



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

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

### **Congratulations on a Job Well Done!**

**Life Save** - On March 2, 2026, **Telecommunicator Araceli Martinez** answered a 911 call from a male caller reporting an unconscious female in his front yard. TC Martinez quickly entered and submitted the call within sixty-five seconds while beginning the breathing diagnostic tool. Once she determined the patient's breathing was ineffective, she immediately initiated CPR instructions.

Guiding CPR between strangers is especially challenging, yet TC Martinez remained calm, confident, and supportive. She reassured the caller, provided step-by-step instructions, and emphasized the importance of continuing care until police and rescue personnel arrived. The patient, a grandmother who had been walking with her 2-year-old grandchild, ultimately survived through the combined efforts of TC Martinez, the caller, field responders, and hospital staff.

TC Martinez's professionalism, compassion, and ability to deliver life-saving instructions under pressure reflect the highest standards of emergency communications. In recognition of this successful outcome, her name will be added to the Wall of Life.

**Life Save** - On March 11, 2026, **Telecommunicator Eric Garcia** answered a 911 call from a male caller reporting that his 76-year-old wife was possibly having a stroke. During case entry, TC Garcia learned the caller was not in the same room as the patient and immediately directed him to her location. Once there, it was determined that the patient was not breathing.

TC Garcia quickly reclassified the call as a full cardiac arrest and began CPR instructions. His calm and confident guidance helped the caller provide continuous care until emergency personnel arrived. In a situation where every second counted, his direction was critical to the patient receiving timely assistance.

The patient ultimately survived through the combined efforts of TC Garcia, responding personnel, and hospital staff. His actions demonstrate outstanding professionalism, exceptional service, and genuine compassion. In recognition of this successful outcome, his name will be added to the Wall of Life.

**Professional Achievement** - In March 2026, NENA: The 9-1-1 Association recognized **Telecommunicator Alexis Schulze** for her commitment to professional development and continuous training. TC Schulze met the requirements of the Excellence in Dispatching Certificate, demonstrating her dedication to strengthening her skills and upholding the standards of emergency communications. Congratulations, TC Schulze, on this well-deserved professional achievement.



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### ADMINISTRATIVE

#### **Annual Audit FY25**

On the June agenda is the annual audit to receive and place on file. The work was performed by outside auditor, Baker Tilly. There were no findings in the FY25 audit. Baker Tilly will be present via Zoom at the June Board meeting to review the report and answer any questions from the ETS Board.

#### **911 Services Advisory Board (SAB) and 911 Legislation:**

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

May 18            Day 1 Strategic Planning Workshop  
June 1            Special Call Day 2 Strategic Planning Workshop  
June 15  
July 13  
August 17  
September 14  
October 21 (Wednesday)  
November 16  
December 14

The SAB had two all-day Goal Setting workshops in Springfield to develop the material gathered by ISI, the Consulting firm. The material was based on interviews and surveys. On the June agenda is the quick reference to the goals so that the Executive Director can provide an update on this process. The ETS Board has received both workbooks associated with this process. Specific goals include a review and rework of the surcharge and consolidation.

#### **Legislative**

The legislative updates have been moved to the end of this report because of their length. For a quick summary:

#### **SB2670 9-1-1 Statewide Surcharges**

05/22/2026    Rule 3-9(a) / Re-referred to [Assignments](#)

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.

The sunset for the ETSA statute is next year, December 2027. Along with the proposed surcharge, the four members of the General Assembly appointed to the SAB generally carry all statutory language changes through the process in a sunset year. This model has been in place since the reform of ETSA in 2015.

#### **HB4066 9-1-1 Statewide Surcharges**

03/27/2026    Rule 19(a) / Re-referred to [Rules Committee](#)

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.



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### SB3798 Mental Health 911 Calls

05/31/2026 **Senate Passed Both Houses**

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.

### HB5107 School Safety Panic Alert Systems

05/28/2026 **Senate Passed Both Houses**

Synopsis as Introduced

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.

Bills that were followed that did not pass:

### HB5468 Mental Health 911 Calls

04/17/2026 Rule 19(a) / Re-referred to [Rules Committee](#)

05/15/2026 Added Co-Sponsor [Rep. Kevin John Olickal](#)

### HB2900 School Mobile Panic Alert Systems

03/21/2025 Rule 19(a) / Re-referred to [Rules Committee](#)

### SB2948 School Mobile Panic Alert Systems

03/27/2026 Rule 3-9(a) / Re-referred to [Assignments](#)



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### **Personnel:**

The Executive Director is seeking approval to reclassify its vacant Information Technology position from Data Analyst to Systems Administrator. The position was originally posted as Data Analyst. However, the applicant pool did not consistently reflect the technical background and skillset needed to support ETSB's operational and technology needs. ETSB worked with County Human Resources and County Information Technology to review the position responsibilities, qualifications, and comparable classifications. Following this review, Systems Administrator was determined to be the most appropriate title for the position. The proposed reclassification does not change the approved pay range, and the vacant position remains budgeted in FY26 at \$82,400.00.

## **RESOLUTIONS**

### **Sales of Surplus Assets:**

**Stark County Emergency Communications Center:** This is a request to purchase forty (40) APX7000 7/800 VHF portable radios at \$500.00 each, for a total contract value of \$20,000.00. Because the total value of the sale is between \$10,000.00 and \$24,999.99, County Board approval is not required. This resolution will, however, go on the DuPage County Finance Committee meeting agenda for approval on June 23, after approval at the ETS Board. Since the surplus radios were purchased with surcharge funds (restricted revenue), the remittance will be deposited into ETSB account 47105: Proceeds for sale of assets, per the Finance Department. These radios were previously designated as surplus per Resolution ETS-R-0038-26.  
Total Contract Value: \$20,000.00.

Because the following sale agreements are below \$9,999.99, they do not require DuPage County Finance Committee or County Board approval. Since the surplus radios were purchased with surcharge funds (restricted revenue), the remittance will be deposited into ETSB account 47105: Proceeds for sale of assets, per the Finance Department.

**Braceville Fire Protection District:** This is a request to purchase five (5) APX7000 7/800 VHF portable radios at \$500.00 each, for a total contract value of \$2,500.00. These radios were previously designated as surplus per Resolution ETS-R-0038-26.  
Total Contract Value: \$2,500.00.

**Orland Fire Protection District:** This is a request to purchase five (5) APX7000XE VHF ruggedized portable radios at \$500.00 each, for a total contract value of \$2,500.00. These radios were previously designated as surplus per Resolution ETS-R-0038-26.  
Total Contract Value: \$2,500.00.

**Batavia Emergency Management Agency:** This is a request to purchase ten (10) APX7000 7/800 VHF portable radios at \$500.00 each, for a total contract value of \$5,000.00. These radios were previously designated as surplus per Resolution ETS-R-0027-23.  
Total Contract Value: \$5,000.00.



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**Milestone Approval:**

Intergraph Corporation                      Tablet Command LSI

The Executive Director recommends approval.

On the agenda this month is Milestone #2 in the amount of \$7,867.15 for approval of the final acceptance of the Tablet Command LSI Project. Intergraph Corporation has successfully completed all required activities and deliverables in accordance with the contract, and no outstanding issues remain.

### FINANCE AND REVENUE

Included for this month's Finance and Revenue section of the agenda for discussion are the following reports: ETSB Revenue and Reimbursement Report, FY26 Equalization Surcharge Revenue Distribution Report, Treasurer's History Report, Payment of Claims History Monthly Report, the FY26 Expenditure vs Budget Report for March, FY26 Equalization Surcharge Revenue Distribution by Formula, Capital Management Report With CPI, Capital Management Report CPI Data Report, and Capital Management Report 10 Year Forecast.

Additionally, as part of the budget process and goal setting, staff will present the operational budget for discussion. A general task agenda, as was used in previous years in the Ad Hoc Finance Committee, will also be provided to allow for timely discussion and to align with County Board requirements for budget preparation and submissions.

Included for the Goal Setting kickoff will be an update of the 911 State Advisory Board (SAB) quick reference of the eight (8) Focus Areas that make up the structure of its plan.

Capital Management Report: The two CPI columns added last month have been updated with the most recent data. These escalators were chosen because they are what the County uses for its escalator, the technology CPI also provides a second comparison for the ETS Board to consider.

Capital Management Report 10 Year Forecast: New last month is Capital Management Report 10 Year Forecast. This report has also been updated with the latest CPI data for the ETS Board; there are two forecasts to consider.

Total Obligations : ETSB is working with County Finance to put this information into a digestible form. There are several reports available in the County ERP system that are being looked at in order to provide the ETS Board with the best information.

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	
	<b>Total</b>	<b>\$ 449,281</b>		



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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
	<b>Total</b>	<b>\$ 13,313,737</b>		

### **Monthly Revenue and Reimbursement**

Total: \$1,311,138.52

Monthly Surcharge: \$1,123,898.76 January 2026 surcharge was received on May 4.

Investment Earnings: \$ 132,609.97 for April.

Additional money received this past month includes: CAD Interface Reimbursement, Sale of Assets, FSA optional equipment Reimbursement, and Radio Capital Reimbursement.

### **Payment of Claims**

External Payments FY26

Total for Fund 5820 for the June 10 meeting: \$ 551,498.07.

### **Contracts under \$15,000 (Within the Executive Director's Authorization Authority)**

Ashland Doors: Purchase Order 926030

The ETS Board previously approved \$40,000 for the remodeling of the technical staff and Deputy Director of IT's office. This purchase is to procure supplies for a door, frame, lock, sidelite, and labor/installation for the Deputy Director of IT's office per PO# 926030.

