Emergency Telephone System Board of DuPage County Monthly Report

March Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity February 1 through February 28. 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!

Congratulations to Telecommunicator Robert Nudd! On January 22, 2026, he appropriately dispatched an officer to take a report of a stolen vehicle that was not logged as relocated or repossessed in the ACDC Portal. While the officer was enroute, he actively investigated the whereabouts of the vehicle using available LPR tools. Through this effort, the vehicle was located on a tow truck flatbed. A plate inquiry via LEADS showed the tow truck registered to a local tow company; upon contact, it was confirmed the vehicle had been lawfully relocated from the caller's apartment building parking lot. Telecommunicator Nudd's actions demonstrate sound judgment, strong situational awareness, and effective use of available technology. Telecommunicator Nudd's decision to continue the research, prevented unnecessary investigation and ensured responders received timely and correct information. Compliments for your professionalism, initiative, and attention to detail.

Retirement - Congratulations to **Chief Karl Argast,** on his retirement from the Pleasantview Fire Protection District after 30 years of dedicated service. Wishing you all the best!

ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:

All meeting dates are scheduled for Mondays, unless otherwise noted.
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

Legislative

At the February ETS Board meeting, Vice Chair Franz requested that the ETSB Executive Director develop a position paper. As part of that request, he provided what he termed the DU-COMM position which was an email to DU-COMM members seeking support of the SB2670 and HB4066 from Director Robb, and the one sheet created by Illinois APCO and INENA.

Illinois APCO and INENA held a *911 Goes to Springfield* event on February 24 which was before the primary elections. After discussing the positioning of the bill with the County Lobbyist and along with Vice Chair Franz's request to have a specific position presented to the Board, staff did not attend.

A draft position will be on the ETSB March agenda.

At the February 23 SAB meeting, Chair Yokley provided a list of bills that ISP and State 911 Administrator Alicia Atkinson had responded to with their Legislative Liaison. HB2900, HB4066, HB5107, HB5468, SB2670, SB2948, SB379.

General Assembly Members assigned on State 9-1-1 Advisory Board
Sen Bill Cunningham, Sen Neil Anderson
Rep Angelica Guerrero-Cuellar, Rep Michael J. Coffey, Jr.

Bills we are tracking in the current session and their status as of March 3, 2026:

SB2670 9-1-1 Statewide Surcharges

05/27/2025 Filed with Secretary by Sen. David Koehler
05/27/2025 **First Reading**
05/27/2025 Referred to Assignments
07/29/2025 Added as Co-Sponsor Sen. Paul Faraci
09/18/2025 Added as Co-Sponsor Sen. Laura M. Murphy
09/23/2025 Added as Co-Sponsor Sen. Mark L. Walker
10/16/2025 Added as Co-Sponsor Sen. Kimberly A. Lightford
01/27/2026 Assigned to Revenue
02/24/2026 Added as Chief Co-Sponsor Sen. Christopher Belt
02/24/2026 Added as Co-Sponsor Sen. Patrick J. Joyce Sen.
02/26/2026 Added as Co-Sponsor Sen. Mike Porfirio

Synopsis As Introduced:
50 ILCS 750/20 Amends the Emergency Telephone System Act. Provides that, beginning January 1, 2026, the statewide surcharge shall be $2.50 per connection.

HB4066 9-1-1 Statewide Surcharges

05/23/2025 Filed with the Clerk by Rep. Angelica Guerrero-Cuellar
05/23/2025 **First Reading**
05/23/2025 Referred to Rules Committee
12/18/2025 Added Co-Sponsor Rep. Amy Briel
01/30/2026 Added Chief Co-Sponsor Rep. Sharon Chung

Synopsis As Introduced:
50 ILCS 750/20 Amends the Emergency Telephone System Act. Provides that, beginning January 1, 2026, the statewide surcharge shall be $2.50 per connection.

SB2948 School Mobile Panic Alert Systems

01/27/2026 Filed with Secretary by Sen. Michael E. Hastings
01/27/2026 **First Reading**
01/27/2026 Referred to Assignments
02/03/2026 Assigned to Education
02/17/2026 Postponed Education
02/24/2026 To Safety

Synopsis as Introduced
Amends the School Safety Drill Act. Provides that school districts and private schools in the State shall consider the use of mobile panic alert systems in the development of their school emergency and crisis response plans. Provides that the mobile panic alert system, if used, shall be known as "Alyssa's Alert" and shall be capable of connecting to diverse emergency service technologies to ensure real-time coordination between multiple first responder agencies. Provides that the mobile panic alert system, if used, must be capable of integrating with local, public-safety, answering-point infrastructures to transmit 9-1-1 calls and mobile activations. Requires the State Board of Education to conduct market research, in consultation with the Illinois Emergency Management Agency, to identify whether an existing market of supply of mobile panic alert systems that satisfy the requirements under the amendatory provisions is available in the State from multiple vendors for use by school districts. Requires the State Board of Education, in consultation with the Illinois State Police and the Illinois Emergency Management Agency, to develop standards for a mobile panic alert system. Requires the State Board of Education to establish and administer a Mobile Panic Alert System Grant Program. Provides that school districts and private schools may apply to the State Board of Education for a Program grant to obtain a mobile panic alert system in order to better prepare for emergency responses. Provides that Program grants shall be awarded from moneys appropriated for that purpose from the Mobile Panic Alert System Grant Fund. Amends the State Finance Act to make a conforming change.

SB3798 Mental Health 911 Calls

02/06/2026 Filed with Secretary by Sen. Robert Peters
02/06/2026 **First Reading**
02/06/2026 Referred to Assignments
02/24/2026 Senate Assigned to Health and Human Services

Synopsis as Introduced
Amends the Community Emergency Services and Support Act. Replaces all references to the Division of Mental Health of the Department of Human Services with the Department of Human Services throughout the Act. Provides that 9-1-1 public safety answering points shall screen specific types of law enforcement calls and follow approved protocols and processes under the Act to identify callers experiencing behavioral health crises and to refer them for a behavioral health response. Provides that 9-1-1 public safety answering points shall open and follow the emergency medical dispatch protocols established under the Emergency Medical Services (EMS) Systems Act at the start of all emergency calls to ensure the protocols are used and applied consistently and uniformly to ensure that information related to behavioral health emergency calls is available for data collection and can be used to determine which calls should be referred for a behavioral health response. Provides that, among other things, each Regional Advisory Committee or subregional committee must (1) review regional and subregional crisis response

system capacities and resources to inform planning and implementation and to foster collaboration across all sectors of the system and (2) determine the need for and make a plan to support local communities to develop and use other resources to create additional mobile mental health relief provider services to expand the capacity to provide more immediate service coverage. Amends the Emergency Telephone System Act. Provides that, beginning July 1, 2027, all public safety answering points shall use the protocols established under the Community Emergency Services and Support Act to identify behavioral and mental health-related emergencies that do not require a law enforcement response. Amends the Illinois State Police Law. Amends the Illinois Police Training Act. Provides that Crisis Intervention Team (CIT) training programs shall include, among other things, community response options including, the community response options under the Community Emergency Services and Support Act. Makes other changes.

HB2900 School Mobile Panic Alert Systems

02/05/2025 Filed with the Clerk by Rep. Nabeela Syed
02/05/2025 **First Reading**
02/05/2025 Referred to Rules Committee
03/04/2025 Assigned to Appropriations-Elementary & Secondary Education Committee
03/21/2025 Rule 19(a) / Re-referred to Rules Committee

Synopsis as Introduced:
Creates the Mobile Panic Alert System Act. Provides that the Act may be referred to as Alyssa's Law. Requires, beginning with the 2026-2027 school year, each public school to implement a mobile panic alert system capable of connecting diverse emergency services technologies to ensure real-time coordination between multiple first responder agencies. Requires, for the 2026 fiscal year, the State Board of Education to issue a competitive solicitation to contract for a mobile panic alert system that may be used by each school district. Amends the Charter Schools Law of the School Code to make a conforming change. Effective January 1, 2026.

HB5107 School Safety Panic Alert Systems

02/05/2026 Filed with the Clerk by Rep. Nabeela Syed
2/10/2026 **First Reading**
01/27/2026 Referred to Rules Committee

Amends the School Safety Drill Act. Requires school districts and private schools to consider the use of a mobile panic alert system in the development of their school emergency and crisis response plans. Requires the State Board of Education, in consultation with the Illinois State Police and the Illinois Emergency Management Agency and Office of Homeland Security, to develop standards for a mobile panic alert system. Creates the Mobile Panic Alert System Grant Fund. Makes a conforming change in the State Finance Act.

HB5468 Mental Health 911 Calls

02/06/2026 Filed with the Clerk by Rep. Kelly M. Cassidy
02/13/2026 **First Reading**
02/13/2026 Referred to Rules Committee

Amends the Community Emergency Services and Support Act. Replaces all references to the Division of Mental Health of the Department of Human Services with the Department of Human

Services throughout the Act. Provides that 9-1-1 public safety answering points shall screen specific types of law enforcement calls and follow approved protocols and processes under the Act to identify callers experiencing behavioral health crises and to refer them for a behavioral health response. Provides that 9-1-1 public safety answering points shall open and follow the emergency medical dispatch protocols established under the Emergency Medical Services (EMS) Systems Act at the start of all emergency calls to ensure the protocols are used and applied consistently and uniformly to ensure that information related to behavioral health emergency calls is available for data collection and can be used to determine which calls should be referred for a behavioral health response. Provides that, among other things, each Regional Advisory Committee or subregional committee must (1) review regional and subregional crisis response system capacities and resources to inform planning and implementation and to foster collaboration across all sectors of the system and (2) determine the need for and make a plan to support local communities to develop and use other resources to create additional mobile mental health relief provider services to expand the capacity to provide more immediate service coverage. Amends the Emergency Telephone System Act. Provides that, beginning July 1, 2027, all public safety answering points shall use the protocols established under the Community Emergency Services and Support Act to identify behavioral and mental health-related emergencies that do not require a law enforcement response. Amends the Illinois State Police Law. Amends the Illinois Police Training Act. Provides that Crisis Intervention Team (CIT) training programs shall include, among other things, community response options including, the community response options under the Community Emergency Services and Support Act. Makes other changes.

RESOLUTIONS

Policy Advisory Committee Appointment: On the agenda for March is the reappointment of Deputy Chief Craig Jensen as the ACDC Fire Representative. There are three members up for reappointment: Deputy Chief Jensen, DU-COMM PSAP Rep Deputy Director Tyler Benjamin and DU-COMM Police Rep Chief Colin Fleury. Both PSAPs were sent notice for expiring terms on February 23, 2026. The expiration of the term is May 12, 2026. Current members stay seated with voting powers until replaced (or reappointed).

Contract Addendum:

ETS-R-0069-25/Adams County:

There will be an Addendum A to the above resolution, ETS-R-0069A-25, for the sale of 112 legacy APX7000XE portable radios to amend the asset list to reflect three (3) radios that were exchanged. Radios listed were exchanged for radios listed below. This is a non-monetary action but required for asset management.

ETS-R-0053-25/Livingston County Mutual Aid Association, Pontiac Fire Department and Vermillion Valley Regional Emergency Communications:

There will be an Addendum A to the above resolution, ETS-R-0053A-25, for the sale of 248 legacy APX7000XE portable radios to amend the asset list to reflect forty-four (44) radios that were exchanged. Radios listed were exchanged for radios listed below. This is a non-monetary action but required for asset management.

Surplus Assets:

Declaration of 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. The 176 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. This request has been authorized by the County CFO.

Policy:

911-010.1: 54199: Capital Contingencies and Capital Management Plan: This policy was tabled last month after initial discussion. It is on the March agenda to continue the discussion. Prior to the creation of 54199: Capital Contingencies in the ETSB company budget, ETSB had policy 911-003: Capital Reserves and Capital Improvement Program Fund. This policy should have been updated when 54199 was put into place. Language from 911-003 that is consistent to how 54199 currently functions have been included in 911-010.1.

FINANCE AND REVENUE

Included for this month's Finance and Revenue section of the agenda for discussion are the Monthly Revenue Report, the FY26 Expenditure vs Budget Report for March, and Capital Contingencies Plan.

New this month is the *Jan 2026 Treasurer's Report Invest/Demand/Deposits redacted* which is where the *Treasurer's Report History* information comes from, *Payment of Claims History*. The information in the Treasurer's Report History is part of the excel workbook provided during budget session to all ETS Board members during Ad Hoc Finance sessions. The Payment of Claims History is also part of the excel workbook. However, the Payment of Claims History has been updated to Capital Contingency Transfers into the Operating Appropriation. The Fiscal Year Balance of previous years has been renamed FY Remaining Appropriation. This allows ETSB staff to provide the Board with a more complete picture of expenses vs appropriation vs capital contingency expenses. Also added to this chart is the top line that shows the most current Treasurer's Report balances, Projected Revenue, and Estimated FY End Balance. The formula to calculate the Estimated FY End Balance is: Cash + Projected Revenue - FY26 Operating Appropriation - Capital Contingencies = Estimated Balance. The Projected Revenue is calculated based on the average of the first three months of revenue received in FY26 x 12 months.

Capital Items that are on the Capital Management Plan schedule to be replaced or updated in FY26 include:

Line Item	Systems/Equipment	Est Cost Replacement	Replacement or Upgrade Year	Years in Capital Plan
15	CAD Workstations (72)	$ 144,000	FY26	3
22	10 Digit Dial Phone System	$ 163,281	FY26	8
23	All Switches (qty 15)	$ 42,000	FY26	5
24	All Servers (qty 10)	$ 100,000	ANNUAL	
	Total	$ 449,281		

Capital Items that are on the Capital Management Plan schedule to be replaced or updated on FY27 include:

Line Item	Systems/Equipment	Est Cost Replacement	Replacement or Upgrade Year	Years in Capital Plan
1	FY22 CPE ACDC	$ 1,787,743	FY27	2
2	FY22 CPE DU-COMM	$ 1,787,136	FY27	2
6	FY16 CAD (FY22 Renewed to FY27)	$ 8,000,000	FY27	10
17	ACDC UPS	$ 200,000	FY27	6
19	DU-COMM UPS	$ 400,000	FY27	6
24	All Servers (qty 10)	$ 100,000	ANNUAL	
27	EMD Protocols	$ 565,408	FY27	12
28	EFD Protocols	$ 473,450	FY27	12
	Total	$ 13,313,737		

Monthly Revenue
Total Revenue: $1,251,542.53
The October 2025 surcharge was received on January 8 in the amount of $1,127,835.75.

Investment Earnings:
At the time of posting, the Treasurer's Office has not yet received the February data necessary to run the interest earnings report. The January data has been added in the amount of $124,345.35.

Additional revenue received this past month includes: CAD Interface Reimbursement, FSA optional equipment Reimbursement and Radio Capital Reimbursement.

Payment of Claims
External Payments FY26
Total for Fund 5820 for the March 11 meeting: $308,695.62

Contracts under $15,000
There were none for the month of February.

Contracts over $15,000
GenServe LLC: PO926011
This purchase order will procure a replacement generator at the Hidden Lakes Towers. The shelter was replaced, and after review of the current generator that needed a transfer switch repair last year, the recommendation of the County Facilities was to not move the more than 17 year old generator and to install a new one into the new shelter at that location. This is a budgeted expense in the Capital Management Plan and there is sufficient revenue in 54199: Capital Contingencies. It should be noted that ETSB and County Procurement tried unsuccessfully two times last year to procure a generator. The previous bids failed to produce a vendor that met all qualifications with respect to required certifications. Lowest Responsible Bid from RFQ 26-030-ETSB. Invitations Sent: 3, Responses: 1
Total amount of Contract: $34,298.00

CDW Government LLC: PO926015
Last month the ETS Board approved an increase in the existing retainer to perform system security analysis. On this month's agenda is a new CrowdStrike Retainer for the period of April 13, 2026 through April 12, 2027. This contract is procured pursuant to the Government Joint Purchasing Ace, 30ILCS 525/2 (Sourcewell – State of IL R-257260 Gov Only (25-448DOIT-TELEC-P-80070).
Total Contract Amount: $72,367.65

Change Orders
Hexagon 950900/1914-1: Change Order # 31 - Administrative, Non-Monetary
Staff completed one administrative change order this month. This is a non-monetary change order to document a change in a contractual part number for I/Map Editor of ArcGIS CC-EVAL from IPS1184 to IPS1187EVALSU in the master agreement.
Total amount of Change Order: $0 - Administrative

Budget Transfer:
There are two budget transfers on the March agenda:

53828: Contingencies to 53810: Custodial Services:
A budget transfer for costs associated with PO926008: Dick Buss & Associates for PSAP semi-annual console cleaning in the amount of $5,000 from 53828: Contingencies to 53810: Custodial Services. The ETSB was unable to schedule the second cleaning for 2025 before the end of the fiscal year. Consequently, the cost for the service became part of the FY26 budget. This transfer will ensure there are sufficient funds in the County AP system in FY26 to pay the invoice. ETSB staff has made note of the fiscal vs calendar year difference to avoid this type of transfer in the future.
Total amount of transfer: $5,000.00

54199: Capital Contingencies to 54110: Capital Equipment and Machinery:
A budget transfer for costs associated PO926011 to replace the generator at the Hidden Lakes Towers in the amount of $34,298.00 from 54199: Capital Contingencies to 54110: Capital Equipment and Machinery. This shelter was replaced and after review of the current generator that needed a transfer switch repair last year, the recommendation of the County Facilities was to not move the more than 17-year old generator and to install a new one into the new shelter at that location. This transfer will be required if the purchase is approved on the March agenda.
Total amount of transfer: $34,298.00

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

Reimbursement:
Reimbursement Fund 5820: Participating agencies will be invoiced for their maintenance on the optional app licensing they requested from Hexagon integration. Below is a summation of the various licenses and amounts per agency.

Tablet Command

Tablet Command is an incident response and management solution for the Bartlett Fire District. This product increases situational awareness, incident response, firefighter accountability, and incident management. This program will allow BAF's Battalion Chiefs to manage an active incident, assign crews, and account for all their actions. The cost of development was $25,892.22 and one year of maintenance was $2,658.12. To reimburse these costs, BAF elected to take advantage of a three-year equal annual payment plan.

	FY2026 (Current)	FY2027
Tablet Command Interface	**$ 8,630.74**	**$ 8,630.74**
Maintenance	**$ 2,658.12**	**$ 2,698.00**
Total Remitted	**$ 11,318.86**	**$**
Bartlett Fire	$ 11,318.86	$ 11,328.74
Remitted	$ 11,318.86	$

Hexagon Ancillary Service I/CADLink (for ID Networks)

From inception, Bartlett Police elected *not* to participate in the RMS/FBR portion of the DuPage Justice Information System (DuJIS) and remain with their RMS vendor ID Networks. To facilitate information sharing from the CAD to Bartlett's Records Management System, Hexagon created the I/CADLink interface. The maintenance of this interface is a reimbursable cost by Bartlett PD.

	FY2026 (Current)	FY2027	FY2028	FY2029
I/CADLink Interface (for ID Networks)	**$ 4,288.00**	**$ 4,417.00**	**$ 4,549.00**	**$ 4,686.00**
Total Remitted	**$**	**$**	**$**	**$**
Bartlett PD	$ 4,288.00	$ 4,417.00	$ 4,549.00	$ 4,686.00
Remitted	$	$	$	

LEADS Interface

The Illinois State Police ended LEADS 2000 and transitioned to LEADS 3.0. To connect to LEADS 3.0, Hexagon needed to implement a new interface which was approved by the ETS Board in December 2023. LEADS 3.0 is provided by the Illinois State Police as a statewide, computerized telecommunications system designed to provide services, information, and capabilities to the law enforcement and criminal justice community. LEADS costs are not an allowable use of 911 surcharge, therefore, both DU-COMM and ACDC signed a Memorandum of Understanding (MOU) acknowledging their obligation to pay for half of the interface. Both agencies elected to receive a one-time invoice. LEADS 3.0 was deployed and accepted in February 2025.

	FY2026 (Current)	FY2027
LEADS Interface Implementation	**$ 29,363.00**	
Maintenance	**$ 0**	**$ 5,959.00**
Total Remitted		
DU-COMM	$ 14,681.50	$ 2,979.50
Remitted		
ACDC	$ 14,681.50	$ 2,979.50
Remitted		

Security Info Sys (SIS) Alarm

Security Info Sys (SIS) Alarm is an interface that integrates data into CAD creating efficiencies and reducing the risk of human error.

	(Current) FY2026	FY2027	FY2028	FY2029	FY2030	FY2031
SIS Alarm Interface Implementation	**$ 14,111**					
Maintenance	**$ 2,889**	**$ 3,185.16**	**$ 2,807.52**	**$ 2,891.76**	**$ 2,935.13**	**$ 2,980**
Total Remitted	**$**	**$**	**$**	**$**	**$**	**$**
DU-COMM	$ 2,889	$ 3,185.16	$ 2,807.52	$ 2,891.76	$ 2,935.13	$ 2,980
Remitted	$	$	$	$	$	$

Axon Fusus Interface:

Axon Fusus unifies existing technologies, live video, alerts, and field date, to create a full-scale collaboration network that works in real-time in the field. The interfaces costs along with the first year of maintenance, were paid in 2024. The interface cost was split between OBP, OTP, and WHP. The maintenance was split between OBP and WHP as OTP decided they were not going to move forward with using the interface. LOP requested interface access to Fusus in August 2025. That access was approved by the ETS Board in December 2025. The go-live is anticipated for Q1 2026. Invoicing for 2025 maintenance will again be split between OBP and WHP. LOP will begin paying for their portion of maintenance in 2027.

	FY2026 (Current)	FY2027	FY2028
Fusus	**$ 3,000.00**	**$ 3,090.72**	**$ 3,137.08**
Total Remitted	**$**	**$**	**$**
Oak Brook Police	$ 1,500.00	$ 1,030.24	$ 1,045.94
Remitted	$	$	$
Wheaton Police	$ 1,500.00	$ 1,030.24	$ 1,045.94
Remitted	$	$	$
Lombard Police		$ 1,030.24	$ 1,045.94
Remitted		$	$

The following two applications have been billed annually since the launch of Hexagon CAD.

Mobile Responder:

Mobile Responder is an app that provides field personnel access to CAD via phones or tablets. Users can view incident details, receive and acknowledge messages, update statuses, and query databases, among other functions.

I/Netviewer:

I/Netviewer provides real-time incident information via the web allowing personnel to retrieve dispatch information without having CAD software installed on their computers. These costs are broken down to the end of the current contract. The Amendment to the Restatement approved by the ETS Board in August 2024 contracted a decrease in maintenance costs to a 1.5% increase, from what would have been a 3% increase, in years 3 through 5. Further, there are a few agencies whose costs increase in FY28. This is because they chose to add additional licenses to their originally contracted quantity. These additions were approved by the ETS Board in July 2025.

