

DU-COMM Membership Proposal

DuPage County Sheriff's Office



January 2024



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I. Executive Summary

This proposal is a response to the request received by DuPage Public Safety Communications (DU-COMM) from the DuPage County Sheriff’s Office regarding its interest in membership.

DU-COMM is the largest consolidated public safety communications center in Illinois and currently serves forty-four (44) member agencies for 9-1-1 and public safety communications. This proposal will highlight the history, organization, services provided, and costs associated with membership of the DuPage County Sheriff’s Office into DU-COMM. DU-COMM is not a private business. DU-COMM is a unit of intergovernmental cooperation as defined in the Illinois compiled statues (5 ILCS 220/1) formed by our member municipalities and fire districts.

DU-COMM can provide a high level of service with added value for a very competitive cost. The current DU-COMM “buy-in” policy for membership should also make the financial decision more attractive as highlighted later in this proposal.

While there are technical as well as operational issues that come into play in evaluating the DU-COMM proposal, there is currently an opportunity for the DuPage County Sheriff’s Office to join DU-COMM. With interoperability and coverage throughout the County, due to the ETSB STARCOM21 radio project, there are fewer technical issues today than DU-COMM faced adding agencies in the past.

This proposal is intended to be an outline of the membership process and should help the Sheriff’s Office staff learn about DU-COMM and the benefits of membership. The proposal will also identify areas where DU-COMM staff and the DuPage County Sheriff’s Office staff will need to focus if membership is pursued.

Finally, included with this proposal is the DU-COMM organizational chart, FYE25 budget summary (with the DuPage County Sheriff’s Office), cost estimates, Intergovernmental Agreement, Bylaws, last fiscal year audit, public education material, and the 2022 Annual Report.

II. DU-COMM History and Organization

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency as defined in the Illinois Statutes (5 ILCS 220/1) formed in 1975 by our members agencies to provide emergency communications services to police, fire, and emergency medical services.

DU-COMM is the largest consolidated public safety communication center in Illinois and currently serves forty-four (44) member agencies and over 850,000 residents of DuPage County and neighboring counties. DU-COMM receives requests for Police, Fire, and EMS via 9-1-1- and 10-digit emergency lines. DU-COMM processes over 1.1 million phone calls each year, including over 285,000 9-1-1 calls, and over 700,000 calls for service. Municipalities and fire districts have worked together to provide a high level of service to their citizens in public safety communications.

DU-COMM is comprised of three (3) Departments: Operations, Administration, and Support Services. The first and largest department is Operations where Telecommunicators answer incoming 9-1-1 calls from the citizens and dispatch the appropriate first responders. DU-COMM has an authorized strength of eighty-nine (89) full-time Telecommunicators, four (4) part-time Telecommunicators, and two (2) part-time Alarm Operators. The Telecommunicators are supervised by nine (9) full-time Operations Managers.

The Operations Department is also supported by a Training Coordinator, responsible for all agency training and quality assurance for the Emergency Medical Dispatch (EMD) program and related continuing education and is assisted by an Administrative Assistant. The Operations Department is under the direct control of the Deputy Director Operations.

The Support Services Department is comprised of two units: Technical Services and MIS (Management Information Systems) under the direct control of the Deputy Director Support Services. The Technical Services unit has four (4) full-time Technicians, and one (1) Procurement Specialist, responsible for the maintenance and installation of the agency radio infrastructure, and the DU-COMM facility. The MIS unit has one (1) Manager, two (2) full-time Systems Analysts, responsible for system administration and support of all DU-COMM computer technologies, including CAD (Computer Aided Dispatch) and related systems utilized by Telecommunicators and field personnel.

The Administration Department consists of the Executive Director, Deputy Director Operations, Deputy Director Support Services, Finance/HR Manager, Finance Clerk, HR Generalist, Administrative Assistant-Ops, and Executive Secretary.

