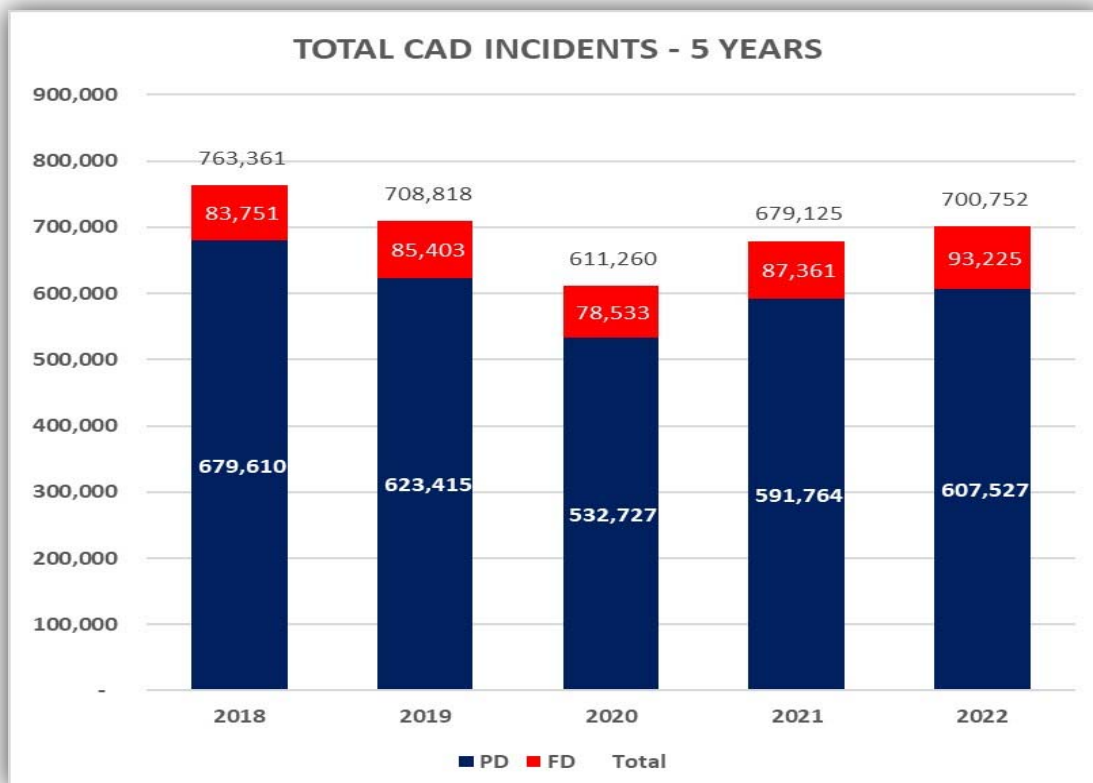
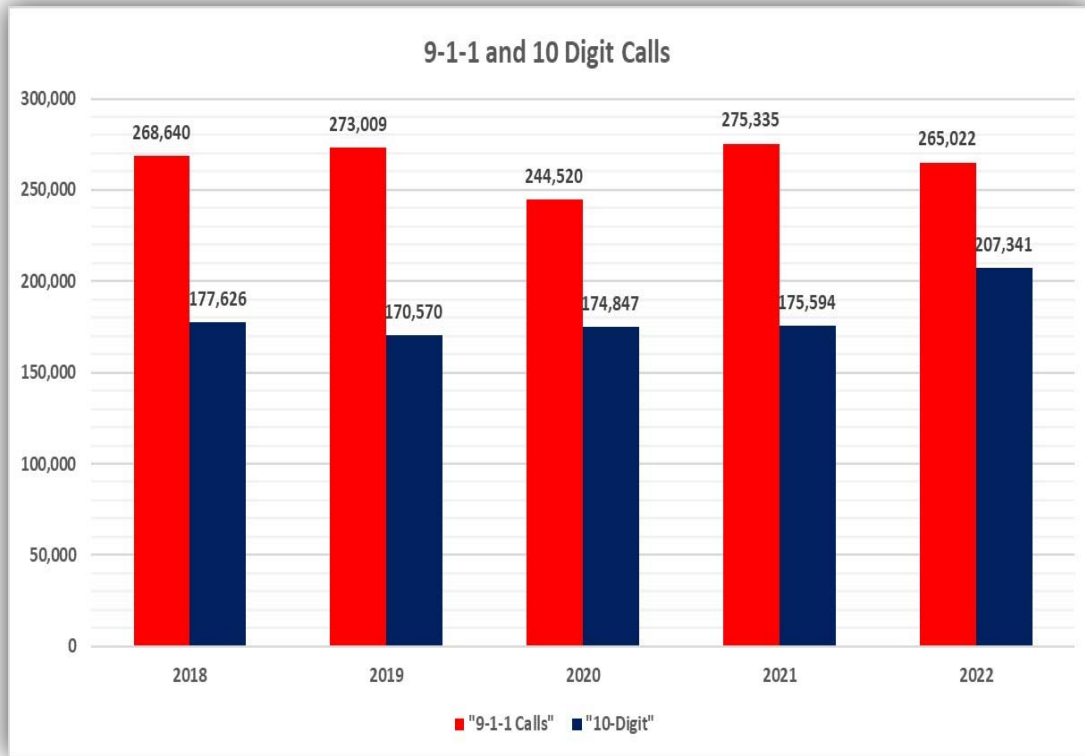
DU-COMM continued work to make workflows efficient and accurate. In 2022, Operations and Support Services created an interface from the SIS alarm board to CAD to standardize responses and limit points of failure when data is transferred from one system to another. This change will lessen the response time from the alarm activation to the creation of a CAD event and the dispatch of public safety personnel to the emergency.