	FY2026 (Current)	FY2027	FY2028	FY2029
Mobile Responder, I/Netviewer	**$ 35,069.00**	**$ 35,595.04**	**$ 38,302.74**	**$ 38,874.29**
Total Remitted	**$ 7,546.00**	**$**	**$**	**$**
Addison PD	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Bartlett PD	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Bensenville PD	$ 754.00	$ 765.31	$ 776.79	$ 788.44
Remitted	$	$	$	$
Bloomingdale PD	$ 604.00	$ 613.06	$ 1,085.86	$ 1,102.15
Remitted	$	$	$	$
Burr Ridge PD	$ 1,510.00	$ 1,532.65	$ 1,555.64	$ 1,578.97
Remitted	$	$	$	$
Carol Stream PD	$ 300.00	$ 304.50	$ 309.07	$ 313.70
Remitted	$	$	$	$
Clarendon Hills PD	$ 225.00	$ 228.38	$ 231.80	$ 235.28
Remitted	$	$	$	$
Downers Grove PD	$ 979.00	$ 993.69	$ 1,008.59	$ 1,023.72
Remitted	$	$	$	$
DuPage Sheriff's Office	$ 829.00	$ 841.44	$ 854.06	$ 866.87
Remitted	$	$	$	$
Elmhurst PD	$ 904.00	$ 917.56	$ 931.32	$ 945.29
Remitted	$	$	$	$
Forest Preserve PD	$ 300.00	$ 304.50	$ 309.07	$ 313.70
Remitted	$	$	$	$
Glen Ellyn PD	$ 375.00	$ 380.63	$ 386.33	$ 392.13
Remitted	$	$	$	$
Glendale Heights PD	$ 302.00	$ 306.53	$ 311.13	$ 315.79
Remitted	$	$	$	$
Hanover Park PD	$ 150.00	$ 152.25	$ 154.53	$ 156.85
Remitted	$ 150.00	$	$	$
Itasca PD	$ 527.00	$ 534.91	$ 542.93	$ 551.07
Remitted	$	$	$	$
Lisle PD	$ 1,056.00	$ 1,071.84	$ 1,087.92	$ 1,104.24
Remitted	$	$	$	$
Lombard PD	$ 1,579.00	$ 1,602.69	$ 1,626.73	$ 1,651.13
Remitted	$	$	$	$
Oakbrook Terrace PD	$ 754.00	$ 765.31	$ 776.79	$ 788.44
Remitted	$	$	$	$
Roselle PD	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$ 604.00	$	$	$
Villa Park PD	$ 906.00	$ 919.59	$ 933.38	$ 947.38
Remitted	$	$	$	$
Warrenville PD	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Wheaton PD	$ 1,885.00	$ 1,913.28	$ 1,941.97	$ 1,971.10
Remitted	$	$	$	$
Wood Dale PD	$ 754.00	$ 765.31	$ 776.79	$ 788.44
Remitted	$	$	$	$

Woodridge PD	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Addison Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$ 604.00	$	$	$
Bartlett Fire	$ 754.00	$ 765.31	$ 776.79	$ 788.44
Remitted	$	$	$	$
Bensenville Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$ 604.00	$	$	$
Bloomingdale Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$ 604.00	$	$	$
Carol Stream Fire	$ 754.00	$ 765.31	$ 776.79	$ 788.44
Remitted	$ 754.00	$	$	$
Clarendon Hills Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Darien-Woodridge Fire	$ 1,510.00	$ 1,532.65	$ 1,555.64	$ 1,578.97
Remitted	$ 1,510.00	$	$	$
Elmhurst Fire	$ 2,260.00	$ 2,293.90	$ 2,328.31	$ 2,363.23
Remitted	$	$	$	$
Glenside Fire	$ 906.00	$ 919.59	$ 933.38	$ 947.38
Remitted	$	$	$	$
Hanover Park Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Itasca Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Lisle-Woodridge Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Lombard Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Oak Brook Fire	$ 604.00	$ 613.06	$ 699.53	$ 710.02
Remitted	$ 604.00	$	$	$
Roselle Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Tri-State Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Villa Park Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Warrenville Fire	$ 754.00	$ 765.31	$ 776.79	$ 788.44
Remitted	$ 754.00	$	$	$
West Chicago Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Westmont Fire	$ 754.00	$ 765.31	$ 2,332.40	$ 2,367.42
Remitted	$ 754.00	$	$	$
Wheaton Fire	$ 604.00	$ 613.06	$ 699.53	$ 710.02
Remitted	$	$	$	$
Winfield Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$	$	$	$
Wood Dale Fire	$ 604.00	$ 613.06	$ 622.26	$ 631.59
Remitted	$ 604.00	$	$	$

FSA Maintenance Reimbursement Costs by Agency

The IP-based Fire Station Alerting System (FSAS) maintained by PURVIS through allows for optional equipment for individual agencies, facilitated by ETSB. These costs are for maintenance beyond the initial one (1) year included with the equipment purchase. These costs are broken down through the end of the current contract.

	FY2026 (Current)	FY2027	FY2028	FY2029
FSAS Optional Equipment	**$ 15,345.00**	**$ 15,345.00**	**$ 15,780.00**	**$ 16,285.00**
Total Remitted	**$ 9,600.00**	**$**	**$**	**$**
Addison Fire	$ 3,500.00	$ 3,500.00	$ 3,605.00	$ 3,715.00
Remitted	$ 3,500.00	$	$	$
Bartlett Fire	$ 2,000.00	$ 2,000.00	$ 2,060.00	$ 2,120.00
Remitted	$ 2,000.00	$	$	$
Clarendon Hills Fire	$ 960.00	$ 960.00	$ 990.00	$ 1,020.00
Remitted	$	$	$	$
Elmhurst Fire	$ 575.00	$ 575.00	$ 595.00	$ 615.00
Remitted	$	$	$	$
Glenside Fire	$ 200.00	$ 200.00	$ 205.00	$ 210.00
Remitted	$	$	$	$
Lombard Fire	$ 2,200.00	$ 2,200.00	$ 2,265.00	$ 2,335.00
Remitted	$	$	$	$
Pleasantview Fire	$ 500.00	$ 500.00	$ 515.00	$ 530.00
Remitted	$ 500.00	$	$	$
Roselle Fire	$ 500.00	$ 500.00	$ 515.00	$ 530.00
Remitted	$	$	$	$
Tri-State Fire	$ 1,010.00	$ 1,010.00	$ 1,040.00	$ 1,070.00
Remitted	$	$	$	$
Warrenville Fire	$ 600.00	$ 600.00	$ 620.00	$ 640.00
Remitted	$ 600.00	$	$	$
Westmont Fire	$ 3,000.00	$ 3,000.00	$ 3,090.00	$ 3,180.00
Remitted	$ 3,000.00	$	$	$
York Center Fire	$ 300.00	$ 300.00	$ 310.00	$ 320.00
Remitted	$	$	$	$

Policy 911-013.1: System Interface Access and Fees

ETSB employees are wholly funded by surcharge. Therefore, staff time must be related to the 9-1-1 System or their time must be reimbursed. Ancillary interfaces covered under this policy require ETSB staff to invoice for their time for the project based on their hourly rate at the time of the request through implementation.

	Axon RMS	CommsCoach
Implementation	$ 9,898.71	**$ 3,367.95**
Total Remitted	$	**$ 3,367.95**
Addison PD	$ 835.01	
Maintenance Fee	$ 250.00	
Customer Assistance Retainer	$ 2,500.00	
Total Due for Implementation	**$ 3,585.22**	
Remitted	**$**	

Oak Brook PD	$ 313.01	
Maintenance Fee	$ 250.00	
Customer Assistance Retainer	$ 2,500.00	
Total Due for Implementation	**$ 3,063.01**	
Remitted	**$**	
Downers Grove PD	$ 500.48	
Maintenance Fee	$ 250.00	
Customer Assistance Retainer	$ 2,500.00	
Total Due for Implementation	**$ 3,250.48**	
Remitted	**$**	
DU-COMM		$ 671.95
Maintenance Fee		$ 250.00
Customer Assistance Retainer		$ 2,500.00
Total Due for Implementation		**$ 3,367.95**
Remitted		**$ 3,367.95**

DEDIR System: Invoices for agencies with equipment that does not qualify for 911 Surcharge will begin billing this year.

*Totals do not include Agency costs marked as "in process"	**Capital Equipment**	**Annual Airtime**	**One-time Costs**	**Total Amount**
FY2026 **Total Remitted**	**$ 635,525.64*** **$ 85,796.83**	**$ 46,296.00*** **$ 13,176.00**	**$ 51,437.74*** **$ 2,308.00**	**$ 733,259.38*** **$ 101,280.83**
Addison PD	$ 40,207.92	$ 2,064.00	$ 0	**$ 42,271.92**
Remitted	$	$	$	**$**
Bartlett PD	$ 6,983.16	$ 1,440.00	$ 5,842.77	**$ 14,265.93**
Remitted	$	$	$	**$**
Bensenville PD	$ 6,485.28	$ 408.00	$ 0	**$ 6,893.28**
Remitted	$	$	$	**$**
Bloomingdale PD	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
Burr Ridge PD	$ 17,119.08	$ 648.00	$ 1,985.00	**$ 19,752.08**
Remitted	$	$	$	**$**
Carol Stream PD	$ in process	$ in process	$ in process	**$ in process**
Remitted	$	$	$	**$**
Clarendon Hills PD	$ 49,348.44	$ 1,944.00	$ 397.00	**$ 51,689.44**
Remitted	$	$	$	**$**
Downers Grove PD	$ 126,209.32	$ 9,000.00	$ 575.00	**$ 135,784.32**
Remitted	$	$	$	**$**
Elmhurst PD	$ in process	$ in process	$ in process	**$ in process**
Remitted	$	$	$	**$**
Forest Preserve PD	$ 0	$ 0	$ 3,342.00	**$ 3,342.00**
Remitted	$	$	$	**$**
Glen Ellyn PD	$ in process	$ in process	$ in process	**$ in process**
Remitted	$	$	$	**$**
Glendale Heights PD	$ 6,152.76	$ 216.00	$ 987.59	**$ 7,356.35**
Remitted	$	$	$	**$**

Hanover Park PD	$ 166,285.08	$ 9,648.00	$ 2,880.00	**$ 178,813.08**
Remitted	$ 41,571.27	$ 9,648.00	$ 720.00	**$ 51,939.27**
Hinsdale PD	$ 21,932.64	$ 864.00	$ 1,702.85	**$ 24,499.49**
Remitted	$	$	$	**$**
Itasca PD	$ 500.00	$ 408.00	$ 0	**$ 908.00**
Remitted	$ 500.00	$	$	**$ 500.00**
Lisle PD	$ 36,199.44	$ 1,296.00	$ 876.77	**$ 38,372.21**
Remitted	$	$	$	**$**
Lombard PD	$ 17,949.48	$ 1,872.00	$ 1,588.00	**$ 21,409.48**
Remitted	$ 17,949.48	$ 1,872.00	$ 1,588.00	**$ 21,409.48**
Oakbrook Terrace PD	$ 12,970.56	$ 816.00	$ 8,900.00	**$ 22,686.56**
Remitted	$ 12,970.56	$ 816.00	$ 0	**$ 13,786.56**
Roselle PD	$ 500.00	$ 408.00	$ 1,474.56	**$ 2,382.56**
Remitted	$	$	$	**$**
Villa Park PD	$ 15,616.56	$ 2,880.00	$ 8,333.18	**$ 26,829.74**
Remitted	$	$	$	**$**
Warrenville PD	$ 20,938.92	$ 1,872.00	$ 570.36	**$ 23,381.28**
Remitted	$	$	$	**$**
West Chicago PD	$ 14,616.56	$ 2,064.00	$ 1,191.00	**$ 17,871.56**
Remitted	$	$	$	**$**
Wheaton PD	$ 1,000.00	$ 816.00	$ 575.00	**$ 2,391.00**
Remitted	$	$	$	**$**
Westmont PD	$ 9,985.28	$ 3,264.00	$ 2,464.00	**$ 15,713.28**
Remitted	$	$	$	**$**
Willowbrook PD	$ 12,805.52	$ 840.00	$ 0	**$ 13,645.52**
Remitted	$ 12,805.52	$ 840.00	$	**$ 13,645.52**
Winfield PD	$ 12,970.56	$ 816.00	$ 5,832.66	**$ 19,619.22**
Remitted	$	$	$	**$**
Wood Dale PD	$ 6,485.28	$ 408.00	$ 0	**$ 6,893.28**
Remitted	$	$	$	**$**
Woodridge PD	$ in process	$ in process	$ in process	**$ in process**
Remitted	$	$	$	**$**

Subject to Agency revisions**	**Capital Equipment****	**Annual Airtime****	**One-time Costs****	**Total Amount****
FY2026	**$ 42,882.28**	**$ 1,488.00**	**$ 68,847.00**	**$ 118,401.28**
Total Remitted	**$**	**$**	**$ 26,996.00**	**$ 26,996.00**
Addison Fire	$ 0	$ 0	$ 5,955.00	**$ 5,955.00**
Remitted	$	$	$	**$**
Bartlett Fire	$ 0	$ 0	$ 1,191.00	**$ 1,191.00**
Remitted	$	$	$ 1,191.00	**$ 1,191.00**
Bensenville Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
Bloomingdale Fire	$ 0	$ 0	$ 1,191.00	**$ 1,191.00**
Remitted	$	$	$ 1,191.00	**$ 1,191.00**
Carol Stream Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
Clarendon Hills Fire	$ 0	$ 0	$ 3,176.00	**$ 3,176.00**
Remitted	$	$	$ 3,176.00	**$ 3,176.00**

Darien-Woodridge Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
Downers Grove Fire	$ 0	$ 0	$ 9,528.00	**$ 9,528.00**
Remitted	$	$	$	**$**
Elmhurst Fire	$ 7,215.28	$ 408.00	$ 12,307.00	**$ 19,930.28**
Remitted	$	$	$	**$**
Glen Ellyn Fire	$ 0	$ 0	$ 15,880.00	**$ 15,880.00**
Remitted	$	$	$15,880.00	**$ 15,880.00**
Glenside Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
Hanover Park Fire	$ 28,533.60	$ 864.00	$ 1,588.00	**$ 32,713.60**
Remitted	$	$	$	**$**
Hinsdale Fire	$ 0	$ 0	$ 1,588.00	**$ 1,588.00**
Remitted	$	$	$	**$**
Itasca Fire	$ 0	$ 0	$ 794.00	**$ 794.00**
Remitted	$	$	$	**$**
Lisle-Woodridge Fire	$ 0	$ 0	$ 3,176.00	**$ 3,176.00**
Remitted	$	$	$	**$**
Lombard Fire	$ 7,133.40	$ 216.00	$ 397.00	**$ 11,202.40**
Remitted	$	$	$	**$**
Oakbrook Terrace Fire	$ 0	$ 0	$ 397.00	**$ 397.00**
Remitted	$	$	$	**$**
Oak Brook Fire	$ 0	$ 0	$ 1,588.00	**$ 1,588.00**
Remitted	$	$	$ 1,588.00	**$ 1,588.00**
Roselle Fire	$ 0	$ 0	$ 1,588.00	**$ 1,588.00**
Remitted	$	$	$	**$**
Tri-State Fire	$ 0	$ 0	$ 794.00	**$ 794.00**
Remitted	$	$	$	**$**
Villa Park Fire	$ 0	$ 0	$ 794.00	**$ 794.00**
Remitted	$	$	$	**$**
Warrenville Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
West Chicago Fire	$ 0	$ 0	$ 1,588.00	**$ 1,588.00**
Remitted	$	$	$	**$**
Westmont Fire	$ 0	$ 0	$ 960.00	**$ 960.00**
Remitted	$	$	$	**$**
Wheaton Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**
Winfield Fire	$ 0	$ 0	$ 397.00	**$ 397.00**
Remitted	$	$	$	**$**
Wood Dale Fire	$ 0	$ 0	$ 3,970.00	**$ 3,970.00**
Remitted	$	$	$ 3,970.00	**$ 3,970.00**
York Center Fire	$ 0	$ 0	$ 0	**$ 0**
Remitted	$	$	$	**$**

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
DU-COMM	02/04/26	E	LiveMUM Down	Service Restarted
DU-COMM	02/05/26	E	LiveMUM Down	Service Restarted
DU-COMM	02/05/26	E	MPS down for EIP,DAP,LIP,LOP,WOP	Service Restarted.
DU-COMM	02/05/26	N	LOP MPS Issue	Agency Network Issue
DU-COMM	02/12/26	E	Unable to log into MPS	Reset Officer Password
DU-COMM	02/12/26	E	Unable to log into MPS	Reset Officer Password
ACDC	02/13/26	E	Error message on DM Console	Reboot DM Console to clear error
DU-COMM	02/22/26	E	CAD was slow, laggy	Backup was running. 10 minutes
Hanover Park Police	02/24/26	N	Unable login with call sign 1Y99	Another officer was logged in with this call sign

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	484	36	30
CAD	516	516	558	558	42	35
Total	1140	1140	1052	1042	78	65

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	484	36	30
CAD	558	558	42	35
Total	1052	1042	78	65

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
36	30	6	5	7	3	2	4	2	7	0

CAD Ticket:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
29	19	9	12	2	6

CAD Administrator Activity:
Database Management

- Completed court-ordered expungements from the CAD system through targeted SQL modifications.
- Generated a custom “Dispatch by Stations” report using SSMS.
- Produced a custom Axon BWC auto-tagging report to backfill data for an agency that temporarily lost connectivity to our server.

CAD Configuration

- Administered CAD user accounts, including onboarding, access adjustments, and deactivations.
- Managed CAD Units, including LEADS access approvals.
- Deployed updated GIS mapping to the Training CAD environment for validation prior to Production release.

CAD Issue Resolution

- Resolved an issue where IAMRESPONDING was not receiving data from CAD.
- Addressed multiple user account lockout incidents.
- System Development and Deployment
- Deployed Production server-side code updating the MPS Unit Summary report to display Shared Crew status.
- Released the new Crew Summary Report to Production MPS servers.
- Implemented new Informer commands (AQO and AQN) to include officer unit information with LEADS returns.

Collaboration and Meetings

- Coordinated with Axon BWC to migrate all data feeds to an SFTP service.
- Worked with FUSUS to onboard a new agency into the existing FUSUS Core and configured CAD to transmit data accordingly.
- Participated in discussions with DU-COMM regarding ProQA Determinant-to-Type Code translation mapping.

CAD Projects:
ProQA Version v5.1.1.53 Logic Version 14.0.467
Notification October 24, 2025 of release notes
Current Status: Partially completed
ACDC: Completed January 2026 (Correction: February report list this as completed April, 2025)
DU-COMM: In-Progress
Update: ETSB provided DU-COMM feedback on the Determinant spreadsheet and currently we are pending DU-COMM response.

CAD Interface Projects:
Axon Fusus:
Lombard Police Department: Project started on August 28, 2025. Ticket #18790
Current Status: Completed
Update: ETSB completed the CAD portion of the interface requirements.
Estimated Cost: $3,906.27

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

Tablet Command LSI Integration
Bartlett Fire Protection District: Project started: October 16, 2025. Ticket #19916
Current Status: In-Progress
Update: Hexagon has scheduled this project to begin on March 9, 2026, and continue through March 30, 2026.
A project kickoff meeting was scheduled for February 20, 2026, and the next steps are listed below:

1. Hexagon will modify the existing Xalt interface adding Location Specific Information data.
2. Validate and test with new LSI data
3. Deploy new interface modification to production

Estimated Cost: ETSB: TBD; Hexagon Interface: $15,734.40

Lombard Tablet Command: Project Started: February 2026 Ticket #21368
Lombard Fire would like to implement Tablet Command and has reached out to the ETSB for information on the interface. ETSB has advised that Bartlett Fire owns this interface and will need to work with Bartlett and ETSB to complete some paperwork prior to the implementation of the Tablet Command interface. ETSB has reached out to Bartlett and advised them of the Lombard Fire request.

CAD Focus Group:
Next Meetings: March 10 and March 24, 2026

The CAD Focus Group met on February 10 and 24. The meeting dates will be listed in the narrative here and reported as Meetings 1 & 2.

Attendees	Meeting 1	Meeting 2	Attendees	Meeting 1	Meeting 2
Agency Users			**ETSB**		
DC Rachel Bata, RPD	A	A	Prithvi Bhatt		
DC James Fitzgerald, WSF	A		Kris Cieplinski		
Sgt. Will Fuentes, APD	A	A	Nate Krause		
DC Jose Gonzalez, APD	A	A	Gregg Taormina		
DC Scott Gray, LWF	A	A			
Ofc. Robyn Lyons, WPD	A	A	**ACDC**		
BC Joe Ostrander, TSF	A	A	Michele Beebe		
Chief Steve Riley, WSF			Lindsay Bukovic	A	A
Ofc. Marcus Rivera, APD	A	A	Eric Burmeister		
Sgt. Dan Taylor, LPD	A	A	David Dobey	A	A
			Marilu Hernandez		
DU-COMM			Kristina Iazzetto	A	A
Tyler Benjamin	A	A	Ben Koechling	A	
Ryan Miller			Abby Medina	A	A
Steve Pirog			Christopher Norton	A	A
Eric Roberts		A	Mike Sampey	A	A
Jessica Robb	A	A	Christopher Willadsen	A	A
Amanda Schretter	A	A	Grecia Flores		
Donna Napier	A				

The following items were discussed:
Production to Test CAD Data Copy
The CAD Administrator is working with the PSAPs on scheduling a time to update the Test side of CAD with up-to-date data from the Production side. This is expected to take approximately half a day and requires Test CAD to be taken offline during the update. Both ACDC and DU-COMM have new hires starting in classroom training in March, so the CAD Administrator is working with both centers to find the ideal time for the update to not interfere.

CESSA / Protocol 41 Training
Both DU-COMM and ACDC were selected by the State 911 Administrator to be part of Cohort 2 for the CESSA implementation. Per the State 911 Administrator, training of all EMDs on IDPH provided online trainings is due by March 31, 2026. Both centers are in the process of having TCs complete the modules. Additionally, Priority Dispatch Corporation (PDC) requires all EMDs complete an online training module in order to use the Protocol 41—Caller in Crisis (1st Party) protocol.

911 System Memos:
New Memos**:** None

Pending Memos**:**
Memo 141: CAD MPS Config/Mutual Aid Police Units Display on Same Call as Home Agency Units
Status: Demo Pending
Update: CAD Focus Group has been discussing solutions to an issue where mutual aid police units occasionally display on different tabs than that of the primary call, causing the dispatcher to have to toggle between multiple tabs to account for all officers assigned to the same event. Potential solution identified and set to demo with PSAPs on Test CAD. Original demo date of 2/20 had to be cancelled due to increased activity in the comm center. Working on rescheduling, date TBD.

Memo 140: Unit Status only Displays Vehicle Location
Status: On Hold 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 is needed to move forward. ETSB is continuing to monitor developments and will provide further updates as Motorola advances toward delivering an updated API.
Estimated Cost: TBD

Memo 137: Hidden Pop-Up Messages
Status: Recommended for Closure
This pop-up alert occurs when an Event Entry Form has remained open for 2 minutes without being submitted for dispatch or closed out. This pop-up can be hidden if additional Event Entry forms are opened and layer on top of the original, and if not acknowledged prevents the TC from being able enter additional details or utilize command line functions, giving the appearance of CAD "freezing."

The request was made for Hexagon to have the pop-up remain in front of all windows until acknowledged. Hexagon responded that this was not possible and could only be done via an enhancement request.

At the last CAD focus group meeting, it was agreed that this is no longer occurring or being reported with any significant frequency, and the recommendation is being made at the PSAP Directors meeting to close the memo and leave the function as status quo.

Enhancement Requests:
None at this time.

ETSB Network

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	57	50

Same Month Comparison

	2025		2026	
Category	**Open**	**Closed**	**Open**	**Closed**
Absolute Secure	131	131	57	50

Past Month					
Totals		**Categories of Open Tickets**			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
39	33	16	23	0	0

ETSB Network – Absolute Secure:
No issues reported. Currently there are approximately 950 licenses in-use.

Comcast Maintenance / Trouble Tickets:
No issues to report and no upcoming maintenance is planned. ETSB worked with Comcast to make minor ACL changes to facilitate the RapidSOS hardware installations at both PSAPs.

Windows Patching:
Quarterly patching is completed. No issues reported.

VMware Maintenance:

- Working with Hexagon to schedule storage patching, due to emergency security firmware released by HP.
- Veeam software has been upgraded due to potential security vulnerability. No issues reported.

RapidSOS Communicator:
ETSB is working with RapidSOS on the hardware installation and configuration of the DIGI box and the Garland Aggregator. The data collection has been fully tested, and confirmation has been determined that everything is working as expected. ETSB is now working with PSAPs and RapidSOS to schedule training sessions.

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: March 9 and March 23
The Tech Focus Group met on February 9 and February 23. 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).

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

Projects Discussed:
FSA RIU Network Design
The Tech Group worked together to come up with a proposed network design that would provide additional resilience to the environment. ETSB has scheduled a meeting with Purvis Engineering to go over the proposed configuration and obtain feedback and best practices from the vendor. The meeting is scheduled for February 12, 2026.

Tablet Command LSI Data
The group was provided an update of project.

Purvis Central Server Migration
The group was provided an update of project.

New Project Requests:
No new requests for February 2026

New Interface Requests:
None discussed this month.

Recommendations made:
None during the last group meetings

9-1-1 System Memos Discussed at Tech Focus:
No new system memos were discussed in the past month.

Fire Station Alerting System (FSA):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	27	27

Past Month						
Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
8	8	4	2	1	0	1

Ticket solved - Date	Ticket subject	Component	Resolution
02/03/26	Elmhurst Fire Station 41 - Purvis not working	Station Control Unit	Restart/Power Cycle
02/05/26	Itasca Fire Station 67 - Blank monitors	Station Control Unit	Configuration Change
02/06/26	Bensenville Fire Station 108 - No alerting tones	Customer Networking	Network Issue Cleared on Own
02/17/26	PURVIS DM Console Disconnect	DM Console	Restart/Power Cycle
02/19/26	Lombard Fire Station 44 - Purvis System Faults	TOT Grid Power Supply	Replaced Component
02/20/26	Bensenville Fire Station 108 alerting not activating	Audio Amplifier	Replaced Component
02/23/26	Downers Fire Station 105 - Reader board offline	TOT Grid Connect	Replaced Component
02/26/26	Bloomingdale Fire Station 21 - Red Lights on Speaker not working	Ceiling Speaker LED	Replaced Component

FSA Projects:

Fire Station Alerting System-wide Upgrade:
Status: In Process multiple phases
Dependencies: DU-COMM RIU project
The equipment for this project has been on site since 2021.