III. Services Provided

All member agencies of DU-COMM receive a high degree of professionalism equally from the management team and staff. The management team understands the shared ownership by member agencies is key to DU-COMM’s success. Telecommunicators are highly trained and deliver dispatch services with customer service in mind. Support personnel are experts in their field with a long tradition of supporting the needs of each member.

A. Public Safety Communications

DU-COMM Telecommunicators answer 9-1-1 calls, or other incoming calls, for each of the agencies we serve. DU-COMM’s Telecommunicators dispatch and monitor a variety of police radio frequencies as detailed below:

Police Frequencies:

- 1 East (Lombard and Villa Park)
- 3 East (Elmhurst and Oakbrook Terrace)
- 1 West (Bartlett, and Carol Stream)
- 3 West (Glen Ellyn and Wheaton)
- 7 West (Warrenville, West Chicago, and Winfield)
- 1 North (Hanover Park and Roselle)
- 1 South (Darien, Lisle, and Woodridge)
- 3 South (Burr Ridge, Clarendon Hills, Hinsdale, Oak Brook, and Willowbrook)
- 7 South (Downers Grove)
- Sheriff’s Office (ACDC5/DPSO F1)

DEDIRS:

In addition to the primary radio channels, DU-COMM’s operations center is fully integrated into the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS). The DEDIRS radio system operates on the statewide STARCOM21 radio network. DU-COMM can operate on all the interoperable talk groups on the system, which allows us seamless access to whichever resource may be needed in an emergency.

DU-COMM Telecommunicators share in answering 9-1-1 calls, and after verifying the address of the incident, the call information is entered into the CAD (Computer Aided Dispatch) system. Once entered into CAD, the information appears on the appropriate Telecommunicator’s screen for dispatch.

The CAD system updates instantaneously, and many times the Telecommunicator responsible for dispatching the call can start the notification of police units before the call taker finishes with the caller. In situations when the request for police is urgent, the call taker can access the appropriate agency’s radio channel and “flash” the urgent call to the agency’s police officers, ensuring the fastest response possible.

DU-COMM is committed to the initial and continued training of our communications staff. Training covers a variety of topics including: EMD, LEADS/NIMS simulation drills, emergency preparedness, cross-training, geography, and procedure review. DU-COMM utilizes the Emergency Telecommunicator Certification (ETC) program, which complements a three-week new hire classroom training. The International Academy of Emergency Dispatch (IAED) certifies Telecommunicators who complete the ETC program. New Telecommunicators progress through daily training, in a classroom setting, with

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continual feedback and checkpoints, before 12 weeks of focused individual training on the communications center floor for phones, and another 12-16 weeks for radio training. DU-COMM's seven (7) Communications Training Officers (CTOs) provide initial new hire training, and much of the continuing education under the direction of the Training Coordinator.

B. Support Services

DU-COMM prides itself on providing member agencies with a high degree of technical support. DU-COMM's Radio Technicians and computer support personnel (MIS) are always available to assist member agencies with any system or product supported by DU-COMM. Staff are also available to member agencies for first-level support for many other issues. DU-COMM MIS and Radio Technicians maintain an on-call schedule for evenings and weekends, and their ability to prevent, troubleshoot, and resolve a technical issue is impressive.

DU-COMM agrees to maintain back-up communications systems to ensure continued radio communications operability with DPSO in the event of a STARCOM21 failure or outage. The following systems will be maintained by DU-COMM for DPSO back-up communications:

1. A radio console connected to STARCOM21 radio control station programmed for the DPSO F1 talk group will be utilized for events when radio console connection to the STARCOM21 core is lost.
2. DU-COMM Support Services Technicians will interface DU-COMM's radio console system to the existing DPSO conventional 800 MHz resource(s). This interface includes a dedicated audio connection to permit monitoring of voted receive signals at the radio console and transmit control of the conventional resource(s) from the radio console.
3. DU-COMM Support Services Technicians will connect DU-COMM's CTI Interface to the existing DPSO conventional resource(s) to allow for remote system monitoring.

Additionally, DU-COMM is willing to transition operation and maintenance of DPSO's conventional and other communications resources to DU-COMM's Support Services technical staff.

