Submitted for your consideration is the DuPage ETSB monthly report for activity December 1 through December 31. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulations on a Job Well Done!

Service Above and Beyond - *Congratulations to* **Member Honig, Member McCarthy,** *and* **Member Wolber** *on their reappointments to the ETS Board. Their continued service and commitment to public safety are greatly appreciated. The reappointments were approved at the December 9, 2025, DuPage County Board meeting.*

New Edition *– Last month the ETS Board approved the hiring of a Deputy Director of Operations. A big ETSB welcome to* **Nate Krause** *who started January 5, 2026.*

Career Advancement - Congratulations **Telecommunicator Taylor Hawkins** who successfully completed the APCO Communications Training Officer (CTO) training and is now fully certified as a CTO!

Thank you – Telecommunicator William Kolberg received a note of appreciation from a member agency detective for his assistance and due diligence in running LEADS, uploading officer's location in CAD, and overall being helpful to responders during critical times.

Congratulations on a Job Well Done! continued

Exceptional Performance - On November 8, 2025, at 0226 hours, **Telecommunicator Renee Calzarretta and Telecommunicator Lindsay Bukovic** demonstrated exceptional professionalism and teamwork during a high-risk incident in Bloomingdale involving a reported intruder. **TC Calzarretta**, serving as the call-taker, received a 911 call from a female caller who stated there was an unknown male in her young daughter's bedroom. **TC Calzarretta** rapidly generated a CAD and initiated an urgent police response. Throughout the call, Renee remained calm and focused, asking critical questions about weapons, the offender's description, and household safety. She provided clear instructions to the caller and her family on how to secure themselves in a safe location away from danger. Her steady guidance and rapid information-gathering ensured responders had the essential details they needed before arriving on scene in under four minutes. **TC Bukovic**, working the radio channel, efficiently acknowledged responding units and relayed timely updates as they were entered into CAD. Managing communication with multiple officers, she fulfilled all operational requests, including creating the fire department call for service, requesting drones, initiating the MERIT page-out, and securing the radio channel to maintain clarity and responder safety. Her coordination and quick decision-making supported officers throughout the unfolding incident. **TC Renee Calzarretta** and **TC Lindsay Bukovic**, your actions exemplify ACDC's mission and values. Your composure, communication, and commitment to responder and citizen safety played a vital role in ensuring a safe and successful resolution to a potentially dangerous situation. You demonstrated your ability to work as a team, communicate, and ensure responder safety. Throughout this call, you were a great example of calm under pressure.

ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:
All meeting dates are scheduled for a Monday, unless otherwise noted.
January 12
February 9
February 23
March 9
March 23
April 6
April 20
May 4
May 18
June 15
July 13
August 17
September 14
October 21 (Wednesday)
November 16
December 14

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PROCUREMENT/MAJOR CONTRACTS

Contract under $15,000 (Within the Executive Director's Signing Authority)
911 Datamaster, LLC: Purchase Order 926004
Recommendation for a one (1) year renewal of SpatialStation software licensing. SpatialStation is a component software that is part of the GIS system. This software interfaces with Esri ArcGIS to maintain map data for CAD and CPE. 911 Datamaster was acquired by Motorola in 2021 and is the sole manufacturer and maintenance/update provider of SpatialStation. ETSB has been notified that an End of Life notice is forthcoming; future options are being investigated. The renewal period is from December 14, 2025 through December 13, 2026.
Total amount of renewal: $13,000.00.

Contracts over $15,000
ComEd: Purchase Order 926007
Recommendation from County Finance to encumber funds for electric utility distribution services, as needed, for the Wheaton tower shelter at 136 N. County Farm Road and Hidden Lakes Forest Preserve tower shelter at 21W521 W. Butterfield Road. This will encumber funds for utility services in the County Finance software for the period of January 14, 2026 through January 13, 2027 for payment and accounting of contractual obligations.
Total amount not to exceed $20,000.00.

Propio LLC fka Voiance Language Services LLC: Purchase Order 926006
Interpretation Services are used by 9-1-1 telecommunicators when receiving 9-1-1 calls from individuals that do not speak English. The service ensures the needs of the individual are identified in a timely fashion and the proper personnel are dispatched to aid the individual. This purchase order will encumber funds for the period from February 1, 2026 through January 31, 2027. Based on current usage and utilizing the NASPO ValuePoint Master Agreement #40-00000-24-00076AK, the estimated cost of this purchase order at a rate of $0.49 per minute for Spanish/$0.67 per minute for all other languages used is approximately $30,000.
This is a cost savings over the current amount of $0.69 per minute for any language.
Total amount not to exceed: $30,000.00.

Open Purchase Orders for FY2026
In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2026.

Purchase Order Utilization:	Total	Year to Date	Remaining Balance
FY26	$75,000.00	$0.00	$75,000.00

Payment of Claims
External Payments FY25
Total for Fund 5820 for the January 14 meeting: $2,549,621.06

External Payments FY26
Total for Fund 5820 for the January 14 meeting: $710,418.65

RESOLUTIONS

Milestone Payments:

PURVIS Purchase Order 924025/7298-1

On the agenda this month is Milestone 14A, in the amount of $990.00, for approval per Policy 911-007: Approval of Milestones for ETSB Contracts. This is the final milestone in the Itasca new station 67 project. The final installation was approved by Itasca Fire Department on December 25, 2025, after the station officially opened on December 16, 2025. The invoices will be on the February Bills List for payment.

Budget Transfer FY25

On the agenda this month is a FY25 budget transfer from 4000-5820-50000: Personnel Salaries to 4000-5820-50050: Temporary Salaries/On Call to account for the mid-year salary adjustments handling this duty. There are sufficient FY25 funds in 4000-5820-50000: Personnel Salaries for this transfer because of the open position.

Finance and Revenue

Total Revenue: $1,341,224.76

The August 2025 surcharge was received on December 17 in the amount of $1,136,798.86.

On the agenda this month the *Equalization Revenue Report* is shown under Finance and Revenue versus its previous placement as a consent agenda item. The Treasurer's Office has been able to back fill the interest earned on the three ETSB accounts for FY25. This chart is included as part of the *Equalization Revenue Report* and the interest as been added to the core report.

Under the Finance and Revenue heading, the agenda also shows the *FY26 Expenditure vs Budget Report* which is also included as part of the Payment of Claims packet. Additional agenda items under this category include: *Discussion of Radio Funding – Short and Long Term* and *Discussion of Finance Committee.* These agenda items are the first look at the recommendation of Member Schar regarding including Finance and Revenue as part of the monthly ETS Board agenda discussion.

Additional revenue received this past month includes: Sale of Assets, Radio Airtime Reimbursement, and Radio Capital Reimbursement. A brief explanation of each is below.

Sale of Assets:

There are multiple payments for legacy APX7000/7000XE portable radios sold to:
- $56,000.00 Adams County received on December 3.
- $1,600.00 Vermillion Valley Regional Emergency Communications Joint Authority (VCOM) received on December 29.
- $121,400.00 Livingston County Mutual Aid Association received on December 29.

Radio Airtime Reimbursement:

Total amount: $25,425.90

$4,976.28 OHSEM received on December 10 for FY24

$19,116.36 The Sheriff's Office on December 10 for FY24

$1,333.26 was received by County Probation on December 12 for FY24

Radio Capital:

$54,970.53 OHSEM from on December 31

In 2024, OSHEM opted for a four-year payment plan and remitted $18,323.51 of their total cost $73,294.04. The County opted to remit the balance of that amount with the approval of the purchase of replacement radios.

Surplus Assets

On the agenda this month is a resolution declaring equipment, inventory, and/or property as surplus. Per CB-O-0002-24 County Ordinance Section 20-40:(4)(c)(iv) all assets purchased with 9-1-1 surcharge are property of DuPage County. 206 APX7000 legacy radios from 2011, listed on Attachment A, are being declared as surplus to allow for their sale to agencies outside of the DEDIR System. The 9-1-1 System Manager recommends these be declared as surplus to allow for reassignment.

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events:

Events are categorized as Emergency (E) or Non-Emergency (N)

Agency	Date	Event	Description of Issue	Resolution
Xfer from DU-COMM	12/02/25	N	Reset Password for MPS user	Password for user reset
ACDC	12/05/25	N	Tones not working at Itasca Station 67	Advised Caller station was not live yet.
DU-COMM	12/09/25	E	# 20321 Primary RIU Down ACDC	Bad power cord was identified and replaced
Purvis	12/10/25	E	# 20321 Called for RIU being down	Update on RIU issue
DU-COMM	12/10/25	E	# 20321 Update Call for RIU	Called for RIU down
Purvis	12/10/25	E	# 20321 Update on RIU	Update on RIU issue
CommZone	12/10/25	E	# 20321 Update on RIU	RIU Resolved update
BLP	12/14/25	N	Reset password for FBR	Advised to open Zendesk ticket to the RMS team
DU-COMM	12/16/25	N	MPS GPS issue	Agency IT never responded back to ETSB calls
Downers Grove	12/18/25	E	#20464 DGP lost connectivity to Microwave	DU-COMM Firewall issue
Downers Grove	12/18/25	E	#20464 DGF lost connectivity to Microwave	DU-COMM Firewall issue
Downers Grove	12/18/25	E	#20464 DGF station tones not working	DU-COMM Firewall issue
Darien/ Woodridge	12/19/25	N	Assist agency IT Personnel with MPS Installation help	Met with individual on teams and assisted with the install
BLP	12/23/25	N	Reset password for FBR	Advised to open Zendesk ticket to the RMS team

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Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS)

History	2024		2025		2026	
Category	Opened	Closed	Open	Closed	Opened	Closed
MPS	624	624	494	454		
CAD	516	516	558	590		
Total	1140	1140	1052	1044		

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	454		
CAD	558	590		
Total	1052	1044		

MPS Ticket Reporting:

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Config	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
7	23	1	1	2	0	0	2	1	0	0

CAD Ticket:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
11	13	8	2	0	1

CAD Manager Activity:

Database Management:

- Retrieved MPS messages for internal agency audit.
- Retrieved LEADS history via SQL for United States Pretrial Services Northern District of Illinois.

CAD Configuration:

- Administered user accounts within CAD, including onboarding and deactivation as required.
- Managed CAD Units, including LEADS access approvals, as necessary.
- Modified Officer skills in CAD.
- Uploaded PrePlans to enhance situational readiness.
- Added new Type Code to training\test CAD for PSAP testing.
- Pushed out Mapping Beat data to Production CAD for the Sheriff's jurisdictional change at the county complex.
- Configured LEADS Informer to display the requesting unit for supplemental vehicle information queries in the Production CAD environment.
- Setup a new CAD Unit on Event monitor on training\test CAD for PSAP testing.

CAD Issue Resolution:
- Delivered comprehensive CAD support through direct user engagement and issue resolution.
- Manually closed a police ticket via SQL after the CAD system failed to receive the close packet from the agency's mobile unit. The issue occurred because the agency operates on its own NetMotion instance rather than the ETSB-managed NetMotion.

System Development and Deployment:
- Executed a successful map roll to the Production CAD environment to support the Sheriff's Beat jurisdictional change.

Meetings:
- Tech Focus (2 meetings, 2 hours)
- CAD Focus (2 meetings, 2 hours)
- Rapid SOS Network Requirements (1 meeting, 1 hour)
- Hexagon Ticket Review (3 meetings, 3 hours)

CAD Projects:
ProQA Version v5.1.1.53 Logic Version 14.0.467
Current Status: In-Progress
ACDC: Completed
DU-COMM: In-Progress
Update: DU-COMM advised that there is a new Protocol that does not fit nicely into any current CAD codes, however they are working on it and will not be adding more CAD codes, advised that they should be ready the first week of the new year.

CAD Interface Projects:
FUSUS:
Lombard Police Department: Project started on August 28, 2025. Ticket #18790
Current Status: In-Progress
Update: Final IGA/MOU signed off on the week of December 8, 2025. ETS Board approval was obtained on December 10, 2025. Project is currently in planning an implementation stage.
Estimated Cost: $3,906.27

Axon RMS:
Downers Grove Police Department: Project: started: February 4, 2025. Ticket #16136
Current Status: Completed
Update: Project went live on October 1, 2025
Estimated Cost: $3,947.32

Oak Brook Police Department: Project started: February 21, 2025. Ticket #16108
Current Status: Completed
Update: Project went live on October 1, 2025
Estimated Cost: $3,947.32

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Flock Drone:
Oak Brook Police Department: Project started: February 21, 2025. Ticket #16109
Current Status: On Hold per Chief Strockis
Estimated Cost: ETSB: $4,508.00; Hexagon Xalt Interface: $28,204.40

CommsCoach:
DU-COMM: Project started: April 4, 2025. Ticket #16730
Current Status: Live as of January 2, 2026
Update: ETSB met with CommsCoach to validate and confirm network configuration and whitelist requirements. ETSB also met with Eventide to confirm necessary configuration to support data transfer to file share. The Vendors were able to go live at the beginning of 2026.
Estimated Cost: ETSB: $4,506.00; Asynchronous Interface: No Cost.

Tablet Command LSI Integration
Bartlett Fire Protection District: Project started: October 16, 2025. Ticket #19916
Current Status: In-Progress
Update: ETSB has reached out to Hexagon for an estimated timeline for the implementation of the additional data points into the existing feed. Project Manager has been assigned and right now a scheduling request has been submitted internally within Hexagon. ETSB was advised that the estimated timeline would be mid to late Q1 2026.
Estimated Cost: ETSB: TBD; Hexagon Interface: $15,734.40

CAD Focus Group:
Next Meetings: January 13 and 27

The CAD Focus Group met on December 2 and December 16. Beginning with this report, the meeting dates will be listed in the narrative here and reported as Meetings 1 & 2. The following 9-1-1 System memos were discussed.