RIU: DU-COMM project 2021
Status: Completed in June 23, 2025
This Project kicked off in 2021. Installation of the test/training RIU has been completed and DU-COMM testing will begin the week of April 7, 2025. DU-COMM plans to complete the testing by May 9, 2025. DU-COMM has communicated that all testing was completed on June 23, 2025. This now allows the Purvis upgrade to proceed.

Phase 1: Purvis FSA IP Information Request
Status: Completed June 2025

Phase 2: Central Servers
Status: Completed in August 2025
ETSB and CommZone worked together to install the new Central Servers within the datacenter. The project continues to move forward and ETSB is now working with Purvis on a rollout plan and the server upgrade and configuration plan. Purvis has supplied the MOP (Method of Process) and that document outlines the steps required to complete the central server's upgrade. ETSB is meeting with Purvis to discuss some of the details related to the upgrade for clarification, and once that information has been obtained, the configuration of the servers will begin.

Phase 3: Purvis Server Upgrade:
Current Status: In Process
ACDC: Completed migration to new server schedule January 7, 2026.
DU-COMM: Completed migration to new server scheduled January 6, 2026.
System: In process
Update: The next part of Phase 3 is working with Purvis on the version 4.9 software upgrade plan. ETSB met with Purvis on February 27, 2026 to discuss the version 4.9 next steps. Purvis advised that the software has fully passed lab testing with our configuration, and is now ready to be installed within our servers. The following are the next steps:

1. Purvis to prepare MOP (Method of Process)
2. Schedule Meeting on March 5, 2026 to review details of the upgrade
3. Once upgrade has be scheduled and completed, the bake time is approx. 3 weeks
4. Message board modules will ship out after upgrade has been completed
5. Adjust Message board module installation schedule

Phase 4: 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 – Pending successful version 4.9 server upgrade in phase 3.
Update: ETSB created a Monday.com board that contains all the stations and will also include the expected date of installation.

Fire Standardization Focus Group (FSA):
Next Meetings: March 12 and March 26
The Fire Standardization Focus Group meeting on February 12 was informational. This allowed the group to continue work on reviewing the LiveMUM documentation from each agency to update data. The February 26 meeting was Zoom only.

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		A
Chief Spinazola, Downers Grove FD Co-Chair	Fire South		A
Chief Brenn, Tri-State FD	ACDC 1		A
Chief Riley, Westmont FD	ACDC 1		A
Chief Cassady, Glenside Fire	Fire North		
Chief Clark, Glen Ellyn Fire	Fire North		A
Chief Lahanis, Darien-Woodridge FD	Fire South		
Chief Sanborn, York Center Fire	Fire East		A
Chief Dufort, Elmhurst FD	Fire East		A
Chief Fors, Hanover Park FD	Fire West		A
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			A
Erik Maplethorpe DU-COMM			A
Steve Pirog DU-COMM			
Jessica Robb DU-COMM			A
Eric Roberts DU-COMM			A
Gregg Taormina ETSB			
Linda Zerwin ETSB			

<u>LiveMUM Application</u>:
ETSB continues to work with the Fire Standardization Group and Deccan to review and update the current system configurations. Each of the action items listed below have been delivered by Deccan.

Action Item List:
- Review Unit spreadsheet for accuracy and update on Monday.com
- Review Station spreadsheet for accuracy and update on Monday.com

ETSB has set up a Monday.com board and supplied all the member agencies instructions and the goal for each of the action item documents uploaded to the site. The member agencies are in the process of going through the documents to validate the data accuracy. The overall goal for each of the documents is referenced below:

Unit Document

- Confirm Units in LiveMUM are accurate
- Special Rules for current units
- Mutual Aid Units, all different potential units so they can be put in garage (also ADD if needed)
- Rules – For example if a MA unit is covering a station, is it then non-moveable?

Unit Status Document

- Are all the unit status defined in the LiveMUM system (Confirm, Operations/ETSB)

Station Document

- Confirm all stations that are needed are configured in LiveMUM
- Highlight the Mutual Aid Stations in the document

Special Stations PERK

- Do the Perk stations look accurate
- Perk stations are technically in the depth, if there is a unit in it, we would want them to provide bonus coverage

ETB (Estimated Time Back) Document

- Identify accuracy
- Certain Incidents causing a move up, should it be causing a move up

The objective is to have the review of the documents completed by March 18, 2026. Once completed, ETSB will work with Deccan to review the data and determine the next steps.

Geographic Information Systems (GIS):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	187	181	56	194

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
26	2	74	33	41	8	4	5	9

GIS Map Roll:
ETSB, in collaboration with County GIS, performed a training map roll the week of February 23, 2026. Production map roll is scheduled for March 18, 2026.

GIS Redistricting Annual Status:
No new projects in February.

GIS Projects:
Darien-Woodridge Fire Protection District Redistricting
Project started: June 3, 2025 Ticket #17456
Current Status: Completed February 4, 2026
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. ETSB rolled the validated updates into production and confirmation by Darien-Woodridge that everything looks good and request can be closed.

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

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.

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: 28 Current Open Items: 5 Closed Items: 3 in February
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	02/25/26		OP 4 Monthly patch update failed.	OP has been rebuilt and monitoring until next patch update
2	ACDC	02/23/26		Intermittent issue with Fire Layouts	Motorola FSO to provide Tier 2 with CCGW Information
3	DU-COMM	02/11/26		OP 22 console logged out and required a reboot	Motorola Engineering Team is investigating
4	DU-COMM	02/04/26		OP 2 is not being recorded on Vesta IRR	Motorola Engineering Team is investigating
5	DU-COMM	1/19/26		Headset audio at OP 18 muted.	Escalated to Motorola Engineering Team
6	DU-COMM	1/08/26	2/05/26	Alert tone overwriting other traffic	Toggle the Emergency Tones to Headset field in the PM and distributed the config change.
7	ACDC	12/18/25	02/23/26	Lost 2 agencies for SDM resources doors and panic alarms	Updated SDM to latest software version
8	DU-COMM	1/14/26	02/04/26	POS 14 logout	Fixed in AXS 3.5.308
9	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
10	ACDC	09/08/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
11	ACDC	09/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
12	ACDC	09/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue
13	ACDC	10/09/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
14	DU-COMM	10/12/25	1/15/26	OP18 that logged itself out	Fixed in AXS 3.5.308
15	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
16	DU-COMM	10/18/25	1/15/26	OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	Fixed in AXS 3.5.308
17	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
18	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
19	DU-COMM	10/31/25	1/19/26	OP25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic	Fixed in AXS 3.5.308
20	DU-COMM	11/05/25	1/22/26	Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not enough information to investigate the issue.
21	ACDC	11/06/25	1/22/26	OP20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Headset re-mapped in PCT tool. Resolved
22	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue
23	DU-COMM	11/20/25	1/21/26	OP25 AXS console position's CCHub IRR audio output is not working	Windows updates resolved the issue.
24	DU-COMM	12/03/25	1/22/26	OP4 randomly logging off on 11/30/25 at 1755.	MTN 185-25 new software update corrected the issue
25	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved

26	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
27	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
28	DU-COMM	11/25/25	1/21/26	OP 28 Left headset jack is not working, no audio in or out.	Headset jack box replaced issue resolved

Firmware Update:
Firmware - Police: Complete as of February 4.

Code Plug Updates - Fire agencies:
NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 20 radios that need to complete this update as of March 5. See the attached list below.

Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Bloomingdale 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
Glen Ellyn FD	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
Warrenville FPD	100%	0
York Center FPD	100%	0
Addison FPD	96%	3
Elmhurst FD	97%	1
Itasca FPD	96%	1
Lisle-Woodridge FPD	96%	3
Lombard FD	88%	9
Pleasantview FPD	92%	3

Encryption:

Encryption - The ADP to AES encryption plan discussion is ongoing. A meeting is scheduled for Monday, March 2.

First touch of the Police radios for the encryption continues. There is one remaining agency that has yet to submit all paperwork to be scheduled for the update.

Agency	# Radios	Estimated Time	Actual Time	Status
Glen Ellyn PD	49	2.0		In Process to Schedule
Addison PD	75	6.3	1.5	Complete
Bartlett PD	68	2.0	2.5	Complete
Bensenville PD	59	2.5	0.7	Complete
Bloomingdale PD	52	2.5	1.2	Complete
Burr Ridge PD	29	1.5	1.0	Complete
Carol Stream PD	75	3.0	2.0	Complete
Clarendon Hills PD	17	1.2	0.5	Complete
Darien PD	48	2.0	1.2	Complete
Downers Grove PD	102	3.0	2.0	Complete
Elmhurst PD	98	3.5	1.5	Complete
Forest Preserve PD	26	2.0	0.75	Complete
Glendale Heights PD	67	2.5	1.5	Complete
Hanover Park PD	86	3.5	1.5	Complete
Hinsdale PD	29	2.0	1.2	Complete
Itasca PD	26	2.0	0.5	Complete
Lisle PD	43	2.0	1.5	Complete
Lombard PD	79	3.1	1.5	Complete
Oak Brook PD	58	3.5	1.5	Complete
Oakbrook Terrace PD	22	2.5	1.0	Complete
OHSEM	14	1.0	0.2	Complete
Roselle PD	46	1.8	0.75	Complete
Sheriff DCHD	5	0.0	0.5	Complete
Sheriff	448	13.9		Complete
SAO	20	0.5		Complete
Villa Park PD	56	2.5	1.0	Complete
Warrenville PD	40	2.0	1.2	Complete
West Chicago PD	52	2.5	1.5	Complete
Westmont PD	43	2.5	1.1	Complete
Wheaton PD	106	3.5	2.5	Complete
Wheaton College	5	0.0		N/A
Willowbrook PD	31	2.0	1.0	Complete
Wood Dale PD	42	2.5	1.0	Complete
Woodridge PD	59	3.0	1.25	Complete
Winfield PD	19	1.6	0.5	Complete

APXNext XN:
Nothing to report.

Mobile Deployment:
As reported last month, ETSB had a status call with ABeep to determine the order of mobile radios to be replaced. ABeep and the Motorola Service Manager are working together on sharing code plug information and STARCOM IDs. ABeep was provided system encryption keys for programming.

CommandCentral Aware:
Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. A large scale event on February 20, allowed several Police Focus Group members the opportunity to look at how this system can function operationally. The Police Focus Group met on February 27 and discussed several options that would maximize officer safety and provide real time views of events. The recommendation of the Chief at this Focus Group meeting was to have ETSB staff and MERIT Commanders attend the next DuPage Police Chief Association meeting to demonstrate how CommandCentral Aware functioned during the event and to gain consensus for their operational ideas. The next meeting is March 26. If this is a productive session, any changes to policy will come before the ETS Board, if there are only changes to the form, this does not require Board approval, however, the Board will be made aware of the changes and outcome.

APX4000:
An encryption plan for APX4000 retained by agencies is being formulated.

PAC Focus Groups
The Police Focus Group met February 27. Fire Focus Group did not meet in February.

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call – February 4, 2026
AXS Consoles: Motorola continues to work with engineering to track down potential causes to the muting issues that were seen at DU-COMM. Brianna and engineering are monitoring tickets and tracking down root causes of issue. Working towards completion of ATP.

DFSI: For DU-COMM- Motorola and Leonardo are still working together to configure the system for functionality. Motorola engineers have been sharing packet captures with Leonardo and need to conduct some additional onsite testing with radio traffic and packet capture. Motorola continues to work with DU-COMM and Leonardo. For ACDC- Alias table has been updated, and process for future changes has been established. Motorola will need to set up a meeting with ETSB and Jennifer Jager to review the process for submitting changes to STARCOMM for alias changes as future needs dictate. Chris Severns will reach out to the parties involved to get this meeting scheduled soon. Additionally, Chris Severns is still working with Matt Downer and Jordan to get information from them on the cross-mute tables. A response is expected within the next day or two.

Encryption: Chris Severns spoke with Matt Downer last evening. Updated documentation is expected for review by the end of this week and will be shared upon receipt.

Subscribers: Chris Severns is coordinating with a Motorola PM experienced in inventory. Dates are being evaluated for an on-site visit to identify and separate subscriber units requiring return. A tentative visit is being considered for the week of February 16, 2026.

Motorola Wednesday Morning Status Call – February 11, 2026 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call - February 18, 2026
AXS Consoles: A new logoff issue occurred at one position at DU-COMM. A ticket has been opened, and support is working to resolve it. Erik Maplethorpe also reported that one console is not receiving patch updates and has asked Motorola to investigate; service is addressing this as well. At this time, it would be beneficial to conduct the ATP so the project can fully transition to the service side.

DFSI: For DU-COMM - Motorola and Leonardo are still working to resolve communication issues between the two systems. Emails and engineering designs are being shared between the two parties. Motorola believes that an additional test will need to be conducted to test the "handshake" between the systems. Chris Severns is working with Moto engineering to get more information about this test. For ACDC- All physical installation and testing are complete at this time. Motorola is working with ACDC to resolve some aliasing issues that were assumed to be corrected and finalizing the documentation for their two sites.

Encryption: Most recent documentation was sent to Linda approximately a week and a half ago. We are waiting on feedback from her on this status and once we have received that we can set up another call to discuss any changes that may be required.

Subscriber Return: Motorola came on site this week to assist with the organization of the returns and identification of serial numbers. The ETSB team will finalize the organization and packing of boxes. Once ready, Chris Severns will notify the Motorola logistics team and have the radios picked up.

Motorola Wednesday Morning Status Call – February 25, 2026
AXS Consoles: No new updates this week. Motorola is working through remaining open tickets and resolving outstanding issues. Motorola hopes to move towards ATP and Final Acceptance on this project as the issues have almost been fully resolved.

DFSI: Matt Downer was working with Jim Connolly and Keith Marc last week to resolve the aliasing issues for ACDC. It is believed the issue was resolved; however, no confirmation has been received from Matt or ACDC regarding whether the alias updates are now visible. For DU-COMM. Motorola is waiting to hear back from our networking engineering team on wireshark captures to see why the communication is not passing through the network. Motorola continues to check with the team for updates and hope to have some additional information by next week.

Encryption: Jennifer Hurd set up a call for next Monday to discuss the plans that Linda Zerwin has presented to her in regards to the plan that Matt Downer had created. No updates on this other than that at this time.

Subscriber Return: Chris Severns have reached out to Motorola logistics team and is waiting to hear back from them to schedule the pickup. He will continue to contact them to get these items picked up and then schedule the second pickup for the remaining items that will not fit into the bay.

Police agencies that have submitted the Certification/IGA as of 01/30/25:	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	X	X			
Clarendon Hills PD	X	X			
Darien PD	X	X			
Downers Grove PD	X	X			
Elmhurst PD	X	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	X			
Oakbrook Terrace PD	X	X			
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	20	22	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	X	X	N/A	X	
Itasca PD	X	X	N/A	X	
Westmont PD	X	X	N/A	X	
Wood Dale PD	X	X	N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	8	8		9	
Grand Total	**28**	**30**	**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**		

Solving for safer. Communities, schools, hospitals, businesses everywhere.

TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: February 24, 2026
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 in two phases (1st NWCD update to secure including the vFD 3 and direct update, and 2nd a correction for Zone 33 FG power). Seven agencies remain to complete the first update (ADF, ELF, ITF, LOF, LWF, PLF, YCF).

APX Next Police Portable:
Encryption - The ADP to AES encryption plan discussion is ongoing between ETSB and Motorola. A step by step plan is being produced outlining the necessary steps to make the change to both the system and the radios. More information will be provided once available.

First touch of the Police radios for the encryption plan is nearing completion. This site visit also included one battery swap providing a new dated 2025 battery. As of the last week of February only two agencies remain to have their site visit pending documentation and scheduling, Glen Ellyn and Elmhurst.

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 APX Next.

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. Motorola was on site to assist with the inventory of the boxed mobiles so that they can be shipped back to Motorola.

APX7500 Mobile:
Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. This project is a low priority because of the move to a different mobile manufacturer.

Command Central – Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. Access has been provided and input has been requested from several key users, ETSB is awaiting feedback from initial testing.

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

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
Total	279	279

January

2026	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	57	52	0	0	0	0	0	0
APX Next (PD)	89	57	26	2	3	17	1	5
APX NextXN (FD)	20	12	7	1	4	2	1	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	17	11	1	1	1	0	0	0
Total	193	138	34	4	8	19	2	5

February Through 2/24/2026

2026	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	63	54	6	2	0	0	0	6
APX Next (PD)	106	62	17	5	2	9	1	6
APX NextXN(FD)	25	15	5	5	2	1	2	0
APX 8500(mobile)	10	6	0	0	0	0	0	0
APX4000	20	14	3	3	0	3	0	0
Total	224	151	31	15	4	13	3	12

STARCOM21 Scheduled Maintenance:

- System Maintenance: There were none last month.
- System Patches / planned maintenance: IL STARCOM Monthly Application of Windows Motopatch 2025.12 – Patching 2/11 & 2/12/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
    - 02/11/2026 09:00 AM CST - 02/11/2026 04:00 PM CST (7.00 Hours)
    - 02/12/2026 08:30 AM CST - 02/12/2026 04:30 PM CST (8.00 Hours)

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

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. All Police radios have also been sent version R09.40 and have been updated to match.

STARCOM21 Unscheduled System Outages:
There were none last month.

Meetings:
PAC Meeting: Monday, February 2
ETSB Podcast: Tuesday, February 24

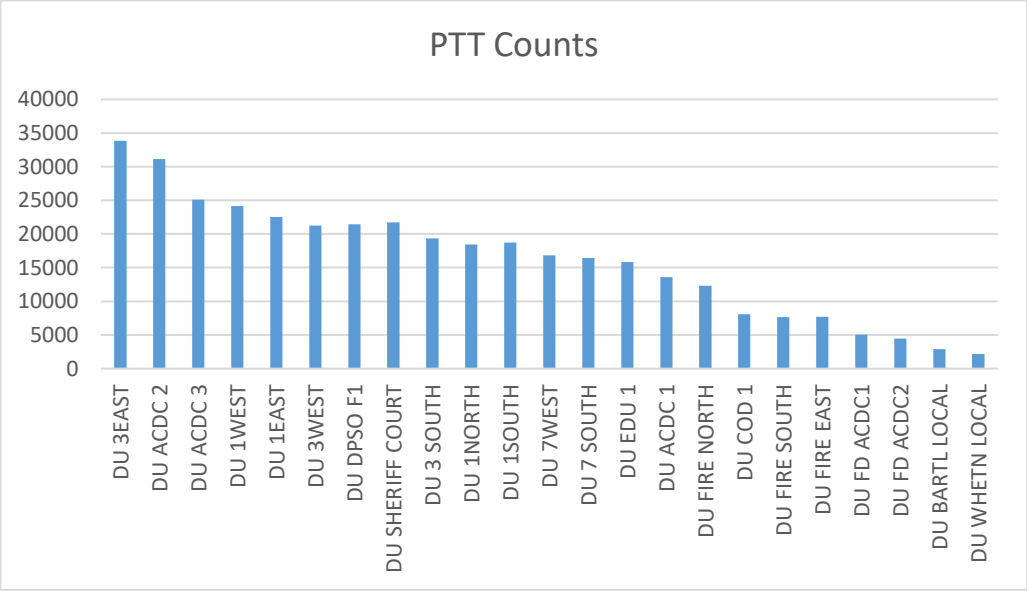
Training: None

Grade of service report:

January 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	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	14.34	2.44	7.96	31.00	1667.19	8774.39	5.26	0.00	0.00	0.00
1:00:00	0.00	15.15	2.58	7.82	31.00	1822.35	9274.74	5.09	0.00	0.00	0.00
2:00:00	0.00	23.30	3.96	6.44	31.00	2788.77	14262.55	5.11	0.06	1.35	21.00
3:00:00	0.33	31.50	5.35	5.05	31.00	3707.32	19277.32	5.20	12.26	75.90	6.19
4:00:00	0.20	33.84	5.75	4.65	31.00	4008.45	20711.90	5.17	8.00	43.39	5.42
5:00:00	0.01	32.38	5.50	4.90	31.00	3881.84	19814.45	5.10	0.48	4.19	8.67
6:00:00	0.00	30.43	5.17	5.23	31.00	3658.16	18622.16	5.09	0.00	0.00	0.00
7:00:00	0.00	31.59	5.37	5.03	31.00	3778.48	19334.19	5.12	0.00	0.00	0.00
8:00:00	0.00	32.53	5.53	4.87	31.00	3904.06	19907.16	5.10	0.00	0.00	0.00
9:00:00	0.01	32.04	5.45	4.95	31.00	3864.52	19608.48	5.07	0.23	1.68	7.43
10:00:00	0.00	32.88	5.59	4.81	31.00	4003.55	20121.61	5.03	0.03	2.35	73.00
11:00:00	0.01	33.71	5.73	4.67	31.00	4068.87	20630.35	5.07	0.48	22.32	46.13
12:00:00	0.00	31.40	5.34	5.06	31.00	3834.19	19218.29	5.01	0.00	0.00	0.00
13:00:00	0.00	28.92	4.92	5.48	31.00	3511.68	17697.55	5.04	0.00	0.00	0.00
14:00:00	0.00	28.93	4.92	5.48	31.00	3556.23	17705.68	4.98	0.00	0.00	0.00
15:00:00	0.00	27.99	4.76	5.64	31.00	3466.45	17128.32	4.94	0.00	0.00	0.00
16:00:00	0.00	26.07	4.43	5.97	31.00	3232.74	15957.32	4.94	0.00	0.00	0.00
17:00:00	0.00	24.04	4.09	6.31	31.00	3003.32	14710.42	4.90	0.00	0.00	0.00
18:00:00	0.00	23.52	4.00	6.40	31.00	2894.00	14391.52	4.97	0.00	0.00	0.00
19:00:00	0.00	14.34	2.44	7.96	31.00	1667.19	8774.39	5.26	0.00	0.00	0.00
20:00:00	0.00	15.15	2.58	7.82	31.00	1822.35	9274.74	5.09	0.00	0.00	0.00
21:00:00	0.00	23.30	3.96	6.44	31.00	2788.77	14262.55	5.11	0.06	1.35	21.00
22:00:00	0.33	31.50	5.35	5.05	31.00	3707.32	19277.32	5.20	12.26	75.90	6.19
23:00:00	0.20	33.84	5.75	4.65	31.00	4008.45	20711.90	5.17	8.00	43.39	5.42

1/27/2026 - 2/24/2026

Group Alias	PTT Count
DU 3EAST	33846
DU ACDC 2	31152
DU ACDC 3	25126
DU 1WEST	24130
DU 1EAST	22523
DU 3WEST	21230
DU DPSO F1	21436
DU SHERIFF COURT	21738
DU 3 SOUTH	19360
DU 1NORTH	18456
DU 1SOUTH	18735
DU 7WEST	16831
DU 7 SOUTH	16443
DU EDU 1	15828
DU ACDC 1	13619
DU FIRE NORTH	12292
DU COD 1	8077
DU FIRE SOUTH	7648
DU FIRE EAST	7679
DU FD ACDC1	5052
DU FD ACDC2	4446
DU BARTL LOCAL	2889
DU WHETN LOCAL	2185



911 System Design Standardization Memos

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 infomrer	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
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

911 System Design Standardization Memos

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)
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
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

911 System Design Standardization Memos

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)
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	Recommending Closure
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
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
141	1/30/2026	CAD/MPS	Mutual Aid Police Units Display on Same Call as Home Agency Units	The ability to see police units from multiple agencies/dispatch groups assigned to an incident all on the same call.	In Process/Testing
			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: 03/03/2026 09:37:22 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 02/28/2026 11:59:59 PM

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	40,868	10,597	30,271	0	963	8,247	1,260	33	94	0	748	00:00:04
	Internal	1,996	0	1,996	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	8,584	0	8,584	0	0	0	0	0	0	8,584	0	00:00:00
	Total	51,448	10,597	40,851	0	963	8,247	1,260	33	94	8,584	748	00:00:04
Total		51,448	10,597	40,851	0	963	8,247	1,260	33	94	8,584	748	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/03/2026 09:46:48 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 02/28/2026 11:59:59 PM

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	108,532	42,746	65,786	0	1,383	34,249	6,593	121	400	0	3,997	00:00:06
	Internal	19,919	0	19,919	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	27,359	1	27,358	0	0	0	0	0	0	27,359	0	00:00:00
	Total	155,810	42,747	113,063	0	1,383	34,249	6,593	121	400	27,359	3,997	00:00:06
Total		155,810	42,747	113,063	0	1,383	34,249	6,593	121	400	27,359	3,997	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/03/2026 09:32:42 AM

Grouping: Site & Call Origin

Date Range: 02/01/2026 12:00:00 AM - 02/28/2026 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	21,709	4,964	16,745	0	533	3,737	629	22	43	3,898	342	00:00:03
Total	21,709	4,964	16,745	0	533	3,737	629	22	43	3,898	342	00:00:03