Total contract amount: \$7,707.18

Silk Screen Express: Purchase Order 926034

A recommendation for approval Purchase Order 926034 to Silk Screen Express, Inc. is being presented for the provision and delivery of employee uniforms, as needed, for ETSB staff for the period of May 12, 2026, through May 11, 2027. Employee uniforms are used to identify County employees who work with Police, Fire, and PSAP agencies and to provide appropriate work clothing for staff performing ETSB-related duties. Silk Screen Express, Inc. was selected per lowest responsible bid #26-024-FM. The ETSB is utilizing the County contract to maximize discounts and options of types of clothing. This expense will not be paid with surcharge. ETSB receives some funds annually that are not surcharge, including a membership fee and cellular tower rental.

Total amount not to exceed: \$5,000.00.

### **Contracts over \$15,000 (Board Approval Required)**

Lilly Consulting LLC: Purchase Order 926032

This recommendation is for a continuation of training for ACDC and DU-COMM staff for a two-year period from July 1, 2026, through June 30, 2028:



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1. Peer Support Knowledge and Skills for 9-1-1 training. This includes two (2) courses.
2. Protect 9-1-1: Training to Reduce Risk for PTSD and Enhance Resilience training. This includes four (4) courses.

This training has been utilized by the PSAPs for several years. DU-COMM and ACDC have requested continuation of the training for all Telecommunicators, including new hires, with Dr. Lilly's course adapted specifically for 9-1-1 staff. This training was initially supported by an Illinois Criminal Justice Information Authority (ICJIA) grant for "Saving Blue Lives" training for the law enforcement community, including Telecommunicators.

This would be a joint training event for both PSAPs, with up to thirty attendees in each course. The contract includes speaker travel expenses. Whenever possible, the ETSB will directly pay this type of training for both PSAPs from the training budget, outside of the PSAP allocation, with no reimbursement required. If additional Protect 9-1-1 dates are requested, a change order will be brought forward for approval.

Total amount not to exceed: \$50,000.00.

### **Budget Transfers**

#### **54199: Capital Contingencies to 54100: Capital IT Equipment:**

This is a budget transfer for payment and accounting of contractual obligations related to the ExaGrid enclosure purchase. CDW-G PO 926024 was executed by the ETS Board on May 13, 2026.

Total amount of transfer: \$98,964.00.

#### **52000: Furniture, Machinery, Small Equipment to 52270: Building Maintenance Supplies:**

This is a budget transfer for payment and accounting of contractual obligations related to the labor/installation of a door and related hardware for the ETSB technical staff and Deputy Director of IT's office remodeling project per PO 926030.

Total amount of transfer: \$7,708.00.

#### **53828: Contingencies to 52220: Wearing Apparel:**

This is a budget transfer for payment and accounting of contractual obligations related to the provision and delivery of employee uniforms, as needed, for ETSB staff for the period of May 12, 2026, through May 11, 2027.

Total amount of transfer: \$5,000.00.

#### **53828: Contingencies to 53806: Software & Maintenance:**

This is a budget transfer for payment and accounting of contractual obligations related to the purchase of additional Mobile Responder Licenses and prorated maintenance to expire on June 30, 2027, per PO 950900 Change Order 33.

Total amount of transfer: \$1,305.00.

### **Change Orders**

#### **Intergraph Corporation 950900/1914-1: Change Order 33**

Mobile Responder connects first responders to the PSAP through a smartphone or handheld tablet and enables them to follow live operations, run searches, receive events and alerts, and self-attach to events to improve safety and efficiency in the field. Agencies have requested additional licensing to support their daily operations. These licenses do not qualify for surcharge funding; therefore, the



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agencies will be invoiced for the initial purchase, one (1) year of maintenance, and an additional year of prorated maintenance. The maintenance period will run from June 10, 2026, through June 30, 2027, to expire concurrently with the contract. The licensing amount is \$1,200.00 and includes one (1) year of maintenance. The additional year of prorated maintenance is \$105.00. New contract amount: \$22,504,992.78.

### **Open Purchase Orders for FY2026**

In FY24, a review of the open purchase order format 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	\$26,900.50	\$48,099.50

### **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

	FY2026 (Current)	FY2027
<b>Tablet Command Interface</b>	<b>\$ 8,630.74</b>	<b>\$ 8,630.74</b>
<b>Maintenance</b>	<b>\$ 2,658.12</b>	<b>\$ 2,698.00</b>
<b>Total Remitted</b>	<b>\$ 11,318.86</b>	<b>\$</b>
<b>Bartlett Fire</b>	<b>\$ 11,318.86</b>	<b>\$ 11,328.74</b>
<b>Remitted</b>	<b>\$ 11,318.86</b>	<b>\$</b>

#### Hexagon Ancillary Service I/CADLink (for ID Networks)

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

#### LEADS Interface

	FY2026 (Current)	FY2027
<b>LEADS Interface Implementation</b>	<b>\$ 29,363.00</b>	<b>\$</b>
<b>Maintenance</b>	<b>\$</b>	<b>\$ 5,959.00</b>
<b>Total Remitted</b>	<b>\$ 29,363.00</b>	<b>\$</b>
<b>DU-COMM</b>	<b>\$ 14,681.50</b>	<b>\$ 2,979.50</b>
<b>Remitted</b>	<b>\$ 14,681.50</b>	<b>\$</b>
<b>ACDC</b>	<b>\$ 14,681.50</b>	<b>\$ 2,979.50</b>
<b>Remitted</b>	<b>\$ 14,681.50</b>	<b>\$</b>

#### Security Info Sys (SIS) Alarm

	FY2026	FY2027	FY2028	FY2029	FY2030	FY2031
<b>SIS Alarm Interface Implement</b>	<b>\$ 14,111.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Maintenance</b>	<b>\$ 2,889.00</b>	<b>\$ 3,185.16</b>	<b>\$ 2,807.52</b>	<b>\$ 2,891.76</b>	<b>\$ 2,935.13</b>	<b>\$ 2,980.00</b>
<b>Total Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>DU-COMM</b>	<b>\$ 17,000.00</b>	<b>\$ 3,185.16</b>	<b>\$ 2,807.52</b>	<b>\$ 2,891.76</b>	<b>\$ 2,935.13</b>	<b>\$ 2,980.00</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>



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**Axon Fusus Interface:**

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

The following two applications have been billed annually since the launch of Hexagon CAD in 2019.

**Mobile Responder and I/Netviewer:**

	<b>FY2026 (Current)</b>	<b>FY2027</b>	<b>FY2028</b>	<b>FY2029</b>
<b>Mobile Responder, I/Netviewer</b>	<b>\$ 35,069.00</b>	<b>\$ 35,595.07</b>	<b>\$ 38,302.80</b>	<b>\$ 38,877.26</b>
<b>Total Remitted</b>	<b>\$ 24,884.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Addison PD</b>	<b>\$ 604.00</b>	<b>\$ 613.06</b>	<b>\$ 622.26</b>	<b>\$ 631.59</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Bartlett PD</b>	<b>\$ 604.00</b>	<b>\$ 613.06</b>	<b>\$ 622.26</b>	<b>\$ 631.59</b>
<b>Remitted</b>	<b>\$ 604.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Bensenville PD</b>	<b>\$ 754.00</b>	<b>\$ 765.31</b>	<b>\$ 776.79</b>	<b>\$ 788.44</b>
<b>Remitted</b>	<b>\$ 754.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Bloomington PD</b>	<b>\$ 604.00</b>	<b>\$ 613.06</b>	<b>\$ 1,085.86</b>	<b>\$ 1,102.15</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Burr Ridge PD</b>	<b>\$ 1,510.00</b>	<b>\$ 1,532.65</b>	<b>\$ 1,555.64</b>	<b>\$ 1,578.97</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Carol Stream PD</b>	<b>\$ 300.00</b>	<b>\$ 304.50</b>	<b>\$ 309.07</b>	<b>\$ 313.70</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Clarendon Hills PD</b>	<b>\$ 225.00</b>	<b>\$ 228.38</b>	<b>\$ 231.80</b>	<b>\$ 235.28</b>
<b>Remitted</b>	<b>\$ 225.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Downers Grove PD</b>	<b>\$ 979.00</b>	<b>\$ 993.69</b>	<b>\$ 1,008.59</b>	<b>\$ 1,023.72</b>
<b>Remitted</b>	<b>\$ 979.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>DuPage Sheriff's Office</b>	<b>\$ 829.00</b>	<b>\$ 841.44</b>	<b>\$ 854.06</b>	<b>\$ 866.87</b>
<b>Remitted</b>	<b>\$ 829.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Elmhurst PD</b>	<b>\$ 904.00</b>	<b>\$ 917.56</b>	<b>\$ 931.32</b>	<b>\$ 945.29</b>
<b>Remitted</b>	<b>\$ 904.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Forest Preserve PD</b>	<b>\$ 300.00</b>	<b>\$ 304.50</b>	<b>\$ 309.07</b>	<b>\$ 313.70</b>
<b>Remitted</b>	<b>\$ 300.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Glen Ellyn PD</b>	<b>\$ 375.00</b>	<b>\$ 380.63</b>	<b>\$ 386.33</b>	<b>\$ 392.13</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Glendale Heights PD</b>	<b>\$ 302.00</b>	<b>\$ 306.53</b>	<b>\$ 311.13</b>	<b>\$ 315.79</b>
<b>Remitted</b>	<b>\$ 302.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Hanover Park PD</b>	<b>\$ 150.00</b>	<b>\$ 152.25</b>	<b>\$ 154.53</b>	<b>\$ 156.85</b>
<b>Remitted</b>	<b>\$ 150.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Itasca PD</b>	<b>\$ 527.00</b>	<b>\$ 534.91</b>	<b>\$ 542.93</b>	<b>\$ 551.07</b>
<b>Remitted</b>	<b>\$ 527.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Lisle PD</b>	<b>\$ 1,056.00</b>	<b>\$ 1,071.84</b>	<b>\$ 1,087.92</b>	<b>\$ 1,104.24</b>
<b>Remitted</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Lombard PD</b>	<b>\$ 1,579.00</b>	<b>\$ 1,602.69</b>	<b>\$ 1,626.73</b>	<b>\$ 1,651.13</b>