Attendees	Meeting 1	Meeting 2	Attendees	Meeting 1	Meeting 2
Agency Users			**ETSB**		
DC Rachel Bata, RPD	A		Prithvi Bhatt		
DC James Fitzgerald, WFD			Kris Cieplinski		
Sgt. Will Fuentes, APD	A	A	Nate Krause	NA	NA
DC Jose Gonzalez, APD	A	A	Gregg Taormina		
DC Scott Gray, LWFPD	A	A	Linda Zerwin	A	A
Ofc. Robyn Lyons, WPD	A		**ACDC**		
BC Joe Ostrander, TSFPD	A	A	Michele Beebe	A	A
Chief Steve Riley, TSFPD			Lindsay Bukovic	A	A
Ofc. Marcus Rivera, APD	A	A	Eric Burmeister	A	A
Sgt. Dan Taylor, LPD	A		David Dobey	A	
DU-COMM			Marilu Hernandez	A	A
Tyler Benjamin	A		Kristina Iazzetto	A	A
Ryan Miller	A		Ben Koechling		
Steve Pirog			Abby Medina	A	A

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Eric Roberts	A		Christopher Norton	A	A
Jessica Robb	A		Mike Sampey	A	
Amanda Schretter	A	A	Christopher Willadsen	A	A

9-1-1 System Memos:
New Memos:
No new memos were introduced.

Closed Memos:
Memo #136 (Copying Events to another Town) – Hexagon came back to ETSB and advised that the functionality is inherent to the application and cannot be changed. All group members agreed to close the request.
During the discussion, the ETSB CAD Manager offered a potential alternative solution for the members that would involve some updating to the forms that would allow for multiple units to be assigned to an event which would include units from different towns. The response was positive from the group. ETSB will look deeper into this and determine if in fact it would be a viable solution.

Pending Research:
Memo 127 & 128: MFA in CommandCentral Aware/MFA Infrastructure & Applications.
Status : In-Progress
Update: The Tech Focus Group has finalized the strategy for implementing Multi-Factor Authentication (MFA) across the ETSB environment. To ensure a smooth transition, the rollout will follow a phased approach:
- **Phase 1:** Active Directory/Domain administrative accounts
- **Phase 2:** Local administrative accounts
- **Phase 3:** Web-based applications
System Memo 128 has been issued, detailing the scope and budget for this initiative.
Estimated Cost: $9 per user/month

Memo 135: Closest Unit Dispatching.
Status: Referred to Fire Standardization Focus Group (FSA).
Update: FSA is continuing its review of this memo and will provide guidance as the team progresses with LiveMUM updates. A LiveMUM workshop was held on December 18, 2025, to support this effort.
Estimated Cost: TBD

Memo 137: Hidden Pop-Up Messages
Status: In-Progress
Update: Hexagon has provided guidance on configuring the pop-up window to remain on top. This requires setting the "System Model" property to true and enabling the "Topmost" option. ETSB will apply these changes in the test environment to confirm the update functions as intended and does not impact other configuration settings. ETSB reviewed the information provided by Hexagon and upon further review the staff determined that Hexagon provided guidance on the wrong pop-up window. Specific details have been provided back to Hexagon and currently pending response.
Estimated Cost: TBD

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Memo 139: Ability to run LEADS numbers independently via MPS.
Status: Testing
Update: ETSB advised that this is now ready for testing. Roselle and Lisle have agreed to perform the testing and validation. Testing started the week of December 17, 2025 and results will be reported at the next CAD Focus Group meeting.
Estimated Cost: TBD

Memo 140: Unit Status only Displays Vehicle Location.
Status: Pending Vendor Response
Update: ETSB has engaged Hexagon to obtain updates regarding Motorola's progress in enabling API access to the latest version that supports P25 functionality. The previous API version lacked P25 (digital) support, which limited integration capabilities. ETSB is actively monitoring developments and will provide further updates as Motorola advances toward delivering the updated API.
Estimated Cost: TBD

Enhancement Request:
None at this time

ETSB Network

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	128		

Same Month Comparison

	2025		2026	
Category	**Open**	**Closed**	**Open**	**Closed**
Absolute Secure	131	128		

Past Month					
Totals		**Categories of Open Tickets**			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
19	19	0	19	0	1

ETSB Network – Absolute Secure:
No issues reported. Currently approximately 980 licenses in use.

Comcast Maintenance / Trouble Tickets:
No issues to report. There will be a minor change to ACL and routing to accommodate RapidSOS.

Windows Patching: Nothing scheduled last month.

VMware Maintenance: Nothing scheduled last month.

Customer Premise Equipment (CPE)
Hardware/software and NG911 Migration: There is one remaining punch list issue:

1. Voiance Language Line Services Issue: Still researching, does not impact 9-1-1 service.

Tech Focus Group:
Next Meetings: January 12 and January 26
The Tech Focus Group met on December 1 and December 15. Beginning with this report, the meeting dates will be listed in the narrative here and reported as Meetings 1 & 2. This group reviews certain 9-1-1 System Memos, technical portions of interface submissions and technical requirements for 9-1-1 System component upgrades/replacement to include scope of work (SOW).

Projects Discussed:
- FSA RIU Network Design – Recently there was an issue with a bad power cord that impacted the Fire Station Alerting system. During a review of the system, it was noted that there is some opportunity to review the network configuration and determine if there is a better configuration that would provide additional redundancy.
- Tablet Command LSI Data – Bartlett has requested to add Location Specific Information to the data that is currently being fed into Tablet Command. This project was reviewed at Tech Focus and the group recommended approval of the additional data request.
- Purvis Central Server Migration – ETSB advised that the server migrations will take place on January 6th and 7th at both PSAPs. Once this has been completed and "bakes" for at least two weeks, the next phase will be the rollout of the new message board modules to each Fire Station.

Recommendations made:
- Group consensus to move forward with LSI Data request Bartlett Tablet Command
- Final sign off from ACDC for the UPS Battery Replacement project
- Group consensus on the Purvis Central Server Migration dates

Member	Agency	Meeting 1	Meeting 2
Gregg Toarmina, Facilitator	ETSB		
Prithvi Bhatt	ETSB		
Kris Cieplinski	ETSB	A	
Jim Connolly	ACDC	A	
Don Ehrenhaft	County IT / PRMS		A
Jerry Furmanski	ETSB		
Erik Maplethorpe	DU-COMM		
Keith Marc	ACDC		A
Eric Roberts	DU-COMM		A
Mike Sampey	ACDC	A	A
Jason Snow	Sheriff IT		
Ryan Miller	DU-COMM		

9-1-1 System Memos:
There were no system memos discussed in the past month.

CommsCoach:
DU-COMM: Project started: April 4, 2025. Ticket #16730
Current Status: No specific discussion for this group.

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RapidSOS:
ACDC and DU-COMM: Project started on December 1, 2025. Ticket # 20544
Current Status: No work for Tech Focus, status only.
New Project Requests: No new requests for December 2025.

New Interface Requests: No new requests for December 2025.

Purchases: This section includes the review of any quotes, renewals, RFPs etc. None for this past month.

Fire Station Alerting System (FSA):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	166		

Past Month						
Totals		**Categories of Open Tickets**				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
14	7	5	7	2	0	0

Ticket solved - Date	Ticket subject	Component	Resolution
12/16/25	Tristate Stations 121,122,123,124 Message Boards Dark	Message Board	Replaced Component
12/12/25	Hanover Park Station 15 Message Board Display	Message Board	Replaced Component
12/08/25	DuPage West Chicago Station 5 - Back Ground Radio Not Working	General Audio Issue	Non-Purvis Issue
12/02/25	DuPage Glenside Station 58 - System Faults	Turn-out Timer, Grid Connect Power Supply	Replaced Component
12/05/25	Carol Stream Station 29 screen not displaying appropriately	Turn-out Timer, Grid Connect Power Supply	Replaced Component
12/08/25	Itasca Station 67 Station Go Live	Station Cutover	Go-Live Completed
12/18/25	Bensenville Station 108 - Alerting	Non-FSAS Issue	No Trouble Found
12/20/25	Downers Grove Station 101, 102, 103, 105 reporting down	Customer Network/Circuit Issue	Network Issue Cleared on Own
12/23/25	DuPage Oakbrook Terrace Station 49 - PURVIS screen is Grey	Station Control Unit	Restart/Power Cycle
12/23/25	Bartlett Station 1 Config file error	Message Board	Restart/Power Cycle

FSA Projects:

Purvis Server Upgrade:
All fire agencies: Project started on March 2025. Ticket #N/A
Dependencies: None
Current Status: In Process
ACDC: Migration to new server schedule January 7, 2026.
DU-COMM: Migration to new server scheduled January 6, 2026.
Update: The Central Server migration is scheduled for January 6 and 7, 2026. Both PSAPs are prepared for the migration to the new server and once completed the servers will run for approximately two weeks to ensure no issues prior to version 4.9 upgrade.

Message Board Task (part of the Purvis Server Upgrade):
Dependencies: This part of the project is dependent on the system upgrade completion.
Current Status: In Process
Update: ETSB created a Monday.com board that contains all the stations and will also include the expected date of installation. ETSB will review the board with the Fire Standardization Group so all individuals know where it is located and how they can view their installation dates.

Itasca Fire Protection District New Station #67:
Dependencies: None
Current Status: Complete!
Update: Station #67 is operational!!! Grand Opening was held on December 16, 2025.

Fire Standardization Focus Group (FSA):
Next Meetings: January 16 and January 29
The Fire Standardization Focus Group met on December 18. The December 4 meeting was informational. Beginning with this report, the meeting dates will be listed in the narrative here and reported as Meetings 1 & 2.   This meeting includes a review/update of current technology issues. The following 9-1-1 System memos, projects, new project or interface requests and/or upcoming purchases were discussed.

Focus Group Voting Members	Talk Group	Meeting 1	Meeting 2
Chief Johl, Wood Dale FD Co-Chair	ACDC 2	Informational	
Chief Spinazola, Downers Grove FD Co-Chair	Fire South		
Chief Brenn, Tri-State FD	ACDC 1		
Chief Riley, Westmont FD	ACDC 1		A
Chief Cassady, Glenside Fire	Fire North		A
Chief Clark, Glen Ellyn Fire	Fire North		
Chief Lahanis, Darien-Woodridge FD	Fire South		A
Chief Sanborn, York Center Fire	Fire East		
Chief Dufort, Elmhurst FD	Fire East		A
Chief Fors, Hanover Park FD	Fire West		
Chief Gabrenya, Bartlett Fire	Fire West		A
Non- Voting Attendees			
Michele Beebe ACDC			A
Tyler Benjamin DU-COMM			A

Rob Beuse DU-COMM			
David Dobey ACDC			
Marilu Hernandez ACDC			
Erik Maplethorpe DU-COMM			A
Steve Pirog DU-COMM			
Jessica Robb DU-COMM			A
Eric Roberts DU-COMM			
Gregg Taormina ETSB			
Linda Zerwin ETSB			

LiveMUM Application:
Deccan's re-scheduled workshop meeting was held on December 18, 2025.   All agencies were invited to attend in person or via zoom. There were 19 in person and 15 on zoom in attendance.

The items below will be covered during the workshop:
- Deeper dive into what Stations mean.
- Understanding Units from a DuPage perspective and the Garage perspective.
- Details and information necessary to clean up outdated information within LiveMUM.
- How to define Units within LiveMUM based upon their defined use and capabilities.
- How and jump/cross staffed companies affect the LiveMUM configuration.

The action items included:
Deccan:
- Provide current unit list.
- Provide current unit status codes in LiveMUM.
- Provide listing of unit in garage status.
- Provide current station list.
- Provide current ETB (Estimated Time Back) settings.
- Create/supply a manual with a glossary of terms.
- Plan training sessions for individual agencies.
- List out current Perk Rules.
- Provide a list of current outside mutual aid agencies in LiveMUM.

ETSB: Provide Deccan a list of current status codes. Provided to Deccan December 23, 2025.

Information received will be distributed to the FSA Focus Group and fire agencies. Discussion will continue in January.

Geographic Information Systems (GIS):

History	**2024**		**2025**		**2026**	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	187	165		

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Past Month								
Totals		Categories of Open Tickets						
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range
24	6	47	47	45	7	6	2	9

GIS Map Roll:
ETSB, in collaboration with County GIS, performed a production map roll week of December 1, 2025.

GIS Redistricting Annual Status:
No new projects in December.

GIS Projects:
Darien-Woodridge Fire Protection District Redistricting
Project started: June 3, 2025 Ticket #17456
Current Status: In Process.
Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS is current to all of the DWF fire chief's requests and follow-up correspondence as of 12/3/2025. GIS created a Training Version of the database for DU-COMM and ETSB to test out reflecting DWF's new fire district polygon layout as part of the test map roll week of November 3, 2025.

NG9-1-1 GIS Mapping:
Database Version and Updates:
County GIS continues to work on the map based on State requirements.

The Sheriff's Department Project:
Project Started: October 9, 2025 Ticket #: 19475
Status: Complete
Update: The Sheriff's Department, via IGA with the City of Wheaton, assumed the east portion of the County Campus for 9-1-1 calls on December 1.