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/03/2026 09:43:55 AM

Grouping: Site & Call Origin

Date Range: 02/01/2026 12:00:00 AM - 02/28/2026 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			
DU-COMM	73,247	20,028	53,219	0	576	15,969	3,214	83	186	12,457	1,850	00:00:05
Total	73,247	20,028	53,219	0	576	15,969	3,214	83	186	12,457	1,850	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/03/2026 09:35:19 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 02/28/2026 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	1,709	1,709	0	0	30	1,470	209	0	0	0	0	00:00:04
Total	1,709	1,709	0	0	30	1,470	209	0	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/03/2026 09:48:06 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 02/28/2026 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			
DU-COMM	4,874	4,874	0	0	55	4,457	362	0	0	0	0	00:00:06
Total	4,874	4,874	0	0	55	4,457	362	0	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/03/2026 09:31:17 AM

Grouping: Site & Call Origin

Date Range: 02/01/2026 12:00:00 AM - 02/28/2026 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	793	793	0	0	8	683	102	0	0	0	0	00:00:04
Total	793	793	0	0	8	683	102	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/03/2026 09:45:50 AM

Grouping: Site & Call Origin

Date Range: 02/01/2026 12:00:00 AM - 02/28/2026 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			
DU-COMM	2,328	2,328	0	0	16	2,123	189	0	0	0	0	00:00:05
Total	2,328	2,328	0	0	16	2,123	189	0	0	0	0	00:00:05

Motorola Monthly Incident Report
February 2026

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003606340	DuComm Dispatch CTR	Closed	P3	1/8/2026 2:16:37 PM	SZ01401D48: DuComm Dispatch CTR- DU PAGE COUNTY ETSB- Alert tone overwriting other traffic Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: DU-COMM telecommunicator reported that an emergency alert tone on another channel recorded over their radio traffic on both Motorola and Vesta IRRs on OP position 7. DU-COMM techs duplicated this issue two additional times on a console position different than originally reported. Tests were on 1/8/2026, at 08:38 and 08:39. Tech was transmitting on Unified 2 at position 12, and other tech initiated an emergency alert on Unified 4 while radio traffic on Unified 2 continued. Upon IRR review, the emergency alert tone came across and was recorded on top of the Unified 2 radio traffic. The original traffic can be heard faintly with the emergency tone on top. Test was tried again, with the same result.	DS created INC0003606340 and dispatched via MOSS. FSO to take assignment. Sending to Field (Ted Romanowsk) to get the screenshots. Will also check to see if Sysinfo was gathered for this op. Toggle the Emergency Tones to Headset field in the PM and distributed the config change.	2/5/2026 3:48:33 PM	Toggle the Emergency Tones to Headset field in the PM and distributed the config change.
INC0003636830	DuComm Dispatch CTR	Closed	P3	1/14/2026 10:51:03 AM	AXIS POS 14 logout. At 11:25 hours on 1/10/26, we were unable to log back in. The computer required a reboot to login again.	DU-COMM Dispatch-Site SZ01401D48 POS 14 Logout EJ 2/17 Customer initiated logout, incorrect username/password used when logging back. Works as designed. Engineering reports this as user error, with repeated incorrect account credentials. Locking out the account.	2/17/2026 3:21:56 PM	Engineering reports this as user error, with repeated incorrect account credentials. Locking out the account. Actions Taken: - Verified with the customer that the AXS application showed an error message and required a reboot to log back in. - Pulled configuration and system check logs from the desktop of the specified user. - Collected Wireshark captures and uploaded them to Google Drive for further analysis. - Escalated the issue to Tier 2 for additional review.
INC0003662520	DuComm Dispatch CTR	Pending	P3	1/19/2026 12:35:03 PM	issue: Headset audio at OP 18 muted.	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Headset audio at OP 18 muted. Telecommunicator was unable to hear incoming select radio traffic, however all traffic was present on IRR playback. Troubleshooting determined headset audio was muted in radio computer system tray. This is the second OP position to have the same issue. Request Motorola pull logs and investigate how headset audio is being muted. Per previous note via MOSS DS assigning to Tier 2 for log review PRB0000054979 opened for RCA on this issue. Update will eb with the PRB No acton From TSO on the RCA		

Motorola Monthly Incident Report
February 2026

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003757843	DuComm Dispatch CTR	Pending	P3	2/4/2026 5:53:46 PM	CSEASTRO-4320 - Radio traffic at OP 2 is not being recorded on the Vesta IRR.	DU-COMM Dispatch-Site SZ01401D48 OP 2 radio not recorded on IRR SC Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Radio traffic at OP 2 is not being recorded on the Vesta IRR. Troubleshooting included checking cable connections, rebooting the Vesta computer, the AXS radio computer, and the CCHUB. The Vesta IRR will record phone calls, but still no radio traffic. The IRR on the radio computer does record the radio audio. The same issue has happened at OP 8 on 10/20/2025 under Motorola ticket # INC0003231397. In addition, at OP 17 on 10/23/2025, and Ops 11 and 12 on 12/5/2025. Customer reported that on 2/4 the Vesta IRR stopped receiving audio from AXS console op 2 around 6:38 AM. Vesta IRR started receiving audio for radio calls from AXS again on 2/5. Screenshot of Vesta IRR shows last radio call received audio from AXS was at 6:38:25 AM. Second screenshot shows Vesta IRR was again receiving radio calls from AXS console on 2/5 around 6:51 AM. Customer advised Vesta IRR started working again on it's own, but asking for root cause why it stopped working for that time. FSO pulled logs from op2, they're on desktop of ctr054. Escalating to T2 for further review. Request assign to T2 for further assistance. Refer to previous notes for logs and more info.: Reassign to TSO Per discussion with Dan T., he will review this case. Refer to TASK0003258598 for work performed on this issue		
INC0003802779	DuComm Dispatch CTR	Pending	P3	2/11/2026 4:55:34 PM	CSEASTRO-4305 - AXS - Console logged out and required a reboot for TC to get back in. Please open a ticket for DU-COMM Dispatch, SZ01401D48, OP22 auto-logging off at 2:54:22PM on 2/10/2026. Pop-Up box appeared on the screen, but we were unable to get a picture of the pop-up box.	DS created INC, dispatched it via MOSS and did not set the 60 minute reminder since Ted Romanowski/FSO/MSI already took the assignment in MOSS. FSO will update via MOSS. FSO pulled logs from op, on ctr054/desktop. Customer attached screenshot of video showing the error message to the ticket. Lan Captures: Escalating to T2 for further review. 2/27 Unfortunately due to security reasons the customer could only provide a partial image from the video recording which does not reveal any information. CSE will be visiting the dispatch center next week and will be able to review the video while onsite.		

Motorola Monthly Incident Report
February 2026

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003874768	Addison Consolidated Dispatch Center	Assigned	P3	2/23/2026 3:30:36 PM	Site ID sz01401d47 3- medium intermittent problem with Fire layouts. While a TC is actively on the phone has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU Samantha Voice and TONES are coming out of UNSEL Speaker not the SEL speaker. This happens randomly and cannot not be duplicated on demand. Created tracking sheet for documentation of instances. Support notes from Dec 22, 2025... Cause: Working as designed Resolution: Could not reproduce or find any issue. Software has been updated for other issue will need new occurrence if issue is still happening. Document any future instance. while on the phone CAD dropped date and time console # which StarComm radio resource selected	DS created incident and dispatched via MOSS. Please assign to T2 for further assistance, refer to notes.: Reassign to TSO DS is assigning the case to Dan Tipton/Tier 2 per his request.		
INC0003886172	DuComm Dispatch CTR	In Progress	P3	2/25/2026 10:30:18 AM	OP4 Monthly Patches failed This position has failed to receive its monthly patches for several months, most recently displaying "Error 0x4C7." While Ted Romanowski has resolved the issue for this month, the customer would like to open a ticket to monitor the next patching cycle on March 9th to confirm that the patches are applied successfully.	Please open an incident for SZ01401D48 OP4. This position has failed to receive its monthly patches for several months, most recently displaying "Error 0x4C7." While Ted Romanowski has resolved the issue for this month, the customer would like to open a ticket to monitor the next patching cycle on March 9th to confirm that the patches are applied successfully. Per email, DS is setting a reminder for 3/9.		

Rave 9-1-1 Suite

2026										
Month	**Total Number of Smart911 Accounts**	**Total Number of Individuals within those**	**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	28,197	66,263	49	8.66%	100	1,465	0	0	33	21,694
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
2026 Totals	**28,197**	66,263	**49**	**8.66%**	**100**	**1,465**	**0**	**0**	**33**	**21,694**

DUPAGE COUNTY

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
it@dupageco.org

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: February 25, 2026

RE: DuJIS RMS Monthly Update

Status:

- OCR 10.0/MFR project is on hold, pending the RFP result.
  - MFR product is not fully functional, nor adequately configurable at this time.
  - Upgrade will not proceed unless Hexagon is the approved vendor following the end of the current contract.
- RMS RFP demonstrations have concluded.
- RMS RFP final vendor recommendation will be presented to the PRMS Oversight Committee on March 11th, 2026 .

Action Items:

- RMS RFP Process
  - Collect user feedback.
  - Conclude final scoring.
  - Continue planning for the contract negotiation phase.
- OCR 10.0/MFR
  - On-Hold
- OCR 3.7 (current production version)
  - Testing OCR version 3.7 software update.
  - Engage with Hexagon on delivering next NIBRS version to address numerous bugs.
- NetRMS
  - Preparation for NetRMS data migration is underway.

Customer Support Collaboration:

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

February Monthly Report

Customer Name	DuPage County, IL	**Alias**	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	**Hexagon Sales**	Michael Gordon
Hexagon Support Manager	Tony Capasso	**Project / Delivery Name**	DuPage ETSB
New Change Requests	**None**	**Reporting Period End**	**February 28, 2026**

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	4	P2	1	P2	0
Below target	☐	P3	14	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 February 28, 2026

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. 12 support tickets were resolved in the month of February 2026.
3. CAD Side call with Hexagon support is ongoing.
4. RMS Side call with Hexagon support is ongoing.

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:

JANUARY 2026

ACDC
MONTHLY REPORT

PREPARED BY:
DIRECTOR MARILU HERNANDEZ

STAFFING

ACDC maintains an authorized staff of 35 full-time and six part-time Telecommunicators (TC), three part-time Alarm Board Operators. Shift supervision is typically managed by an Operator in Charge (OIC), Team Lead (TL), or Operations Manager (OM). The organization's administrative leadership includes a Director and Deputy Director of Communications, a Professional Standards Coordinator (PSC), and a Clerk/Typist. Additionally, a Village IT Public Safety System Administrator is permanently stationed on-site.

JANUARY:

- One Police Probationary Telecommunicator (PT) is assigned to Day Shift with a CTO to finalize call-taking phase and move to the shadow phase at the end of the month.
- One Fire Probationary Telecommunicator (PT) was released from training for solo assignment and assigned to Day Shift, starting January 30.
- Two potential new hires in background check process.

RESIGNATION

N/A

RECOGNITION

Congratulations TC Maddie Domino! Congratulations on being released from the training program for your solo assignment as a Fire TC!

Congratulations TC Robert Nudd! On January 22, 2026, you appropriately dispatched an officer to take a report of a stolen vehicle that was not logged as relocated or repossessed in the ACDC Portal.

While the officer was enroute, you actively investigated the whereabouts of the vehicle using available LPR tools. Through this effort, the vehicle was located on a tow truck flatbed. A plate inquiry via LEADS showed the tow truck registered to a local tow company; upon contact, it was confirmed the vehicle had been lawfully relocated from the caller's apartment building parking lot.

Your actions demonstrate sound judgment, strong situational awareness, and effective use of available technology. Your decision to continue the research, prevented unnecessary investigation and ensured responders received timely and correct information. Compliments for your professionalism, initiative, and attention to detail. Job well done!

Chief Karl Argast, congratulations on your retirement from the Pleasantview Fire Protection District after 30 years of dedicated service. Wishing you all the best in your retirement.

TRAINING

ACDC conducts training on a monthly basis. Training includes call-taking scenarios, in-progress dispatching, policy review, and specialty or incident-specific topics. Additionally, we cover patterns in deficiencies and various types of miscellaneous hands-on training.

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

- 36 TCs participated in the January scenarios including three part-timers.
- This round the TCs were provided with mapping technology to confirm the location and RapidSOS user data indicating the apartment number.
- On the second call, TCs need to properly verify the address when technology is not available.
- A new category was added to gather data on the TCs actions, such as choosing to dispatch the call, when it isn't a specific goal of the scenario.

Additional Training

- Two TCs renewed and two PTs obtained their IDPH licenses
- The PSC enrolled in a two-month online CALEA Public Safety Communications Accreditation Manager training
- One TC attended the ISP Missing Person Clearinghouse - Missing Person Training
- Three TCs and an OM attended the in-person IMAT Peer Support training

- The PSC attended the NENA – Policy Development online training
- One OM attended the LLRMI - Crisis Communication/Negotiation for Emergency Dispatchers online training
- One TC attended the LLRMI - Communication Skills: The Most Important Trait for Effective Leaders

HRLF Scenario 26-01 Scenario #1 Westmont Domestic Battery

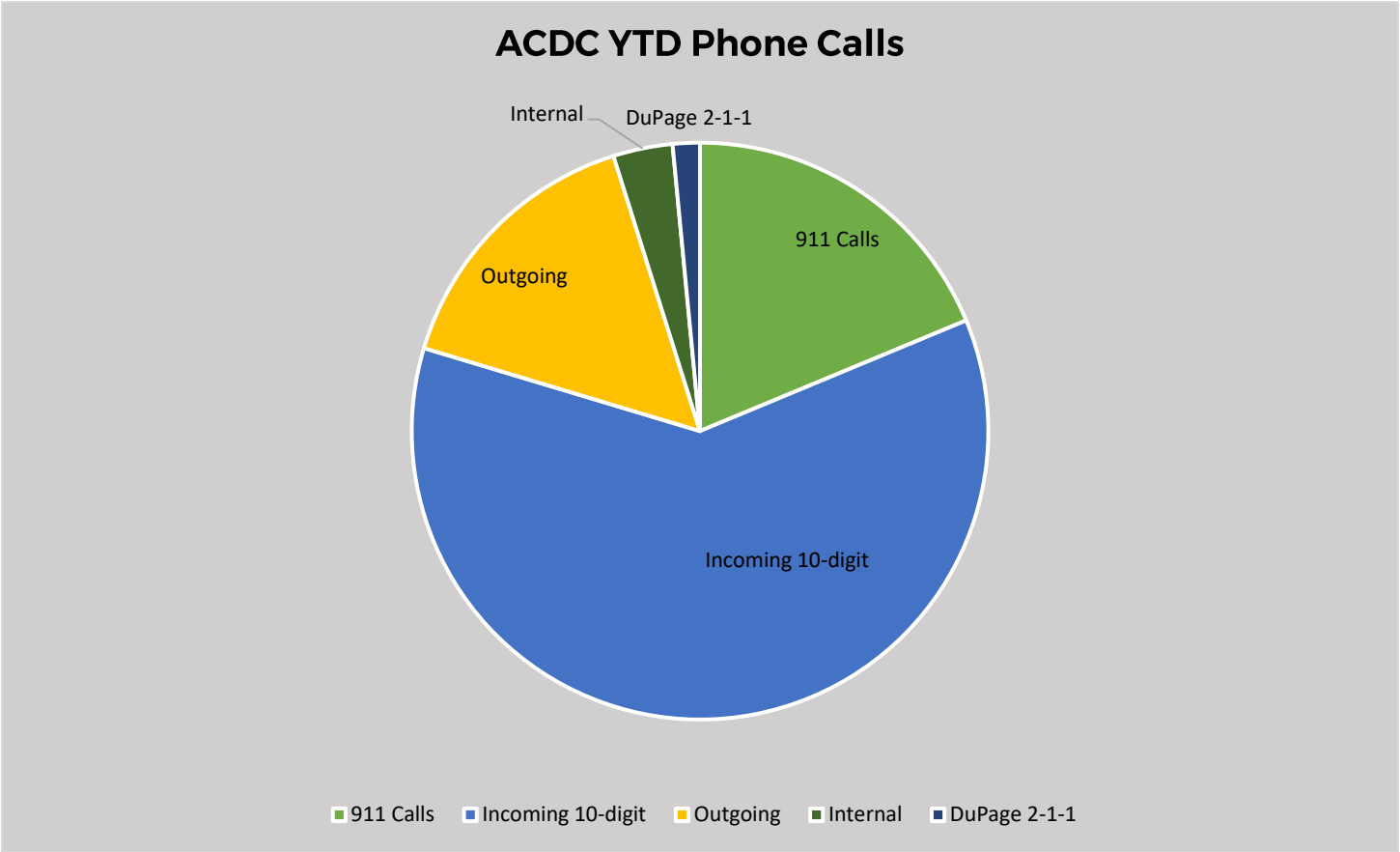
Category	Question	Yes_Percentage
HRLF Scenario Basics	Created CAD properly?	100
HRLF Scenario Basics	CAD created with two letter town code?	66.67
HRLF Scenario Basics	CAD created within the time standard?	94.44
HRLF Scenario Goals	Address verification with technology?	69.44
HRLF Scenario Goals	Say "Tell me exactly what happened"	91.67
HRLF Scenario Goals	Verbal or Physical?	100
HRLF Scenario Goals	Weapons?	100
HRLF Scenario Goals	Injury?	80.56
HRLF Scenario Goals	Intoxication - Alcohol or Drugs?	94.44
HRLF Scenario Goals	Vehicle description?	97.22
HRLF Scenario Goals	Subject leaving description?	86.11
HRLF Scenario Goals	Updates Given Over the Air	41.67
HRLF Scenario Summary	Advised caller help was on the way?	80.56
HRLF Scenario Summary	Completed on first attempt?	97.22
HRLF Scenario Summary	Used calming techniques/empathy?	97.22
HRLF Scenario Summary	Serious attitude towards training?	100
HRLF Scenario Summary	Positive attitude towards training?	100
HRLF Tracking	CT dispatched?	30.56
HRLF Tracking	Toned?	0
HRLF Tracking	Du-flash Broadcast	2.78

HRLF Scenario 26-01 Scenario #2 Non-emergency Parking 5 W's

Category	Question	Yes_Percentage
HRLF Scenario Basics	Nature of the call determined?	100
HRLF Scenario Basics	Created CAD properly?	100
HRLF Scenario Basics	CAD created with two letter town code?	58.33
HRLF Scenario Goals	Address Verification - without Technology	63.89
HRLF Scenario Goals	Say "Tell me exactly what happened"	52.78
HRLF Scenario Goals	Takes control of the call	100
HRLF Scenario Summary	Used calming techniques/empathy?	97.22
HRLF Scenario Summary	Completed on first attempt?	97.22
HRLF Scenario Summary	Serious attitude towards training?	100
HRLF Scenario Summary	Positive attitude towards training?	100

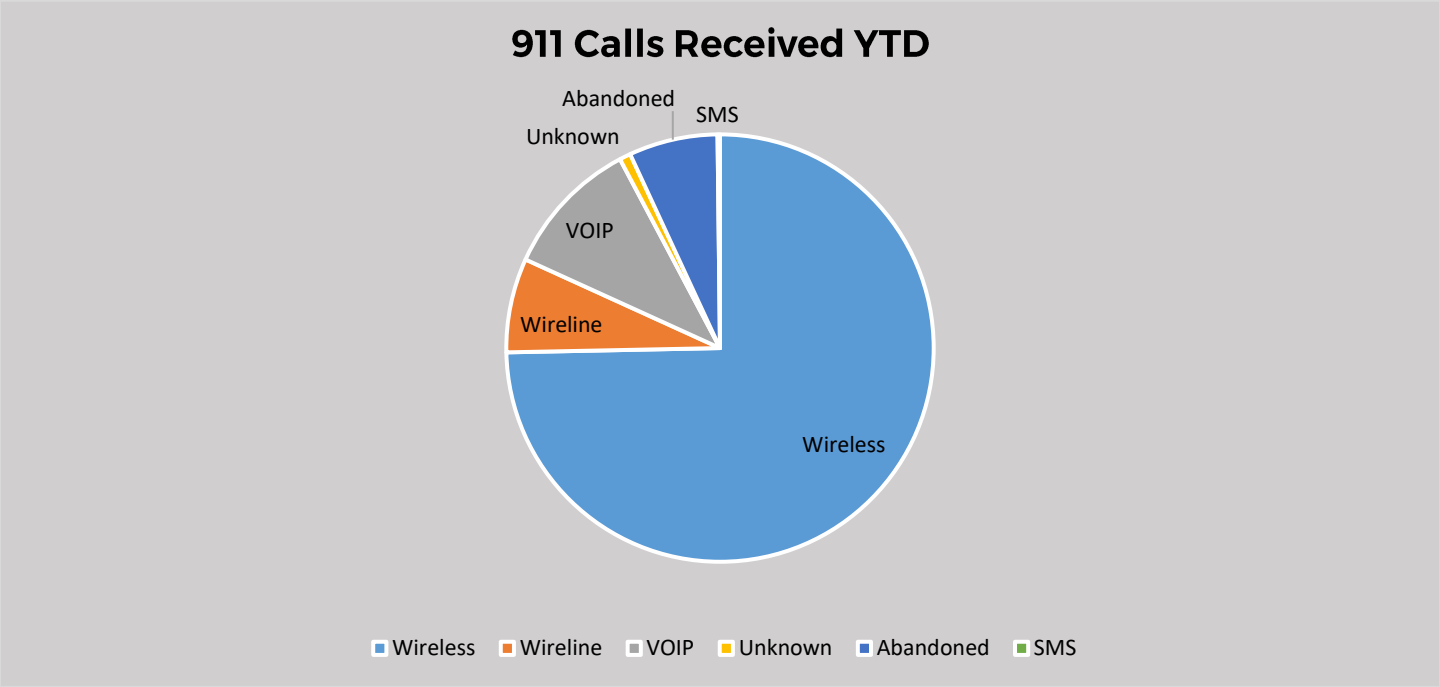
PHONE CALLS ANSWERED

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	5,663												5,663
Incoming 10-digit	18,413												18,413
Outgoing	4,686												4,686
Internal	1,007												1,007
DuPage 2-1-1	460												460
Total	**30,229**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**30,229**



911 CALLS & TEXT-TO-911

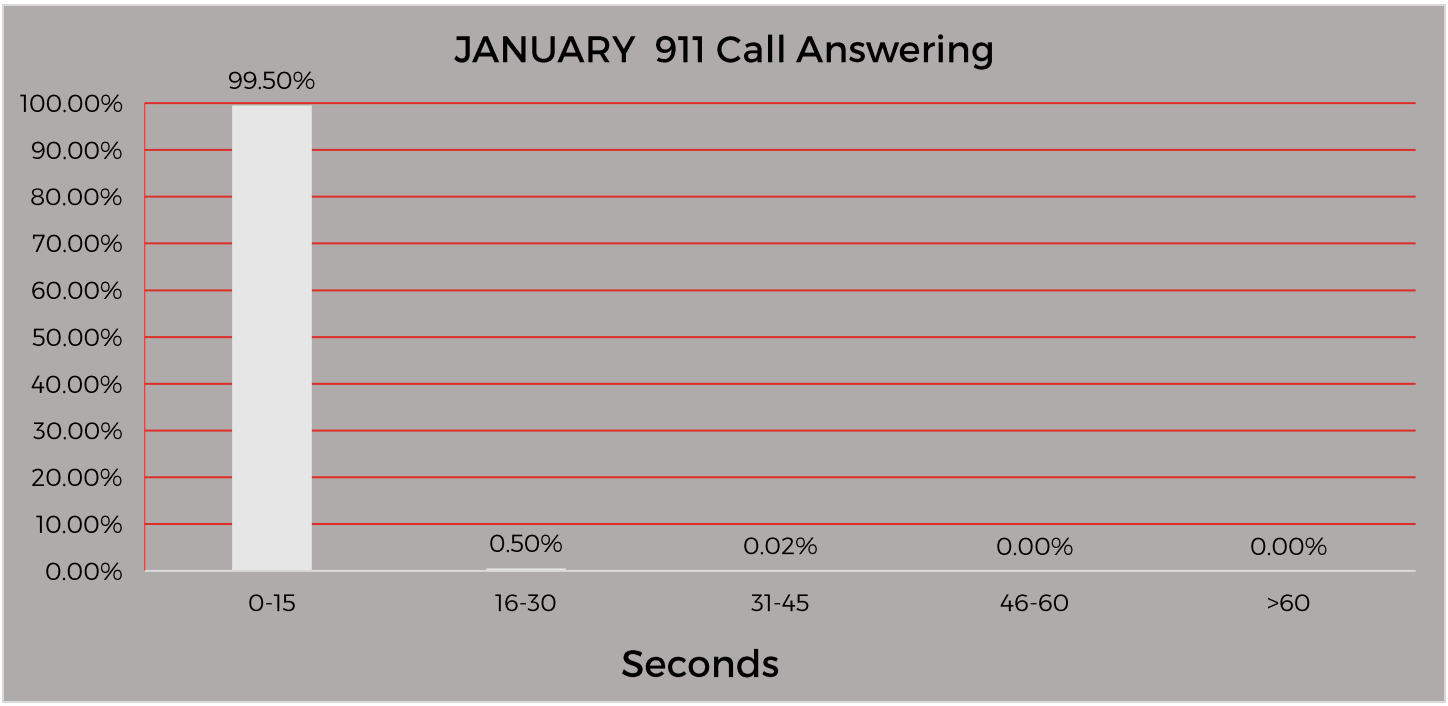
911 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,510												4,510
Wireline	430												430
VOIP	631												631
Unknown	51												51
Abandoned	406												406
SMS	11												11
Total	6,039	0	0	0	0	0	0	0	0	0	0	0	6,039