C: Additional Services

Public education and public relations are other areas where DU-COMM has committed time and resources to assist the public and our member agencies. DU-COMM has a public education team. The team can staff booths at an agency's event, provide basic 9-1-1 information, host DU-COMM tours for citizens, police or fire academies, scouts, community groups, and member agency personnel. DU-COMM developed several 9-1-1 related flyers for community education, which are available to our agencies.

DU-COMM shall maintain an accurate record of tows/relocations.

Operational policies and procedures are available through Power DMS. DU-COMM will provide access to Power DMS

D. Non-Emergency and After-Hour Functions

DU-COMM provides limited non-emergency services to our member agencies. We realize in the current economic climate both existing and prospective members look for ways to maximize resources. All citizens in our member agency jurisdictions know to call 9-1-1 for police, fire, or EMS response. This includes some non-emergencies calls, including but not limited to parking issues, barking dogs, etc. In after-hours situations, DU-COMM will make notifications to Public Works staff and other municipal

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services, as needed, but DU-COMM cannot operate as a “switchboard” for police agencies, transfer calls back to the department, and/or take administrative messages. DU-COMM provides full LEADS services for many agencies, and some agencies transfer LEADS to DU-COMM when they temporarily close their police stations at night. Several agencies still maintain a twenty-four (24) hour desk.

DU-COMM will use CAD to process radio transmissions from the State's Attorney's Office, Probation, and the Children's Center. These services include answering periodic radio traffic and performing status checks.

DUCOMM will use CAD to process radio transmissions from Sheriffs Transport division, SWAP, and for corrections deputies who are assigned to details. These services include answering periodic radio traffic and performing status checks.

E. LEADS

DU-COMM shall provide LEADS services for the DuPage County Sheriff's Office to include the entry, modification, and cancellation of HOT FILES, the hit notifications for all entries except warrants, CQH requests upon request, and receipt and verification of all after-hours CDC hits as forwarded by Sheriff's Office LEADS administrators.

DU-COMM will enter all after-hours felony or domestic violence warrants and emergency orders of protection. Upon request, all LEADS entry verifications will be sent to the on-duty watch commander.

F. Notification Services,

DU-COMM will provide the following notifications after hours or in an emergency.

Outside Entities

DuPage County Animal Control
Township DOT's
Arson Task Force
Children's Center Investigators
County Highway
Building and Zoning
Public works
Water Departments
Assistant State's Attorney (including felony screening)
Duty Judge
Coroner's Office/Duty Deputy Coroner
Probation

Internal Entities

On-call Detectives (non-MERIT)
On-call Forensic Evidence Technicians (non-MERIT)
K-9 requests
Hazardous Device Unit

G. Committee Participation

DU-COMM subcommittees: Fire Operations and Support Services meet monthly, and Police Operations meets every other month. DU-COMM’s staff works with committee members to identify service and policy issues and reach goals. Recommendations from the subcommittees are presented to the Chiefs Operations Committee. Every DU-COMM agency may interact at these meetings to help the Executive Director and staff shape DU-COMM policy and direction. The Chiefs Operations Committee reviews and acts on subcommittee recommendations and, as appropriate, makes their own recommendations to the governing bodies of DU-COMM: the Executive Committee and Board of Directors. These committees benefit from the shared participation and collaboration of member agencies, which is a vital part of the success of DU-COMM.

IV. Membership Costs

A. Annual Operating Shares (FYE25)

This membership proposal is based on the FYE25 budget.

There are four (4) costs associated with DU-COMM membership. The first and most important is the annual operating “share”; DU-COMM’s term for the annual fees each member Municipality or District is assessed for its agencies. The annual operating share is derived by determining the DU-COMM operating budget minus any operational revenue. The balance is split between the member agencies per the current funding formula.

The formula first splits the operational shares between fire and police, and each discipline splits its cost further. This formula is roughly based on the number of Telecommunicators assigned to either the primary Police or Fire/EMS functions.