School Critical Incident Mapping:
DuPage School Critical Incident Mapping Task Force (DuSCIM):
As previously reported, DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

DuJIS PRMS:
The RMS Manager's monthly memorandum for this past month has been attached to this report.

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DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

The Motorola System Manager's Report is included at the end of this document.

AXS Consoles:
Status: In-Progress

Total Items: 20   Current Open Items: 18   Closed Items: 2 in December

ETSB continues to work with Motorola and PSAPs to resolve the open issues with AXS consoles. Since last month, two items have been closed, and there are twenty-seven remaining items open. Below is a list of the outstanding items. Motorola has assigned additional Field Engineers (STs) to help with trouble shooting and data collection if additional issues occur. Additionally, Motorola is working to bring members of their technical support teams to the weekly ETSB call to help answer questions as to what fixes are being worked on for the logging out and speaker issues we continue to face. The Directors discussed the use of the portable radios in the PSAPs as backups to the consoles. There is a radio for every primary dispatch talk group.

	Site	Date Opened	Date Closed	Description	Updates
1	DU-COMM	8/28/25		OP1 logged off	Fixed in AXS 3.5.308
2	ACDC	09/08/25		AXS Console logout OP19	Pending further investigation
3	ACDC	09/12/25		CCGW-DCG9000 - having issues with outbound audios	Pending update from Motorola
4	ACDC	09/17/25		OP29 stopped working, disconnected from the system	Pending update from Motorola
5	ACDC	10/09/25		Select audio on unselect speaker intermittent problem with Fire layouts.	Pending update from Motorola
6	DU-COMM	10/12/25		OP18 that logged itself out	Fixed in AXS 3.5.308
7	ACDC	10/17/25		OP4 logged out of AXS session	Fixed in AXS 3.5.308
8	DU-COMM	10/18/25		OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	Fixed in AXS 3.5.308
9	DU-COMM	10/23/25		OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
10	ACDC	10/27/25		OP4 rebooting	Fixed in AXS 3.5.308
11	DU-COMM	10/31/25		OP25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic	Pending update from Motorola
12	DU-COMM	11/05/25		Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not able to investigate without a specific radio ID
13	ACDC	11/06/25		OP20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Pending update from Motorola
14	ACDC	11/14/25		Left headset jack is out for both phone and radio	Being investigated by engineering
15	DU-COMM	11/20/25		OP25 AXS console position's CCHub IRR audio output is not working	Pending update from engineering
16	DU-COMM	12/03/25		OP4 randomly logging off on 11/30/25 at 1755.	Pending update from Motorola
17	DU-COMM	12/12/25		OP30 no select audio	Pending update from Motorola
18	DU-COMM	8/28/25		OP1 logged off	Fixed in AXS 3.5.308
19	ACDC	11/11/25	12/08/25	PC is named incorrectly	Closed. PC was renamed by Tech

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20	DU-COMM	11/20/25		OP 25 CCHub IRR port not working.	Heading to engineering today
21	ACDC	11/20/25	12/12/25	MABAS alert tone not working correctly in DFSI resources	Closed configuration issue
22	DU-COMM	11/25/25		OP 28 Left headset jack is not working, no audio in or out.	Tech will be back onsite to replace the headset jack box

Firmware Update:

Firmware - Police: At the end of this update is a list of Police agencies that still need to do the firmware update. ETSB has asked that agencies complete the firmware update prior to scheduling the on-site encryption work to reduce the time staff is on location. Out of 1100, there are 53 radios that still need to update as of January 6. This update takes approximately 10-15 minutes and agencies have been asked to complete this update before they can be scheduled for their encryption site visit.

APXNext XN Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 47 radios that need to complete this update. See the attached list below.

Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Carol Stream FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Downers Grove FD	100%	0
Glenside FPD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0
Oak Brook FD	100%	0
Oakbrook Terrace FPD	100%	0
Roselle FD	100%	0
Tri-State FPD	100%	0
Villa Park FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Addison FPD	92%	6
Bloomingdale FPD	95%	3
Elmhurst FD	87%	4
Glen Ellyn FD	93%	4
Itasca FPD	88%	3
Lisle-Woodridge FPD	83%	9
Lombard FD	88%	9
Warrenville FPD	88%	4

York Center FPD	96%	1
Pleasantview FPD	85%	4

Encryption:

A schedule for police agency first touch for encryption will be posted on Monday.com. For 2026, agencies will not be scheduled unless they have submitted their Fleetmap and completed their firmware update for all of their radios. Staff provided an updated list to DEDIR System Points of Contact (POC). Out of 1100, there are 53 radios that still need to update as of January 6.

Eleven agencies have been scheduled for encryption first touch through the end of 2025. Winfield Police was the first test agency. The estimated time was 10 minutes per device. Winfield Police have 15 radios which were completed in 30 minutes. This included removing and reinstalling the mics and one firmware update. The firmware update took several minutes. The other take away from this test run was that officers can submit their radios without the mics. This ensures that they keep their current mic and also helps to speed up the process. See the schedule through the end of the year.

The first eleven agencies have been completed. The on-site staff has worked out a good system and has been able to complete work generally at a pace of 5 minutes per radio. Time onsite is impacted by operations, court etc.

Agency	Date	Status	Est Time In Hours	Actual Time In Hours
Winfield PD	November 20	Complete	1.6	0.5
Downers Grove PD	December 2	Complete	6.0	2.0
Addison PD	December 4	Complete	6.3	1.5
Bartlett PD	December 8	Complete	3.0	2.5
Darien PD	December 9	Complete	1.2	1.2
Clarendon Hills PD	December 9	Complete	2.0	0.5
Warrenville PD	December 11	Complete	2.8	1.2
West Chicago PD	December 11	Complete	2.5	1.5
Lombard PD	December 16	Complete	3.0	1.5
Roselle PD	December 29	Complete	2.0	0.7
Bloomingdale PD	January 5 2026	Complete	4.0	0.7
Itasca PD	January 5	Complete	2.0	0.4
Bensenville PD	January 6	Complete	3.5	0.7
Lisle PD	January 7	Complete	3.0	1.5
Westmont PD	January 13	Pending	2.5	
Hinsdale PD	January 13	Pending	2.0	
Forest Preserve PD	January 13	Pending	2.5	
Villa Park PD	January 20	Pending	3.0	
Burr Ridge PD	January 21	Pending	2.5	
Woodridge PD	January 21	Pending	4.5	

ETSB staff appreciates how organized, helpful and welcoming the completed agency staff have been during on-site visits.

Mobile Deployment:
ABeep continues to work with Administrative Assistant Gonzalez to build a task list on Monday.com.   There is also code plug work underway.

APX4000:
An emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. The update will take about 15 minutes.   There is **ONE** radio remaining. ETSB hopes to collect this radio and swap if for an APXNext during the site visit in the new year.

PAC Focus Groups
The Police Focus Group and Fire Focus Group did not meet in December.

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call - December 3, 2025
AXS: Since the software update at ACDC there has been only one logout between the two PSAPs, last week at ACDC. We have pulled those logs and are looking into a root cause for this occurrence. Given the success of the update, Matt Downer will be on site the week of 12/8 to update the software at DU-COMM as well as ACDC as the newest release is now more recent than the one that was installed at ACDC several weeks ago. Matt will focus on DU-COMM first and then move over to ACDC to complete updates. Once complete we would like to move towards ATP for DU-COMM.

Encryption: Chris Severns set up a meeting with Linda and the Motorola team to discuss the process that was used at NWCD. This meeting is scheduled for 12/8. Based on this discussion Motorola will be able to consider the feasibility of this process for the DuPage encryption update.

DFSI: Motorola has provided Jim Connolly with the updates requested, aside from block diagrams. We are following up with him to get resolution on his punch list items. Additionally, Motorola has a meeting set up with DU-COMM and Leonardo on Friday 12/5 to discuss implementation at DU-COMM. More information to follow after this meeting.

Motorola Wednesday Morning Status Call - December 10, 2025 - no call, ETS Board meeting.

Motorola Wednesday Morning Status Call - December 17, 2025
AXS Consoles: Matt Downer was on site last week updating all console positions at DU-COMM and ACDC with the most current software version. Since Matt updated the consoles roughly a month and a half ago at ACDC, there has been only one log off issue at ACDC and none at DU-COMM. There have been 2-3 issues that have popped up at DU-COMM that are audio issues, but Ted has resolved them at this time. Dan Tipton has collected these tickets and is working to find root cause for resolution. Given that we have made significant progress on the logging off issues and the stability of the consoles, I would like to move towards completing the ATP so we can fully put the consoles to service, which will allow for more resources as issues occur in the future.

Encryption: We met with Linda last week and Matt Downer is working on the documentation with Linda's suggestions and requests for more information. We are continuing internal meetings to review the suggestions and implement them into the encryption plan.

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DFSI: We are still working to resolve Jim's punch list items. Matt and Jordan are continuing to work on the technical side and Pete and Matt Cragg are working to see what can be done with the block diagrams. We are also looking to install and start testing the DFSI at DU-COMM in mid to late January.

Motorola Wednesday Morning Status Call - December 24, 2025 - No call due to the holiday.

Motorola Wednesday Morning Status Call - December 31, 2025 – No call due to the holiday.

Police agencies that have submitted the Certification/IGA as of 01/06/25:	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
Agencies that **do** need an updated IGA					
Bartlett PD	X	X			
Burr Ridge PD	X	X			
Carol Stream PD					
Clarendon Hills PD	X	X			
Darien PD	X	X			
Downers Grove PD	X	X			
Elmhurst PD	X				
Glen Ellyn PD		X			
Hanover Park PD	X	X			
Hinsdale PD	X	X			
Lisle PD	X	X			
Lombard PD	X	X			
Oak Brook PD		X			
Oakbrook Terrace PD					
Roselle PD	X	X			
Villa Park PD	X	X			
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD	X	X			
Willowbrook PD	X	X			
Winfield PD	X	X			
Woodridge PD	X	X			
Total	18	19	0	0	
Agencies that have an IGA					
Addison PD	X	X	N/A	X	
Bensenville PD	X	X	N/A	X	
Bloomingdale PD	X	X	N/A	X	
DuPage County Forest Preserve	X	X	N/A	X	
Glendale Heights PD			N/A	X	
Itasca PD	X	X	N/A	X	
Westmont PD	X	X	N/A	X	
Wood Dale PD			N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	7	7		9	
Grand Total	**25**	**26**	**0**	**9**	

Fire agencies that have submitted the Certification/IGA as of 10/31/25: Complete	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Approved	Deployed
Agencies that **do** need an IGA						
Bartlett FPD	X	X	X		X	August 29
Bloomingdale FPD	X	X			X	October 9
Carol Stream FPD	X	X	X		X	August 21
Clarendon Hills FD	X	X			X	October 9
Darien-Woodridge FPD	X	X			X	October 7
Downers Grove FD	X	X			X	October 7
Elmhurst FD	X	X			X	October 9
Glen Ellyn VFC	X	X			X	October 17
Glenside FPD	X	X			X	October 9
Hanover Park FD	X	X			X	October 6
Hinsdale FD	X	X			X	October 23
Lisle-Woodridge FPD	X	X	X		X	October 16
Lombard FD	X	X			X	October 6
Oak Brook FD	X	X			X	October 21
Oakbrook Terrace FPD	X	X			X	October 21
Roselle FPD	X	X	X		X	September 11
Villa Park FD	X	X			X	October 6
West Chicago FPD	X	X			X	October 6
Wheaton FD	X	X			X	October 10
Winfield FPD	X	X			X	October 10
York Center FPD	X	X			X	October 17
Total	21	21	4	1	Complete	Complete
Agencies that have an IGA						
Addison FPD	X	X	N/A	2022	X	September 12
Bensenville FPD	X	X	N/A	2022	X	August 28
Itasca FPD	X	X	N/A	2022	X	September 2
Pleasantview FPD	X	X	N/A	2022	X	September 3
Tri-State FPD	X	X	N/A	2022	X	September 4
Warrenville FPD	X	X	N/A	2022	X	August 25
Westmont FPD	X	X	N/A	2022	X	August 26
Wood Dale FPD	X	X	N/A	2022	X	August 25
Total	8	8		8		
Grand Total				**Complete**		

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE:
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement
APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes
have been identified and updates are being progressively sent to users (NWCD update to secure,
vFD 3 and direct update, and a correction for Zone 33 FG power).

APX Next Police Portable:
Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan
to duplicate talkgroups are continuing to be discussed looking instead into the possibility of patching
talkgroups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption plan has now started. This site visit also includes
one battery swap providing a new dated 2025 battery. By close of 2025, ten (10) agencies will have
been completed. Remaining agencies are continuing to be scheduled as fleetmaps are submitted
and firmware updates to version 9.40 are completed.

APX 4000 Portable:
Encryption -The APX4000 channel limitation evaluation was submitted to the Motorola encryption
team. The APX4000s owned by ETSB will be replaced with APX Next radios. The Service Manager
will have to work with agencies on the agency owned APX4000s for the transition.

Emergency activation configuration update was created to address a programming issue and a
schedule was developed in Monday.com to update radios. Emergency activation configuration
change has been applied to 22 agencies/397 radios have been programmed. There is 1 radio that
remains to be programmed (Wheaton). If this radio fails to turn up prior to the encryption update, it
will be swapped for an APXNext.

Wheaton PD   WHP Stienke 426CXZ1209

APX8500 Mobile:
Boxed APX8500s will be returned to Motorola Solutions, Inc. and installed APX8500 will be
returned when replacement units are ready.

APX7500 Mobile:
Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA,
multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles
to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a
determination as to how to proceed.