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

Remitted	\$ 1,579.00	\$	\$	\$
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	\$ 906.00	\$	\$	\$
Warrenville PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Wheaton PD	\$ 1,885.00	\$ 1,913.28	\$ 1,941.97	\$ 1,971.10
Remitted	\$ 1,885.00	\$	\$	\$
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	\$ 754.00	\$	\$	\$
Bensenville Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Bloomingtondale 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	\$ 2,260.00	\$	\$	\$
Glenside Fire	\$ 906.00	\$ 919.59	\$ 933.38	\$ 947.38
Remitted	\$ 906.00	\$	\$	\$
Hanover Park Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Itasca Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
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	\$ 604.00	\$	\$	\$
Tri-State Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Villa Park Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Warrenville Fire	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

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	\$ 604.00	\$	\$	\$
Winfield Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Wood Dale Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$

FSA Maintenance Reimbursement Costs by Agency for Optional Equipment:

	FY2026 (Current)	FY2027	FY2028	FY2029
<b>FSAS Optional Equipment</b>	<b>\$ 15,345.00</b>	<b>\$ 15,345.00</b>	<b>\$ 15,810.00</b>	<b>\$ 16,285.00</b>
<b>Total Remitted</b>	<b>\$ 10,875.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
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	\$ 575.00	\$	\$	\$
Glenside Fire	\$ 200.00	\$ 200.00	\$ 205.00	\$ 210.00
Remitted	\$ 200.00	\$	\$	\$
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	\$ 500.00	\$	\$	\$
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:

	Axon RMS	CommsCoach
Implementation	\$ 9,898.71	\$ 3,367.95
<b>Total Remitted</b>	<b>\$ 3,063.01</b>	<b>\$ 3,367.95</b>
Addison PD	\$ 835.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
Total Due for Implementation	\$ 3,585.22	
Remitted	\$	



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

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

### DEDIR System:

Subject to Agency revisions*	Capital Equipment*	Annual Airtime*	One-time Costs*	Total Amount*
<b>FY2026</b>	<b>\$ 800,390.40</b>	<b>\$ 59,352.00</b>	<b>\$ 60,620.46</b>	<b>\$ 920,362.86</b>
<b>Total Remitted</b>	<b>\$ 263,519.31</b>	<b>\$ 30,624.00</b>	<b>\$ 15,412.51</b>	<b>\$ 309,555.82</b>
<b>Addison PD</b>	\$ 40,207.92	\$ 2,064.00	\$ 0	\$ 42,271.92
<b>Remitted</b>	\$	\$	\$	\$
<b>Bartlett PD</b>	\$ 6,983.16	\$ 1,440.00	\$ 5,842.77	\$ 14,265.93
<b>Remitted</b>	\$	\$	\$	\$
<b>Bensenville PD</b>	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
<b>Remitted</b>	\$	\$	\$	\$
<b>Bloomington PD</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>Remitted</b>	\$	\$	\$	\$
<b>Burr Ridge PD</b>	\$ 17,119.08	\$ 648.00	\$ 1,985.00	\$ 19,752.08
<b>Remitted</b>	\$	\$	\$	\$
<b>Carol Stream PD</b>	\$ 54,653.16	\$ 2,328.00	\$ 1,180.72	\$ 58,161.88
<b>Remitted</b>	\$	\$	\$	\$
<b>Clarendon Hills PD</b>	\$ 49,348.44	\$ 1,944.00	\$ 397.00	\$ 51,689.44
<b>Remitted</b>	\$	\$	\$	\$
<b>Downers Grove PD</b>	\$ 126,209.32	\$ 9,000.00	\$ 575.00	\$ 135,784.32
<b>Remitted</b>	\$ 115,569.32	\$ 9,000.00	\$ 575.00	\$ 125,144.32
<b>Elmhurst PD</b>	\$ 27,249.96	\$ 6,768.00	\$ 4,764.00	\$ 38,781.96
<b>Remitted</b>	\$ 27,249.96	\$ 6,768.00	\$ 4,764.00	\$ 38,781.96
<b>Forest Preserve PD</b>	\$ 0	\$ 0	\$ 3,342.00	\$ 3,342.00
<b>Remitted</b>	\$	\$	\$	\$
<b>Glen Ellyn PD</b>	\$ 51,200.28	\$ 2,304.00	\$ 1,588.00	\$ 55,092.28
<b>Remitted</b>	\$	\$	\$	\$
<b>Glendale Heights PD</b>	\$ 6,152.76	\$ 216.00	\$ 987.59	\$ 7,356.35
<b>Remitted</b>	\$	\$	\$	\$



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

<b>Hanover Park PD</b>	\$ 166,285.08	\$ 9,648.00	\$ 2,880.00	\$ 178,813.08
<b>Remitted</b>	\$ 41,571.27	\$ 9,648.00	\$ 720.00	\$ 51,939.27
<b>Hinsdale PD</b>	\$ 21,932.64	\$ 864.00	\$ 1,702.85	\$ 24,499.49
<b>Remitted</b>	\$ 21,932.64	\$ 864.00	\$ 1,702.85	\$ 24,499.49
<b>Itasca PD</b>	\$ 500.00	\$ 408.00	\$ 0	\$ 908.00
<b>Remitted</b>	\$ 500.00	\$	\$	\$ 500.00
<b>Lisle PD</b>	\$ 36,199.44	\$ 1,296.00	\$ 1,106.77	\$ 38,602.21
<b>Remitted</b>	\$	\$	\$ 230	\$ 230.00
<b>Lombard PD</b>	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
<b>Remitted</b>	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
<b>Oakbrook PD</b>	\$ 12,970.56	\$ 816.00	\$ 8,900.00	\$ 22,686.56
<b>Remitted</b>	\$ 12,970.56	\$ 816.00	\$ 0	\$ 13,786.56
<b>Oakbrook Terrace PD</b>	\$ 500.00	\$ 408.00	\$ 1,474.56	\$ 2,382.56
<b>Remitted</b>	\$	\$	\$	\$
<b>Roselle PD</b>	\$ 15,616.56	\$ 2,880.00	\$ 8,333.18	\$ 26,829.74
<b>Remitted</b>	\$	\$	\$	\$
<b>Villa Park PD</b>	\$ 20,938.92	\$ 1,872.00	\$ 570.36	\$ 23,381.28
<b>Remitted</b>	\$	\$	\$	\$
<b>Warrenville PD</b>	\$ 14,616.56	\$ 2,064.00	\$ 1,191.00	\$ 17,871.56
<b>Remitted</b>	\$	\$	\$	\$
<b>West Chicago PD</b>	\$ 1,000.00	\$ 816.00	\$ 575.00	\$ 2,391.00
<b>Remitted</b>	\$	\$	\$	\$
<b>Wheaton PD</b>	\$ 9,985.28	\$ 3,264.00	\$ 2,464.00	\$ 15,713.28
<b>Remitted</b>	\$	\$	\$	\$
<b>Westmont PD</b>	\$ 12,805.52	\$ 840.00	\$ 0	\$ 13,645.52
<b>Remitted</b>	\$ 12,805.52	\$ 840.00	\$	\$ 13,645.52
<b>Willowbrook PD</b>	\$ 12,970.56	\$ 816.00	\$ 5,832.66	\$ 19,619.22
<b>Remitted</b>	\$ 12,970.56	\$ 816.00	\$ 5,832.66	\$ 19,619.22
<b>Winfield PD</b>	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
<b>Remitted</b>	\$	\$	\$	\$
<b>Wood Dale PD</b>	\$ 31,761.36	\$ 1,656.00	\$ 1,420.00	\$ 34,837.36
<b>Remitted</b>	\$	\$	\$	\$
<b>Woodridge PD</b>	\$ 32,263.80	\$ 2,304.00	\$ 1,920.00	\$ 36,487.80
<b>Remitted</b>	\$	\$	\$	\$

Subject to Agency revisions**	Capital Equipment**	Annual Airtime**	One-time Costs**	Total Amount**
<b>FY2026</b>	\$ 35,748.88	\$ 1,272.00	\$ 72,023.00	\$ 109,043.88
<b>Total Remitted</b>	\$	\$	\$ 45,258.00	\$ 45,258.00
<b>Addison Fire</b>	\$ 0	\$ 0	\$ 5,955.00	\$ 5,955.00
<b>Remitted</b>	\$	\$	\$	\$
<b>Bartlett Fire</b>	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
<b>Remitted</b>	\$	\$	\$ 1,191.00	\$ 1,191.00
<b>Bensenville Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