The police departments split shares by a percentage of full-time sworn officers, while the fire departments/districts split shares in a formula of EAV (Equalized Assessed Value) and calls for service for their jurisdiction. To reduce the impact of annual changes in sworn officer counts, a five (5) year smoothing average will be used going forward from membership approval. In considering the DuPage County Sheriff’s Office membership, DU-COMM has estimated that ten (10) additional full-time employees would be needed.

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The following information has been provided by the DuPage County Sheriff’s Office for the calculation of its operational “shares” of the revised DU-COMM Budget.

The DuPage County Sheriff’s Office		
Police	Number of Sworn officers	115

The chart below shows the increased DU-COMM Annual Budget with the inclusion of the DuPage County Sheriff’s Office:

DuPage County Sheriff’s Office Membership Cost Estimates	
FYE 25 Budget (Revised to Show DuPage County Sheriff)	\$19,607,464
FYE 25 Budget Police (80% budget)	\$15,685,955
FYE 25 Budget Police Assessment (less other revenue)	\$14,422,628
Revised FYE 25 Per Officer Cost	\$13,473
DuPage County Sheriff’s Office Share (115 Officers)	\$1,549,395
DU-COMM Facility Costs (New members obligation)	\$59,002
ANNUAL TOTAL SHARE (Operations)	\$1,608,397

Using this formula DU-COMM anticipates the DuPage County Sheriff’s Office annual operating share for membership, based on the current FYE25 budget to be \$1,549,395. In addition to annual Operating costs shares, it is anticipated that DuPage County Sheriff’s Office would be assessed an annual fee for the new facility cost. The DU-COMM Board of Directors would need to review and decide on the exact methodology, but staff estimate it at \$59,002 annually, for the next five years.

B. Agency Reserve Contribution

DU-COMM Bylaws currently require any new member to be assessed the cost associated with the prior capital investment of all current DU-COMM member agencies.

Article V., “...the new member shall share the authorized developmental costs, capital equipment, capital assets and operating costs for all common systems.

DU-COMM policy states the Reserve Contribution for the DuPage County Sheriff’s Office would be based on DU-COMM’s Capital Net Asset total as listed in the FYE23 Audit, multiplied by the police (80%) or fire (20%) share, and multiplied by the individual police and fire share percentage. See table below:

RESERVE CONTRIBUTION FORMULA	
Net Capital Assets (FYE23)	\$8,524,459
Police Operational Share	10.74%
Police Reserve Contribution	\$732,602
Total Reserve Contribution	\$732,602

The Reserve Contribution costs are a one-time expense.

C. Membership Equipment Costs

DU-COMM Bylaws clearly state that costs unique to an agency joining are the sole responsibility of the joining agency.

Article V., “Any new capital or developmental costs to DU-COMM, caused by the admission of the new member to DU-COMM shall be the exclusive cost of and be paid by the new member”.

DU-COMM and the Sheriff staff will have to examine any possible unique consolidation costs. At a minimum, it is recommended that the DuPage County Sheriff’s Office budget an additional \$10,000 as a placeholder for any unique consolidation costs.

D. Administrative Fee

The final cost DU-COMM assesses for new members is a one-time administrative fee. This fee is three (3%) percent of the first year’s annual operating share and used to recover some of DU-COMM’s costs associated with staff time in the membership process. For the DuPage County Sheriff’s Office, the fee is estimated at \$46,482.

All the fees are detailed in the New Agency Cost Sheet, found in the proposal’s appendix. Also included is a comparative Operations Shares sheet that assumes a full year’s membership in the DU-COMM FYE25 budget year.

V. Operational Considerations

The act of consolidating the DuPage County Sheriff’s office into DU-COMM, or any other consolidated center, needs to be well planned and thorough in nature. While DU-COMM has consolidated nineteen (19) agencies in the last sixteen (16) years, the Sheriff’s Office would present unique challenges and considerations.

DU-COMM based this proposal for the DuPage County Sheriff’s Office on staffing two (2) additional dispatch positions per shift on a twenty-four (24) hour basis. It is possible this may need to be reviewed further depending on the go-live date.