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Programming – Projects

Codeplug updates: Fire agencies were all sent an update for two changes: NWC FD channels 1-4 to point to NWCD's new encrypted talkgroups and second, both vFD3 and vFD3 Direct frequencies were updated. A third change was found at a later date for a Zone 33 FG power correction and is being sent to the radios by agency after the first update has been completed on all radios. These changes are pending the user's accept the updates on the radio.

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

History	2024		2025	
Category	Opened	Closed	Open	Closed
APX7000XE	81	80	72	57
APXNext (PD)	144	140	153	96
APXNextXN (FD)	1	1	142	72
APX 8500 mobile)	42	42	15	7
APX4000	11	11	36	20
Total	279	279	418	252

November

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	69	57	3	2	0	1	0	2
APX Next (PD)	134	91	21	13	2	13	0	6
APX NextXN (FD)	132	68	14	3	2	7	0	5
APX 8500 (mobile)	0	0	0	0	0	0	0	0
APX4000	29	16	2	0	0	1	0	1
Total	364	232	40	18	4	22	0	14

December Through 12/22/2025

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	69	55	3	0	0	0	0	3
APX Next (PD)	132	83	19	5	1	13	0	5
APX NextXN(FD)	128	69	10	4	5	4	1	0
APX 8500(mobile)	15	7	0	0	0	0	0	0
APX4000	34	20	7	4	1	4	0	2
Total	378	234	39	13	7	21	1	10

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STARCOM21 Scheduled Maintenance:

System Maintenance:
 Maintenance was canceled for December

System Patches:
- IL STARCOM Monthly Application of Windows Motopatch 2025.11 – Patching 12/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
There was none last month.

SmartConnect Patches:
Scheduled maintenance was completed. During this time, users should not have experienced any operational impact. However, inactive SmartConnect sites may trigger alerts on UEM, please ignore them.

Start: 8/Dec/2025 @ 11:00 PM CST (UTC -6)
End: 9/Dec/2025 @ 2:00 AM CST (UTC -6)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:
One radio remains outstanding to be transitioned to the new Radio Central. This radio is pending installation of an update.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases**:**
Fire radios were deployed on firmware R09.40 which was released June 2025. The Police radios have been sent a firmware update to R09.40 and have been requested to confirm all units are upgraded prior to the first touch encryption visit. The System Manager will provide an updated list of units pending the upgrade prior to the scheduled calendar visit.

STARCOM21 Unscheduled System Outages: There was none last month.

Meetings:
PAC meeting Monday December 1
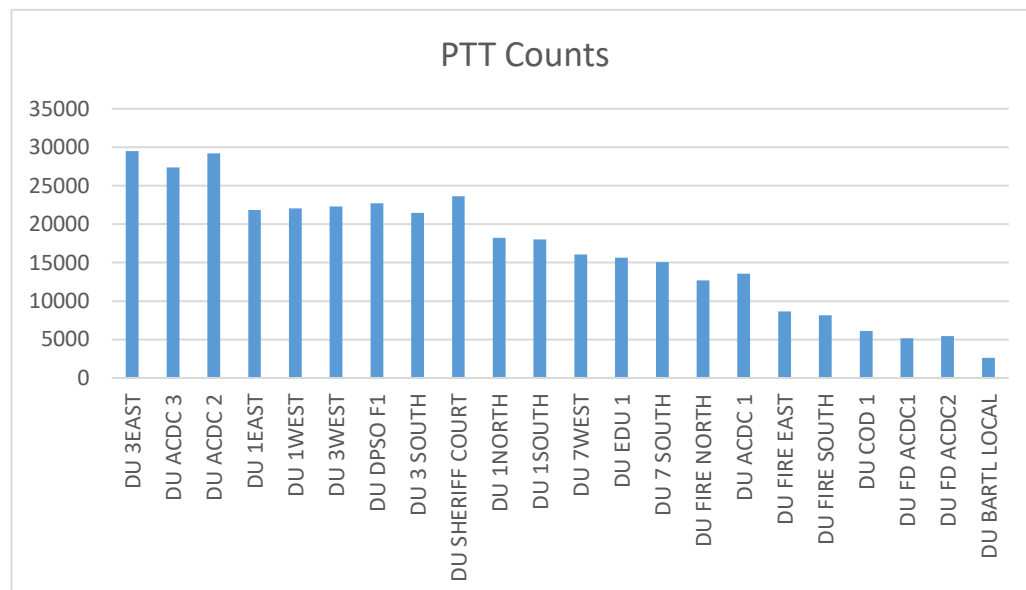ETSB Podcast December 17

Training: None

Grade of service report:

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Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	19.60	3.33	7.07	30.00	2434.50	11997.67	4.93	0.00	0.00	0.00
1:00:00	0.00	17.22	2.93	7.47	30.00	2194.87	10539.47	4.80	0.00	0.00	0.00
2:00:00	0.00	14.94	2.54	7.86	30.00	1781.37	9144.53	5.13	0.00	0.00	0.00
3:00:00	0.00	12.41	2.11	8.29	30.00	1493.03	7591.93	5.08	0.00	0.00	0.00
4:00:00	0.00	12.34	2.10	8.30	30.00	1469.30	7550.97	5.14	0.00	0.00	0.00
5:00:00	0.00	13.64	2.32	8.08	30.00	1662.07	8344.80	5.02	0.00	0.00	0.00
6:00:00	0.00	15.22	2.59	7.81	30.00	1874.43	9316.13	4.97	0.00	0.00	0.00
7:00:00	0.00	22.41	3.81	6.59	30.00	2674.93	13712.93	5.13	0.00	0.00	0.00
8:00:00	0.00	29.41	5.00	5.40	30.00	3453.50	17996.27	5.21	0.00	0.00	0.00
9:00:00	0.00	32.72	5.56	4.84	30.00	3926.13	20027.33	5.10	0.17	11.47	68.80
10:00:00	0.00	32.26	5.48	4.92	30.00	3884.67	19741.43	5.08	0.00	0.00	0.00
11:00:00	0.00	30.25	5.14	5.26	29.00	3665.10	18510.41	5.05	0.00	0.00	0.00
12:00:00	0.00	30.89	5.25	5.15	29.00	3746.28	18905.24	5.05	0.00	0.00	0.00
13:00:00	0.00	31.42	5.34	5.06	30.00	3803.57	19226.00	5.05	0.00	0.00	0.00
14:00:00	0.00	31.06	5.28	5.12	30.00	3797.97	19011.47	5.01	0.00	0.00	0.00
15:00:00	0.01	31.47	5.35	5.05	30.00	3834.60	19257.30	5.02	0.43	1.20	2.77
16:00:00	0.00	32.06	5.45	4.95	30.00	3892.20	19617.67	5.04	0.00	0.00	0.00
17:00:00	0.00	32.08	5.45	4.95	30.00	3903.20	19634.83	5.03	0.00	0.00	0.00
18:00:00	0.00	29.26	4.97	5.43	30.00	3575.57	17907.13	5.01	0.00	0.00	0.00
19:00:00	0.00	27.72	4.71	5.69	30.00	3443.57	16961.90	4.93	0.00	0.00	0.00
20:00:00	0.00	26.50	4.51	5.89	30.00	3297.70	16219.37	4.92	0.00	0.00	0.00
21:00:00	0.00	25.06	4.26	6.14	30.00	3119.57	15335.23	4.92	0.00	0.00	0.00
22:00:00	0.00	23.14	3.93	6.47	30.00	2965.03	14161.57	4.78	0.00	0.00	0.00
23:00:00	0.00	22.17	3.77	6.63	30.00	2780.97	13567.17	4.88	0.00	0.00	0.00

November 25 – December 23, 2025

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Group Alias	PTT Count
DU 3EAST	29488
DU ACDC 3	27373
DU ACDC 2	29215
DU 1EAST	21847
DU 1WEST	22064
DU 3WEST	22297
DU DPSO F1	22725
DU 3 SOUTH	21468
DU SHERIFF COURT	23634
DU 1NORTH	18221
DU 1SOUTH	18004
DU 7WEST	16050
DU EDU 1	15652
DU 7 SOUTH	15065
DU FIRE NORTH	12705
DU ACDC 1	13565
DU FIRE EAST	8667
DU FIRE SOUTH	8141
DU COD 1	6113
DU FD ACDC1	5162
DU FD ACDC2	5456
DU BARTL LOCAL	2621

PTT Counts

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Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed
3	03/17/20	CAD	Auto Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Closed
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed
6	03/18/20	CAD	Elminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed
21	03/02/20	FSA	Additional Goals	Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed
36	05/27/20	TECH	WMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Closed
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed
67	07/30/20	CAD	Adjust name and tx field	Add field for alalrm and to companies that doesn't impact LOI	Closed
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021
70	08/04/20		Monday.com	Online project management tool	Closed
71	08/04/20	TECH	Vmware upgrade	Upgrade to VMware version 6.7	Closed
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed
80	10/30/20	TECH	Power Supply	Procure redundant power supllies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research
128	7/11/2024	Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulavard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Closed
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Closed
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened
			In process/Testing		

Implemented
Pending Research
Technically Not Feasible
Enhancement tot product development
Closed

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2026 02:38:20 PM

Date Range: 01/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	230,669	72,293	158,376	0	3,644	60,018	7,671	248	712	0	4,929	00:00:04
	Internal	12,631	0	12,631	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	57,105	0	57,105	0	0	0	0	0	0	57,105	0	00:00:00
	Total	300,405	72,293	228,112	0	3,644	60,018	7,671	248	712	57,105	4,929	00:00:04
Total		300,405	72,293	228,112	0	3,644	60,018	7,671	248	712	57,105	4,929	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2026 02:48:50 PM

Date Range: 01/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	728,773	291,160	437,613	0	11,703	237,435	38,109	689	3,224	0	29,260	00:00:06
	Internal	130,134	0	130,134	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	181,207	1	181,206	0	0	0	0	0	0	181,207	0	00:00:00
	Total	1,040,114	291,161	748,953	0	11,703	237,435	38,109	689	3,224	181,207	29,260	00:00:06
Total		1,040,114	291,161	748,953	0	11,703	237,435	38,109	689	3,224	181,207	29,260	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2026 02:36:04 PM

Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	24,073	5,896	18,177	0	469	4,716	637	16	58	4,621	387	00:00:04
Total	24,073	5,896	18,177	0	469	4,716	637	16	58	4,621	387	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 01/02/2026 02:44:06 PM

Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	82,540	23,379	59,161	0	1,248	21,833	0	53	245	14,836	2,257	00:00:06
Total	82,540	23,379	59,161	0	1,248	21,833	0	53	245	14,836	2,257	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 01/02/2026 02:39:11 PM

Date Range: 01/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	11,233	11,233	0	0	335	9,509	1,383	6	0	0	0	00:00:04
Total	11,233	11,233	0	0	335	9,509	1,383	6	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 01/02/2026 02:50:09 PM

Date Range: 01/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	34,052	34,052	0	0	431	31,763	1,784	74	0	0	0	00:00:06
Total	34,052	34,052	0	0	431	31,763	1,784	74	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 01/02/2026 02:37:02 PM

Grouping: Site & Call Origin

Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	969	969	0	0	35	833	101	0	0	0	0	00:00:04
Total	969	969	0	0	35	833	101	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 01/02/2026 02:45:23 PM

Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,958	2,958	0	0	52	2,906	0	0	0	0	0	00:00:06
Total	2,958	2,958	0	0	52	2,906	0	0	0	0	0	00:00:06

Rave 9-1-1 Suite

2025										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October	28,089	66,009	68	8.63%	149	1,798	0	0	53	24,332
November	28,119	66,080	30	8.64%	122	1,551	1	0	34	20,728
December	28,148	66,148	29	8.64%	122	1,595	0	0	35	23,366
2025 Totals	**28,148**	**66,148**	**1,307**	**8.64%**	**1,811**	**22,739**	**10**	**2**	**550**	**282,517**

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: December 31, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
    - MFR product is causing numerous setbacks.
    - Project focused efforts are on-hold pending RFP decision.
    - Product readiness efforts continue.
- RMS RFP Steering committee meeting monthly.
- RMS RFP proposals received and under review by evaluation team.

Action Items:

- RMS RFP Process
    - Produce "short-list".
    - Schedule vendor demos.
- OCR 10.0/MFR
    - Complete configuration tasks
- OCR 3.7 (current production version)
    - Testing OCR version 3.7 software update.
    - Deploy latest NIBRS version.
- NetRMS
    - Preparation for NetRMS data migration is underway.

Customer Support Collaboration:

- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Established bi-weekly meeting with support team.

Next Month's Actions Items:

- Move RFP process forward.
- Prepare for OCR 3.7 update.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.

December Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB

New Change Requests	None	Reporting Period End	December 31, 2025

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	✓	P2	4	P2	1	P2	0
Below target		P3	23	P3	6	P3	0
Above target		P4	0	P4	0	P4	0

RED	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
YELLOW	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
GREEN	No significant risks or issues

Support Performance - Period ending December 31, 2025

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.

2. 5 support tickets were resolved in the month of December 2025.

3. CAD Side call with Hexagon support has been reestablished.

4. RMS Side call with Hexagon support has been established as well.

5. RMS Project in progress.

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the coresponding #

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

November 2025

**ACDC Monthly Report
Prepared by
Director Marilu Hernandez**

Addison Consolidated Dispatch Center (ACDC)

Staffing

ACDC has an authorized staff of 35 full-time Telecommunicators (TCs), six part-time TCs, and three part-time Alarm Board Operators. Each of the three shifts, typically, have either an Operator in Charge (OIC), Team Lead (TL), or an Operations Manager (OM) on shift. Additionally, ACDC has an authorized Clerk/Typist, Professional Standards Coordinator (PSC), Deputy Director of Communications, and Director of Communications; furthermore, ACDC has a Village IT Public Safety System Administrator stationed to ACDC.