Remitted	\$	\$	\$	\$
Bloomington 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	\$	\$	\$ 9,528.00	\$ 9,528.00
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	\$ 30,985.60
Remitted	\$	\$	\$	\$
Hinsdale Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
Itasca Fire	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$ 794.00	\$ 794.00
Lisle-Woodridge Fire	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$ 397.00	\$ 397.00
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
Pleasantview Fire	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$ 3,176.00	\$ 3,176.00
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	\$	\$	\$ 794.00	\$ 794.00
Warrenville Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
West Chicago Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
Westmont Fire	\$ 0	\$ 0	\$ 960.00	\$ 960.00
Remitted	\$	\$	\$	\$



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

<b>Wheaton Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>Remitted</b>	\$	\$	\$	\$
<b>Winfield Fire</b>	\$ 0	\$ 0	\$ 397.00	\$ 397.00
<b>Remitted</b>	\$	\$	\$ 397.00	\$ 397.00
<b>Wood Dale Fire</b>	\$ 0	\$ 0	\$ 3,970.00	\$ 3,970.00
<b>Remitted</b>	\$	\$	\$ 3,970.00	\$ 3,970.00
<b>York Center Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>Remitted</b>	\$	\$	\$	\$

### 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	5/3/2026	N	Fire run numbers not creating	Services were re-started
Villa Park	5/15/2026	N	Requested update on Purvis 4.9 upgrade	Informational request
DU-COMM	5/17/2026	N	RMS System was not working	Contacted RMS Team
DU-COMM	5/17/2026	N	RMS System was not working	Called again to advise RMS system not working
DU-COMM	5/26/2026	N	SOP MPS Down	SOP IT work. Officers were not aware of the IT work being done by SOP

#### 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	485	151	113
CAD	516	516	558	558	120	92
<b>Total</b>	<b>1140</b>	<b>1140</b>	<b>1052</b>	<b>1043</b>	<b>271</b>	<b>205</b>

#### Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
<b>MPS</b>	494	485	151	113
<b>CAD</b>	558	558	120	92
<b>Total</b>	<b>1052</b>	<b>1043</b>	<b>271</b>	<b>205</b>



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

### 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	
33	27	3	8	6	0	3	1	6	5	1	

### CAD Ticket:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
27	20	8	8	1	10

### CAD Administrator Activity:

#### Database Management

- Performed manual LEADS lookups using SSMS.
- Modified query in SSMS to show all the calls an agency was dispatched to over an extended period with times.
- Generated custom SQL query showing call priorities assigned per call.

#### CAD Configuration

- Administered CAD user accounts, including onboarding, access modifications, and deactivations.
- Managed CAD Units, including LEADS access approvals.
- Managed CAD Netviewer access.
- Uploaded New PROQA translations into training CAD for testing the new PROQA.
- Added submitted Preplan data to CAD.
- Created 3 type codes in training CAD for testing regarding Protocol 41.

#### CAD Issue Resolution

- Helped fire agency understand the process for retrieving ESO data for fire reporting. They had issues with retrieving data.
- Resolved an issue where Run Numbers did not auto-assign.
- Spent time working on a submitted issue that TC reported a duplicate check did not occur when they were creating a call. Duplicate check worked fine, submitted data showing it worked to PSAP supervisor.
- Spent time working on a submitted issue that a TC reported getting an error when trying to run a Soundex in LEADS. After investigating, the TC was pressing a button in informer to query RMS data not Soundex which we don't have that interface. Soundex is located in a different location. Training issue identified and communicated to PSAP.

#### System Development and Deployment

- Worked with Hexagon and Bartlett to deploy a new Edge Frontier interface for Bartlett FD's Tablet Command.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

### **Collaboration and Meetings**

Worked with Hexagon and Tablet command to figure out a way to sort the newly implemented Special Situations at the top. This project completed with everything working as expected on May 26, 2026

### **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

DU-COMM: In-Progress

Update: The updates to the CAD mapping of several hundred determinant codes have been completed and are pending ProQA software update to take effect, which is in process of being scheduled. Will occur either the week of June 14 or June 21.

### **CAD Interface 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

DU-COMM: In-Progress

Update: The updates to the CAD mapping of several hundred determinant codes have been completed and are pending ProQA software update to take effect, which is in process of being scheduled. Will occur either the week of June 14 or June 21.

### Flock Drone:

Oak Brook Police Department: Project started: February 21, 2025. Ticket #16109

Current Status: On Hold per Chief Strockis as of May 28, 2026

Estimated Cost: ETSB: \$4,508.00; Hexagon Xalt Interface: \$28,204.40

### Hanover Park FUSUS:

Hanover Park Pollice: Project Started: February 19, 2026 Ticket # 21253

Status: Complete

Update: : ETS Board approved agenda item on May 13, 2026 meeting. ETSB staff and the FUSUS vendor worked together to implement the data integration. This project was completed on May 29, 2026, with confirmation from Hanover Park that everything is working as expected

### Hinsdale Axon Auto-Tagging:

Hinsdale Police Department; Project Started: April 9, 2026 Ticket # 21910

Current Status: Pending Agency Board Approval June 9, 2026

Update: Hinsdale submitted Policy 911-013 to ETSB on April 15, 2026. ETSB is pending a signed copy of Policy 911-013.1, which was supplied to Hinsdale on April 16, 2026.

### Hanover Township Tablet Command:

Hanover Township: Project Started: March 12, 2026 Ticket # 21935

Current Status: Pending

Update: Hanover Township continues to discuss Tablet Command with Bartlett. No final decision has been made on moving forward.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

**Tablet Command LSI Integration**

Bartlett Fire Protection District: Project started: October 16, 2025. Ticket #19916

Current Status: Complete

Update: ETSB, Hexagon and Bartlett worked together to perform testing and final validation that the interface was working per the requirements. Final go-live and signoff from Bartlett was completed on May 26, 2026

Estimated Cost: ETSB: \$3,704.13; Hexagon Interface: \$15,734.40

**Lombard Tablet Command:** Project Started: February 2026

Ticket #21368

Current Status: On-Hold

Update: Lombard Fire would like to implement Tablet Command and has reached out to the ETSB for information on the interface. In working with the Bartlett Fire Chief, the Chief has indicated that he intends to oversee this interface much like Addison Fire handles ImageTrend. This simplifies the process for ETSB staff. Lombard Fire has been referred to Bartlett Fire. ETSB followed up with Lombard on June 1, 2026, and was advised that they are still in discussions about the different levels of implementation.

Estimated Cost: TBD

**CAD Focus Group:**

Next Meetings: June 2, June (informational) and June 30, 2026

The CAD Focus Group met on May 5 (in-person) and 19, 2026.

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



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

The following items were discussed:

### CESSA / Protocol 41 Training

The PSAPs continue to work together and with ETSB to move forward with CESSA implementation. Cohort 2 met virtually with the Statewide 911 Administrator on May 11 and May 26 to provide progress updates.

On May 5, ETSB, ACDC and DU-COMM representatives met with Lori Carnahan and Kathy Carey of the DuPage County Health Department. They relayed that the State had approved the use of DuPage County's existing 988 and MCRT resources with CESSA implementation (instead of having to use the state contracted resources located farther away). They also stated they are in the process of establishing a 10-digit transfer line for PSAPs to use for transfers to the crisis center. The PSAPs next steps are to determine PD and FD response recommendations in CAD for Protocol 41 usage. ETSB's next steps are to activate Protocol 41 for use in live CAD once those recommendations have been programmed, and to add to the phone system, the 10-digit number for transfer of callers to the County's Crisis Recovery Center.

### **911 System Memos:**

#### New Memos:

None at this time

#### Pending Memos:

Memo 142: CAD MPS Config/Protocol 41 Type and Subtype Codes

Status: In Progress

Update: The type code of CRISIS-41M is still in place on Test CAD with three subtype codes: 988-TRANSFER (no response – transferred to 988 center), CO-RESPONSE (hybrid response include PD/FD + MCRT), and 911-RESPONSE (police and fire response required). ACDC has response recommendations for each subtype decided, and DU-COMM is working toward completion, with another meeting scheduled for June 2.

Memo 141: CAD MPS Config/Mutual Aid Police Units Display on Same Call as Home Agency Units

Status: Recommend Closure

Update: ACDC discussed this memo at their internal Police Operations meeting. There was no interest in pursuing any change to the status quo method of displaying mutual aid units on police calls due to concern over the potential to externalize units. After discussion between the PSAPs and ETSB, it is being recommended at the next Directors' meeting that this System Memo be closed, and alternate solutions continue to be explored. If future potential solutions are identified that require changes to the system, a new system memo will be created and submitted for consideration.

Memo #140: CAD Focus – Unit Location only displaying vehicle

Status: Recommend Closure

Update: On the weekly calls status calls with Hexagon and Motorola, ETSB was informed the issue is at a standstill because of programming/engineering incompatibility. There has been no change to that status for several months. No timetable has been provided for a resolution and there is no expectation of a change of status in the near future. ETSB will recommend at the next Directors' meeting that this memo be closed barring any new developments.

### **Enhancement Requests:**

None at this time.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

### ETSB Network

History	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	104	94

### Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
Absolute Secure	131	131	104	94

### Past Month

Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
10	10	2	8	0	0

#### ETSB Network – Absolute Secure:

No major issues reported. About 960 licenses are in use.

#### Comcast Maintenance / Trouble Tickets:

No issues to report and no upcoming maintenance is planned.

#### Windows Patching:

Quarterly patching is almost done, only Du-Comm workstations are left-it will be done week of June 1, 2026.

#### VMware Maintenance:

Nothing was planned for May 2026.