## 2022 Operational Statistics

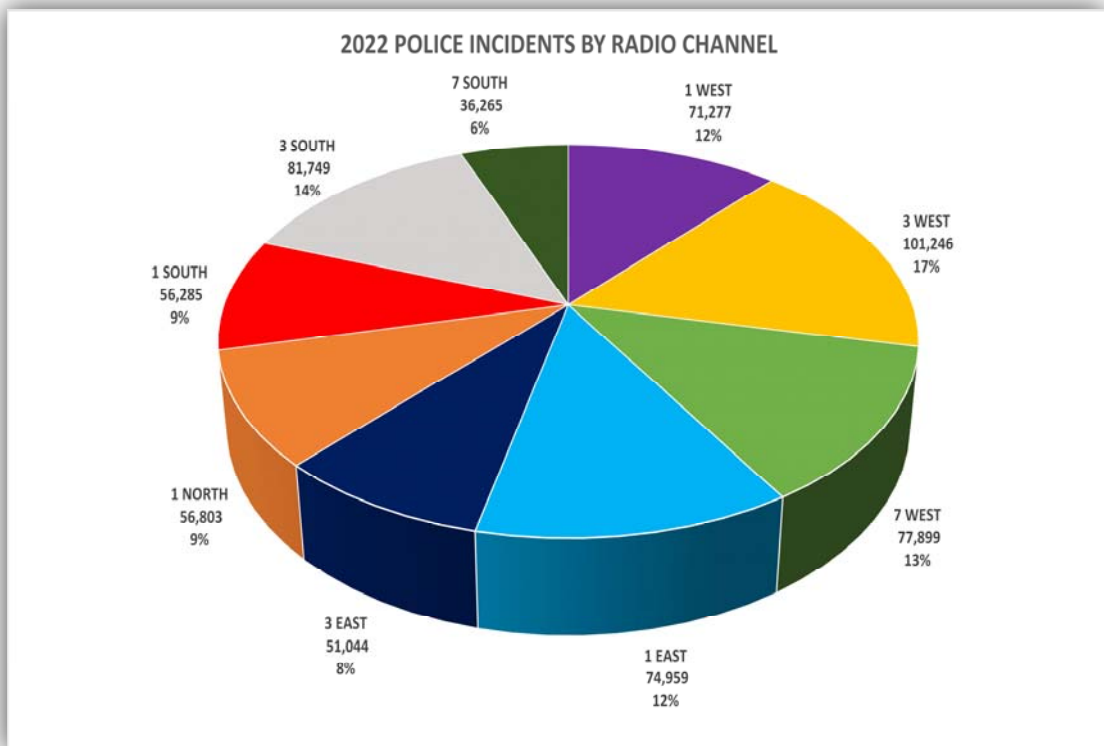
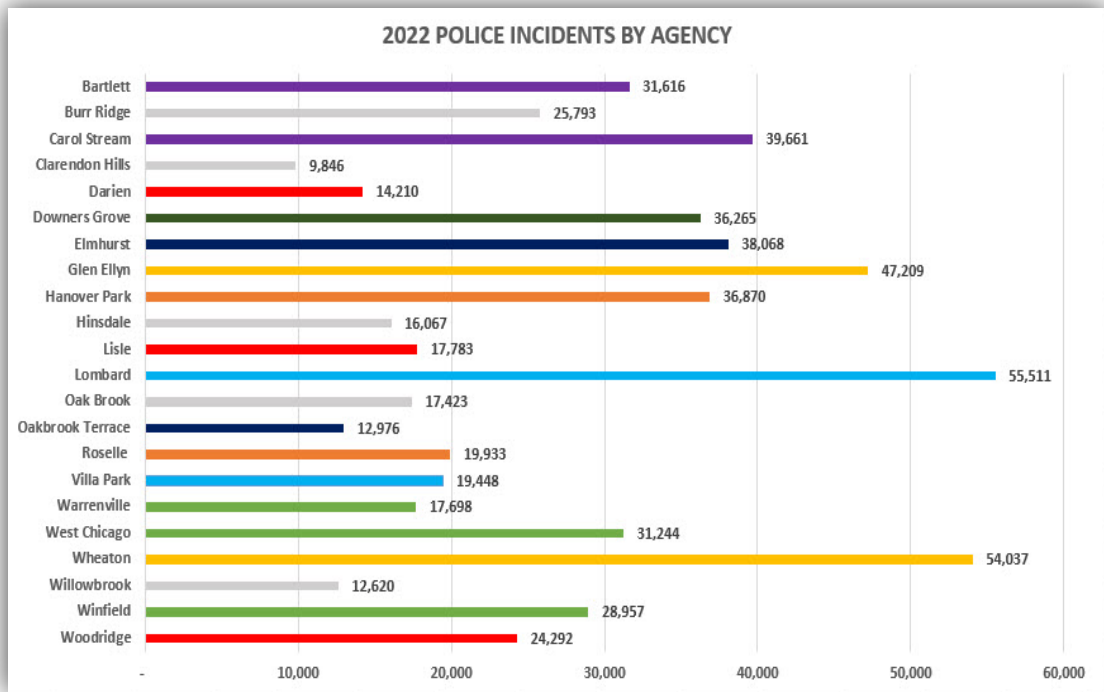
In 2022, DU-COMM Telecommunicators answered 265,022 9-1-1 calls and 207,341 10-digit emergency calls, and 700,752 CAD incidents were processed for police and fire/EMS activities. The following pages highlight our agencies statistics for the year.