In November:

- *A Fire Desk TC was released from the training program on November 4th, she is scheduled on the afternoon shift.*
- *One Probationary Telecommunicators (PT) finalized Classroom Training and is in the Call-taking Phase with a Communications Training Officer (CTO) on Day Shift*
- *The PT Alarm Board Operator was released from training on November 4th, working primarily on Day Shift during business hours*
- *One new hire started on November 10th, completed the classroom portion of training, and scheduled on the Midnight Shift for the Call-taking Phase with a CTO*
- *Telecommunicator Test/Orientation scheduled for December 11th, looking to hire two TCs and initiate a list*

2025 Staffing - November
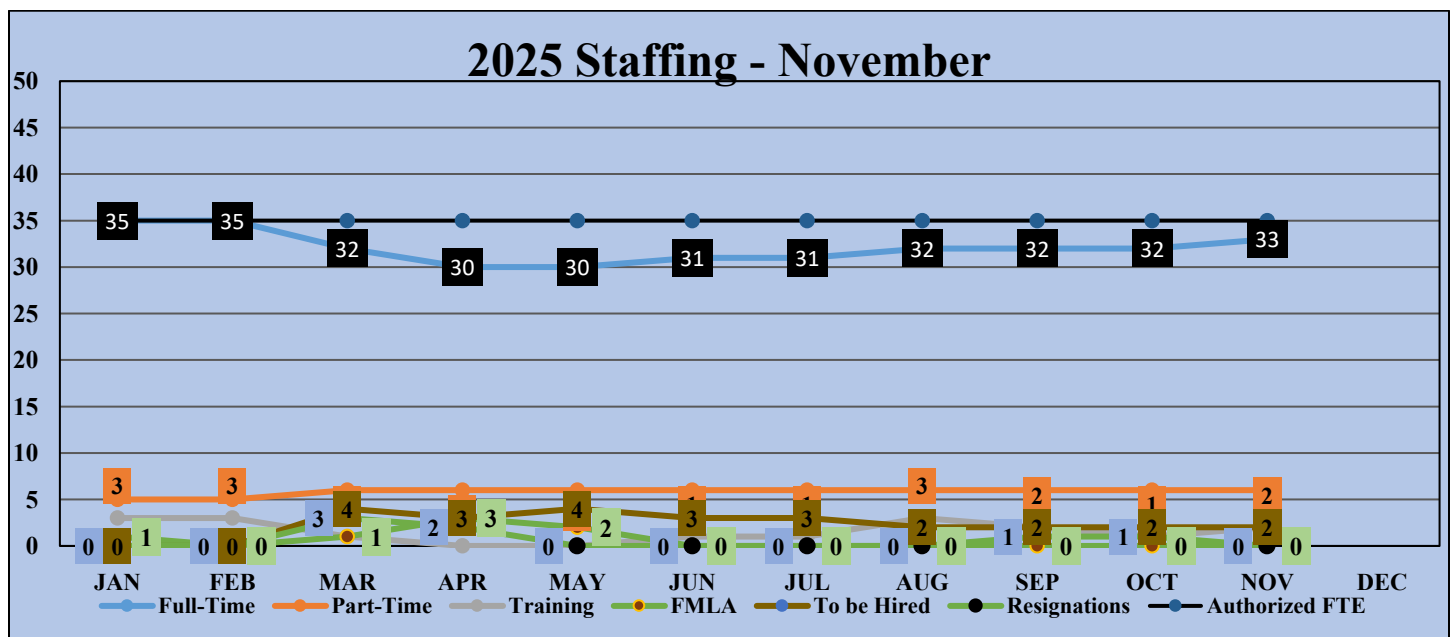
Resignation

N/A

Recognition

Congratulations TC Hawkins! *Taylor successfully completed the APCO Communications Training Officer (CTO) training and is now fully certified as a CTO!*

TC Kolberg received a note of appreciation from a member agency detective for his assistance and due diligence in running LEADS, uploading officer's location in CAD, and overall being helpful to responders during critical times.

*On November 8, 2025, at 0226 hours, **TC Renee Calzarretta and TC Lindsay Bukovic** demonstrated exceptional professionalism and teamwork during a high-risk incident in Bloomingdale involving a reported intruder. TC Renee Calzarretta, serving as the call-taker, received a 911 call from a female caller who stated there was an unknown male in her young daughter's bedroom. Renee rapidly generated a CAD and initiated an urgent police response. Throughout the call, Renee remained calm and focused, asking critical questions about weapons, the offender's description, and household safety. She provided clear instructions to the caller and her family on how to secure themselves in a safe location away from danger. Her steady guidance and rapid information-gathering ensured responders had the essential details they needed before arriving on scene in under four minutes. TC Lindsay Bukovic, working the radio channel, efficiently acknowledged responding units and relayed timely updates as they were entered into CAD. Managing communication with multiple officers, she fulfilled all operational requests, including creating the fire department call for service, requesting drones, initiating the MERIT page-out, and securing the radio channel to maintain clarity and responder safety. Her coordination and quick decision-making supported officers throughout the unfolding incident. TC Renee Calzarretta and TC Lindsay Bukovic, your actions exemplify ACDC's mission and values. Your composure, communication, and commitment to responder and citizen safety played a vital role in ensuring a safe and successful resolution to a potentially dangerous situation. You demonstrated your ability to work as a team, communicate, and ensure responder safety. Throughout this call, you were a great example of calm under pressure.*

Training

ACDC trains on a monthly basis. Training includes call-taking scenarios, in-progress dispatching, policy review, specialty, incident-specific, patterns in deficiencies, and miscellaneous hands-on training.

The High-Risk, Low Frequency (HRLF) training scenarios for November:

- The HRLF coaches presented 18 TCs with 109 events from 25 different scenarios, using a random list of locations. The focus for November was to process calls using the 5 W's in the optimum order, as efficiently as possible.
  - o 73% of the events were handled according to policy on the first attempt.
  - o The remaining 27% required some coaching.

- The coaches identified that the most common issue involved fully completing the process of toning, broadcasting on Du-Flash, and giving the channel at the end.
- TCs showed improvement from previous months by gathering basic information and getting units going without delay.

Additional Training

- Two Team Leads attended the ASIM Advanced training in Huntley
- Two TCs attended the 2025 MABAS Regional Training Seminar at the Plainfield Fire Department
- Two Operations Managers, and two TCs attended the 2025 Active Threat & Mental Wellness
- Two TCs attended the APCO Fundamentals of Tactical Dispatch online training
- One Probationary TC was EMD certified
- One TC attended the APCO CTO training

Phone calls answered *(Outgoing calls, & ACDC internal calls)*

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083	5,927	5,584		66,397
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714	13,452	13,065		145,657
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643	4,694	4,462		52,484
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051	1,026	968		11,654
DuPage 2-1-1	197	151	150	140	230	256	247	237	154	166	386		2,314
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	25,645	25,265	24,465	0	278,506

Phone Calls YTD
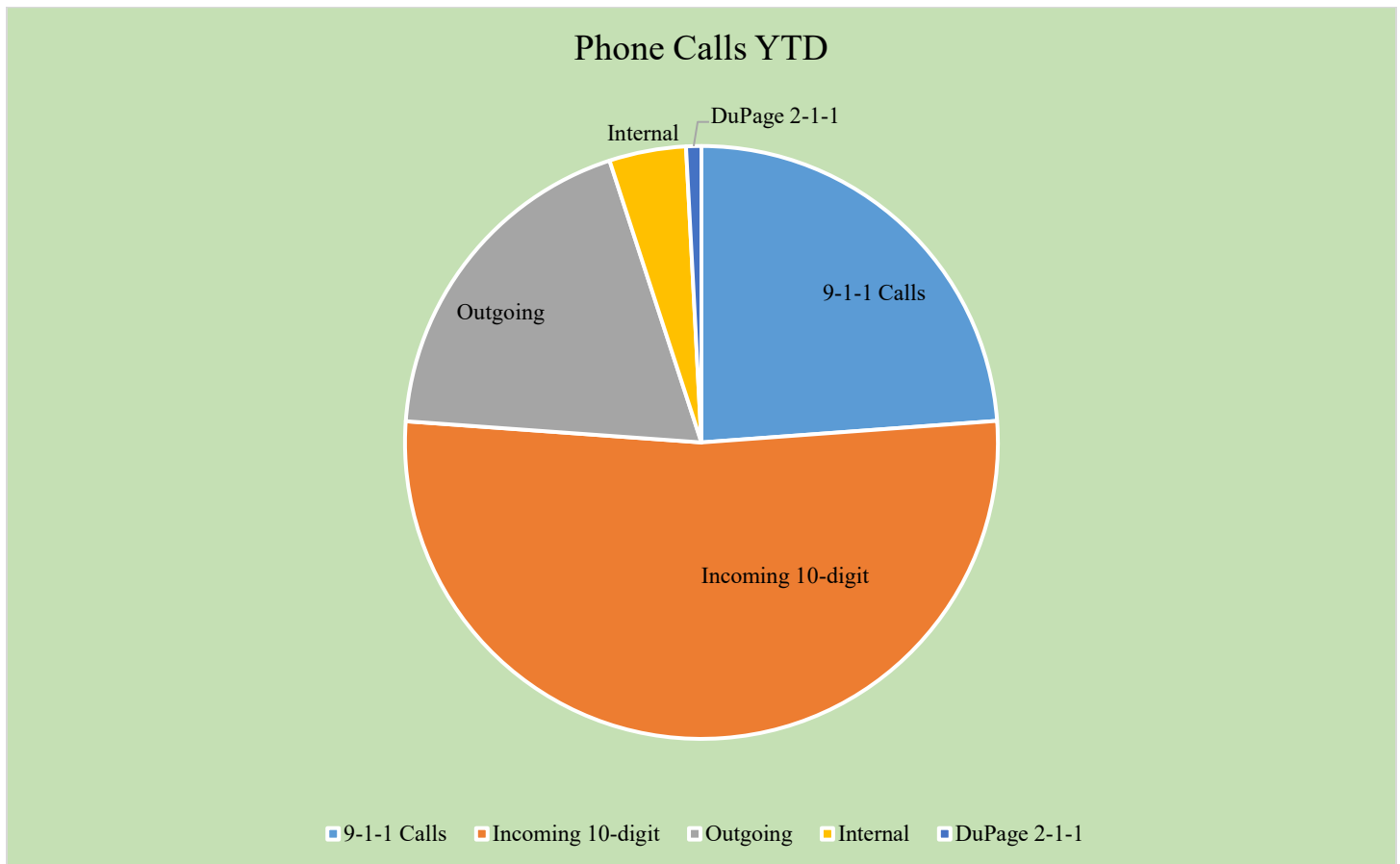
9-1-1 Calls Answered and Text-to-911

9-1-1 CALLS RECEIVED												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990	4,820	4,499		55,780
Wireline	297	219	233	206	224	244	260	276	385	421	410		3,175
VOIP	717	607	639	151	660	601	665	686	635	591	604		6,556
Unknown	59	47	73	61	65	51	70	40	57	73	58		654
Abandoned	403	320	413	411	442	407	491	436	400	438	381		4,542
SMS	47	42	16	24	17	10	13	12	16	22	13		232
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	6,483	6,365	5,965	0	70,939

911 Calls Received YTD
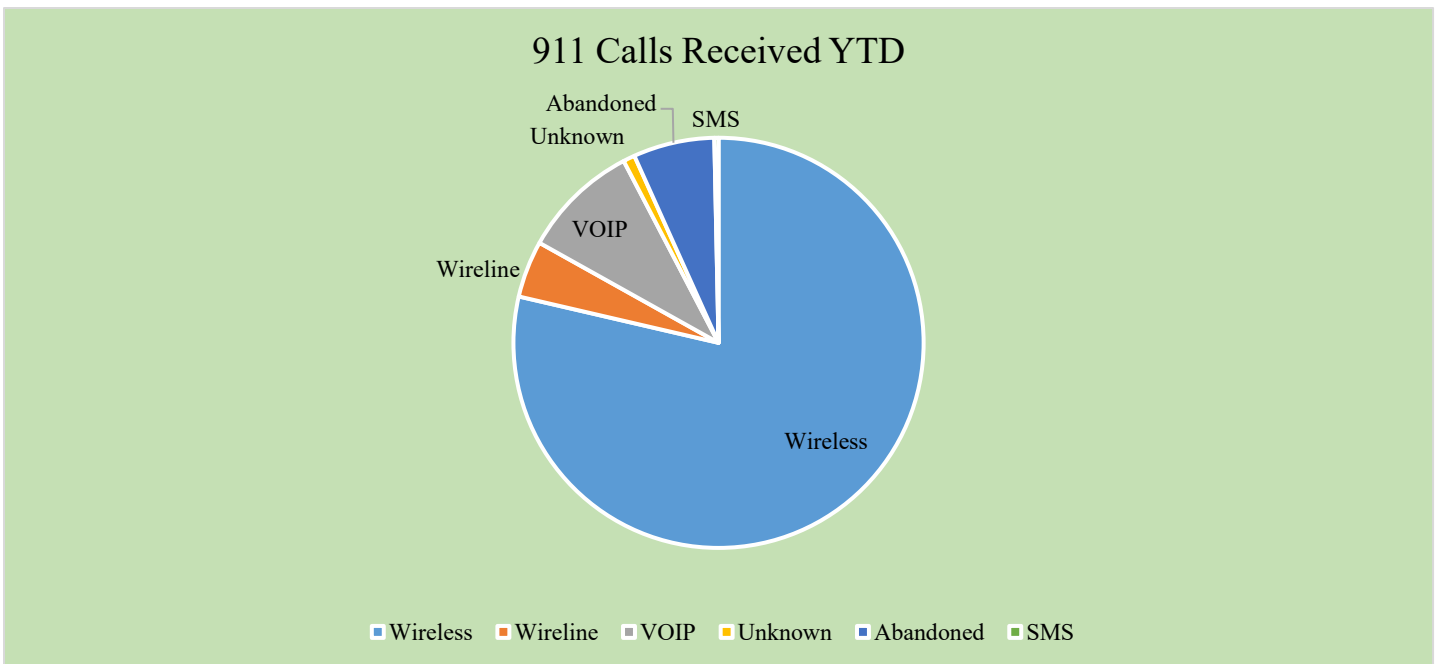
NENA 9-1-1 Call Answering Standard

National Emergency Number Association (NENA):
The 9-1-1 Association empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

NENA's vision is a public made safer by 9-1-1 services delivered by highly-trained emergency communications professionals and powered by the latest technologies.