#### Miscellaneous:

ETSB will start testing newer ProQA client software the week of June 14. Both PSAPs are aware of this. If successful, production rollout will be scheduled shortly afterwards.

#### RapidSOS Communicator:

Training was completed and RapidSOS Communicator for language translation went live in the PSAPs for use on May 8 with mixed reviews. There have been some reports of positive impact and accurate real time translation, as well as some concerns over tone and AI's understanding of context. Per the vendor, the AI engine improves with use over time due to its environment-specific learning process. Evaluation will continue, and any errors/issues will continue to be reported via Zendesk.

#### Customer Premise Equipment (CPE)

There were no projects or issues reported last month.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

**Tech Focus Group:**

**Next Meetings:** June 1, June 15 and June 29

The Tech Focus Group met on May 4 and May 18, 2026.

**Projects Discussed:**

FSA RIU Network Design

Purvis has supplied DuPage with a proposed design solution on March 24, 2026. ETSB and the Tech Focus Group reviewed the Purvis proposal and recommended that the group meet with the Purvis engineering team to walk through their proposal. Pending meeting with Purvis vendor.

Tablet Command LSI Data

The group was provided with an update of project.

Purvis Central Server Migration

The group was provided with an update of project.

New Project Requests:

No new requests were reviewed for May 2026.

New Interface Requests:

No new requests were reviewed for May 2026.

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.

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

**Fire Station Alerting System (FSA):**

History	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	53	53



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

Past Month						
Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
8	8	7	1	0	0	0

Ticket solved - Date	Agency	Ticket subject	Component	Resolution
5/27/26	Dispatch	RIU Switch Over	RIU	Cancelled by customer
5/21/26	Wood Dale Fire Station 6	Issue with Alerting	Station Control Unit	Restart/Power Cycle
5/20/26	Bartlett Fire Station 3	MB config error	Station Control Unit	Configuration Push
5/19/26	Roselle Fire Station 64	Station Alerting	Station Control Unit	Restart/Power Cycle
5/18/26	Lisle Fire Station 52	Purvis System not working	Logic Supply	Configuration Change
5/14/26	TriState Fire Station 123	Remote Touch Screen	RTS	Could Not Duplicate
5/5/26	TriState Fire Station 123	Purvis and Radio Issue	Alerting Down	Non-Purvis Issue
5/3/26	Station 94	Station Control Touchscreen	RTS USB Extender	Restart/Power Cycle

**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 onsite 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 Installation:**

Status: Completed in August 2025

**Phase 3: Purvis Server Migration:**

Current Status: Completed

ACDC: Completed migration to new server schedule January 7, 2026.

DU-COMM: Completed migration to new server scheduled January 6, 2026.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

**Phase 4: Purvis Version 4.9 Upgrade:**

Current Status: Completed

Update: ETSB and Purvis performed the system version 4.9 upgrade on May 20, 2026 across all station locations with success. The next phase of the project will be to plan the message board module rollout to each station. ETSB is working with Purvis on the schedule.

**Phase 5: Message Board Task (part of the Purvis Server Upgrade):**

Current Status: In Process – Working with Purvis and station on final scheduling.

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:** June 4 and June 18, 2026. June 18 will be informational.

The Fire Standardization Focus Group meetings on May 7 and May 21, 2026.

Focus Group Voting Members	Talk Group	Meeting 1	Meeting 2
Chief Johl, Wood Dale FD Co-Chair	ACDC 2		
Chief Spinazola, Downers Grove FD Co-Chair	Fire South	A	A
Chief Brenn, Tri-State FD	ACDC 1		A
Chief Riley, Westmont FD	ACDC 1	A	A
Chief Cassady, Glenside Fire	Fire North	A	
Chief Clark, Glen Ellyn Fire	Fire North	A	
Chief Lahanis, Darien-Woodridge FD	Fire South	A	A
Chief Sanborn, York Center Fire	Fire East		
Chief Dufort, Elmhurst FD	Fire East	A	A
Chief Fors, Hanover Park FD	Fire West		A
Chief Gabrenya, Bartlett Fire	Fire West	A	A
<b>Non- Voting Attendees</b>			
Michele Beebe	ACDC	A	A
Tyler Benjamin	DU-COMM	A	A
David Dobey	ACDC		
Marilu Hernandez	ACDC		
Erik Maplethorpe	DU-COMM	A	A
Steve Pirog	DU-COMM	A	A
Jessica Robb	DU-COMM	A	A
Eric Roberts	DU-COMM		
Nate Krause	ETSB		
Gregg Taormina	ETSB		
Linda Zerwin	ETSB	A	A

**LiveMUM Application:**

ETSB reviewed the documents with the Fire Standardization Group to ensure all the information is accurate. The group is completing their review of the scrubbed information and will report back during the June 4, 2026 meeting.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

### Geographic Information Systems (GIS):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
GIS	221	221	581	581	129	49

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
19	4	96	36	60	9	4	2	4

**GIS Map Roll:**

ETSB, in collaboration with County GIS, performed the Training map roll on April 23, 2026. The PSAPs have communicated back to ETSB that all the updates are good. The production map roll is planned for June 9, 2026

**GIS Redistricting Annual Status:**

No new projects in May.

**NG9-1-1 GIS Mapping:**

No report.

**Database Version and Updates:**

County GIS continues to maintain the map based on State requirements.

**School Critical Incident Mapping:**

Nothing to Report.

**GIS Projects:**

**Itasca Fire Protection District Redistricting**

Project started: February 4, 2026

Current Status: In Progress

Update: Itasca Fire Protection District kicked off their redistricting efforts on February 4, 2026. GIS is current to all of requests and follow-up correspondence as of 6/3/2026. GIS created a Training Version of the database in April, for ACDC and ETSB to test out reflecting ITF's new fire district polygon layout as part of the test map roll. GIS is waiting to hear back from ACDC or ETSB or additional changes or to hear if ITF will go-live.

**Lisle Woodridge Fire Protection District Redistricting**

Project started: February 5, 2026

Current Status: In Progress

Lisle-Woodridge Fire Protection District kicked off their redistricting efforts on February 5, 2026. GIS is current to all the LWF's Deputy Fire Chief's requests and follow-up correspondence as of June 2, 2026. In April, GIS created a Training Version of the database for testing for DU-COMM and ETSB tested. With the testing completed LWF's new fire district polygon layout is ready to go-live with the next map roll.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

**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. To reduce redundant information, several categories have been incorporated into the DEDIR System Manager’s Monthly Report. Those categories include: Firmware updates, Codeplug Updates, CommandCentral Aware, Projects, and the Weekly Sync Update from Motorola PM Rich Nita.

**AXS Consoles:**

Status: In-Progress

Total Items: 37

Current Open Items: 6

Closed Items: 2 in May

ETSB continues to work with Motorola and PSAPs to resolve the open issues with AXS consoles. Since last month, three items have been closed, and five items remain open pending Motorola Engineering root cause information. Below is a list of the outstanding items. Motorola has assigned additional Field Engineers (STs) to help with troubleshooting 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 talkgroup.

	Site	Date Opened	Date Closed	Description	Updates
1	DU-COMM	5/22/26		Position 15 reporting that radio traffic on unselected channel is not coming out of unselected speaker.	After investigation, the speaker will be replaced with a new one.
2	ACDC	5/19/26		OP12 select speaker not working	Investigating speaker issue. Recommend replace speaker.
3	ACDC	5/18/26		intermittent problem with Fire layouts. While a TC is actively on the phone and has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU	Case is with Motorola Field Services.
4	ACDC	3/19/26		Active AXS sessions lost SDM connection	With Motorola engineering for root cause. The problem is resolved just pending understanding of what caused the issue.
5	DU-COMM	3/18/26		Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly.	With Motorola engineering for root cause. The problem is resolved just pending understanding of what caused the issue.
6	DU-COMM	3/13/26		AXS OP 22 radio console logged off and unable to log back in, even after rebooting the computer.	With Motorola engineering for root cause. The problem is resolved just pending understanding of what caused the issue.
7	DU-COMM	3/27/26	5/8/26	Problematic issues require AXS logout and computer reboot	Motorola has suggested rebuilding op19 from the OS up – In-Progress
8	ACDC	4/6/26	5/14/26	OP 18 is out of service	CCHUB will be swapped out.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

9	ACDC	2/23/26	4/10/26	Intermittent issue with Fire Layouts	Motorola working with engineering on root cause
10	DU-COMM	2/4/26	4/10/26	OP 2 is not being recorded on Vesta IRR	User action caused issue
11	DU-COMM	1/19/26	4/1/26	Headset audio at OP 18 muted.	User accidentally muted external output ports
12	DU-COMM	2/11/26	3/18/26	OP 22 console logged out and required a reboot	Motorola Engineering Team is investigating
13	DU-COMM	3/10/26	3/12/26	OP 19 MON 1 speaker's volume is turned down to ZERO.OFF, but volume can still be heard. LOUD.	Motorola Tech Onsite to correct configuration
14	DU-COMM	2/25/26	3/12/26	OP 4 Monthly patch update failed.	OP 4 received monthly patch update without issue. Closing
15	DU-COMM	1/8/26	2/5/26	Alert tone overwriting other traffic	Toggle the Emergency Tones to Headset field in the PM and distribute the config change.
16	ACDC	12/18/25	2/23/26	Lost 2 agencies for SDM resources doors and panic alarms	Updated SDM to latest software version
17	DU-COMM	1/14/26	2/4/26	POS 14 logout	Fixed in AXS 3.5.308
18	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
19	ACDC	9/8/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
20	ACDC	9/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
21	ACDC	9/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue
22	ACDC	10/9/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
23	DU-COMM	10/12/25	1/15/2026	OP18 that logged itself out	Fixed in AXS 3.5.308
24	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
25	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
26	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
27	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
28	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
29	DU-COMM	11/5/25	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.
30	ACDC	11/6/25	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
31	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue
32	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.