# 9-1-1, PHONE, & CAD STATISTICS

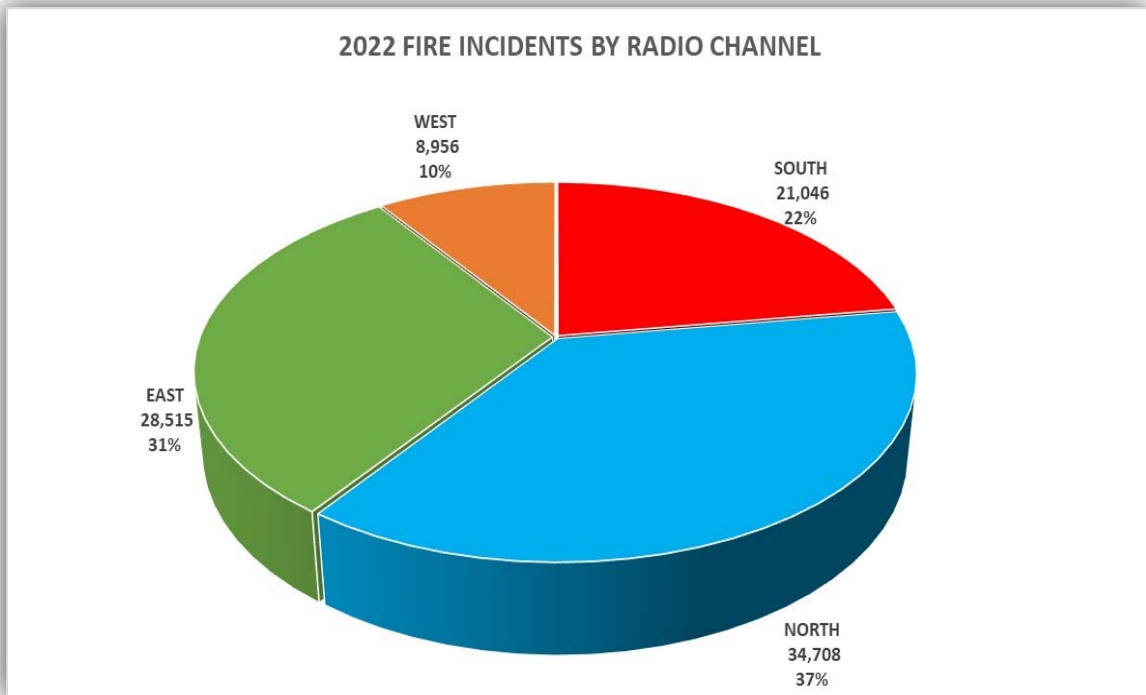
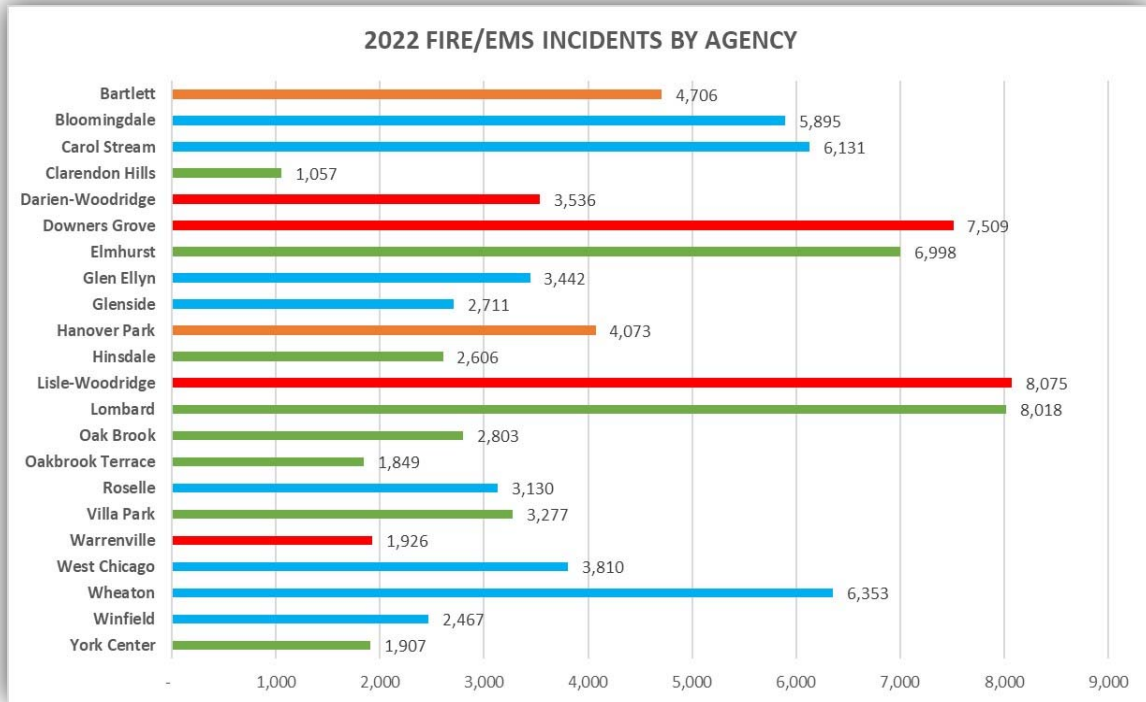