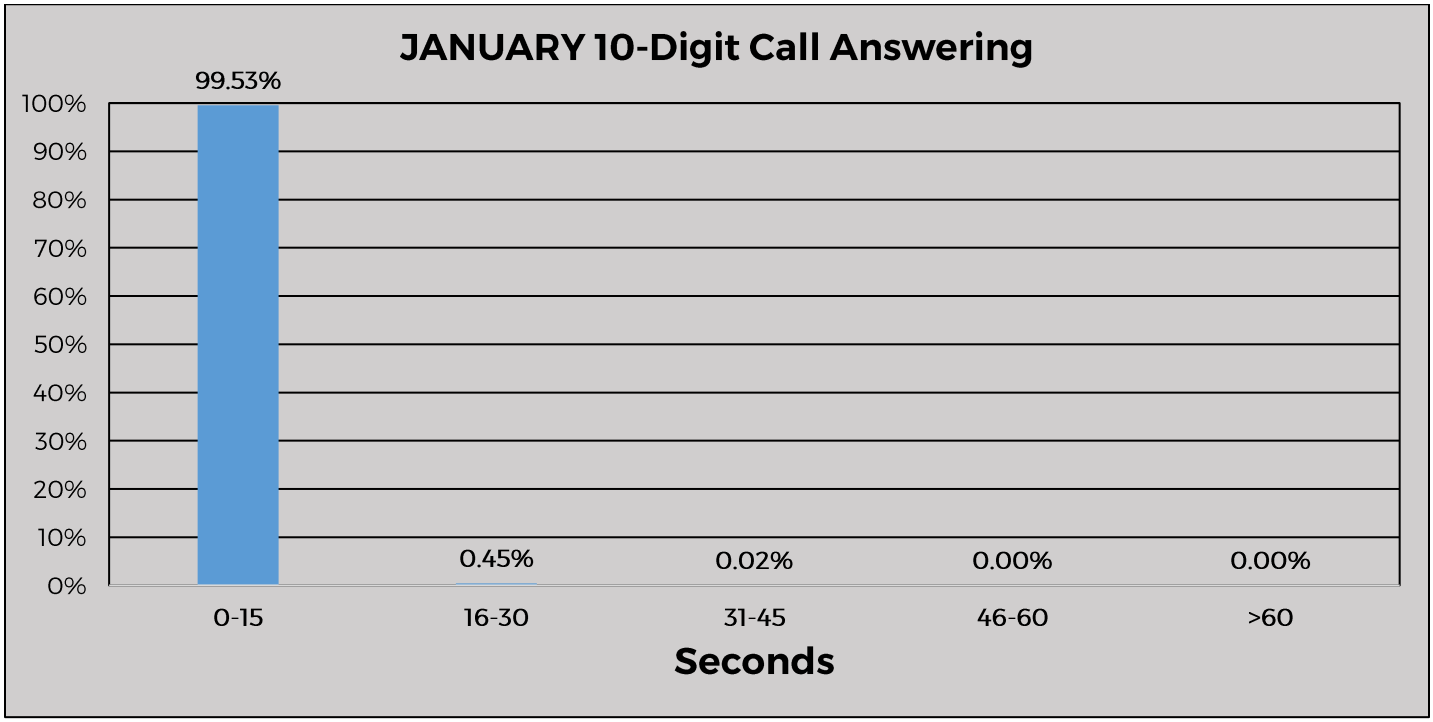
NENA 911 Call Answering Standard

The NENA Standard for 911 Call Processing establishes critical performance benchmarks, mandating 90% of calls be answered within 15 seconds and 95% within 20 seconds. These metrics ensure Public Safety Answering Points (PSAPs) maintain swift and consistent service for both traditional voice calls, text, and multimedia via Next Generation 9-1-1 (NG9-1-1).

911 CALL ANSWERING



10-DIGIT CALL ANSWERING



TOP *Call Takers*

JANUARY 2026

911 & Non-Emergency Calls:

KURASZ - 1336
VALLEE - 1037
MINOR - 980
MOOTREY - 883
MEDINA - 858
SZCZEPANIAK - 845
KOLBERG - 841
MARDULA - 830
VAN ALSTINE - 786
CHECK - 725

911:

KURASZ - 469
MEDINA - 283
NUDD - 242
VALLEE - 235
MARDULA - 223
CHECK - 198
MINOR & KOLBERG - 193
HAWKINS - 192
OLIVER - 190
VALDEZ - 183

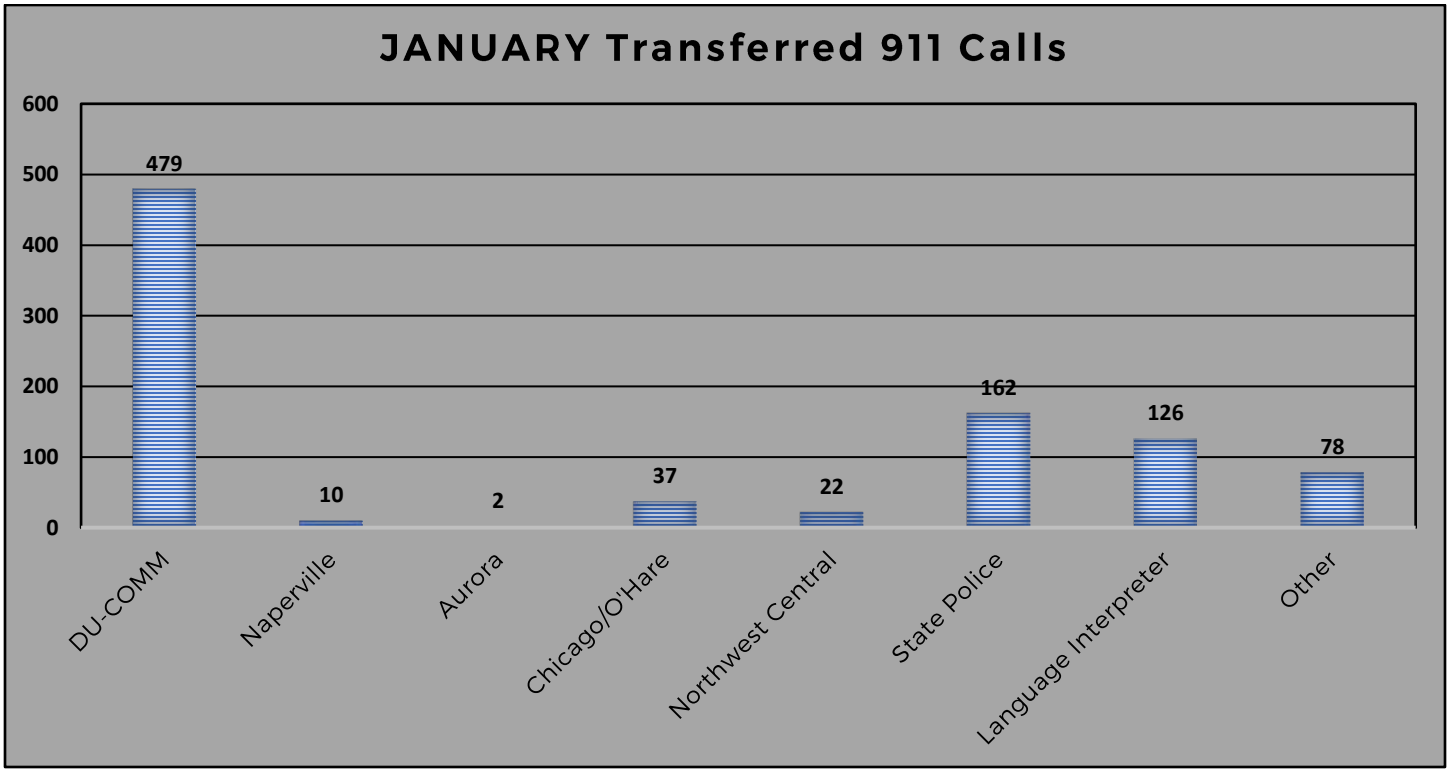
NON-EMERGENCY:

KURASZ - 867
VALLEE - 802
MINOR - 787
SZCZEPANIAK - 776
MOOTREY - 721
KOLBERG - 648
VAN ALSTINE - 643
MARDULA - 607
GONZALEZ - 590
MEDINA & MILNES - 575

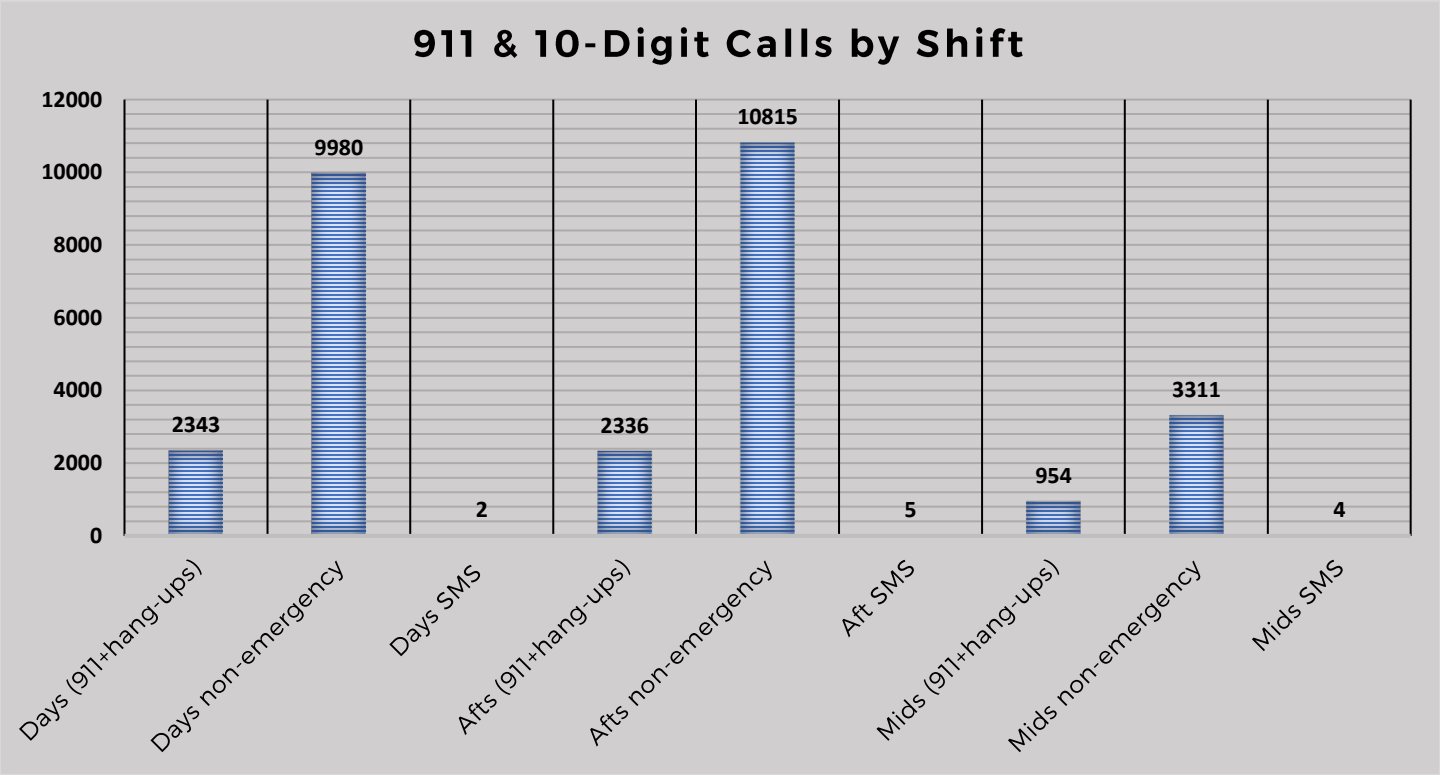
211 CALLS:

MINOR - 34
WILLADSEN - 31
KURASZ - 30
NUDD - 28
VALDEZ & CHECK - 27

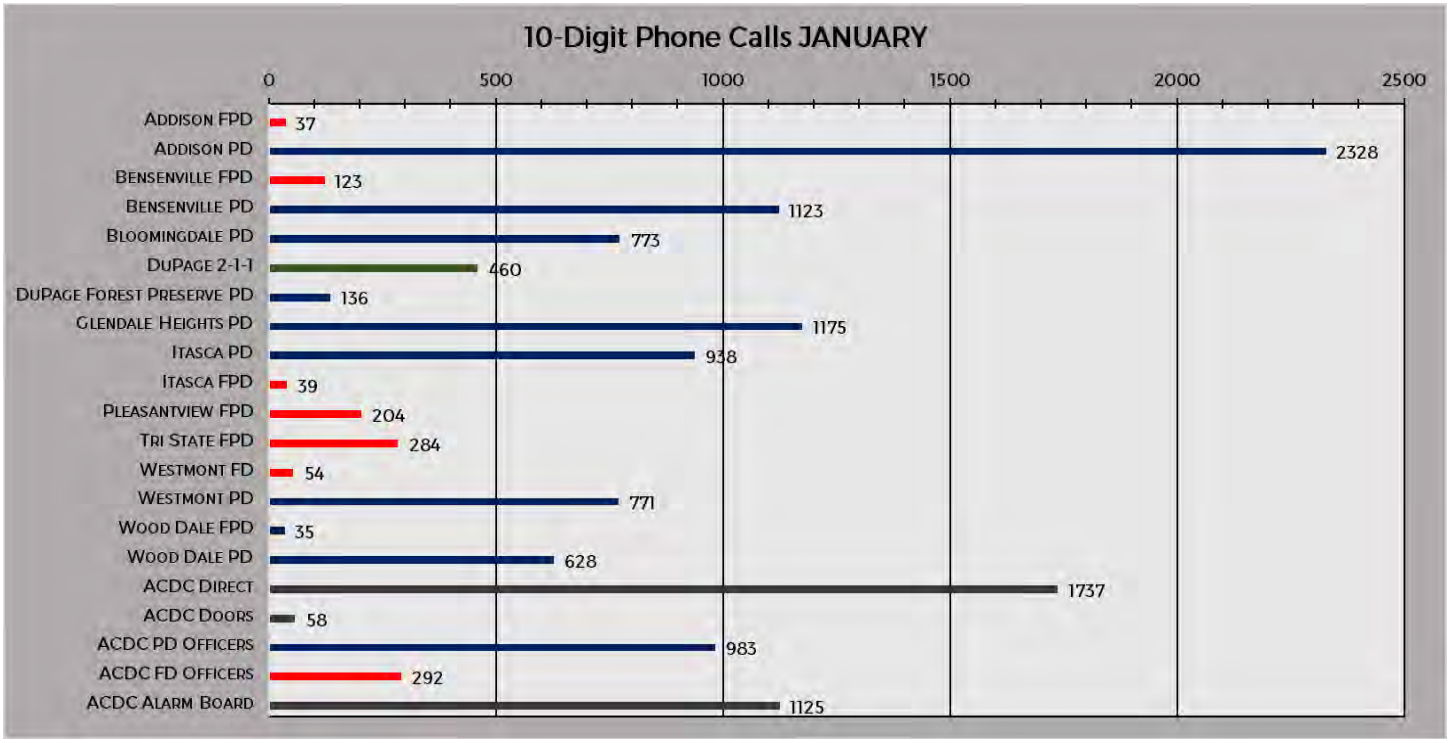
TRANSFERRED 911 CALLS



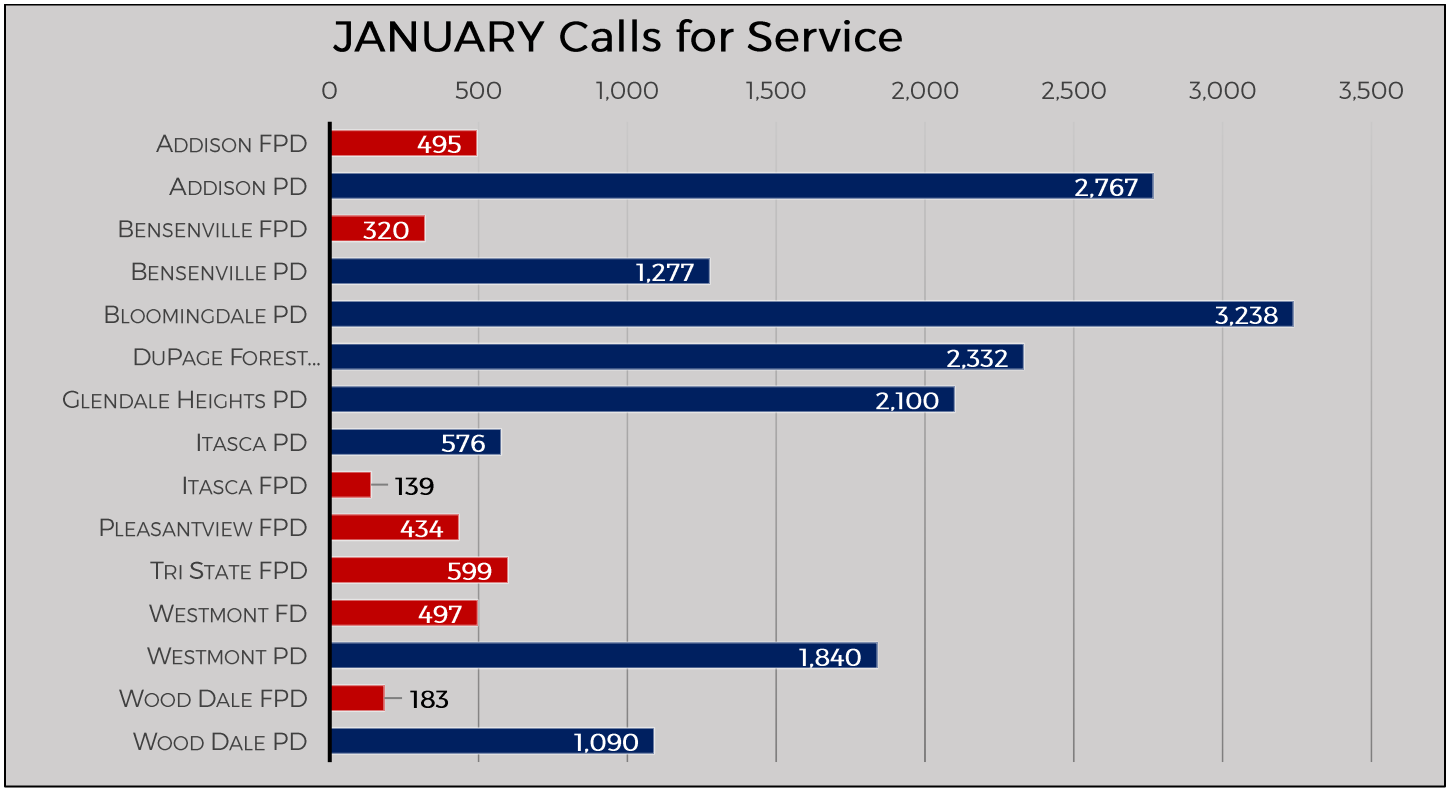
CALLS & SMS BY SHIFT – JANUARY



MEMBER AGENCY & Misc. 10-DIGIT PHONE CALLS

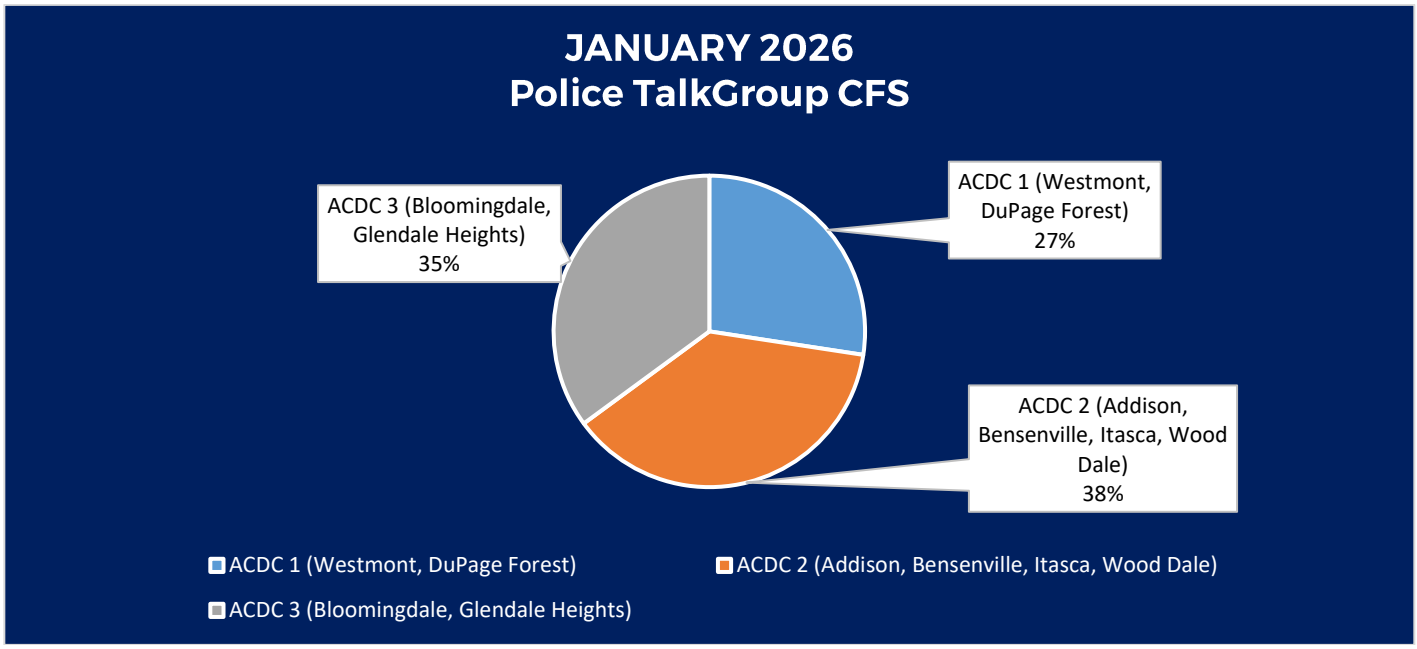


CALLS FOR SERVICE (CFS)



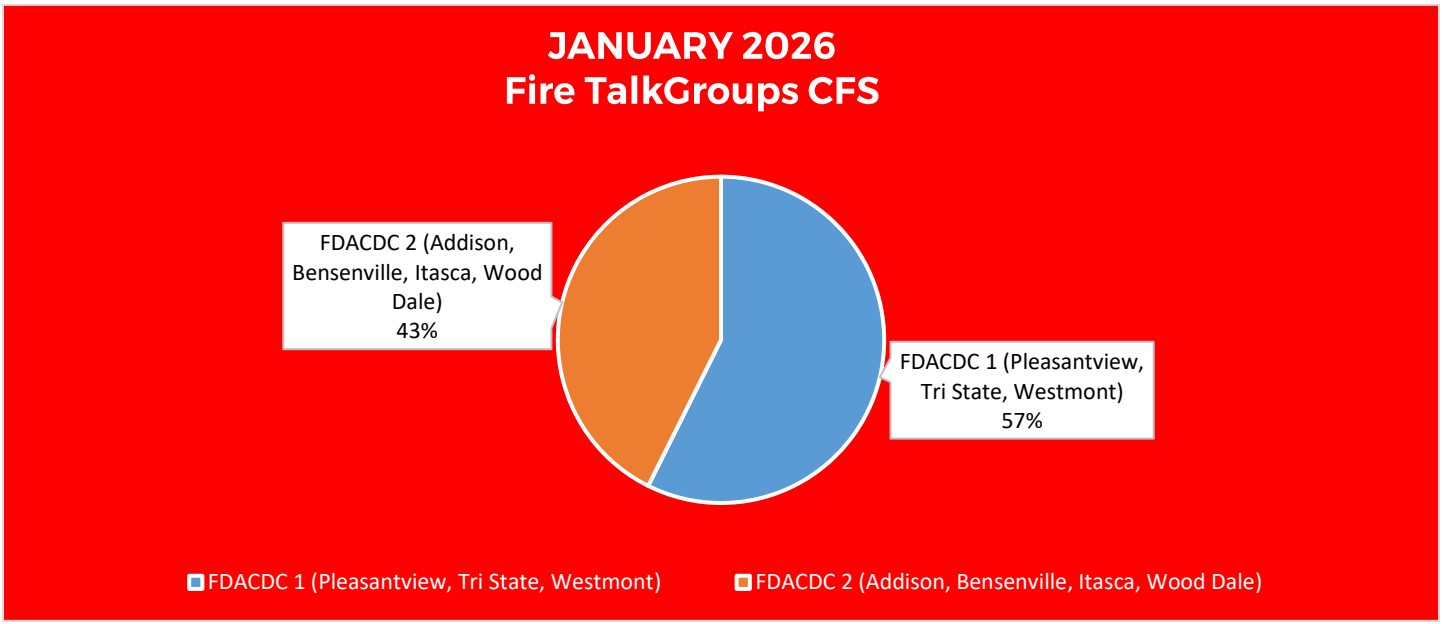
POLICE Calls for Service by Talk Group – JANUARY

ACDC 1 (Westmont, DuPage Forest)	4,172
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	5,710
ACDC 3 (Bloomingdale, Glendale Heights)	5,338



FIRE Calls for Service by Talk Group – JANUARY

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



MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/23/2026	Westmont	Structure Fire	504 N Richmond AVE

STRUCTURE FIRE REVIEW – YTD

2026									
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	2								
Bensenville	0								
Itasca	0								
Pleasantview	0								
Tri State	1								
Westmont	5								
Wood Dale	4								
Other FD Agency	1								
Total Reported Fires	13	8	5	0	62%	100%	51	0	0
Actual Fires	**7**	**6**	**1**	**0**	**86%**	**100%**		**0**	**0**
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		**85.7%**							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% ****includes actual fires under 61 seconds***			**100.0%**						
Actual fires: % over 106 seconds. Goal is 0%				**0.0%**					
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	**1**								
% actual fires received as fire alarm	**14%**								

PERFORMANCE MEASURES

Each interaction is audited for accuracy, processing efficiency (<61 seconds), policy compliance, and professional conduct. Outcomes of these reviews include performance recognition, targeted training, or progressive discipline as required. Furthermore, any incidents creating potential liability for ACDC—such as equipment failures, personnel oversights, or external agency issues—are documented for risk management

POLICE:

ACDC conducts comprehensive audits of all High-Risk Low Frequency (HRLF) calls, specifically those involving weapons, physical violence, and crimes in progress.