The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls be answered within 15 seconds and 95% of 9-1-1 calls be answered within 20 seconds.

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911 Call Answering

November 9-1-1 Call Answering

	0-15	16-30	31-45	46-60	>60
Percentage	99.62%	0.38%	0.00%	0.00%	0.00%

Seconds

911 Call Answering – YTD

9-1-1 Call Answering YTD

	0-15	16-30	31-45	46-60	>60
Percentage	99.43%	0.55%	0.01%	0.00%	0.00%

Seconds

10-Digit Call Answering

November 10-Digit Call Answering

	0-15	16-30	31-45	46-60	>60
Percentage	99.37%	0.60%	0.03%	0.00%	0.00%

Seconds

6

T O P
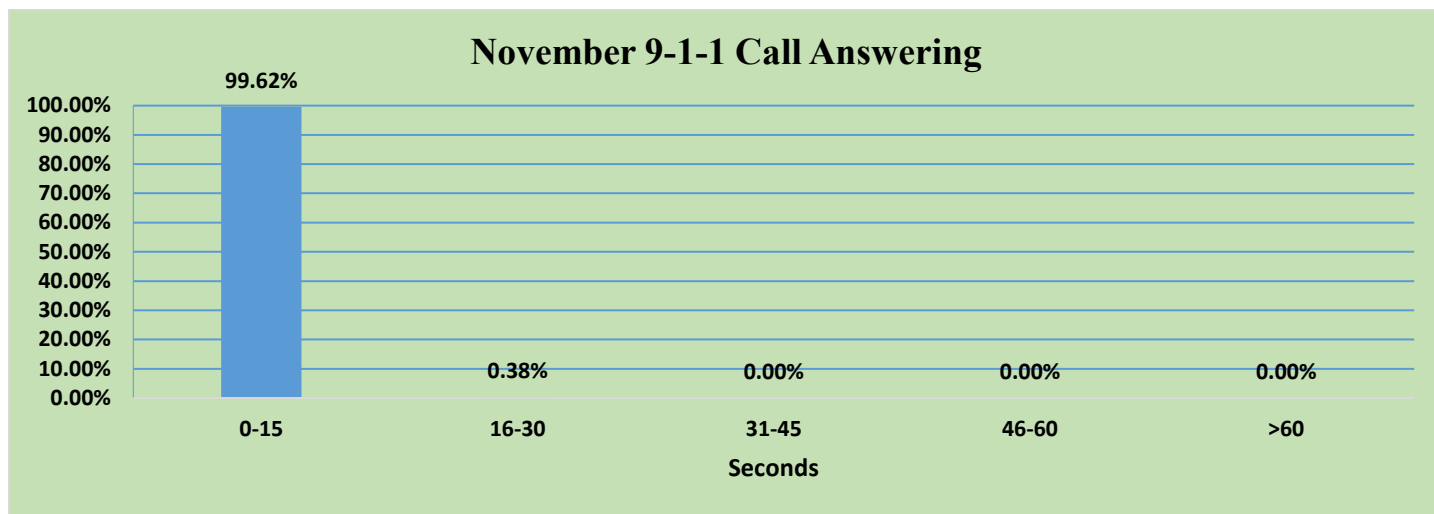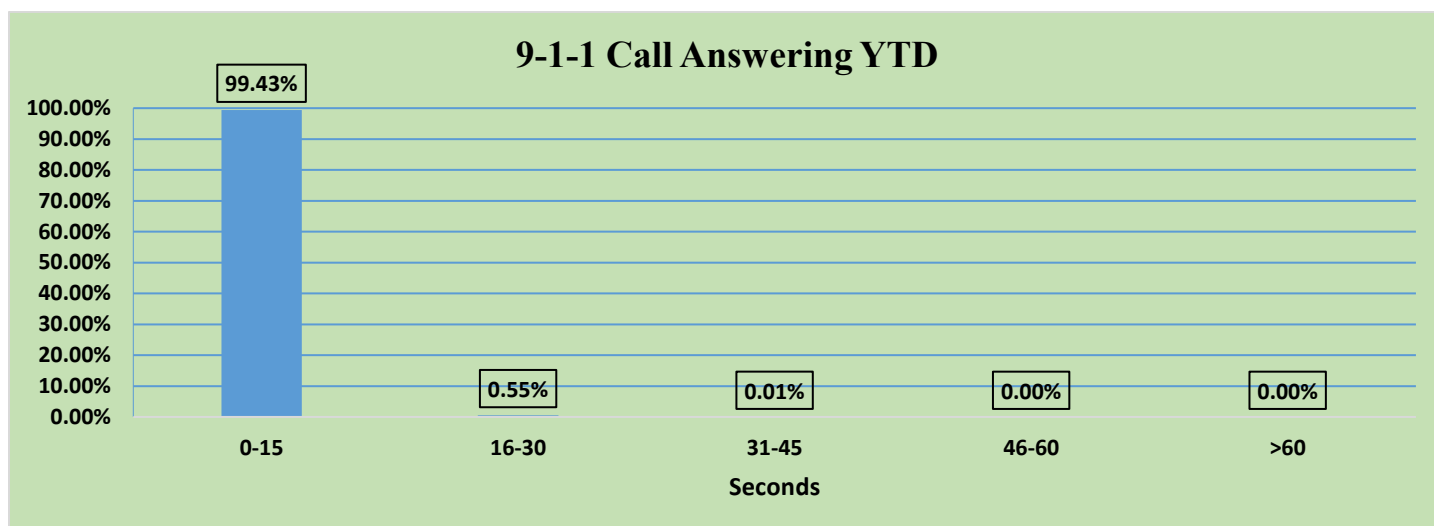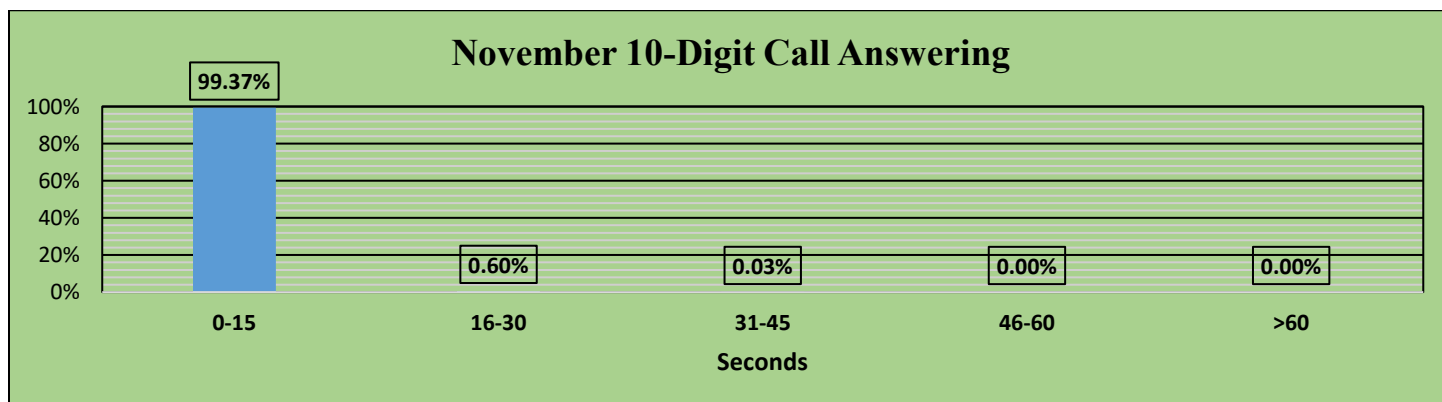
Call Takers

T O T A L   C A L L S

MEDINA - - - 1195

WILLADSEN - - - 1113

OLIVER - - - 1012

VALLEE - - - 966

MAYFIELD - - 896

VALDEZ - - - 891

DOMINO - - - 837

WATERMAN - - - 830

MINOR - - - 777

GODLEWSKI - - - 748

9 1 1   C A L L S

MEDINA - - - 416

DOMINO - - - 302

OLIVER - - - 278

VALDEZ - - - 257

WILLADSEN - - - 250

GODLEWSKI - - - 207

KOLBERG - - - 202

MAYFIELD - - - 198

VALLEE - - - 181

MARDULA - - - 179

N O N - E M

WILLADSEN - - - 863

VALLEE - - 785

MEDINA - - - 779

OLIVER - - - 734

MAYFIELD - - - 698

WATERMAN - - - 693

GONZALEZ - - - 664

VALDEZ - - - 634

MINOR - - - 625

LETTENBERGER - - - 601

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Transferred 911 Calls

November Transferred 911 Calls

Category	Value
DU-COMM	438
Naperville	1
Aurora	1
Chicago/O'Hare	35
Northwest Central	21
State Police	223
Language Interpreter	97
Other	72
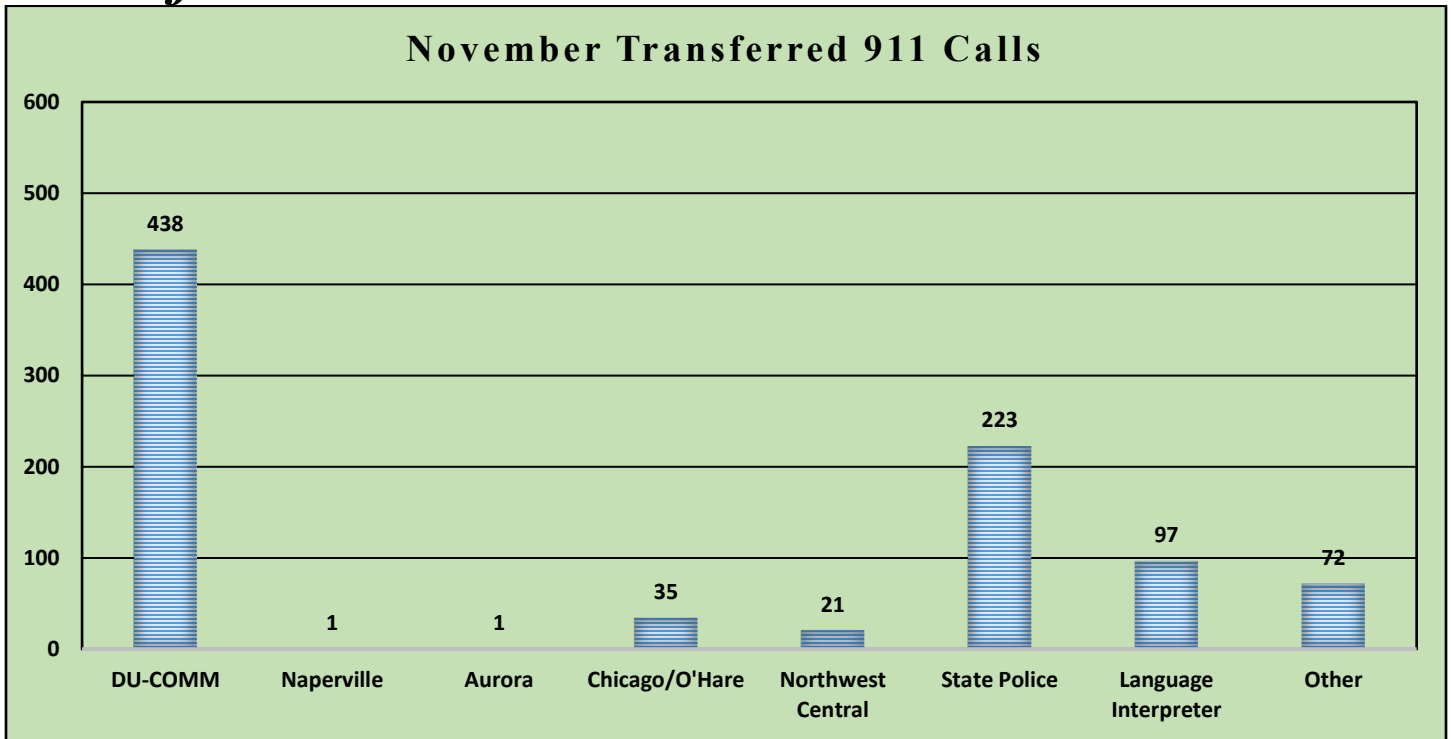
Calls & SMS by Shift – November