# POLICE CAD INCIDENTS

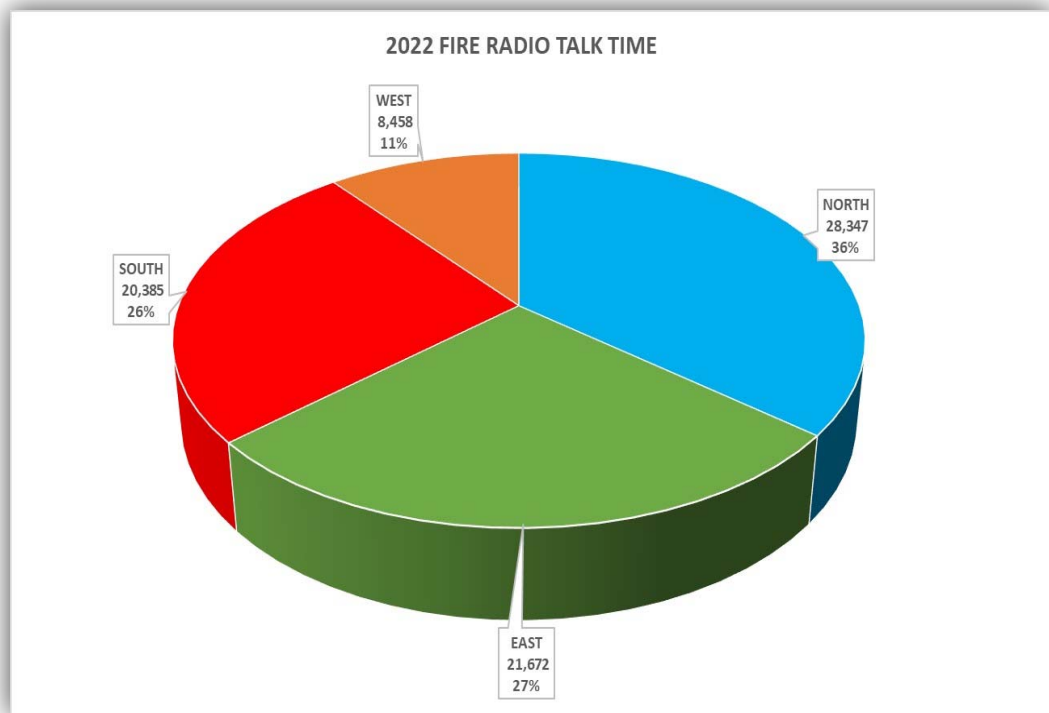
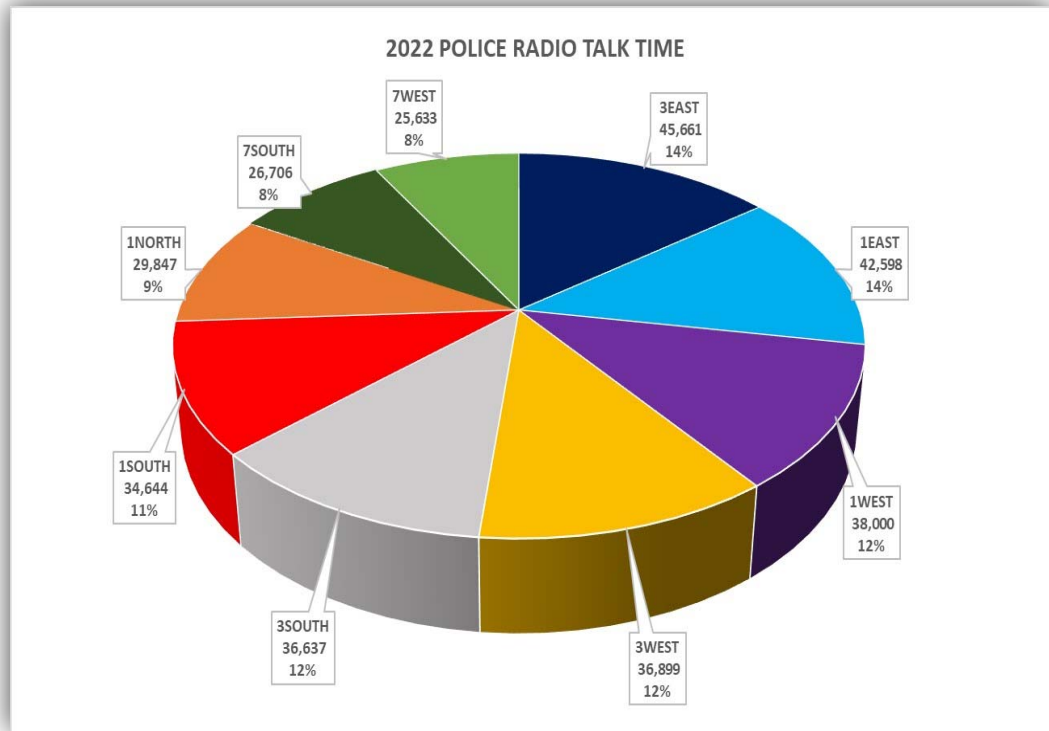