30 Calls Reviewed – JANUARY	
Policy Violations	Violation • Failure to broadcast on DU FLASH • Failure to use alert tone • Failure to self-dispatch
Error in Accuracy	Violation • Address error
Performance Issue	Violation • Missed radio traffic • Inattention to detail
Equipment Malfunctions or CAD Issues	Violation • N/A
Other PSAP or Caller Issue	Violation • N/A

FIRE:

General Alarm Review

13 Calls Reviewed – JANUARY	
Policy Violations	Violation • Delay on dispatch
Error in Accuracy	Violation • Failure to verify address, as per policy
Performance Issue	Violation • N/A
Equipment Malfunctions or CAD Issues	Violation • N/A
Other PSAP or Caller Issue	Violation • Miscoded CAD

COMPLAINTS/REQUESTS for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Itasca PD	Missed radio traffic		Bonafide
Westmont Fire	IAR message not sent out (X2)		Bonafide

COLLABORATION: Committees/Focus Groups/Misc.

ACDC is an active participant in various working groups and committees, fostering essential collaboration between the DuPage Emergency Telephone System Board (ETSB), DU-COMM, and respective member agencies.

This section will highlight topics of interest.

CAD Focus: a collaboration between ETSB, ACDC & DU-COMM for all things CAD

- Priority Dispatch version updates and related training
- ACDC and DU-COMM have been added to Cohort 2

Next podcast date: February 17, 2026.

Fire Standardization (FSA): a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire

- Status of Purvis Message Board Project - Check Monday for tentative rollout dates, beginning week of 1/26
- LiveMUM ETSB has created a Monday.com board
- PURVIS Upgrade: Fire Station Alerting System-wide Upgrade on January 6, 2026

Fire Operations Meeting: A monthly meeting with fire member agencies & ETSB to discuss operations

- Command Central Policy
- Emergency Button Verbiage
- TC participation in 2026 trainings
- Update ACDC fire distribution email lists
- Div. 10 High-Rise Policy
- Fire North EMS Box vs. MCI Box

ACDC Monthly Police Operations Meeting: A monthly meeting with police member agencies & ETSB to discuss operations

- **Staffing:** We currently have two Probationary TCs in training and two potential hires undergoing background checks. If these hires are successful, we will be fully staffed.
- **Gang Validations:** We require a designated PD contact person for gang validations. Most agencies have already provided this information to verify current gang members in LEADS.

- **Radio Encryption:** ETSB staff are currently visiting agencies for the first phase of encryption. The estimated completion date for full project is March.
- **Premise Alert Forms:** We require a designated PD contact person to whom completed Premise Alert Forms should be forwarded. Most agencies have already provided this contact information.
- **Vacation Watches:** The ACDC Portal includes an "indefinite" option. Please advise if you would like this option removed.
- **LEADS Entries:** Under a new procedure, TCs will "reply all" to the original email and provide the LEADS number, along with the name and badge number of the TC who made the entry.
- **2026 Call Out Updates:** Please ensure ACDC is notified of any call-out changes/updates. If your agency requires training to make these updates in the ACDC Portal directly, please let us know.
- **New CAD Subtype Code:** "NOTIFICATION - PHONE CRASH ALERT/NO VOICE CONTACT" (PD response only). With the increase in automatic phone notifications of crashes without voice contact, this will help both dispatchers and responders quickly identify the call type

ACDC Visitors

- AFD Explorers Training
- RapidSOS hardware install
- KenCom 911 Tour

Community Outreach

1/15/2026	TCD Winter Open House
1/29/2026	ATHS Student Tour of ACDC Facility

Task Force / Special Detail Participation

01/06/2026	Saturation Task Force	Multiple
01/07/2026	Search Warrant	Addison
01/19/2026	Child Porn Operation	Glendale Heights
01/28/2026	Gang Surveillance	Glendale Heights & Villa Park
01/29/2026	Gang Surveillance	Glendale Heights & Villa Park

2025 ANNUAL REPORT

ADDISON CONSOLIDATED DISPATCH CENTER

WWW.ACDCDISPATCH.ORG

ABOUT ACDC

The Addison Consolidated Dispatch Center (ACDC) is a public safety answering point (PSAP) responsible for efficiently answering incoming 911 calls from citizens, visitors, and patrons throughout the DuPage County area, and dispatching appropriate police and fire agencies. The DuPage County Emergency Telephone System Board (ETSB) provides ACDC with the equipment necessary for answering phone calls and dispatching responders to calls. ACDC is a division of the Addison Police Department. The most invaluable resource at ACDC consists of our 911 telecommunicators (TC).

The term telecommunicator is the professional title of the personnel answering and dispatching calls. Some may use the term call-taker, dispatcher, or Emergency Medical Dispatcher (EMD) to describe a telecommunicator. ACDC consists of:

- 35 Full-Time Telecommunicators
- 6 Part-Time Telecommunicators
- 1 Part-Time Alarm Board Operator
- 3 Operations Managers
- 1 Professional Standards Coordinator
- 1 Clerk/Typist
- 1 Information Technology (IT) Specialist
- 1 Deputy Director of Communications
- 1 Director of Communications
- 1 Deputy Chief of Support Services

All TCs are certified in EMD and provide medical instructions for callers requiring medical attention. ACDC dispatches for nine police agencies, seven fire agencies, Mutual Aid Box Alarm System (MABAS) Divisions 10 & 12, provides phone answering services for the Northern Illinois Critical Incident Stress Management Team (CISM), and provides after-hours phone answering service for 211 of DuPage County for health and social service resources.

ACDC is guided by public acts, standards, and policies from various agencies and entities including the United States Department of Justice (DOJ), Federal Communications Commission (FCC), State of Illinois, Illinois State Police (ISP), Department of Public Health (IDPH), National Emergency Number Association (NENA), Association of Public Safety Communications Officials (APCO), National Fire Protection Association (NFPA), National Highway Traffic Safety Administration (NHTSA), and Good Samaritan Emergency Medical Services System (GSEMSS).

ACDC IS ACCREDITED BY THE **COMMISSION ON ACCREDITATION OF LAW ENFORCEMENT AGENCIES (CALEA)**, SUPPORTED BY THE UNITED STATES DEPARTMENT OF JUSTICE.

ANNUALLY, CALEA COMPLIANCE SERVICE MEMBER ASSESSORS REVIEW ACDC POLICY, PROCEDURE, AND PROTOCOL TO CONFIRM ADHERENCE TO LEGISLATIVE MANDATES, STANDARDIZED PRACTICES, AND PROOF OF COMPLIANCE.

A Message From the Director

Marilu Hernandez
Director of Communications

I am pleased to present the **2025 Annual Report** for the **Addison Consolidated Dispatch Center (ACDC)**. Looking back on the past year, 2025 was marked by a commitment to continuous improvement. I am incredibly proud of our progress and eager to build upon this momentum. Our center's success is a direct result of our mission-driven staff and their collective dedication. It is their tireless pursuit of excellence that fuels our mission, and for that, I am deeply grateful.

Committed to delivering a high level of service, ACDC is focused on strengthening staff and fostering innovation. Recent successful hiring has normalized staffing levels, overcoming past difficulties. We ensure all ACDC personnel receive comprehensive and ongoing professional development, via a variety of channels; we continue to host on-site classes, provide independent study, monthly training, and attend conferences. ACDC remains committed to personnel development and continues to strive toward expanding our staff's knowledge and resourcefulness to better serve our operational needs.

In March 2025, the department announced the promotion of **TC Grecia Flores** to Operations Manager, followed by the promotion of **TC Benjamin Koechling** to Professional Standards Coordinator and CALEA Accreditation Manager in September. Throughout the year, the management team prioritized professional development by attending various in-person and virtual supervisory courses, workshops, and national conferences. These initiatives are strategically designed to cultivate a robust internal knowledge base, ensuring effective succession planning and sustained long-term organizational growth.

ACDC and the **Metropolitan Association of Police (MAP) Chapter 774**, the representative body for full-time Telecommunicators (TCs), maintain a formal and harmonious professional relationship. Both are committed to continuous collaboration and open communication to ensure seamless operations towards shared objectives. To maintain this alignment, leadership from both parties convene for quarterly meetings to review goals and streamline collective efforts.

As we move into 2026, I anticipate a wealth of new possibilities that will further our collective goals.

"Our center's success is a direct result of our mission-driven staff and their collective dedication."

ACDC MISSION & VALUES

MISSION

We are committed to building public trust and providing superior service by treating everyone with dignity and respect; while providing for the needs and safety of the communities and responders.

VALUES

To fulfill this mission to both the communities and the responders, the Addison Consolidated Dispatch Center adopts these values:

- To express compassion by treating everyone with courtesy, empathy, impartiality, and respect.
- To demonstrate dependability by gathering and providing accurate information in an efficient and confidential manner.
- To foster integrity by always being ethical and honest.
- To exhibit professionalism by being loyal and taking the responsibility for working as a team.

ACDC STAFF

END OF 2025

SERVING SINCE

Mardula	1997
Hernandez	1998
Beebe	2011
Koechling	2014
Medina	2015
Vertucci	2015
Kolberg	2015
Lettenberger	2015
Valdez	2016
Okichich	2017
Ostrander	2017
Mahn	2017
Dobey	2017
Marc	2017
Flores	2017
Leath	2017
Cavaligos	2018
Herrera	2018
Willadsen	2018
VanAlstine	2018
Bukovic	2018
Waterman	2018
Ficarrotta	2019
Norton	2020
Nudd	2020
Schmidt	2020
Stevanovic	2021
Mootrey	2021
Alvarez	2022
Milnes	2022
Calzaretta	2022
Burmeister	2022
Mayfield	2022
Szczepaniak	2022
Iazzetto	2022
Chacon	2022
Vallee	2022
Minor	2022
Hawkins	2022
Oliver	2022
Godlewski	2022
Check	2023
Eaton	2025
Grado	2025
Domino	2025
Gonzalez	2025
Kurasz	2025

ORGANIZATIONAL CHART

Roy Selvik
Chief of Police

Chris Weinbrenner
Deputy Chief of Police

Marilu Hernandez
Director of Communications

VACANT
Office Clerk

Eric Burmeister
Deputy Director of Communciations

Michele Beebe
Operations Manager

David Dobey
Operations Manager

Grecia Flores
Operations Manager

Ben Koechling
Professional Standards Coordinator

Wojciech Mardula
Team Lead
Day Shift

Kyle Ficarrotta
Team Lead
Afternoon Shift

Sean Milnes
Team Lead
Midnight Shift

RECOGNITION

In 2025, ACDC personnel were repeatedly recognized for exceptional performance during high-risk, complex, and prolonged incidents requiring precise coordination and calm decision-making.

Telecommunicators were formally commended for their roles in active shooter and shooting incidents, extended multi-agency operations, and resource-intensive emergency responses where rapid call handling, clear radio control, and accurate information sharing were critical to responder and public safety.

Staff were also recognized for managing large-scale incidents that required continuous operations, including ACDC's first dispatch of a MABAS Division 12 Box Alarm during a multi-day dive and recovery operation. This incident resulted in formal written recognition from the Wood Dale Fire Protection District for ACDC's professionalism, coordination, and interagency support.

Additional commendations were awarded for life-saving emergency medical dispatch, high-risk pursuits, burglaries, arson investigations, armed domestic incidents, and critical intruder calls. Personnel were further acknowledged for technical and leadership contributions that strengthened ACDC's operational readiness and long-term resiliency.

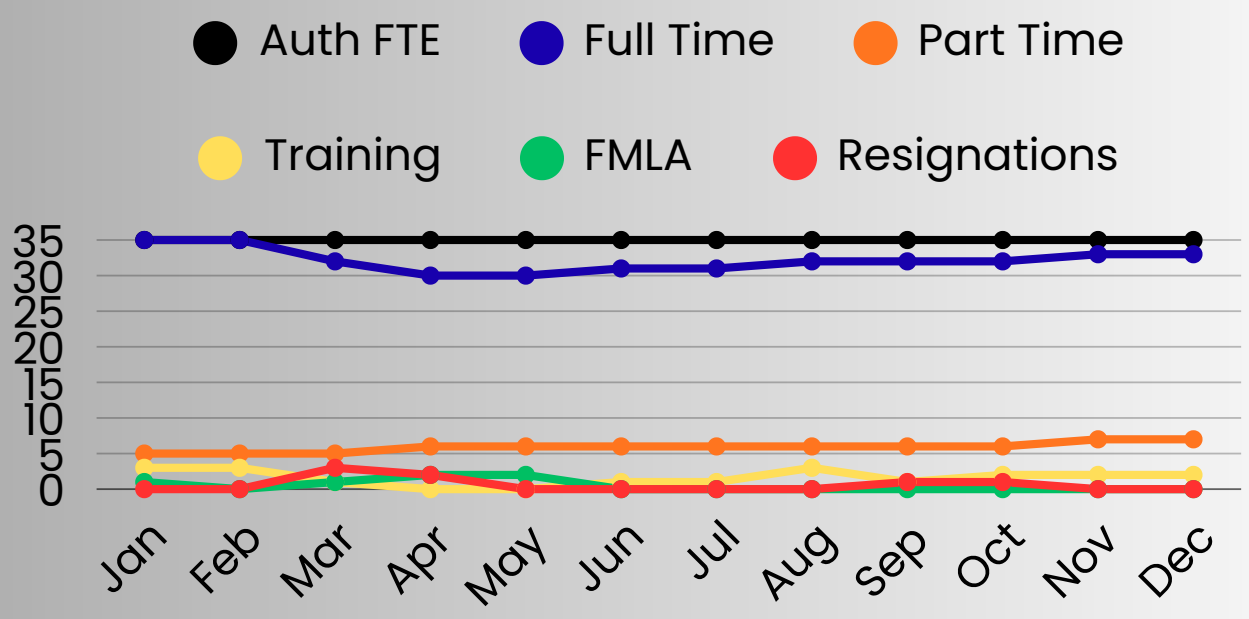
These recognitions reflect the consistent professionalism, teamwork, and dedication of ACDC staff and reinforce the center's role as a trusted partner in public safety and emergency response.

Date	Telecommunictaor	Recognition	Agency
February	Grecia Flores	Promotion to Operations Manager	ACDC
March	TC Erin Vallee, TC Robert Nudd, TC Chris Nudd	Agency Recognition – Commended for performance during a high-rise fire in LaGrange	Lyons Township Area Communications Center (LTACC)
April	TC Lindsay Bukovic, TC Anne Leath	Exemplary Performance – Multi-hour burglary mission support and tactical coordination	Bensenville PD
July	TC Taylor Hawkins, TC Lindsay Bukovic	Exemplary Performance – Dave & Buster's burglary; live BWC monitoring assisted in apprehension	Addison PD
July	OM David Dobey	Exemplary Performance – Leadership and technical coordination of DFSI radio system implementation	ACDC

RECOGNITION

Date	Telecommunictaor	Recognition	Agency
August	TC Ben Koechling, TC John Waterman, TC Kristina Iazzetto Barounis, TC Wojciech Mardula, TC Erin Vallee, TC Anne Leath	Performance of Duty – Glendale Heights shooting incident; rapid multi-caller coordination	Glendale Heights PD
August	TC Na'Jae Oliver, TC Kristina Iazzetto Barounis, TC Joseph Okichich, TC Erin Vallee, TC Robert Nudd, TC Hayden Mootrey, TC Tina Cavaligos	Performance of Duty – Wood Dale dive and ACDC's first MABAS Division 12 Box Alarm	Wood Dale PD / Wood Dale FPD
September	Benjamin Koechling	Promotion to Professional Standards Coordinator	ACDC
October	TC William Kolberg	Life Saving Recognition – CPR instructions resulting in cardiac arrest save	Westmont PD/FD
October	TC Robert Nudd	Life Saving Recognition – Juvenile suicide intervention through IP address investigation	ACDC
October	TC Kristina Iazzetto Barounis, TC Wojciech Mardula, TC Christopher Willadsen, TC Abigail Medina, TC William Kolberg, TC Joseph Ostrander, TC John Waterman, TC Amy Lettenberger, TC Hayden Mootrey, TC Kyle Ficarrotta, TC Robert Nudd, TC Karolina Szczepaniak, TC Erin Vallee, PSC Benjamin Koechling, OM Grecia Flores	Performance of Duty – Addison Active Shooter; 4+ hour critical incident with 438 calls handled	Addison PD
November	TC Renee Calzaretta, TC Lindsay Bukovic	Performance of Duty – High-risk intruder incident; rapid CAD generation and channel control	Bloomingdale PD
December	TC Kyle Ficarrotta	Exemplary Performance – Armed domestic with weapon; clear radio control and updates	Wood Dale PD

STAFFING & EMPLOYEE TURNOVER



In 2025, ACDC saw one full-time Telecommunicator (TC) transfer from Communications to the Records Department, one Probationary Telecommunicator (PT) resign prior to completing the probationary period, and five trainees resign during the training phase. Despite these changes, ACDC maintained an average of 32 TCs for the majority of the year. Furthermore, Stanard & Associates, Inc. administered two exams—one in April and another in December—with a total of 90 applicants. From these test results and lateral applications, ACDC interviewed a total of 30 candidates. The applicant pool included a combination of part-time, full-time, and lateral candidates.

Terminations/Resignations

Date	Tenure	Reason	Role
3/4/2025	1.5 years	Resignation - Performance	Probationary
3/17/2025	1.5 months	Resignation - Stress	Trainee
3/26/2025	1.5 months	Resignation - Performance	Trainee
4/11/2025	2 months	Resignation - Performance	Trainee
4/12/2025	8 years	Transfer to Records Department	Telecommunicator
9/30/2025	1.5 months	Resignation - Performance	Trainee
10/27/2025	2 months	Resignation - Performance	Trainee

TELEPHONE ANSWERING

2025 ACDC PHONE CALLS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
911 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083	5,927	5,584	5,896	**72,293**
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	12,579	**158,236**
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643	4,694	4,462	4,621	**57,105**
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051	1,026	968	977	**12,631**
DuPage 211	197	151	150	140	230	256	247	237	154	166	386	357	**2,671**
Total	**25,079**	**20,216**	**23,591**	**23,283**	**26,117**	**27,111**	**29,227**	**28,507**	**25,645**	**25,265**	**24,465**	**24,430**	**302,936**

A Public Safety Answering Point (PSAP) is a 24/7 facility responsible for receiving 911 calls, assessing emergencies, and dispatching police, fire, or EMS services using location-tracking technology. PSAPs serve as the critical link between the public and emergency responders by managing call prioritization, providing pre-arrival instructions, and maintaining operational continuity.

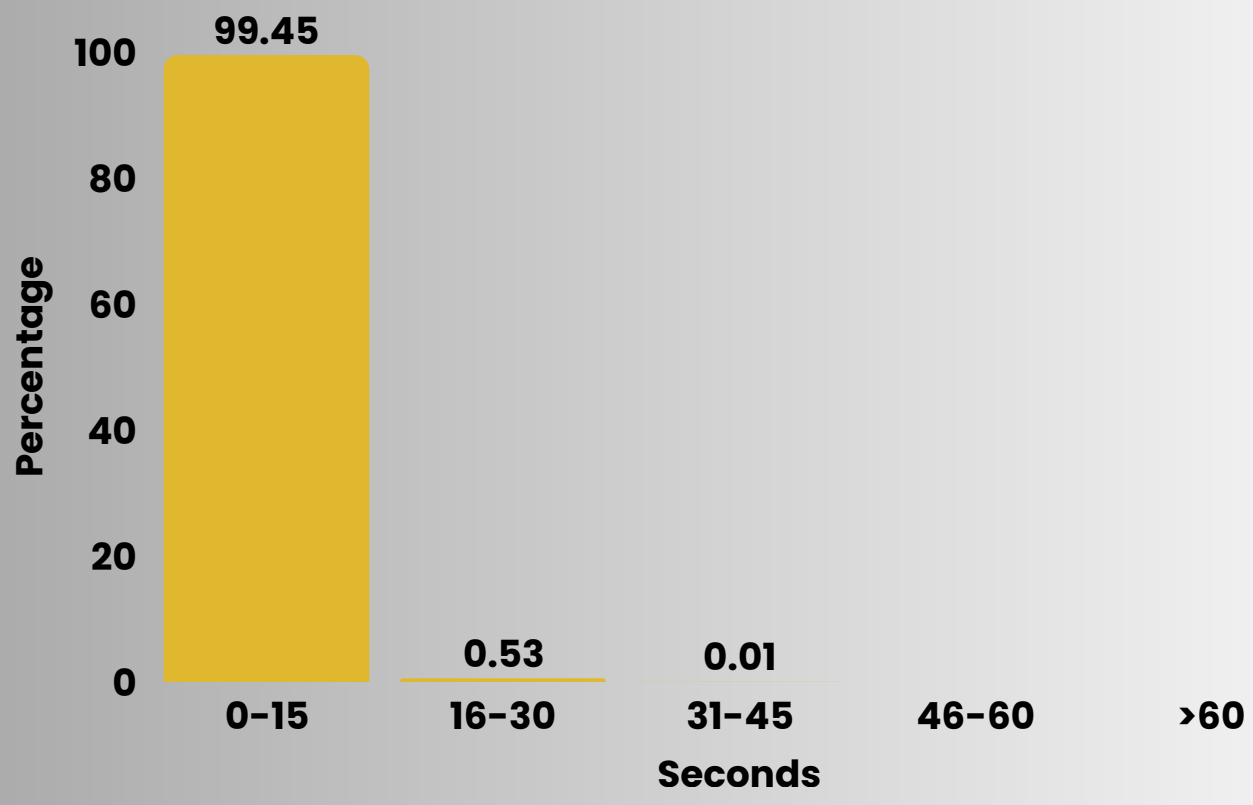
We are committed to providing equal access for TTY/TDD users, ensuring these calls receive the same level of service and enhanced location features as voice calls. **DuPage ETSB enhanced this service in 2025 with the implementation of text-to-911.** In 2025, in addition to emergency 911 lines, ACDC personnel managed administrative and outgoing calls, internal calls, and social service inquiries through DuPage 211.