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

33	DU-COMM	12/3/25	1/22/26	OP4 randomly logging off on 11/30/25 at 1755.	MTN 185-25 new software update corrected the issue
34	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved
35	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
36	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
37	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

**APXNext XN Holsters:**

ETSB continues to track issues with the Boston Leather holsters provided with the APXNext XN radios and any requests for the Motorola plastic holster provided to the PSAP Directors for their Ops meetings.

**CommandCentral Aware Applications:**

Last month, the ETS Board authorized the Policy Advisory Committee (PAC) to approve initial applications and modifications for CommandCentral Aware pursuant to Resolution ETS-R-0041-26. At the June 1, 2026, PAC meeting, applications from the Addison, Burr Ridge, Downers Grove, Oak Brook, and West Chicago Police Departments; and the Bloomingdale, Elmhurst, Glenside, Itasca, Pleasantview, and West Chicago Fire Departments were presented for approval.

The PAC approve the applications. (Yes: 5 No: 0 Absent: 1).

**Mobile Deployment:**

ABeep and Motorola continue to work together on codeplug information. ABeep attended the Fire Focus meeting on May 13 with several demo mobiles for the group’s review and comment.

**Intergovernmental Agreement (IGA):**

The last police certification was received March 4, 2026. ETSB can finalize the radio IGA. See the charts below.

<b>Police agencies that have submitted the Certification/IGA as of 03/31/25:</b>	<b>Certification</b>	<b>Fleet Map</b>	<b>Letter of Intent</b>	<b>IGA Received</b>	<b>IGA Status</b>
<u>Agencies that do need an updated IGA</u>					
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	X			
Hanover Park PD	X	X			
Hinsdale PD	X	X			



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

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			
<b>Total</b>	<b>22</b>	<b>22</b>	<b>0</b>	<b>0</b>	

Agencies that have an IGA

Addison PD	X	X	N/A	X	
Bensenville PD	X	X	N/A	X	
Bloomington 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	
<b>Total</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>9</b>	
<b>Grand Total</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>9</b>	

**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
<u>Agencies that do need an IGA</u>						
Bartlett FPD	X	X	X		X	August 29
Bloomington 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



# Emergency Telephone System Board of DuPage County Monthly Report

## June Board Meeting

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
<b>Total</b>	<b>21</b>	<b>21</b>	<b>4</b>	<b>1</b>	<b>Complete</b>	<b>Complete</b>
<u>Agencies that have an IGA</u>						
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
<b>Total</b>	<b>8</b>	<b>8</b>		<b>8</b>		
<b>Grand Total</b>				<b>Complete</b>		

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

**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Jennifer Hurd, Motorola System Manager  
**DATE:** May 26, 2026  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

Code plug updates: All Fire agencies were sent an initial update that included two changes: NWC FD channels 1-4 to point to NWCD's new encrypted talk groups and a correction to both vFD3 and vFD3 Direct frequencies. A third change was found at a later date for a Zone 33 FG power correction and is being sent in a second push after the first update has been completed on all agency radios. These changes are pending the users update acceptance on the radio.

Code plug Creation: A new double code plug for the Police APX Next radios has been created. This includes both the current radio zones and channels and a second similar for use after the transition to AES encryption. The duplicate zone and channel names have the letter -E added after each to reference they are encrypted. ViQi has also been updated to reach the current channels with the same name or the duplicate encrypted channels by speaking the additional keyword 'secure' after the existing channel name. The Police Focus group is currently testing the double code plug; initial feedback has been positive.

SOP Probation - An APX Next code plug for Probation was created with the new encrypted talkgroups. These new radios including accessories were provided to the users on May 26. Probation will transition from APX4000 radios to the new APX Next radios on the date of the encryption changeover instead of a double code plug.

DEDIR System Radio Replacement:

APX Next XN Fire Portables Updates:

Phase 1: Complete as of April 2026

Phase 2: 21 agencies have completed the 2<sup>nd</sup> update, 8 remain  
ADF, BLF, ITF, LWF, OTF, WRF, WFF, YCF

Encryption Project:

The ADP to AES encryption plan between ETSB and Motorola has been approved. A step-by-step plan has been created outlining the necessary steps to make the change to both the system and the radios. Please see the Gantt Chart for this project to see completed tasks.

Deployment is scheduled for: Tuesday 6/23/26  
APX 4000 Portable: To Be Determined

The System Manager will have to work with agencies on the agency owned APX4000s for the transition. The APX4000 channel limitation evaluation was submitted to the Motorola encryption team. The APX4000s owned by ETSB have been replaced with APX Next radios.

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

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APX8500 Mobile:

Boxed APX8500s have been returned to Motorola Solutions, Inc. as of March 2, 2026. Installed APX8500 will be returned when replacement units are ready.

APX7500 Mobile:

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

CommandCentral Aware: With the approval of the first agency applications, Motorola is working with those submissions to test the layer concept. Access has been provided and input had been requested from several key users. Testing is ongoing and feedback is continuing to be shared. There are sixteen (16) remaining police agencies and nine (9) remaining fire agencies that will need to submit their CommandCentral Aware applications through Monday.com.

**Service Tickets**

2025	Year to Date	
Category	Opened	Closed
APX7000XE	78	78
APXNext (PD)	153	128
APXNextXN (FD)	142	89
APX 8500 mobile)	15	12
APX4000	36	32
<b>Total</b>	418	339

**April 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	65	56	0	0	0	0	0	0
APX Next (PD)	134	71	16	5	0	8	1	7
APX NextXN (FD)	48	20	16	3	6	5	3	2
APX 8500 (mobile)	11	6	0	0	0	0	0	1
APX4000	23	16	0	0	0	0	0	0
<b>Total</b>	281	169	32	8	6	13	4	10

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**May Through 5/27/2026**

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	67	58	2	2	1	0	1	0
APX Next (PD)	146	74	12	3	4	4	1	4
APX NextXN(FD)	52	20	4	0	0	4	0	0
APX 8500(mobile)	11	6	0	0	0	0	0	0
APX4000	29	16	6	0	0	1	0	5
<b>Total</b>	305	174	24	5	5	9	2	9

**Radio Alignment:** There were none last month.

**STARCOM21 Scheduled Maintenance:**

System Maintenance: Starcom maintenance is now being completed quarterly. The RSUS team completed the planned system patching.

5/13/2026 9:00 AM CDT

5/14/2026 8:30 AM CDT

System Patches / planned maintenance: There were none last month.

STARCOM21 Unscheduled System Outages: There were none last month.

CommandCentral Patches: There were none last month.

CommandCentral unplanned outage: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management / CPS Patches: The DuPage hosted DMS Radio Management system for APX Standard radios was updated to R38.00.70 on May 13, 2026.

Radio Central Migration: One Bensenville PD 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.

There are over 30 radios deployed on the newer firmware version numbering system 37.03 or 38.04. These units were updated when sent to the Depot for repair. There are no reported issues on the newer firmware at this time. Updating the fleet radio baseline firmware version for 2026 will be revisited in a few months after the Police Encryption project is completed.

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**Meetings:**

PAC Meeting: Monday, May 4, 2026  
Fire Focus Meeting: Wednesday May 13, 2026  
Police Focus Meeting: Thursday May 21, 2026  
ETSB Podcast: Wednesday May 13, 2026

**Training:** Initial training for the Encryption Project has been added to the Encryption DEDIR System Monday.com board. Please check back regularly as this is being updated periodically.

**Motorola Project Manager Weekly Synch Report – Project Manager Rich Nita**

**Motorola Wednesday Morning Status Call – May 6, 2026**

**AXS Consoles:** Open issues decreasing week over week, down to 2 issues, both resolved with active root cause being investigated. Gregg Taormina will advise on a decision to schedule/execute the DU-COMM console ATP. Final Acceptance pending for both ACDC and DU-COMM.

**DFSI:** DU-COMM currently working through **NAC code issue**. MSI development reviewed the Wireshark capture from Leonardo, confirmed the DFSI device is sending out the NAC (F7E) it was designed to. Leonardo expecting NAC 293. Checking with Leonardo to see what mods are possible from their side. The team also is working to resolve a port configuration issue: the Leonardo stations use the same control port (6999) and voice port (9666) across all stations, but the provisioning manager (PM) requires each port number per DCG to be unique. DU-COMM DFSI ATP gated by these two issues. ACDC: Crossmute - 5/5/26 Matt Downer working to complete proposed revisions to crossmute tables.

**Encryption:** From a pre-work perspective, all consoles at ACDC and DU-COMM have the UKEKs, RSIs, and passwords loaded. Matt and Sean completed a successful test of Provisioning Manager configuration on an OP at ACDC. Following that, Matt completed Provisioning Manager updates for all OPs on 5/5/26. OPs are now largely ready for migration to AES256. Note: The AISs at each location remains to prep, will require a KVL (Eve updated she can help facilitate this). Linda/Jen confirmed which agencies are to receive the double code plug. Tasks 1.3, 1.4, 1.5 - Jen updated she will be caught up on these soon.