911 & 10-Digit Calls by Shift

Category	Value
Days (911+hang-ups)	2250
Days non-emergency	8070
Days SMS	6
Afts (911+hang-ups)	2353
Afts non-emergency	7364
Aft SMS	2
Mids (911+hang-ups)	981
Mids non-emergency	3061
Mids SMS	5

8
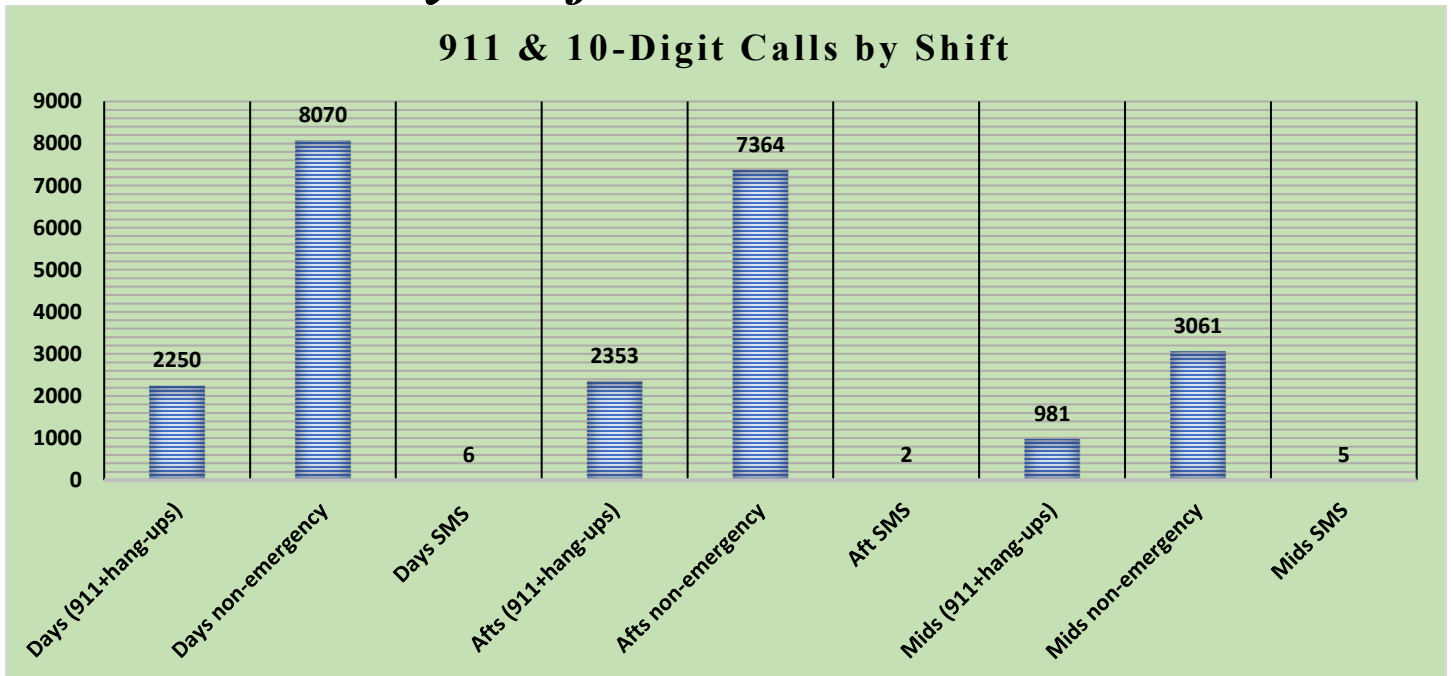
Member Agency & Misc. Phone Calls

10-Digit Phone Calls November & YTD

Agency	Nov	YTD
Addison FPD	32	433
Addison PD	2181	26194
Bensenville FPD	85	1130
Bensenville PD	1039	12319
Bloomingdale PD	688	8412
DuPage 2-1-1	386	2314
DuPage Forest Preserve PD	174	2345
Glendale Heights PD	1136	13693
Itasca PD	1458	8130
Itasca FPD	27	388
Pleasantview FPD	205	2275
Tri State FPD	190	2118
Westmont FD	79	1292
Westmont PD	719	9070
Wood Dale FPD	33	359
Wood Dale PD	695	8389
ACDC Direct	1706	18642
ACDC Doors	108	2097
ACDC PD Officers	809	10299
ACDC FD Officers	227	3714
ACDC Alarm Board	1089	12184

Legend: ■ Nov ■ YTD

Calls for Service-Month (CFS)

November 2025 Calls for Service

Agency	Calls for Service
Addison FPD	459
Addison PD	2,648
Bensenville FPD	250
Bensenville PD	1,201
Bloomingdale PD	3,496
DuPage Forest Preserve PD	2,306
Glendale Heights PD	2,287
Itasca PD	517
Itasca FPD	127
Pleasantview FPD	368
Tri State FPD	562
Westmont FD	442
Westmont PD	1,702
Wood Dale FPD	158
Wood Dale PD	1,022

9
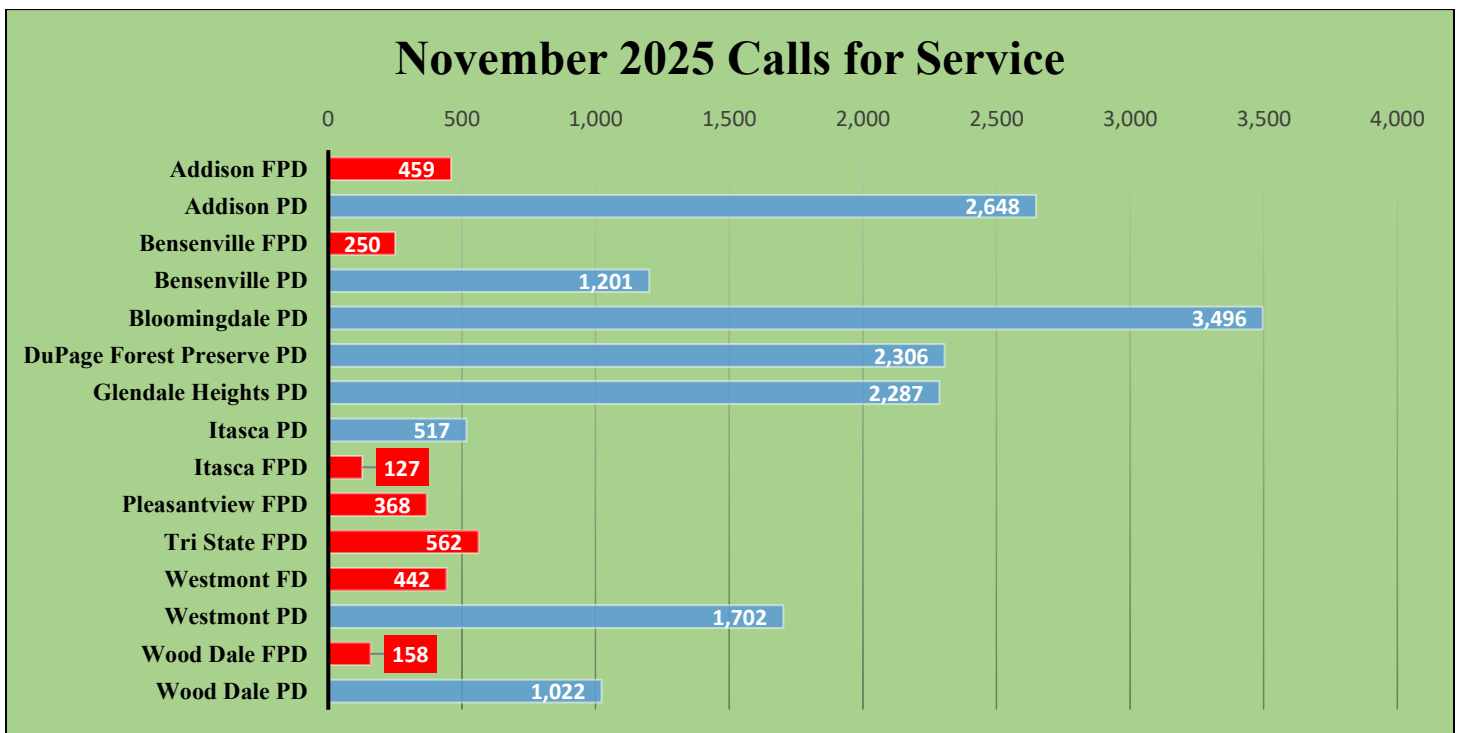
Calls for Service (CFS) - YTD

2025 Calls for Service YTD

Agency	Calls
Addison FPD	5,347
Addison PD	33,032
Bensenville FPD	3,346
Bensenville PD	14,688
Bloomingdale PD	38,165
DuPage Forest Preserve PD	29,799
Glendale Heights PD	27,354
Itasca PD	7,850
Itasca FPD	1,685
Pleasantview FPD	4,345
Tri State FPD	6,434
Westmont FD	4,686
Westmont PD	19,892
Wood Dale FPD	2,151
Wood Dale PD	13,138
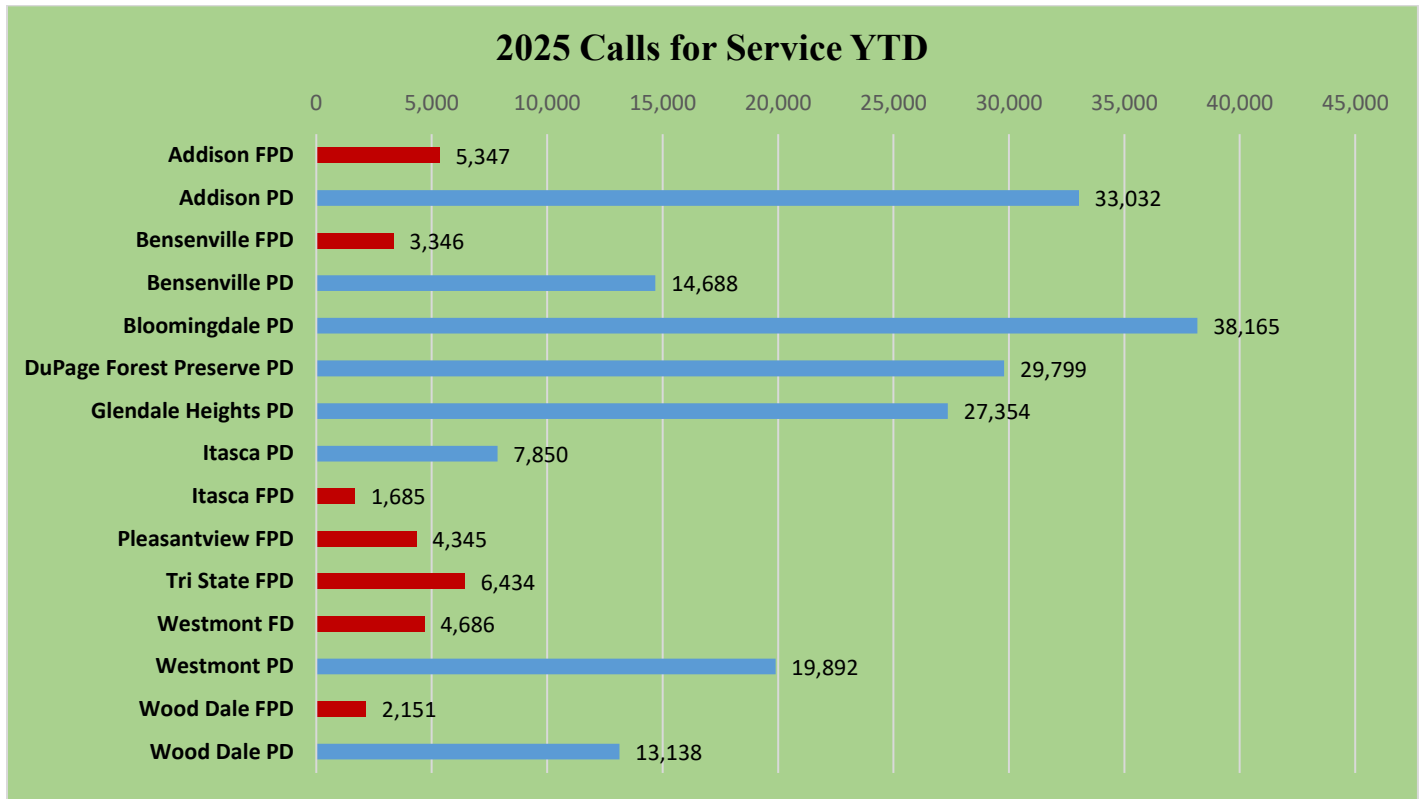
Police Calls for Service by Talk Group – November

ACDC 1 (Westmont, DuPage Forest)	**4,008**
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**5,388**
ACDC 3 (Bloomingdale, Glendale Heights)	**5,783**