911 CALLS RECEIVED

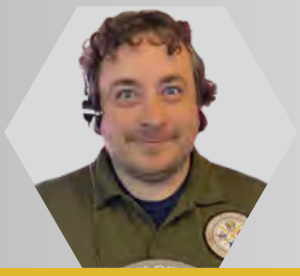
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990	4,820	4,499	4,716	**60,496**
Wireline	297	219	233	206	224	244	260	276	385	421	410	469	**3,644**
VOIP	717	607	639	151	660	601	665	686	635	591	604	637	**7,193**
Unknown	59	47	73	61	65	51	70	40	57	73	58	58	**712**
Abandoned	403	320	413	411	442	407	491	436	400	438	381	387	**4,929**
SMS	47	42	16	24	17	10	13	12	16	22	13	16	**248**
Total	**6,493**	**5,254**	**6,016**	**5,866**	**6,692**	**6,909**	**7,559**	**7,337**	**6,483**	**6,365**	**5,965**	**6,283**	**77,222**

TELEPHONE ANSWERING

2025 911 CALL ANSWERING



National Emergency Number Association (NENA): The 911 Association empowers its members and the greater 911 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy. The 911 Call Answering Standard states that 90% of all 911 calls be answered within 15 seconds and 95% of 911 calls be answered within 20 seconds.



ACDC has consistently made call answering a priority and continues to exceed the standard year after year.

2025 TOP TEN Call Takers

1	Oliver #478	9,310
2	Vallee #479	8,687
3	Willadsen #383	8,615
4	Mootrey #431	8,357
5	Godlewski #452	8,318
6	Waterman #423	8,309
7	Iazzetto Barounis #445	7,376
8	Minor #440	7,368
9	Mardula #397	7,316
10	Hawkins #480	6,794

MEMBER AGENCIES

- Addison Police Department
- DuPage County Forest Preserve Police Department
- Wood Dale Police Department
- Pleasantview Fire Protection District
- Bensenville Police Department
- Glendale Heights Police Department
- Addison Fire Protection District
- Tri-State Fire Protection District
- Bloomingdale Police Department
- Itasca Police Department
- Bensenville Fire Protection District
- Westmont Fire Department
- Canadian Pacific Kansas City Railroad Police
- Westmont Police Department
- Itasca Fire Protection District
- Wood Dale Fire Protection District

DuPage County 2-1-1

Northern Illinois Critical Incident Stress Management Team

CONSOLIDATION

ACDC remains committed to expanding through consolidation; however, current Illinois law prevents agencies from merging across county lines. The Illinois State Police have identified this restriction as a hurdle for statewide consolidation efforts and intend to propose new legislation to resolve the issue.

ACDC maintains a competitive edge in pricing and continues to provide industry-leading, value-added services at no extra cost, including: LEADS entries, license plate reader (LPR) monitoring, overnight investigative assistance & vehicle tracking via our Specialized Surveillance Telecommunicator (SST) Team, response configuration entries, and more. Additionally, our Real Time Information Center (RTIC) provides advanced technology and intelligence to law enforcement, fire department, and public works agencies.

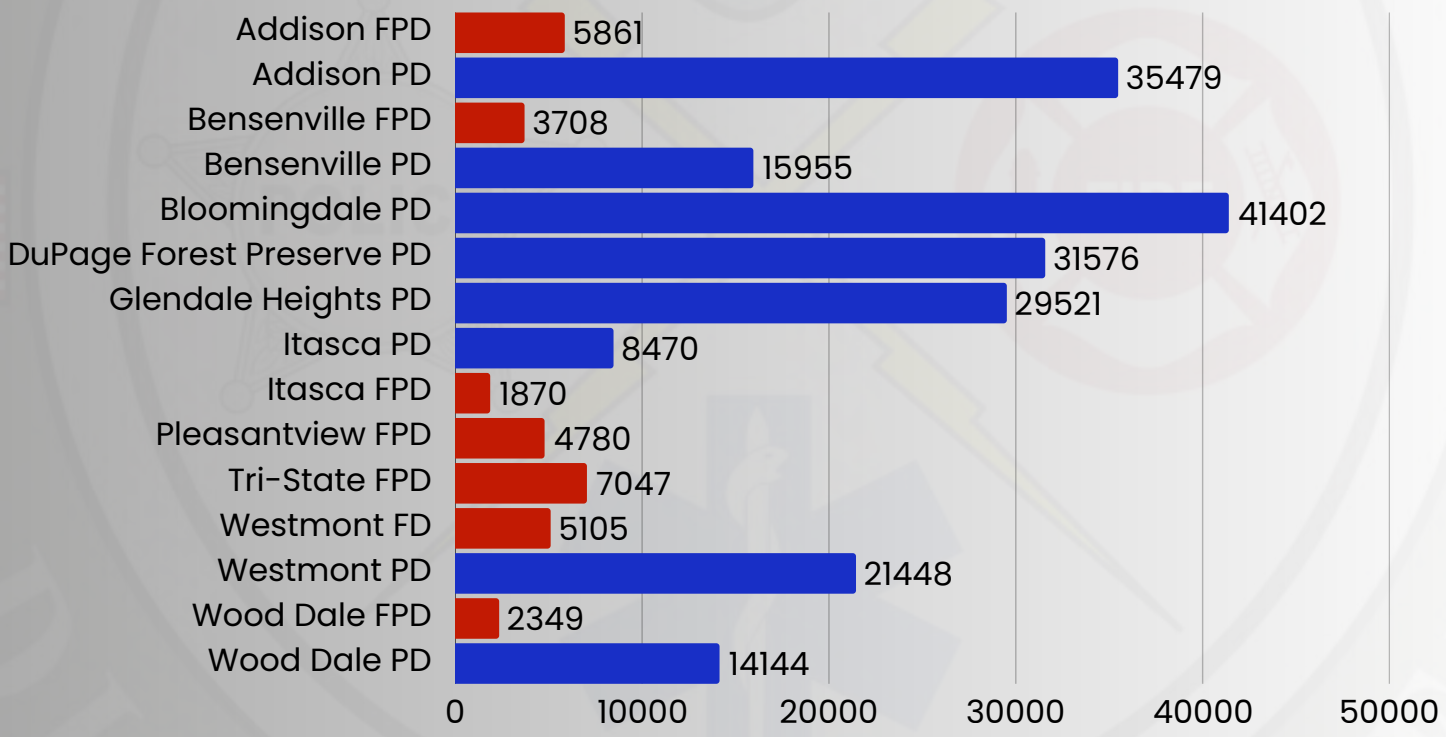
CALLS FOR SERVICE

In **2025**, ACDC personnel processed a total of **228,715** Calls for Service (CFS), compared to 244,362 CFS in 2024.

The 2025 total includes **197,995** police and **30,720** fire and EMS calls for service.

Please note: Canadian Pacific Kansas City Railroad Police do not have recorded calls for service, as they primarily receive Law Enforcement Agencies Data Systems (LEADS) services from ACDC.

2025 CALLS FOR SERVICE



MUTUAL AID BOX ALARM SYSTEM

MABAS

Established in 1968 in the northwestern suburbs of Chicago, the **Mutual Aid Box Alarm System (MABAS)** is a standardized mutual-aid network designed to automate and accelerate emergency response across Illinois and neighboring states. MABAS uses a system modeled after Chicago's "box alarm cards." These cards pre-assign specific resources—including fire engines, trucks, rescue squads, ambulances, chiefs, and specialized equipment—to respond automatically based on the requested level of alarm.

The system ensures uniform radio frequencies, terminology, and incident command protocols, allowing different agencies to work together seamlessly without prior negotiation or delays. MABAS currently consists of 69 divisions in Illinois. The six-county Chicago metropolitan area contains 18 of these divisions. Every MABAS division operates with a primary dispatch center and a designated backup center to manage and transmit alarm levels.

ACDC dispatches **MABAS Division 10** fire departments, including the towns of Brookfield, Forest View, La Grange, La Grange Park, Lyons, McCook, Pleasantview, Riverside, Tri-State, Western Springs, and Westmont

Additionally, on August 1, 2025 ACDC took over dispatching of MABAS Division 12 incidents for Addison, Bensenville, Itasca, and Wood Dale. ACDC's newly acquired MABAS dispatch responsibilities were quickly put to the test during a prolonged dive box alarm incident on August 5, 2025. Throughout the incident, ACDC telecommunicators maintained professionalism, and successfully dispatched the incident without issue.

In 2025, ACDC dispatched 18 MABAS Division 10 alarms:
·4 Structure Fire
·2 EMS
·12 Investigator

In 2025, ACDC dispatched one MABAS Division 12 alarm:
·1 Dive Rescue

M.A.B.A.S. DIVISION 10
CENTRAL COOK-DuPAGE MUTUAL AID ASSOCIATION

RADIO TALK TIME

ACDC operates five primary radio talk groups – three police and two fire.

The talk group assignments are as follows:

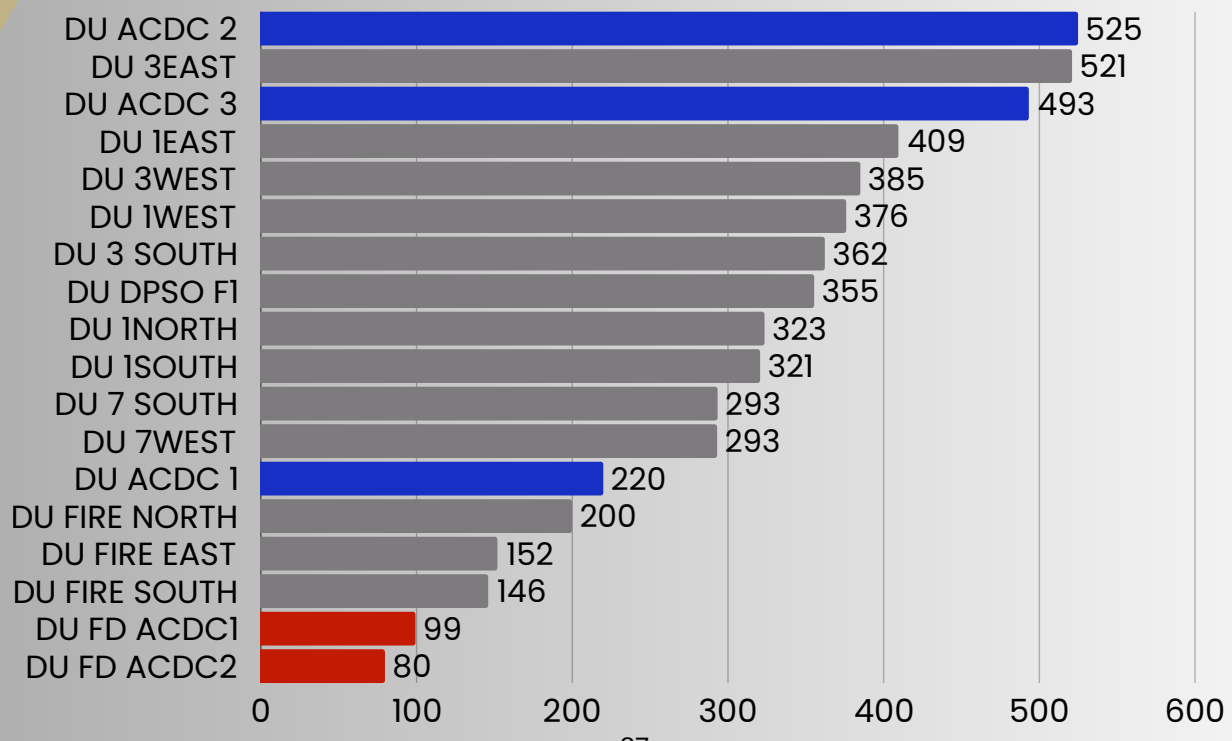
DU ACDC 1: Westmont Police and DuPage County Forest Preserve Police
DU ACDC 2: Addison Police, Bensenville Police, Itasca Police, and Wood Dale Police
DU ACDC 3: Bloomingdale Police and Glendale Heights Police

DU FDACDC 1: Pleasantview Fire Department (Protecting life and property in Countryside, Hodgkins, Indian Head Park, Burr Ridge, Willowbrook, and unincorporated areas of Cook County), Tri-State Fire Protection District (Serving parts of Darien, Willowbrook, Burr Ridge, Willow Springs, and unincorporated DuPage County), and Westmont Fire Department

DU FDACDC 2: Addison Fire Protection District, Bensenville Fire Protection District, Itasca Fire Protection District, and Wood Dale Fire Protection District

2025 RADIO TALK TIME

in hours of total talk time



2025 TRAINING

Total training hours increased in 2025 due to nine new hires during the year. These new hires added nearly 1,000 hours of classroom training. Because of the number of new hire employees, other areas of training declined in 2025 while we collectively worked to train the new group of employees. ACDC provides ongoing in-house training such as independent study modules, cross-training disciplines, high-risk low-frequency training, State of Illinois Trauma Informed Response to Sexual Assault, and quarterly cybersecurity trainings.

Despite the time devoted to training new-hires, ACDC was still able to send both frontline telecommunicators and management to various specialty classes over the past year, including the IL APCO Leadership Symposium, FEMA Communications Unit Leader (COML), National Association of EMS Educators (NAEMSE) Instructor, APCO Communications Center Supervisor, APCO Communication Center Manager, Communications Training Officer (CTO), CTO Instructor, the NENA Center Manager Certification Program, and more.

In addition to training courses, the continuation of sufficient staffing levels provided ACDC the opportunity to send several telecommunicators and management staff to numerous conferences around the country, including The Commission on Accreditation for Law Enforcement Agencies (CALEA), International Academies of Emergency Dispatch (IAED) Navigator, Illinois Police Accreditation Coalition (IPAC), National Emergency Number Association (NENA), Association of Public-Safety Communications Officials (APCO), Mutual Aid Box Alarm System (MABAS), Illinois Public Safety Telecommunications Association (IPSTA), and 100 Club of Illinois Frontline Convention.

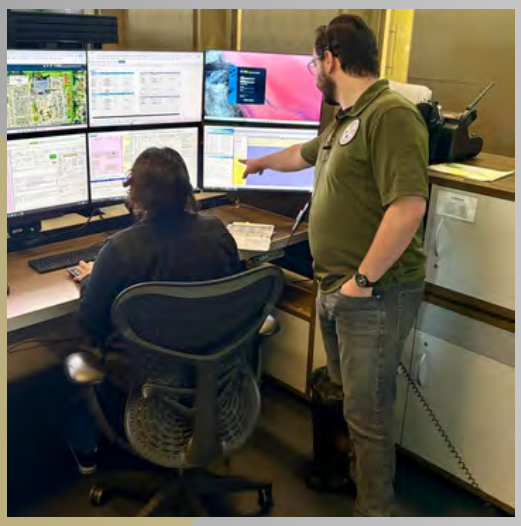
TRAINING	2025	2024 Comparison
New Employees Hired	9	0
Released from Probation	1	-88%
Completed Training	2	0
Retained for 3+ Years	40	+39%
TOTAL Training Hours	**5479**	**+10%**
Average hours per Employee	103	-0.6%
Training Hours Breakdown	**2025**	**2024 Comparison**
Outside/Conference (Mgmt)	96	-56%
Outside/Conference (TCs)	216	+53%
Tream Leader Training	21	-82%
EMD/EMD-Q Certification/Recert/Training	212	+49%
Initial Classroom & Radio Classroom Training	934	0
Independent Study Training	287	-7%
All Other Training	3713	-11%

CLASSROOM TRAINING

As part of our new hire training program, new employees with no prior experience must successfully complete the ACDC Academy two-week classroom prior to being assigned to a Certified Training Officer (CTO) for the remainder of their five to six-month training program. The training room boasts five training consoles which mirror a live workstation environment. In the classroom our trainees may learn and practice skills using the same software they will use once released to their assigned CTO.

Training includes lecture and hands-on components to present basic information and function of phone system operations, mapping technology, CAD usage, emergency medical dispatch, LEADS training, fire operations, law enforcement operations, basic call taking, high priority call taking, peer support, and administrative tasks. Instructors use scenario-based training as well as our library of live audio calls for service to teach policy, best-practices, and techniques. Instructors walk a new trainee through a variety of calls for service from the moment the 911 phone line rings, to dispatch, to post-dispatch responsibilities.

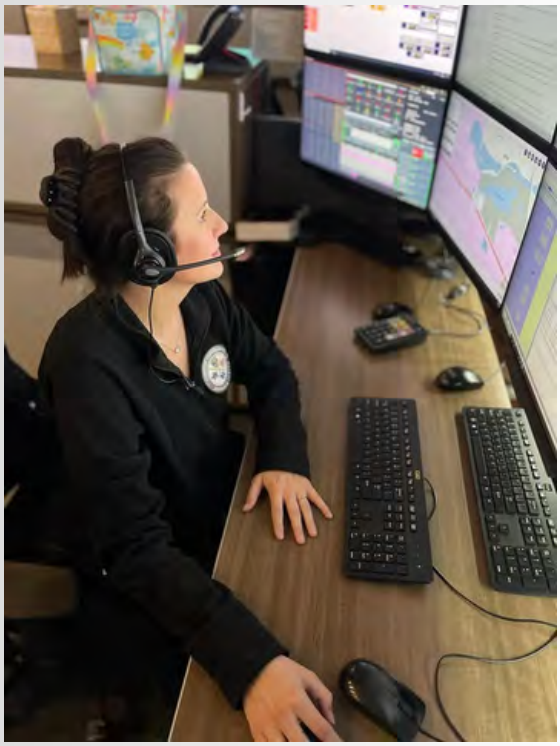
COMMUNICATIONS TRAINING OFFICERS



ACDC training officers are certified via the Association of Public Safety Communications Officials (APCO), an industry leader in initial training, education, instructional techniques, and a variety of certifications. Three of our CTOs hold an additional APCO CTO Instructor certification, and can teach the 40-hour APCO CTO certification course in-house, allowing the benefit of including ACDC policy, protocol, and procedure as well as agency best-practices during CTO training. ACDC currently has 19 CTOs, who are required to create lesson plans, prepare training materials, administer quizzes and benchmark activities, prepare classroom curriculum if appropriate, and present material using a variety of methodologies. They are all trained to record the daily activity of each trainee using CopFTO field training software. ACDC CTOs are trained to help bridge the relationship between didactic concepts and operational application for new hires as well as members of our staff cross-training in police or fire dispatch.

HIGH-RISK, LOW-FREQUENCY TRAINING

On a monthly basis, ACDC telecommunicators underwent practical training exercises on high risk, low frequency (HRLF) events, to ensure they are prepared for any emergency situation. Each hands-on, scenario-based activity is designed to apply knowledge, skills, or techniques in a simulated setting. These exercises focus on developing functional, tangible abilities through role-playing, technical skill-building, and equipment familiarization.



The goal of this training is to ensure our TCs are well equipped to handle any situation that may arise and provide our communities with the highest level of service possible. Scenarios may be developed based on an identified trend in the center, historical data indicating the increased likelihood of specific HRLF event to occur during a certain time of year, and real-world events. Additionally, the TC is provided the opportunity to practice with new tools, updates to programs, or an altered process, with a coach to assist and reinforce best practices.

In 2025, HRLF training was expanded to include radio specific scenarios for the police and fire dispatchers, on top of our standard phone call-initiated training model. TCs participated in comprehensive scenarios including a Text-to-911 message reporting a student with a gun, vehicle pursuit, hazardous materials box alarm, drowning, and an active shooter.

ANNUAL CRITICAL INCIDENT TRAINING

ACDC staff participates in year-round critical incident training, under the direction of the Village of Addison and Addison Police Department. The training topics include blood borne pathogens, ethics, mental illness, all-hazards plan, biased based policing and anti-sexual harassment. This mandatory training may be as simple as reviewing policy and completing a test. Some topics, such as sexual harassment, require staff to attend an in-depth presentation which includes additional instruction for management. Each training is scheduled for a different month throughout the year.

CONFERENCES

In 2025, ACDC placed a strong emphasis on hands-on learning, leadership development, and wellness by supporting staff attendance at a wide range of conferences, certification programs, and specialized training events. Telecommunicators and administrators participated in regional, statewide, and national conferences covering critical areas such as active threat response, school safety, emergency medical dispatch, incident command, cybersecurity, accreditation, and evolving communications technology.

In addition to operational and technical training, ACDC prioritized leadership growth and workforce wellness through supervisor and manager courses, instructor development, and wellness-focused conferences addressing resilience, mental health, and the long-term demands of public safety communications. Attendance at APCO, NENA, IAED, CALEA, IPSTA, MABAS, and other industry events allowed staff to engage with peers, learn from subject-matter experts, and bring practical ideas and best practices back to the center.

This broad investment in training and conference participation reflects ACDC's commitment to maintaining a knowledgeable, prepared, and resilient workforce. By supporting continuous learning at all levels, ACDC strengthens daily operations, improves service delivery, and ensures the center remains aligned with current standards and emerging challenges in public safety communications.

NAVIGATOR 2025

APCO 2025
July 27-30 | Baltimore, MD

QUALITY ASSURANCE & QUALITY IMPROVEMENT PROGRAM

On a monthly basis, ACDC's Operations Managers (OMs) conduct quality checks for the telecommunicators (TCs) assigned to their respective shifts. These quality checks involve reviewing five random phone calls and five radio dispatches per TC to ensure compliance with ACDC policy and service standards. Evaluations focus on critical competencies, including responder safety, technical accuracy, and professional conduct toward both citizens and emergency personnel. Results are logged in a dedicated software system, providing TCs with concise performance reports and tracking their annual compliance trends, throughout the year. This comprehensive process ensures that ACDC TCs provides exceptional service while upholding our core mission of treating everyone with dignity and respect.

EMERGENCY MEDICAL DISPATCH (EMD) CHECKS

The State of Illinois requires all Public Safety Answering Points (PSAPs) to utilize approved medical dispatch protocols and maintain an Emergency Medical Dispatch (EMD) Quality Assurance (QA) Program. ACDC maintains an EMD Quality Assurance Team (EMD-Q) consisting of nine trained and certified peer telecommunicators. This represents an increase of one member from the previous year. Team members are selected based on high compliance and are certified in accordance with the International Academies of Emergency Dispatch (IAED) standards. Operations Managers are a certified addition to the team.

In compliance with IAED requirements, the team reviews a minimum of 2% of all medical calls each month, typically totaling approximately 100 calls. Evaluations are distributed electronically as part of ACDC's paper-reduction efforts, with written feedback and acknowledgment required. High-risk call types, including cardiac arrest, choking, and pregnancy-related incidents, are documented and reviewed in coordination with Team Leads and Officers in Charge (OICs) to identify trends and training needs.

The EMD-Q Team meets quarterly to objectively evaluate call-taker performance using established written standards. The team tracks trends, provides constructive feedback, and collaborates with management to develop training, recommend procedural improvements, and support high-quality service delivery. The team also works with ETSB for testing and rollout of IAED protocol updates prior to implementation.

In addition to routine QA duties, the EMD-Q Team provides one-on-one coaching, classroom training for Probationary Telecommunicators, and group instruction during Monthly Shift Meetings.

HIGH-RISK, LOW-FREQUENCY QUALITY CHECKS

Part of the QA/QI process is to review high-risk, low-frequency (HRLF) incidents. The QA check verifies all policies were followed, the call taker used proper questioning, and created or dispatched the event in less than one minute. Whenever there is a policy violation or performance concern, the issue is addressed via coaching, training or progressive discipline.

In 2025, ACDC evaluated 301 calls involving weapons, serious crimes in progress, or physical altercations. Of those calls, 101 (33%) were delayed. Of those delayed calls, five (5%) were delayed by a caller, other PSAP, or other means external to ACDC. There were 47 (16%) calls that had either a policy violation or performance issue that resulted in either coaching, training, or progressive discipline. This is a substantial decline from the previous year. Promoting the use of the Du-Flash channel to broadcast relevant, in-progress events, continues as an area of focus for the HRLF Team going into 2026.

2025 Yearly Totals	Total	2024 Comparison
Weapons	107	-29%
Shots Fired	50	+11%
Robbery/Burglary/ Invasion/Barricaded	30	-25%
Physical Altercation (Fight/Domestic)	45	+7%
Other Error	69	-5%
Total HRLF Calls in 2025:	**301**	**-14%**

GENERAL ALARM REVIEWS

ACDC's call processing for structure fires is guided by National Fire Protection Association (NFPA) standards. **NFPA 1225** states that a phone call for a structure fire should be answered and dispatched to responders within **60 seconds** or less, **90 percent** of the time. Standard 1225 does allow for delays in dispatching due to mitigating circumstances, such as other Public Safety Answering Points (PSAPs) answering the initial call for service or callers with incomplete location information.

A total of 167 reported structure fires were evaluated in 2025; 72 were confirmed to be actual structure fires. Of the confirmed structure fires, ACDC successfully dispatched 42 (58.3%) of the fires within 60 seconds. Overall, there were 70 (97.2%) confirmed structure fires which were dispatched within 106 seconds.