**Motorola Wednesday Morning Status Call – May 13, 2026**

**AXS Consoles:** Remaining open issues resolved, with active root cause being investigated. Gregg will advise on a decision to schedule/execute the DU-COMM console ATP. Final Acceptance pending for both ACDC and DU-COMM.

**DFSI:** DU-COMM currently working through NAC code/port config issues. James Erlain followed up with Leonardo (thank you James) to see what mods are possible from the Leonardo side; Leonardo responded that they found an issue with how they're handling F7E when it arrives via DFSI. Leonardo engineering is looking to have this fixed soon. They are also working on the port assignment change to be customizable per Motorola's needs. Leonardo estimating to have both of these things completed within the next 3 weeks. ACDC: Matt Downer made progress with revisions to the crossmute tables, prepping for implementation within Provisioning Manager.

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**Encryption:** Fleetmap was finalized and cache radios were programmed for testers from five agencies. Step (1.3) can go light green but will not be fully green until ETSB and the test users / Police focus group approve the double code plug to be sent to the rest of the users. John Nebl is distributing radios the week of 5/18/26 - once they receive and test, Motorola can start making all the code plugs. AIS modification (both dispatch sites) completed. 06/23/26 is the current go live target.

#### **Motorola Wednesday Morning Status Call – May 20, 2026**

**AXS Consoles:** Tracking zero open issues, however Motorola team still needs to pursue and report on root cause investigations. Erik Maplethorpe provided **green light to schedule/execute the DU-COMM console ATP**. Rich Nita will help coordinate, keeping the encryption project as the priority. Final Acceptance pending for both ACDC and DU-COMM console deployments.

**DFSI:** DU-COMM: Leonardo engineering is working on revisions to resolve **NAC code and port assignments** issues. ETA for both is potentially week of 5/25/26. ACDC: Matt D working with Jim C on revisions to the **crossmute tables**, prepping for implementation within Provisioning Manager.

**Encryption:** Progress made: project tracker Gantt tasks 1.3 and 4.1 are complete/fully green. John Nebl completed radio distribution to the smaller test group completed the week of 5/18/26; and we requested test group to review/test the code plugs ahead of the encryption dry run. Once complete we can start making all the code plugs. Nate Krause has cutover/go-live training materials drafted, minor tweaks in progress. 06/23/26 is the current go live target.

#### **Motorola Wednesday Morning Status Call – May 27, 2026**

**AXS Consoles:** Motorola team to report on root cause investigations for resolved/closed issues. DU-COMM console ATP to be scheduled following Encryption effort. Final Acceptance pending for both ACDC and DU-COMM console deployments.

**DFSI:** DU-COMM: Leonardo engineering is working on revisions to resolve **NAC code and port assignments** issues, ETA is ~week of 06/01/26. Matt D working with Jim C on revisions to the crossmute tables. Jim proposes a working session, after the encryption effort is complete to finish the revisions in real time. Implementation within Provisioning Manager to follow.

**Encryption:** John Nebl completed radio distribution to the smaller test group the week of 5/18/26; we requested the test group review/test the code plugs ahead of the encryption dry run. Feedback from the 5/21 Police Focus Group was positive thus far. Once the review is complete we can start making all the code plugs. Nate Krause has go-live training materials drafted, minor tweaks in progress. Matt/Jen checking consolettes at both dispatch centers for OTAR/OTAP. 06/23/26 remains the current go live target.

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Grade of service report:

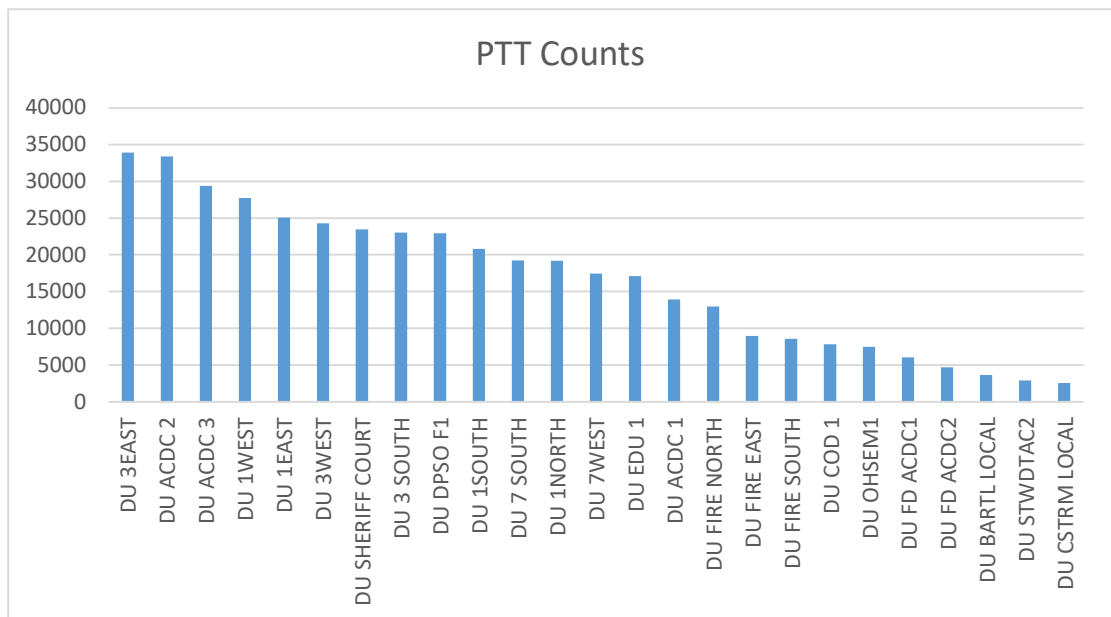
April 2026 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	14.33	2.44	7.96	30.00	1576.17	8772.33	5.57	0.00	0.00	0.00
1:00:00	0.00	16.70	2.84	7.56	30.00	1854.50	10223.00	5.51	0.00	0.00	0.00
2:00:00	0.00	24.35	4.14	6.26	30.00	2809.30	14902.27	5.30	0.00	0.00	0.00
3:00:00	0.00	31.74	5.40	5.00	30.00	3723.17	19426.97	5.22	0.00	0.00	0.00
4:00:00	0.00	35.84	6.09	4.31	30.00	4272.33	21932.47	5.13	0.07	1.40	21.00
5:00:00	0.00	36.05	6.13	4.27	30.00	4266.87	22065.10	5.17	0.00	0.00	0.00
6:00:00	0.00	33.40	5.68	4.72	29.00	3955.86	20443.34	5.17	0.00	0.00	0.00
7:00:00	0.00	35.44	6.02	4.38	29.00	4172.31	21686.59	5.20	0.00	0.00	0.00
8:00:00	0.00	36.89	6.27	4.13	30.00	4338.80	22575.00	5.20	0.13	6.43	48.25
9:00:00	0.00	37.19	6.32	4.08	30.00	4434.47	22758.20	5.13	0.00	0.00	0.00
10:00:00	0.00	38.49	6.54	3.86	30.00	4682.77	23552.90	5.03	0.00	0.00	0.00
11:00:00	0.00	38.60	6.56	3.84	30.00	4662.33	23623.17	5.07	0.00	0.00	0.00
12:00:00	0.00	36.80	6.26	4.14	30.00	4384.97	22519.03	5.14	0.00	0.00	0.00
13:00:00	0.00	35.83	6.09	4.31	30.00	4229.07	21927.67	5.18	0.00	0.00	0.00
14:00:00	0.00	34.76	5.91	4.49	30.00	4201.47	21274.77	5.06	0.00	0.00	0.00
15:00:00	0.00	33.86	5.76	4.64	30.00	4122.87	20722.30	5.03	0.00	0.00	0.00
16:00:00	0.00	32.19	5.47	4.93	30.00	3933.13	19698.90	5.01	0.00	0.00	0.00
17:00:00	0.00	28.09	4.78	5.62	30.00	3472.00	17190.93	4.95	0.00	0.00	0.00
18:00:00	0.00	26.45	4.50	5.90	30.00	3206.90	16185.50	5.05	0.00	0.00	0.00
19:00:00	0.00	14.33	2.44	7.96	30.00	1576.17	8772.33	5.57	0.00	0.00	0.00
20:00:00	0.00	16.70	2.84	7.56	30.00	1854.50	10223.00	5.51	0.00	0.00	0.00
21:00:00	0.00	24.35	4.14	6.26	30.00	2809.30	14902.27	5.30	0.00	0.00	0.00
22:00:00	0.00	31.74	5.40	5.00	30.00	3723.17	19426.97	5.22	0.00	0.00	0.00
23:00:00	0.00	35.84	6.09	4.31	30.00	4272.33	21932.47	5.13	0.07	1.40	21.00



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4/28/2026 – 5/26/2026

Group Alias	PTT Count
DU 3EAST	33897
DU ACDC 2	33400
DU ACDC 3	29379
DU 1WEST	27736
DU 1EAST	25082
DU 3WEST	24302
DU SHERIFF COURT	23482
DU 3 SOUTH	23033
DU DPSO F1	22956
DU 1SOUTH	20793
DU 7 SOUTH	19242
DU 1NORTH	19182
DU 7WEST	17463
DU EDU 1	17089
DU ACDC 1	13927
DU FIRE NORTH	12964
DU FIRE EAST	8964
DU FIRE SOUTH	8585
DU COD 1	7827
DU OHSEM1	7478
DU FD ACDC1	6048
DU FD ACDC2	4692
DU BARTL LOCAL	3660
DU STWDTAC2	2902
DU CSTRM LOCAL	2554