November 2025 Police TalkGroups Calls for Service

- ACDC 1 (Westmont, DuPage Forest) 27%
- ACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 38%
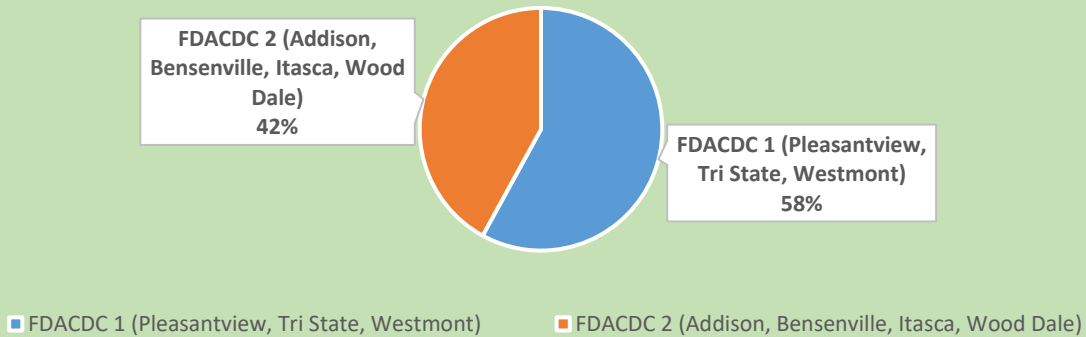- ACDC 3 (Bloomingdale, Glendale Heights) 35%

Legend:
- ACDC 1 (Westmont, DuPage Forest)
- ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)
- ACDC 3 (Bloomingdale, Glendale Heights)

10
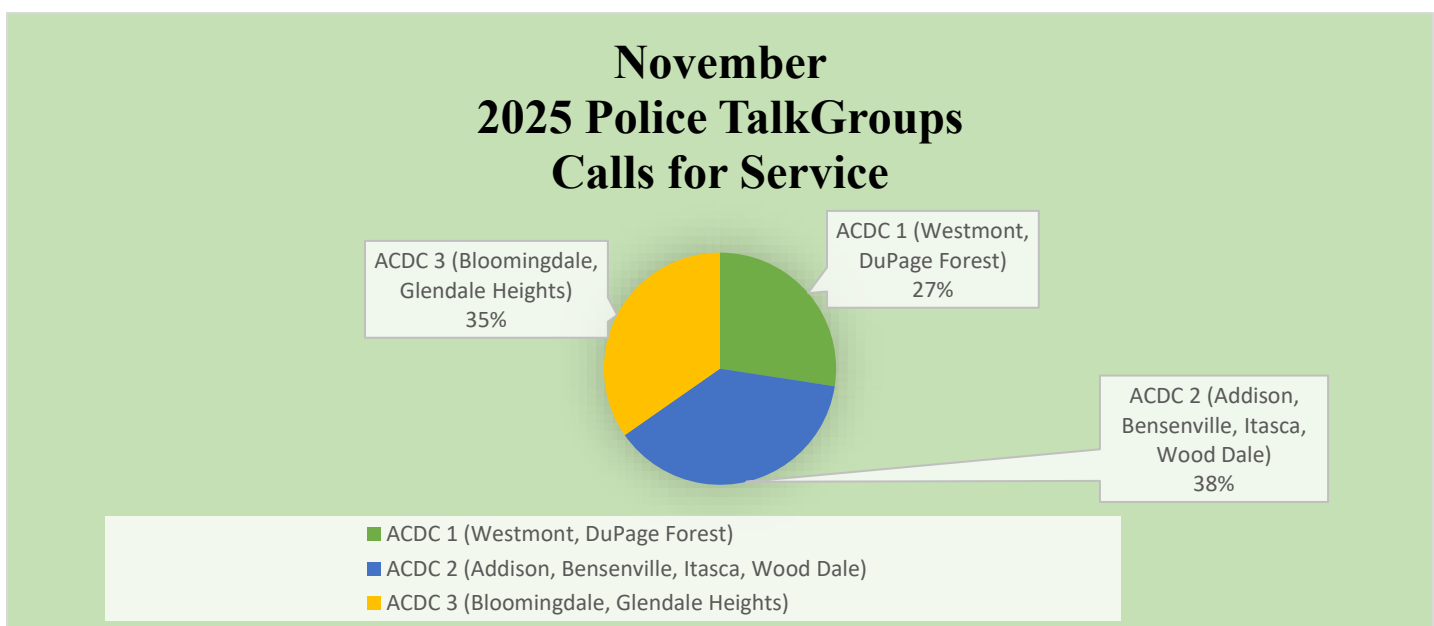
Fire Calls for Service by Talk Group – November

FDACDC 1 (Pleasantview, Tri State, Westmont)	**1,372**
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**994**

**November
2025 Fire TalkGroups
Calls for Service**

FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 42%

FDACDC 1 (Pleasantview, Tri State, Westmont) 58%

■ FDACDC 1 (Pleasantview, Tri State, Westmont)   ■ FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)
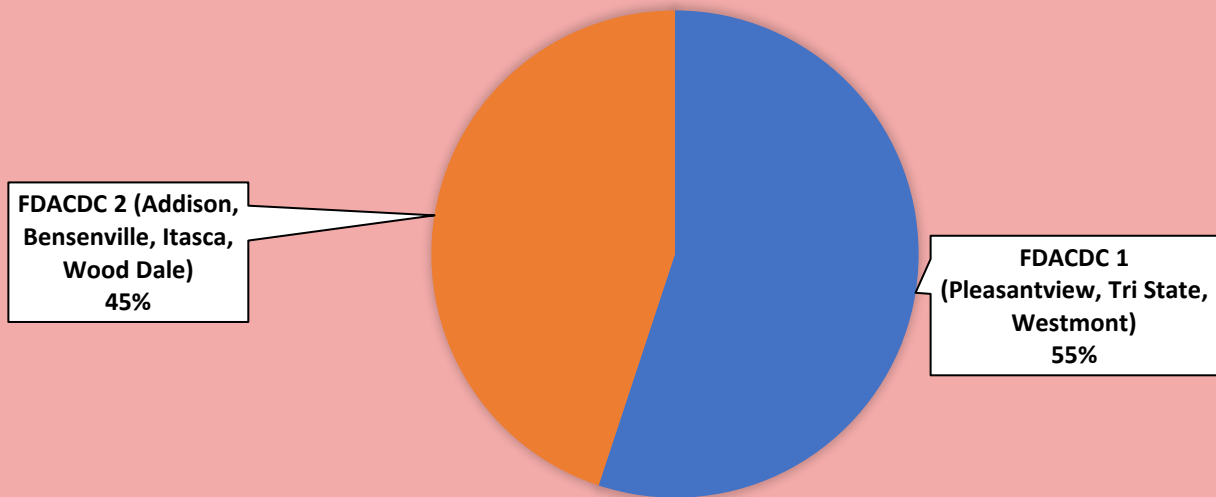
Police & Fire Calls for Service by Talk Group – YTD

**2025 POLICE TALKGROUPS
CALLS FOR SERVICE YTD**

ACDC 1 (Westmont, DuPage Forest) 27%

ACDC 3 (Bloomingdale, Glendale Heights) 36%

ACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 37%

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2025 FIRE TALKGROUPS
CALLS FOR SERVICE YTD

FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 45%

FDACDC 1 (Pleasantview, Tri State, Westmont) 55%
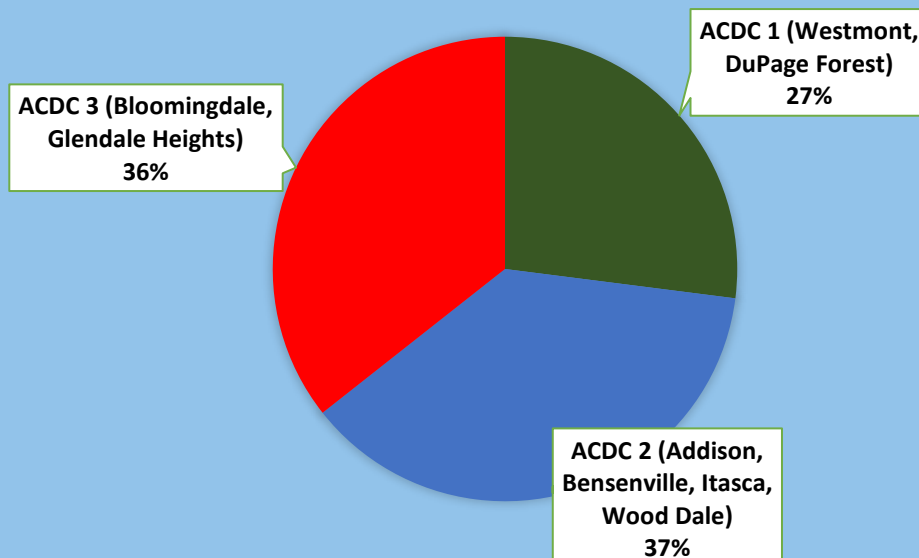
MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/24/2025	La Grange Park	Investigators	339 N Ashland
3/15/2025	Brookfield	Investigators	9048 Monroe
3/29/2025	Riverside	Investigators	270 N Delaplaine
4/14/2025	Brookfield	Investigators	3521 Madison
4/24/2025	McCook	Investigators	4908 Grand
5/17/2025	McCook	Fire	4900 S Vernon
5/22/2025	Brookfield	EMS	31st & Hemman
6/15/2025	Hinsdale	Fire	228 S Bruner St
6/27/2025	Burr Ridge	Fire	15W 322 81st
8/7/2025	Westmont	Investigators	315 Cass Ave
8/16/2025	Brookfield	EMS	Park Ave/Ogden Ave
8/21/2025	Westmont	Fire	1130 Buttonwood Dr
9/9/2025	La Grange	Investigators	918 S 6th Ave
9/17/2025	Brookfield	Investigators	4011 Forest Ave
9/29/2025	McCook	Investigators	8500 53rd St
11/4/2025	Tri State	Investigators	6813 Clarendon Hills Rd

Structure Fire Reviews – YTD

2025 Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less then 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	26								
Bensenville	26								
Itasca	9								
Pleasantview	18								
Tri State	31								
Westmont	16								
Wood Dale	8								
Other FD Agency	21								
Total Reported Fires	155	77	63	16	50%	90%	69	3	0
Actual Fires	**52**	**28**	**22**	**2**	**54%**	**96%**		**0**	**0**
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		**53.8%**							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds*			**96.2%**						
Actual fires: % over 106 seconds. Goal is 0%				**3.8%**					
Actual fires delayed by caller or Other PSAP	**0**								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	**0.0%**	**0.0%**							
Actual fires received as fire alarm	**12**								
% actual fires received as fire alarm	**23%**								

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Performance Measures

Each event is reviewed for accuracy, processing times (<61 seconds), adherence to policy, professionalism, and overall performance. The reviewed calls result in, but not limited to, recognition, training, and/or progressive discipline. In addition, any potential liability to ACDC is documented such as personnel errors, caller error, equipment failures, actions or inactions of callers and/or other PSAPs issues.

Police:

ACDC reviews all High-Risk Low Frequency (HRLF) calls for service involving weapons, physical altercations, and in-progress crimes.

19 Calls Reviewed for – November	
Policy Violations	Violation • Failure to broadcast on DU FLASH • Failure to self-dispatch
Error in Accuracy	Violation • Delay in dispatch
Performance Issue	Violation • Failure to ask clarifying questions
Equipment Malfunctions or CAD Issues	Violation • N/A
Other PSAP or Caller Issue	Violation • N/A

Fire:

General Alarm Review

8 Calls Reviewed – November	
Policy Violations	Violation • Delay in dispatch
Error in Accuracy	Violation • N/A
Performance Issue	Violation • N/A
Equipment Malfunctions or CAD Issues	Violation • N/A
Other PSAP or Caller Issue	Violation • N/A

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Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Glendale Heights PD	In error, TC failed to call the correct on-call for public works	New procedure, TC failed to follow the correct protocol	Bonafide
Forest Preserve PD	Failure to process call for service	Call allegedly transferred incorrectly to FP staff, analytics checked by phone number, and audio recorder checked, both negative results	Non Bonafide
Addison PD	Incorrect LEADS/FOID information provided to responders	TC missed FOID information in the LEADS response	Bonafide
Addison Fire	Failure to dispatch engine	TC failed to dispatch immediately after request was made	Bonafide

Collaboration / Committee's / Focus Groups / Miscellaneous

ACDC participates in various working groups and committees that involve collaboration between the Emergency Telephone System Board (ETSB) staff, DU-COMM, and member agencies.
This section will highlight programs or topics of interest.

CAD Focus: (CAD Focus is a collaboration between ETSB and the PSAPs for all things CAD)
- CAD Focus Group – November 18

Fire Standardization: (FSA is a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire)
- FSA Information Informational Meeting, agenda emailed for November 20, 2025. *Fire Standardization Focus Group*

Fire Operations: (Fire Operations is a monthly meeting with fire member agencies discussing operations)
- *Cancelled*

Police Operations: (Police Operations is a monthly meeting with police member agencies discussing operations)
- Staffing
- Schools – Teacher Presentations/Mapping
- RTIC new software monitoring
- DJI Drone Sharing
- Radio ID updates
- New emergency button verbiage

ACDC Visitors
- ACDC applicant sit along
- Comfort Dog Visit for all three shifts

- Lt Jandura – Thank you!
- WSC Photography

Community Outreach
- NEDSRA Fall Family Resource Fair
- Rawdah Academy Tour of ACDC
- TCD 40th Anniversary, College & Career Day

Task Force / Special Detail Participation
- 11/3/2025   Addison Protest
- 11/4/2025   Saturation Task Force
- 11/14/2025   Addison Dets - Statewide Tac 1
- 11/16/2025   Addison Dets - Statewide TAC 1
- 11/17/2025   ADP Vehicle Tracking - Statewide TAC1
- 11/13/2025   Saturation Task Force
- 11/19/2025   Saturation Task Force
- 11/25/2025   APD TAC 1
- 11/25/2025   GHP Bait Car GHP Local