Additionally, DU-COMM and DuPage County Sheriff’s Office staff will establish procedures for the use of badge numbers as radio signatures, and CAD programming. This proposal assumes the DuPage County Sheriff’s Office would remain on their primary talk group for police operations. Absent an emergency or a Policy change by the ETSB, this will not be a shared talk group. If at such time the sheriff’s patrol decreases by a minimum of 25%, both parties shall renegotiate single talk group usage.

The Sheriff’s Office staff will have many decisions to operationally prepare for DU-COMM to begin dispatching. Police channel guides will need to be established. Channel guides provide pertinent information on daily operations of the agency and include the following:

- Police district and beats assignment
- Shift hours.
- Agency responses
- Personnel list and positional duties
- Contact information for command and specialty units.

VI. Technical Considerations

This proposal assumes DEDIRS is the primary dispatch system for all current and future agencies of DU-COMM. If there is any deviation from that assumption, additional considerations will be discussed to determine alternate communications solutions.

DU-COMM will provide a 10-digit phone number to forward calls for service after hours as outlined in Section D. DU-COMM will also provide a 10-digit phone number for the sheriff's office employees to use to contact DU-COMM.

VII. Membership Process

While this proposal is intended to provide the DuPage County Sheriff's Office staff with the information needed to decide regarding its communications center, it is important to note that adding new members to DU-COMM is a process. Pursuant to the DU-COMM Intergovernmental Agreement, Bylaws, and practices the following steps are required:

- 1) A formal letter of interest is required from the Sheriff to the DU-COMM Executive Director. (Received)
- 2) DU-COMM and the DuPage County Sheriff's Office shall dedicate staff members to form a consolidation committee to address operational and technical issues and the decisions needed to move forward in the membership process.
- 3) This membership proposal will be reviewed, and a final version created.
- 4) DU-COMM staff will present the DuPage County Sheriff's Office membership request to the DU-COMM Chiefs Operations Committee for a recommendation to the DU-COMM Executive Committee.
- 5) The Executive Committee will consider the Chiefs Operations Committee's recommendation and make a recommendation to the DU-COMM Board of Directors regarding the DuPage County Sheriff's Office membership approval.
- 6) The DuPage County Sheriff's Office must pass a Board Resolution to authorize membership in DU-COMM and authorize the signing of the DU-COMM Intergovernmental Agreement.
- 7) The DU-COMM Board of Directors must review the recommendations of membership, the DuPage County Sheriff's Office Board Resolution, and approve by a two-thirds (2/3) majority.

Upon completion of these seven (7) steps the DuPage County Sheriff's Office will officially be a member of DU-COMM, the three percent (3%) administrative fee will be due, and a go-live date will be mutually agreed upon.

Additional agreements may be required to meet the needs of either party. In previous consolidations, agreements were needed to establish credit and transfer of ownership of any equipment.

Billing for operational shares will be prorated on DU-COMM's fiscal year (May1 to April 30) and billed quarterly (May1, August 1, November 1, and February 1). Reserve contributions will be due upon cutover.

DU-COMM staff will continue to meet with the DuPage County Sheriff's Office to work on the tasks already identified for the go-live transition.

VIII. Conclusion

DU-COMM is interested in providing dispatch services to the DuPage County Sheriff’s Office. Being a member of DU-COMM encompasses many benefits; including, but are not limited to:

- Professional staff of 9-1-1 Telecommunicators
- High degree of training for all employees
- Emergency Medical Dispatch and Emergency Fire Dispatch for citizens calling 9-1-1
- Access to a high level of technical support including Radio Technicians and computer/information systems support.
- Benefits of low annual operating costs as part of a large consortium
- An attentive administrative staff that responds to agencies’ needs

Membership in DU-COMM would allow the DuPage County Sheriff’s Office to obtain these benefits, and a high level of professional services to its citizens, at a very competitive annual operating expense.

Please review the information provided in this proposal and the attached documents and contact Interim Executive Director Jeanine Krull if you have any further questions.

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