# FIRE CAD INCIDENTS



# RADIO TALK TIME



# TRAINING

Training continued to be a priority in 2022. Staff completed nearly 13,000 hours of training during the year. The largest training category was for new hires (classroom, call-taking, and police/fire dispatch). The second largest was continuing education (CE) of existing Telecommunicators. Conference attendance remained flat in 2022 with less opportunities due to COVID and staffing levels. DU-COMM ensured all employees were current in CPR training.

2022 TRAINING HOURS	
Training Category	Hours
New Hire Classroom	1,884
New Hire Phone Training	2,056
New Hire Radio Training	3,940
Cross Training Police	405
Conferences	106
Internal CE/Classes	1,948
External CE/Classes	642
EMD & EFD Certification	501
CPR	136
Protocol Continuing Education	972
Administrative Training	111
<b>Total Hours</b>	<b>12,701</b>



Additionally, all Telecommunicators kept their certifications current in EMD (Emergency Medical Dispatch) and EFD (Emergency Fire Dispatch). The use of these protocols provides our citizens with pre-arrival instructions and safeguards that first responders receive pertinent information for their response.



DU-COMM's main priority for 2022 training was to get new hires up to speed to help relieve the staffing shortage. New hires attend initial classroom training, which was completely redesigned to ensure all topics were covered before they start on the floor with their Communications Training Officer (CTO).

While unable to send staff to most outside training in 2022, we conducted in-house training on a variety of topics. Each week, Telecommunicators reviewed a different QA (Quality Assurance) standard for call-processing and protocol usage. In addition, was training on how to better use our protocols. We continued bi-annual TTY and TDD training to ensure Telecommunicators are prepared to handle calls from anyone deaf, or hard of hearing, on the platforms available.

In-house training was completed for storms, and drowning, to expand continuing education on higher priority call types and ensure Telecommunicators are better prepared for storm season. LEADS 3.0 (Law Enforcement Agencies Data System) training continued to ensure all Telecommunicators are more familiar with a program police Telecommunicators use every day.

