



West Suburban Consolidated Dispatch Center

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Operations Committee Meeting

Elmwood Park Police Department, Lower Level Community Room
7420 W. Fullerton Avenue
Elmwood Park, IL 60707
September 25, 2018 at 9:00 am

MEETING NOTES

Members Present:

Elmwood Park Police Chief Frank Fagiano
Elmwood Park Deputy Chief Andy Hock
Elmwood Park Fire Chief Kevin Miller
Forest Park Police Chief Tom Aftanas
Forest Park Police Deputy Chief Michael Keating
Forest Park Police Commander Stephen Weiler
Forest Park Fire Chief Bob McDermott
Oak Park Police Acting Chief LaDon Reynolds
Oak Park Police Deputy Chief Frank Limon
Oak Park Fire Chief Tom Ebsen
Oak park Fire Deputy Chief Pete Pilafas
Park Ridge Police Deputy Chief Duane Mellema
River Forest Police Chief Jim O'Shea
River Forest Fire Chief Kurt Bohlmann

WSCDC:

Executive Director Brian Staunton
Deputy Director Amy Kosinsky
Supervisor Vanessa Underwood
Administrative Assistant Chris Randall

Others in attendance:

Elmwood Park Fire Mike Terzo
Oak Park IT Tomas Kilikevicius
Oak Park Records Supervisor Erin Lech

Call to Order

Chief McDermott called the meeting to order at 9:02 am.

Approval of Minutes from the July 31, 2018 meeting

Motion to approve by Chief Fagiano, seconded by Chief Ebsen, motion passed.

Executive Director's Report

Executive Director Staunton reported....

Staffing

Ryan Molenstra started with WSCDC on August 13th. He continues to progress through our training Process. He is expected to complete his training in February 2019.

Telecommunicator Collective Bargaining

In early September, WSCDC management received the intent to bargain letter from the FOP on behalf of the telecommunicators. Director Staunton has asked all the Chiefs for copies of their collective bargaining agreements to ensure that the collective bargaining lines up with what the departments are getting.

Budget Update

The Board chose not to vote on the budget and asked for significant changes. The changes have been made and it is up for approval at today's meeting.

Outage

The center experienced a major outage in which we were without 8 of the 12, 911trunks. The outage lasted about 3 hours. Calls were transferred to Lyons township area communication center. Two TC's went to the Lyons township location. There was no interruption in service. Staff did a great job getting us to the backup system. Bad AT&T bridge cards were the cause of the outage.

We were approved by Homeland Security to be given TSP coding on all of our lines to ensure that we receive priority services/repair when outages occur no matter what day or time of day. This service will incur a \$10,000 onetime cost and an additional \$200 per month.

The notification module is an issue for AT&T users. AT&T, in an effort to protect their customers from spam, blocks email addresses that send out mass messages. Therefore, preventing them from receiving notifications. Getting removed from their blacklist has proven to be a challenge but, efforts remain ongoing.

Statistics

Deputy Director Kosinsky's, current statistics were reviewed.

Superion, now Central Square Technologies- Support Tickets

We have seen the number of support tickets reduced to 12 open tickets. The average age of an open support ticket is currently 94.7 days. This is a significant decrease over previous months. Open support tickets were included in the packet.

Superion has merged for the 3rd time in 2 years with Tritech Technologies and Apteon Public Sector & Healthcare.

CAD Update

Director Staunton has been informed that new hardware is needed as well as a new server to support the current platform of MTC that is required to give us the functionality we were/are looking for. Training will be necessary. Adam is working on obtaining a license from Windows for the new server.

VHF 800 Radio Update

A lease / "Memorandum of Understanding" agreement with Riveredge Hospital for the housing of our equipment is up for Board approval today. After approval it will take from 8-10 weeks to install the phone lines.

WSCDC submitted a scope of work for a receiver site at a storage facility located at the intersection 1st Avenue and Lake Street in Maywood. As of today, we have not received a response.

We are looking into putting a receiver site on a water tower in Melrose Park, located on 1st & North Avenue. If this option is utilized, we will need to purchase an outdoor weather proof cabinet to house it.

Erin Lech inquired about an add on notification module to RMS. Director Staunton will reach out to Central Square Technologies to find out the cost.

An RMS meeting is being planned for October. Deputy Chief Hock is coordinating.

Adjournment

The meeting was adjourned @ 9:36 am, by Deputy Chief Keating, seconded by Chief Fagiano.

Respectfully Submitted,

Chris Randall, Administrative Assistant