RECORDS REQUESTS

ACDC processes daily requests for audio, text, and official records. In the past year, OMs fulfilled 3,186 requests, a 23% decrease from the 4,187 processed in 2024. This downward trend was largely driven by a 10% reduction in volume following the DuPage County Sheriff's departure. However, FOIA requests increased by a notable 87%. Despite lower total numbers, fulfilling these requests—particularly complex audio files—continues to demand substantial staff hours.

Records Requests	2025	2024
Phone Audio	1,073	-23%
Radio Audio	233	+26%
CADs	916	-21%
Denials	115	-38%
FOIA	116	+87%
TechShare	660	-36%
Text-to-911	1	***
RAVE-Text	0	***
Agency Request	139	+4%
Subpoena	33	+27%
MPS Messages	1	***

PEER SUPPORT

The Peer Support program at ACDC finished 2025 with eight members. The team experienced two vacancies during the year—one member was promoted, and another transferred within the Police Department. To address these vacancies, ACDC plans to host a Peer Support certification course in 2026.

Throughout the year, the Peer Support team organized several social events to promote well-being, including a chili cook-off, the delivery of Fat Tuesday treats, and an ice cream social. The Peer Support Coordinator continues to track contact statistics, which are vital for the program's integrity, continuity, and overall support structure.

ACDC's Peer Support team significantly expanded its reach in 2025 through key partnerships:

- **DuPage County IMAT Peer Support Team:** Five ACDC members were invited to join this new team, which consists of 30 peer support members from across DuPage County, offering services throughout the Northern Illinois area.
- **Illinois NENA's Peer Support and Wellness Committee:** Two ACDC Peer Support members were selected to join this 10-person committee in February. NENA describes this group as "a team dedicated to supporting the mental health and well-being of public safety professionals across the state."
- **"We Never Walk Alone":** ACDC continues its partnership with this nationwide network for peer support and mental health professionals. As part of this program, the ACDC Peer Support Coordinator provides support to telecommunicators and law enforcement officers nationally.

ACDC's Peer Support team is fully equipped to offer assistance to their fellow dispatchers in-house, as well as to their peers regionally, statewide, and across the nation.

POSITIVE, INSPIRING, NOBLE, KIND: “PINK”

The **PINK** (Positive, Inspiring, Noble, Kind) **TEAM** is a self-funded, volunteer-led support group dedicated to boosting morale for ACDC employees. Its core purpose is to bridge the gap between high-stress daily tasks and staff's long-term emotional well-being. The focus is instrumental in supporting the center’s overall health and productivity.

By celebrating milestones, birthdays, sports jersey days, hosting friendly competitions, and decorating for holidays, this peer-driven initiative ensures a vibrant and welcoming workplace.
The PINK Team organized several key events, including **National Telecommunicators Week** and the festive **”12 Days of Christmas”** celebration. Beyond internal recognitions, the team coordinated impactful charity initiatives to support the community:

- The Special Olympics Polar Plunge
- Donation to Lazarus House
- Pantry Donation to Goodwill
- Toiletries to Phil's Friends

COMMUNITY OUTREACH & PUBLIC EDUCATION

Social Media

In 2025, ACDC continued to expand its digital outreach as a key way to connect with the community. Regular updates were shared on Facebook, Instagram, and X to provide timely information, promote public safety awareness, and share educational content related to 911 services. Social media posts also highlighted member and affiliate agencies while guiding residents to resources available on the ACDC website. These efforts helped increase public awareness of programs such as premise alerts, overnight parking permission, FOIA requests, and other services found on the Community Access page. ACDC's online presence continued to grow throughout the year, reaching 2,000 followers on Facebook and strengthening engagement with the communities it serves.

Suburban Law Enforcement Academy (SLEA)

The **Suburban Law Enforcement Academy** stays dedicated to delivering top-tier training for law enforcement and public safety teams. By monitoring global and local trends, SLEA serves as a vital educational hub for agencies throughout Northern Illinois and further afield. SLEA refuses to stay stagnant. They remain at the forefront of innovative instruction and curriculum design for safety professionals. The strong reputation is a point of immense pride—a success built entirely on the commitment of our exceptional staff and instructors.

In coordination with their mission, ACDC is honored to provide expert instruction to police cadets, delivering comprehensive training across all facets of emergency dispatch operations. During presentations, cadets get a thorough look at the dispatch world. Emphasizing how police work and dispatch go hand in hand to ensure top-notch responder safety, highlighting how seamless coordination is vital to collective success.

ACDC in the Classroom

During the 2025 school year, ACDC launched a targeted educational initiative designed to educate on "What to expect when dialing 911." Throughout the year, ACDC conducted training for school communities. These sessions focused on essential emergency communication; training teachers to effectively relay addresses, landmarks, and descriptions to first responders. ACDC shared strategic techniques to help participants maintain composure, practice active listening, and provide concise, direct answers to the call taker's questions.

Community Outreach

ACDC continues to grow our public outreach and education opportunities for all members of the communities we serve. Throughout 2025, staff participated in additional grade-school activities, as well as provided educational presentations and facility tours for citizen police academies, junior police academies, and police and fire explorers. ACDC staff also attended fire department open houses, holiday festivals and National Night Out for several of our agencies.

COMMUNITY OUTREACH & PUBLIC EDUCATION

Public Education / Recruitment	2025	2024
Presentations Provided	16	15
Events/Fests Attended	33	20
Volunteer/Charity Events	6	11
TOTAL Public Education Opportunities	71	64
ACDC Employee Participants	20	24
Number of People Contacted	5000+	5000+
Press Releases Initiated by Agency	0	0
Recruitment Events	5	4

Facebook	2025	2024
Followers	2,005	1,896
Avg 28-Day Post Reach	32,389	56,265

ACDC Website	2025	2024
Mobile Device Access	61.0%	59.8%
Desktop/Tablet Device Access	39.0%	39.7%
Direct Access of Site	6,305	3,245
Access via Social Media	321	179
Access via Referral	347	160
Organic Search for Site	4,052	1,953
Total Page Views	**31,702**	**32,407**
Total Session Views	**16,445**	**16,197**
Total Pages per Session	**4.55**	**5.19**
New Users (Annually)	6,961	6,200
Active Users in a 28-day Period	748	444
Parking Permission Page Views	6,428	5,836
Community Access Page Views	472	973
Careers Page Views	1,966	1,591

Citizen Feedback Opportunities	2025	2024
Presentation Surveys	21	31
Website Online Submittal	0	9
Other (received via member agency, phone, etc.)	2	1
TOTAL Citizen Feedback Opportunities	23	41

COMMUNITY OUTREACH & PUBLIC EDUCATION

Results of Citizen Feedback Opportunities

- 11 of 21 feedback opportunities indicate phone contact with ACDC
- 9 citizens reported calling 911
- 10 citizens reported calling on a non-emergency phone line
- No citizens submitted an electronic contact form via the ACDC website

Respondent's Feedback Regarding Dispatcher Performance

- 11 citizens stated ACDC answered their call in a timely manner
- 13 citizens stated the dispatcher was able to answer their questions
- 13 citizens stated the dispatcher they spoke to was courteous and displayed a positive attitude
- 8 citizens provided comments; 4 provided accolades to ACDC service, with one citizen stating, *"Thank you for all you do for our citizens"*. Another commented, *"I think they are doing awesome"*. Others commented *"Amazing!"* and *"Keep up the good work!"*.

Potential Problems (CALEA 2.6.3.a)

- ACDC PSAP Concerns: One citizen indicated their concern with a dispatcher's demeanor on the phone. A second citizen felt a dispatcher was lacking empathy during a call.
- Public Safety Response / General Concerns: One citizen expressed concern over speeding automobiles racing on Addison Rd.

Recommended Actions & Progress (CALEA 2.6.3bc)

- ACDC is one of two PSAPS in DuPage ETSB jurisdiction. Our business model construct includes 24-hour, 365-days-per-year separation of incoming 911 and non-emergency phone lines; therefore, our community outreach efforts instruct use of 911 for emergencies and use of the municipal non-emergency phone number for non-emergencies. We also instruct that if a citizen is uncertain, or does not know a non-emergency phone number, to dial 911 and the telecommunicator will provide them with assistance. The phone model of the DuComm PSAP requires citizens to dial 911 for both emergencies and non-emergencies after "business" hours and on weekends.
- ACDC recognizes the difference in PSAP models and will continue to maintain separation between emergency and non-emergency lines. This model prevents 911 lines from becoming tied up with non-emergency calls, especially during busy times and critical incidents.

INFORMATION TECHNOLOGY (IT)

In 2025, the IT Department supporting ACDC successfully executed a series of strategic upgrades to the Village's public safety and municipal networks. These projects have transitioned the Addison Police Department (APD) from legacy, vendor-locked hardware to a modern, IP-based, and highly secure digital ecosystem.

Critical Infrastructure & Radio Operations

We have replaced aging communication backbones to ensure zero-fail connectivity for first responders.

- **Migration to Command Central AXS Platform:** Replaced the legacy Motorola MC7500 consoles. This provides dispatchers with a modern, resource-centric interface optimized for the **Starcom21** statewide network, reducing cognitive load and improving response times during high-stress incidents.
- **Radio DFSI Completion:** Finalized the Digital Fixed Station Interface project. This moves our radio resources to a P25-standard IP backbone, eliminating signal degradation found in old analog lines and ensuring multi-vendor interoperability.
- **Microwave & Network Hardening:** Performed essential yearly firmware updates across the Village and Microwave networks, ensuring the "invisible backbone" that carries our radio and data traffic is resilient against interference and cyber threats.
- **Mission-Critical Power:** Completed a full replacement of building **UPS (Uninterruptible Power Supply) batteries**. This guarantees that ACDC and APD remain operational during power grid failures without a second of downtime.

Cybersecurity & CJIS Compliance

In response to evolving threats and stricter federal mandates (CJIS 6.0), we have "hardened" the Village's digital perimeter.

- **MFA Implementation:** Deployed **Multi-Factor Authentication** for all VPN users accessing the VoA NET. This critical layer prevents unauthorized access even if a password is compromised, meeting mandatory CJIS security requirements.
- **Next-Gen Firewall Program:** Upgraded firewalls at all agency locations and established a yearly firmware maintenance cycle. These new units provide deep-packet inspection to block modern malware before it enters our local network.
- **Administrative ORI Separation:** Successfully separated the **Illinois State Police (ISP) LEADS** data from APD and established distinct **ORIs** (Originating Agency Identifiers) for ACDC and APD. This ensures legal data integrity, accurate crime reporting, and cleaner audit trails for state and federal oversight.

INFORMATION TECHNOLOGY (IT)

Operational Continuity & Efficiency

We have improved how we manage assets and support our personnel.

- **Zendesk Platform Optimization:** Overhauled our trouble-reporting system to improve IT department tracking. This allows for faster resolution of officer equipment issues and provides data-driven insights for future budget planning.
- **Hardware Lifecycle Management:** Replaced **25% of the PC fleet at ACDC** as part of our sustainable 5-year replacement program, ensuring that dispatchers are never working on slow or "end-of-life" workstations.
- **ACDC Wireless Reliability:** Replaced Access Points (APs) at the dispatch center with high-density hardware to ensure mission-critical wireless reliability for mobile tablets and MDTs.
- **Comcast X1 Integration:** Migrated to the X1 platform for video, providing dispatch and command staff with faster situational awareness regarding local news and weather events.

Community & County Collaboration

ACDC continues to contribute to regional emergency communications.

- **DuPage County COMU:** Continued active contribution and volunteerism with the DuPage County Communications Unit (COMU), ensuring regional coordination during large-scale incidents.

Impact Summary

Stragegic Goal	Outcome
Responder Safety	Enhanced radio metadata (ID/Emergency Alarms) via AXS & DFSI.
Public Trust	Full compliance with FBI/CJIS data protection standards.
Fiscal Responsibility	Standardized 5-year hardware cycles prevent emergency "fix-it" costs.
System Uptime	Hardened UPS and Microwave links ensure 24/7/365 availability.

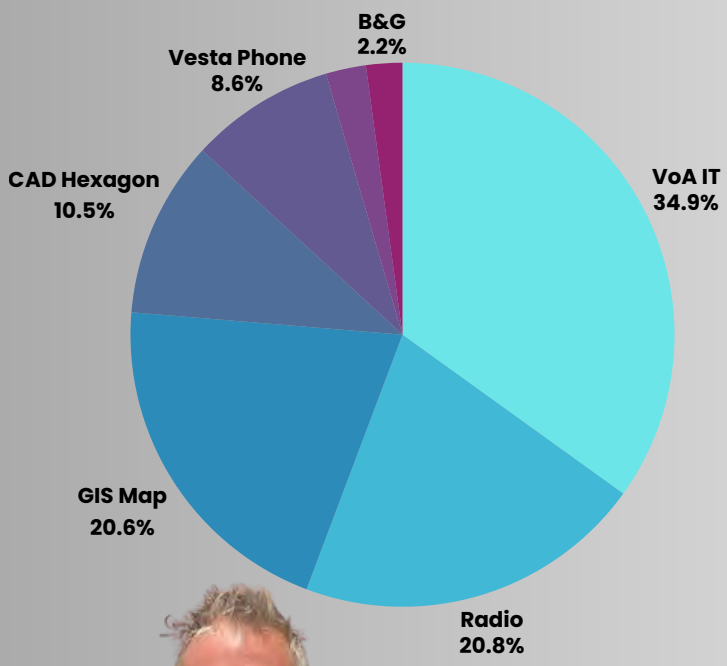
INFORMATION TECHNOLOGY (IT)

Conclusion & Next Steps

The Village of Addison's technical foundation is now significantly more secure and efficient than in previous years. Moving forward, our focus will shift toward maintaining this "Gold Standard" through our established yearly maintenance cycles and continue to work with vendors to better serve the citizens of DuPage County and surrounding communities.

This data provides a clear snapshot of the technical support landscape at ACDC for 2025. With a total of 418 tickets, the distribution highlights which systems are the most stable and which are demanding the most attention from your IT and support teams.

ACDC 2025 IT Ticket Distribution by Technology



Technology	Tickets	% of Total	Status
VoA IT	146	35%	High Activity
Radio	87	21%	Moderate High
GIS Map	86	21%	Moderate High
CAD Hexagon	44	11%	Stable
Vesta Phone	36	8%	Stable
FSA Purvis	10	2%	Low Activity
B&G	9	2%	Low Activity
Total	**418**	**100%**	

REAL TIME INFORMATION CENTER (RTIC)

In 2025, ACDC formally redeveloped its former Specialized Surveillance Telecommunicator program into a Real Time Information Center (RTIC), expanding its mission beyond traditional crime-focused operations. Unlike a standalone crime center, the ACDC RTIC is designed to support a wide range of disciplines, including police, fire, EMS, public works, and community development, by providing shared situational awareness and real-time information during both routine operations and critical incidents.

The RTIC integrates data from multiple sources, including license plate readers, tracking technologies, camera systems, CAD and RMS platforms, social media monitoring, weather tools, and emergency notification systems. By centralizing this information, RTIC personnel are able to deliver timely, actionable intelligence that supports patrol operations, fire and EMS response, infrastructure monitoring, traffic management, and community safety initiatives. This approach allows agencies to make more informed decisions, allocate resources effectively, and maintain a unified operational picture.

In November, the ACDC RTIC team became members of the National Real Time Crime Center Association (NRTCCA). The association's works to foster innovation and share expertise in the realm of crime analysis, data integration, and proactive policing strategies. Throughout the remainder of the year, the RTIC continued to assist member and non-member agencies with real-time monitoring, investigative support, emergency response coordination, and proactive information sharing leading to multiple safe apprehensions of suspects without incident.

By broadening the scope of real-time information beyond law enforcement alone, the ACDC RTIC strengthens collaboration across departments, enhances preparedness for emergencies and large-scale incidents, and reinforces ACDC's role as a central hub for operational support and community-focused public safety services.

DJI FLIGHTHUB 2

NATIONAL REAL TIME CRIME CENTER ASSOCIATION NRTCCA

slack

Flock Safety

STARCHASE™ GPS SOLUTIONS FOR PUBLIC SAFETY

MOTOROLA SOLUTIONS

DUPAGE COUNTY SATURATION TASK FORCE

In addition to supporting daily operations, the RTIC played a direct role in regional enforcement initiatives. **In 2025, ACDC participated in 28 DuPage County Saturation Task Force missions,** assigning a dedicated telecommunicator to each deployment. These telecommunicators served as the communication link between field units and the RTIC, providing real-time monitoring of license plate reader activity, tracker alerts, and other investigative tools while maintaining continuous coordination with officers in the field. This partnership enhanced situational awareness during in-progress incidents, including retail thefts, carjackings, armed robberies, and LPR-related investigations, contributing to multiple safe apprehensions.

CALEA ACCREDITATION

ACDC is accredited by the Commission on Accreditation of Law Enforcement Agencies (CALEA), supported by the United States Department of Justice. Annually, CALEA Compliance Service Member assessors review ACDC policy, procedure, and protocol to confirm adherence to legislative mandates, standardized practices, and proof of compliance with all 208 CALEA standards.

In April 2025, ACDC hosted our first on-site assessment by a CALEA site-based assessor since 2021. During the on-site assessment ACDC's facility, operations, equipment, policies & procedures, as well as employees were observed by the assessor. Additionally, the assessor conducted a total of 40 interviews with ACDC staff, member agency representatives, Village of Addison administrators, and elected officials. Final interviews were conducted by CALEA Commissioners during the CALEA conference in Little Rock, AR in August 2025. At the conclusion of the conference, ACDC was proudly awarded re-accreditation, which will remain valid until 2029.

NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

From April 13–19, 2025, ACDC celebrated National Public Safety Telecommunicators Week (TC Week) to honor the vital contributions of our dispatch team.

National Public Safety Telecommunicators Week
April 13-19, 2025

Throughout the week, we recognized our Telecommunicators (TCs) with a variety of themed activities, including "uniform of the day," BINGO, and stress-reducing games. We also held a raffle featuring prizes donated by our member agencies. To earn tickets, TCs participated in these events and donated essential items to a local food pantry. ***"We appreciate the continued generosity and contributions of our member agencies."*** Our team was deeply moved by the outpouring of generosity and especially enjoyed the visits from our member agencies.

The week's highlights also included:

- **TC Week Awards:** An annual tradition where staff vote for colleagues in various excellence categories.
- **Official Recognition:** The Emergency Telephone System Board (ETSB) presented ACDC with a formal proclamation letter to honor their service during their annual meeting.
- **Food Recognition:** our member agencies provide food for all three shifts. This has become one of the most anticipated and favorite times of the day for our dispatchers. We truly appreciate the effort that goes into providing these meals for our team.

CHARITABLE SUPPORT

The staff at ACDC gives back to the local, national, and international communities on a regular basis. During Telecommunicator Week 2025, ACDC staff donated personal care items to **Lazarus House** homeless shelter. In March, ACDC participated in the 2025 **Polar Plunge** benefitting the **Special Olympics**. ACDC joined the Addison Police Department with participation in the annual **"Cop on a Rooftop"** Special Olympics fundraising event in May. During June, ACDC made a donation to Goodwill of various pantry items. Later in the fall, ACDC TC's donated toiletry items to **Phil's Friends** for care packages for cancer patients. As Thanksgiving approached, ACDC sent monetary donations to the **Addison Township Food Pantry** to support their services. As the year came to a close and the holidays rolled around, ACDC continued our support of the **Shop With a Hero** event at the Addison Walmart which benefits local youth.

DUPAGE COUNTY
EMERGENCY TELEPHONE SYSTEM BOARD

The **DuPage County Emergency Telephone System Board (ETSB)** was established per section 15.4 of the Local Government Emergency Telephone System Act, 50ILCS750/15.4. The DuPage ESTB has oversight of the Enhanced 9-1-1 systems for citizens of the County of DuPage and portions of Cook, Kane and Will counties, excluding Aurora and Naperville. This system consists of two (2) Public Safety Answering Points (PSAPs) – DU-COMM and ACDC - staffed by 134 dispatchers throughout DuPage County.

The ETSB has created working focus groups which allow for collaboration between the two PSAPs, with the goal of improving the efficiencies of both centers. The **CAD Focus Group** is a small group of PSAP representatives who consistently work to improve efficiencies and discuss changes in the CAD system. The aim of this group is to invoke conversation and maintain standardization between the two PSAPs, in order to achieve common goals.

The **FSA Focus Group**, which is comprised of representatives from both PSAPs, as well as members from fire agencies at both PSAPs, was originally created when the Purvis Fire Station Alerting system was purchased. At the time, the group was responsible for implementing the FSA system across 67 fire stations throughout DuPage County. Since then, the group has been successful on many projects, and continues to work through technology issues with the same goal of standardization across DuPage County.

The **Tech Focus Group** is made up of Information Technology (IT) representatives from the ETSB, ACDC, and DU-COMM. This group evaluates, reviews, and provides discussion regarding the various technological systems existing within the ETSB today, as well as systems which may be introduced in the future. The group evaluates system needs and compliance within many information technology categories, such as cybersecurity, network management, and other various components.

The **Policy Advisory Committee (PAC)** is a committee created by the ETS Board. The group is comprised of representatives from both PSAPs, as well as police and fire representatives from member agencies of both PSAPs. The purpose of this committee is to create and review policies affecting police and fire agencies throughout DuPage County.

The **PSAP Supervisor** monthly meetings are held on the first Friday of every month. This group is comprised of the Director and Deputy Director of each PSAP, IT managers, the DuPage County Office of Homeland Security and Emergency Management (OHSEM), and ETSB staff. This goal of these meetings is to share information, collaborate on upcoming training ideas, periodic vendor presentations, and to discuss projects and future needs which affect both PSAPs as well as DuPage County emergency services as a whole.

In April 2025, ACDC's radio console software was upgraded to brand new **Motorola AXS** software. The new radio software represents a multi-million dollar investment in both PSAPs by the DuPage County ETS Board. The new AXS software will carry ACDC's radio communications into the future for the next 20+ years, while providing superior security, performance, and encryption technology. April also saw the implementation of **Text-to-911** in DuPage County, which represents a continuation of the transition to **Next Generation 911 (NG911)**. Additionally in 2025, the ETS Board approved the purchase of new, AI driven language interpretation software from **RapidSOS**, with anticipated installation in the first quarter of 2026. This new software will provide superior language interpretation assistance to telecommunicators at both PSAPs, with the ability to translate over 190 languages, and embodies one of the biggest changes in emergency call-handling since the inception of 9-1-1 in 1968.

2025 GOAL STATUS

- **Continue cross-training staff**
- **Advanced call-processing training for staff**
- **Continue to develop the Specialized Surveillance Team (SST)**
- **Upgrade to new radio consoles**
- **Continue to develop admin/management**
- **Develop High-Risk, Low-Frequency fire training**
- **Host at least four classes at ACDC**
- **Become proficient with Text-to-911**
- **Expand quarterly radio drills to include fire member agencies**
- **Continue to participate in large-scale-drills with member agencies**
- **Begin monitoring body worn cameras in exigent circumstances per policy**
- **Continue exploring additional consolidation opportunities**

In 2025, we successfully achieved many of our goals which included developing our Specialized Surveillance Team (SST), cross training staff, upgrading the radio consoles to new Motorola AXS radio consoles, hosting several classes on-site, participating in large-scale drills with our member agencies, having staff attend advanced call-processing/dispatching training, and becoming proficient with Text-to-911. The majority of our Communications Training Officers (CTO), and all of our Team Leads & Officers-in-Charge (OIC) are now cross-trained in police and fire dispatching.

In the Spring, we successfully upgraded our radio consoles to the new Motorola AXS software, which was followed by implementation of accepting Text-to-911 calls. The Text-to-911 upgrade is a continuation of ACDC's transition towards full Next Generation 911 (NG911) implementation.

We were also successful in hosting several on-site classes provided by various presenters including APCO, NENA, Resilient Minds on the Front Lines, and Vision for Change. Throughout the year, several of our telecommunicators were able to participate in large scale drills, including active shooter drills in Addison and Western Springs, as well as a mass casualty drill at the Technology Center of DuPage (TCD).

One of our biggest goals of 2025 was to achieve reaccreditation by CALEA, which we successfully completed in August. As we move into 2026, we look forward to another year of meeting our goals and the expectations of those we serve.

2026 GOALS

- Continue Cross-Training Staff
- Implementation of Artificial Intelligence Quality Check Software
- Begin utilizing Artificial Intelligence Language Interpretation Software
- Develop and Operate a Drone First Responder (DFR) Program
- Continue Development and Operation of a Real Time Information Center (RTIC)
- Expand High-Risk, Low-Frequency to Include all Employees Each Month
- Obtain APCO Agency Training Program Accreditation
- Certify Staff to Begin Participating in the IL Community Emergency Services and Supports ACT (CESSA)
- Continue Exploring Additional Consolidation Opportunities

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