In 2022, DU-COMM hosted Blue Point Alert Solutions to educate Telecommunicators on their alarm system and the technology. In addition, the DuPage County Health Department provided training on the new nationwide 9-8-8 Suicide & Crisis Lifeline and Mental Health services available within the county.

## SUPPORT SERVICES SUMMARY

The Support Services focused on multiple projects. Techs constructed microwave links to the following member locations: Bartlett, Elmhurst, Glen Ellyn, Glen Ellyn VFC, Hinsdale, Oakbrook Terrace, Warrenville, West Chicago FPD, and York Center FPD to replace links ahead of the June Comcast contract expiration.

The 600 Wall Street facility was decommissioned and sold in 2022. A generator installed at the 170 Wall Street tower site separated power at the two sites without issue, and the remaining console positions were donated to the City of Cicero.



MIS continued focus on Cybersecurity within the Department of Homeland Security (DHS) Cybersecurity & Infrastructure Security Agency (CISA) best practices. MIS completed a pilot with Seculore, and deployed improved system patching and anti-SPAM capabilities. MIS expanded the DU-COMM network with SARs and backup VPN installations at many agency locations. MIS deployed new “Admin Desktop” computers at each position in the dispatch center for Telecommunicator use to ensure access to resources no longer allowed on CAD positions.

### Tier 1 Radio Maintenance

DU-COMM continued to provide Tier 1 radio maintenance for the DuPage ETSB DEDIRS radio system in 2022. Staff completed 334 tickets with over 450 billable hours. Techs will not maintain the newly deployed APXNext radios.

### 800 PD Backup Build Out

Techs installed 800 PD backup channels 8Countwide 1 & 2 with equipment at Elmhurst, Glendale Heights, tollway, and Wheaton Towers. The channels are available for agency testing in all police radios as “DUC 800” zone. Alarms from all the 800 PD backup channels were integrated in Solar Winds for centralized monitoring and alerting.

### DU-COMM sites Improvements

Techs replaced the tower light control and connected the unit to CTI for improved logging. Air conditioning replaced at the Glendale Heights B-building tower site, and gravel added to the driveway to prevent pooling water. The doors at the Elmhurst and Villa Park tower sites were painted and security cameras installed at these sites and at the Hanover Park tower. Techs began the project to replace antennas installed over 20 years ago.

# ADMINISTRATIVE SUMMARY

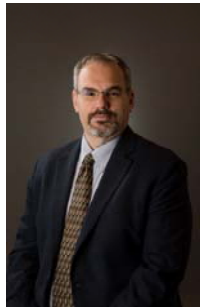
## Hiring

At the end of 2022, twenty-five positions remain open: twenty full-time Telecommunicator-II, four full-time Telecommunicator-I (call takers), and one part-time Alarm Operator. Telecommunicator positions were staffed at an average of 77.1% in 2022. Down from 88.8% in 2021 and 92% in 2019 (pre-pandemic norm). DU-COMM was at 79 Telecommunicators in October 2021, four (4) short of goal of 83. We promoted three (3) Telecommunicators to Communications Supervisors, and could not have anticipated six (6) resignations, without notice, in November/December 2021, well beyond the average turnover of previous years. This led to more overtime and DU-COMM lost eight (8) more experienced TCs.

Monthly applicant testing, moved to weekly testing in May 2022. A total of 596 Telecommunicator applicants were processed in 2022, but less than 36% successfully passed the first step in the process; the typing test - mostly due to not taking the test. Of the 596 applicants, DU-COMM issued offers to thirty-one (31), but only ten (10) successfully completed the post-offer hiring process.

Administrative positions filled during 2022 included the Executive Director, and a newly created Administrative Assistant Ops Training. Due to retention issues with part-time Alarm Operators, the position changed to two (2) Alarm Operators working six (6) hours days, instead of three (3) working four (4) hours days. At the end of 2022, all Administrative and Operations Support positions were filled.

After 15 years, former Executive Director, Brian Tegtmeyer, left DU-COMM to accept the National 9-1-1 Coordinator position in Washington, DC. In December 2022, Executive Director, Jessica Robb, joined DU-COMM.



