

**THE SPECIAL MEETING OF THE EXECUTIVE BOARD OF  
THE WEST SUBURBAN CONSOLIDATED DISPATCH CENTER  
HELD ON THURSDAY, MARCH 8 2018**

**ROLL CALL**

Chairman Tim Gillian called the meeting to order at 2:00. Board Members Eric Palm (River Forest), Cara Pavlicek (Oak Park), Paul Volpe (Elmwood Park), Frank Kaminski (Park Ridge) and Tim Gillian (Forest Park) answered the Roll Call. Also in attendance were Brian Staunton (WSCDS Director) and Vanessa Moritz (Forest Park Village Clerk).

**PUBLIC COMMENT**

None

**NEW BUSINESS:**

It was moved by Mr. Volpe and seconded by Chief Kaminski to recess into closed session to discuss personnel matters.

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**ROLL CALL:**

**AYES:** Gillian, Palm, Pavlicek, Volpe and Kaminski

**NAYS:** None

**ABSENT:** None

The motion carried unanimously.

The meeting recessed into executive session at 2:06 p.m.

It was moved by Ms. Pavlicek and seconded by Mr. Volpe to reconvene the open meeting.

**ROLL CALL:**

**AYES:** Gillian, Palm, Pavlicek, Volpe and Kaminski

**NAYS:** None

**ABSENT:** None

The motion carried unanimously.

The meeting reconvened at 2:41 p.m.

Mr. Gillian announced that the regular rules of order are suspended and that the meeting is for the purpose of discussing the seven topics introduced by the Forest Park Fraternal Order of Police as concerning.

**Radio Issues:**

There was discussion about radio static, dead geographic areas and difficulties with dispatchers hearing officer transmissions.

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Mr. Staunton reported that Chicago Communications recommended moving the transmitter from 1111 Ontario to 150 Forest Avenue (both in Oak Park), because the Forest Avenue building is taller. This process was started in early December with a license application with the FCC. The application had to be amended in late December and the application was approved on January 30, 2018. The transmitter is scheduled to be moved and an additional antenna added to 150 Forest Avenue on Tuesday, March 13, 2018. In addition they are adding a digital voter. The voter will transmit the analog radio transmissions digitally into the digital console. These actions are expected to clear some of the static and background noise issues and provide more radio clarity. Once this is completed, operations will proceed for approximately two weeks, when Chicago Communications will perform a propagation study to ascertain where any dead geographic radio areas exist.

#### **Issues with Telecommunicators hearing officers – Requesting repeat transmissions:**

Mr. Staunton explained that since the consolidation with Forest Park, the staff has increased by 50%, the new digital board does not allow the Telecommunicators to have automatic transmission playback and the room was reconfigured. He is investigating sound absorbing materials for the room to help lessen the noise in the room. It was suggested that each of the Telecommunicators have their hearing tested and that Mr. Staunton look into the quality of the headsets being currently used. Mr. Staunton will investigate the uniform quality of the different headsets being used by the dispatchers, to ensure that the headsets are not a contributing factor.

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#### **LEADS:**

There were concerns about delayed LEADS entering of certain serious crimes, and the issue of officer safety as a result. Mr. Staunton explained the normal policy for entering information into LEADS once the police report is received at WSCDS. Mr. Staunton will send a list of potential situations where dispatchers can suspend the policy and immediately enter important information into LEADS right away to each of the Police Chiefs for comments. In the meantime, staff will be informed that any officer can direct WSCDS dispatchers to enter a crime into LEADS immediately.

#### **Call Sign issues with other Communities:**

There is a problem with the officers being able to discern which town is being dispatched over the radio as the beginning of the transmission is cut off. It was decided that dispatchers will start the transmission with the name of the community, then the call sign to avoid confusion. This process will begin on Monday and will be evaluated at the Operations Committee meeting at the end of the month.

There was discussion about excess radio traffic being routed to a different channel. This will be discussed at the Operations Committee meeting as well.

#### **In Progress Call Handling:**

Officers are concerned about the length of time it sometimes takes to dispatch an in-progress call. Delays can affect whether the offender is apprehended in certain circumstances. It was decided that Mr. Staunton and Chief Aftanas will research how other dispatch centers handle this type of situation and will report at the Operations Committee meeting. There was also discussion that for this size center, there should be a supervisor on staff at all times. Staffing issues will be considered and discussed by the Executive Board.

**SunGuard:**

There was discussion about concerns about information being communicated in the notes section of the ticket and the officers having to click on different tabs to see the notes. Mr. Staunton reported that there is one instance that is in the process of internal investigation/discipline regarding one employee.

There was also discussion about the possibility of having LEADS information in the notes, regardless of the confidentiality concerns (can be redacted for a FOIA). Mr. Staunton expressed his openness to adding the information to the notes.

**Review of Box Alarm Procedure:**

Forest Park Fire Chief McDermott had concerns about the rationale of dispatching box alarm calls to departments that are farther away before dispatching the closer departments. Mr. Staunton explained the protocol of dispatching the MABAS box alarm first and then proceeding to the local dispatch. It was discussed that it may be better to dispatch both simultaneously, using backup help that is on staff at the time.

Mr. Gillian thanked everyone for their input and contributions to the discussion and requested everyone block out two hours for the Operations Committee meeting instead of one hour.

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**ADJOURNMENT**

There being no further business to be addressed, Mr. Volpe moved and Ms. Pavlicek seconded to adjourn the meeting. The motion carried unanimously.

Mr. Gillian declared the meeting adjourned at 4:00 P.M.

Respectfully submitted,

Vanessa Moritz,  
Forest Park Village Clerk