## FYE22 Audit

Lauterbach & Amen, LLC completed the FYE22 Audit with no recommendations besides the new GASB Statement No. 87 for lease reporting in FYE23. The “clean audit” was approved by the Board of Directors on October 26, 2022. MWM Consulting Group, again completed the required annual actuarial report.

## Banking Relationship – Wheaton Bank

DU-COMM moved to Wheaton Bank & Trust in 2022, which added features to accounts payable, like positive pay, which began in February. Interest in FYE21 was \$1,300 and from May-December 2022 interest reached nearly \$19,000. Long-term investments of \$2,000,000 (in assigned funds for the FYE28 facility balloon payment) moved to tiered CDs with JP Morgan/Chase in May 2022, and annual interest earnings expected to increase. During the bank transition, routine ACH/Deposits were reviewed to further streamline processes and enhance security. Benefit vendors are now paid electronically via ACH, and bi-weekly payroll funds to: Nationwide 457, H.S.A., and garnishments include files to reduce errors and end the need to mail sensitive information.



# EMPLOYEE HIGHLIGHTS



Deputy Director Baarman - 10 Years



TC Pedro Perez - 25 Years



The 100 Club - Award of Valor Dinner  
Stephanie Allison, Angeline Lucado, Andrea Lyng,  
Kevin Zalga, Marie Smith, Amanda Schretter



TC Wendy Alba - Retirement - 27 years  
Presented by Deputy Director Lamela

## EMPLOYEE SERVICE AWARDS

### 2022 Retiree

Wendy Alba 05/1995

### 25 Year Service Anniversary

Stephanie Buff 07/09

Pedro Perez 09/16

### 20 Year Service Anniversary

Stefanie Sobusiak 06/10

Jacque Bucher 11/11

### 15 Year Service Anniversary

Brian Tegtmeyer 02/05

### 10 Year Service Anniversary

Stephanie Alison 02/02

Matt Baarman 06/18

Bill Barber 12/03

Larry Fleig 05/03

Steve Licht 09/11

Andrea Lyng 12/03

Janice Musielak 03/08

Stephanie Sheehan 05/03

## Wall of Life

DU-COMM is proud to recognize the efforts of all of our Telecommunicators. Each TC is trained in Emergency Medical Dispatch (EMD) and use life-saving pre-arrival instructions. Regularly, these actions improve the outcomes for patients. Sometimes, these actions save a life prior to the arrival of the first responders. In 2022, we recognized seven (7) Telecommunicators whose actions directly impacted the patient's survival and their names were added to the "Wall of Life".

### 2022 Wall of Life Recipients

Andrea Lyng	11/22/21
Wioleta Walas	11/30/21
Tammy Krzeminski	03/14/22
Marie Smith	04/17/22
Andrea Lyng	05/08/22
Kevin Zalga	06/25/22
Martin Cruse	07/08/22
Wioleta Walas	08/28/22
Andrea Lyng	09/27/22
Pablo Garcia	10/15/22



Wall of Life recognition  
TC Andrea Lyng, Director Tegtmeier



Wall of Life recognition  
Chair Brummel, TC Marie Smith, Interim Director Balling





## SMART 911

Register your safety profile  
at [www.smart911.com](http://www.smart911.com).

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 additional personal information, including but not limited to:

- Mobile phone number(s)
- Home address
- Names of household member(s)
- 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.



Learn more:  
[www.ducomm.org](http://www.ducomm.org)



**DU-COMM**  
DuPage Public Safety  
Communications

### BOARD OF DIRECTOR OFFICERS

**Chairman**  
**David Brummel**  
Mayor, City of Warrenville

**Vice-Chairman**  
**Rodney Craig**  
President, Village of Hanover Park

**Secretary**  
**David Fieldman**  
Village Manager, Village of  
Downers Grove

**Treasurer**  
**Timothy Deutsche**  
President, Bloomingdale FPD

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