# DuPage County Encryption

PROJECT TITLE: \_\_\_\_\_ COMPANY NAME: Motorola Solutions  
 PROJECT MANAGER: \_\_\_\_\_ DATE: 3/25/26

WBS NUMBER	TASK TITLE	START DATE	DURATION (days)	PHASE FOUR																																																																
				4/20/26					4/27/26					5/4/26					5/11/26					5/18/26					5/25/26					6/1/26					6/8/26					6/15/26					6/22/26					6/29/26					7/6/26					7/13/26				
				M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F
<b>Project Kick Off</b>																																																																				
<b>1</b>	<b>Pre-Go-Live Work</b>																																																																			
1.1	Talkgroups to encrypt	4/6/26	5																																																																	
1.2	Agencies that will be affected	4/6/26	1																																																																	
1.3	Create feed map obtain approval	4/6/26	3																																																																	
1.4	Codeplug creation.	4/13/26	5																																																																	
1.5	Update codeplugs in subscribers.	4/20/26	10																																																																	
1.6	First Touch Reprogramming for	5/4/26	10																																																																	
<b>2</b>	<b>Key Management Facility (KMF) Pre-Work to be Completed by Starcom</b>																																																																			
2.1	Obtain all RSI information from	4/7/26	1																																																																	
2.2	Obtain the Universal Key	4/8/26	1																																																																	
2.3	Obtain the OTEK Keynotes	4/9/26	1																																																																	
<b>3</b>	<b>Build New KeyfileGen Encryption File for Console Ops - Off Line Work</b>																																																																			
3.1	Change CKR1 to CKR 2701 for all	4/13/26	1																																																																	
3.2	Assign all new AES256	4/14/26	1																																																																	
<b>4</b>	<b>Modify Console OPs for Secure, Over The Ethernet Keying (OTEK) &amp; Renaming</b>																																																																			
4.1	Install new key files into consoles, modify Keypassword Vault Manager for OTEK operations in each console position and test for proper operation.	4/15/26	3																																																																	
4.2	Talkgroup renaming on consoles	6/15/26																																																																		
<b>5</b>	<b>Train Radio Users - Encryption Migration Background Preparation</b>																																																																			
5.1a	User Subscriber Training	5/18/26	TBD																																																																	
5.1b	User Subscriber Training	5/18/26	TBD																																																																	
5.2	Test Go-Live process	5/19/26	1																																																																	
<b>6</b>	<b>Go Live Process</b>																																																																			
<b>6</b>	<b>Update Provisioning Manager to Include New Secure Talkgroups</b>																																																																			
6.1	Subscriber Process.	5/25/26	1																																																																	
6.2	System Upgrade Work in Provisioning Manager.	5/25/26	1																																																																	
6.3	Dispatch Console Work.	5/25/26	1																																																																	
6.4	Customer Test Team Checks	5/25/26	1																																																																	
6.5	Fall Back Operation.	5/25/26	Contingent on issues if they arise																																																																	
6.6	Dispatch Console Work.	5/25/26	1																																																																	
6.7	Subscribers Move Back to Main Channels	5/25/26	1																																																																	
6.8	Final Comms test.	5/25/26	1																																																																	
<b>7</b>	<b>Post Go Live</b>																																																																			
<b>7</b>	<b>Update Subscriber Templates</b>																																																																			
7.1	Submit any alias updates, any user select zone changes.	5/26/26	5																																																																	
7.2	Migratign Clean Up	6/2/26	2																																																																	
7.3	Be aware of police on local talk groups, including some fire talk groups	6/4/26	1																																																																	
<b>8</b>	<b>Second Touch Reprogramming to Clean Up Code Plugs</b>																																																																			
8.1	Subscriber second touch reprogramming	6/5/26	5																																																																	
<b>Complete</b>																																																																				

### **Legislative**

At the April meeting, the Board discussed the fact that through conversations with Senator Bill Cunningham and Representative Angelica Guerrero-Cuellar, the current status of the increase in surcharge is no earlier than the veto session.

General Assembly Members assigned on State 9-1-1 Advisory Board:  
Senator Bill Cunningham, Senator Neil Anderson,  
Representative, Representative Michael J. Coffey, Jr.

Status of Bills we are tracking in the current session as of May 12, 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](#)  
02/26/2026 Added as Co-Sponsor [Sen. Mike Porfirio](#)  
03/13/2026 Rule 2-10 Committee Deadline Established As April 24, 2026  
04/24/2026 Rule 2-10 Committee/3rd Reading Deadline Established As May 15, 2026  
05/15/2026 Rule 2-10 Committee/3rd Reading Deadline Established As May 22, 2026  
05/22/2026 Rule 3-9(a) / Re-referred to [Assignments](#)

The "Rule 2-10 Committee Deadline Established As April 24, 2026" in the Illinois General Assembly indicates a procedural deadline, set around March 2026, for specific bills to be reported out of committee. It signals the final date for a committee to act on legislation to remain active for passage, often part of a busy session timeline.

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](#)  
02/10/2026 Removed Co-Sponsor [Rep. Amy Briel](#)  
03/12/2026 Assigned to [Executive Committee](#)  
03/25/2026 Added Co-Sponsor [Rep. Anthony DeLuca](#)  
03/27/2026 Rule 19(a) / Re-referred to [Rules Committee](#)

"Rule 19(a) / Re-referred to Rules Committee" means a bill has failed to meet a mandatory deadline (such as a committee reporting deadline) and is automatically sent to the House Rules Committee. This often functions as a procedural delay, where the bill may sit indefinitely, effectively stalled or killed, unless leadership chooses to advance it.

As of 5/2/2026 5:18 PM

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.

**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 Assigned to [Health and Human Services](#)  
03/03/2026 Postponed - [Health and Human Services](#)  
03/06/2026 Added as Chief Co-Sponsor [Sen. Graciela Guzmán](#)  
03/06/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Robert Peters](#)  
03/06/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)  
03/10/2026 Senate Committee Amendment No. 1 Assignments Refers to [Health and Human Services](#)  
03/10/2026 Senate Committee Amendment No. 1 Adopted  
03/11/2026 Do Pass as Amended [Health and Human Services](#); 010-000-000  
03/11/2026 Placed on Calendar Order of 2nd Reading March 12, 2026  
03/25/2026 Added as Co-Sponsor [Sen. Mattie Hunter](#)  
03/25/2026 Added as Chief Co-Sponsor [Sen. Celina Villanueva](#)  
04/15/2026 Chief Sponsor Changed to [Sen. Graciela Guzmán](#)  
04/16/2026 Second Reading  
04/16/2026 Placed on Calendar Order of 3rd Reading April 28, 2026  
04/17/2026 Rule 2-10 Third Reading Deadline Established As May 8, 2026  
04/28/2026 Senate Floor Amendment No. 2 Filed with Secretary by [Sen. Graciela Guzmán](#)  
04/28/2026 Senate Floor Amendment No. 2 Referred to [Assignments](#)  
04/29/2026 Senate Floor Amendment No. 2 Assignments Refers to [Health and Human Services](#)  
05/06/2026 Senate Floor Amendment No. 2 Recommend Do Adopt [Health and Human Services](#); 009-01  
05/06/2026 Added as Co-Sponsor [Sen. Mary Edly-Allen](#)  
05/07/2026 Added as Co-Sponsor [Sen. Steve Stadelman](#)  
05/07/2026 Recalled to Second Reading  
05/07/2026 Senate Floor Amendment No. 2 Adopted; Guzman  
05/07/2026 Placed on Calendar Order of 3rd Reading  
05/07/2026 Third Reading - Passed; [058-000-000](#)  
05/08/2026 Arrived in House  
05/08/2026 Chief House Sponsor [Rep. Kelly M. Cassidy](#)  
05/12/2026 First Reading  
05/12/2026 Referred to [Rules Committee](#)  
05/12/2026 **Assigned to [Human Services Committee](#)**  
05/12/2026 Windhorst requests roll call vote  
05/12/2026 Motion Filed to Suspend Rule 21 [Human Services Committee](#); [Rep. Robyn Gabel](#)  
05/12/2026 Motion to Suspend Rule 21 - Preailed [075-036-001](#)  
05/13/2026 Do Pass / Short Debate [Human Services Committee](#) 012-000-000  
05/13/2026 Placed on Calendar 2nd Reading - Short Debate  
05/13/2026 House Floor Amendment No. 1 Filed with Clerk by [Rep. Kelly M. Cassidy](#)  
05/13/2026 House Floor Amendment No. 1 Referred to [Rules Committee](#)  
05/13/2026 Added as Co-Sponsor [Sen. Mike Simmons](#)  
05/14/2026 House Floor Amendment No. 1 Rules Refers to [Human Services Committee](#)  
05/14/2026 House Floor Amendment No. 1 Recommends Be Adopted [Human Services Committee](#); 000  
05/15/2026 House Added Alternate Co-Sponsor [Rep. Yolonda Morris](#)  
05/19/2026 House Floor Amendment No. 1 Adopted  
05/19/2026 **Second Reading - Short Debate**  
05/19/2026 Placed on Calendar Order of 3rd Reading - Short Debate  
05/22/2026 **Third Reading - Short Debate - Passed [100-000-000](#)**

As of 5/2/2026 5:18 PM

05/22/2026 Secretary's Desk - Concurrence House Amendment(s) 1  
05/28/2026 Placed on Calendar Order of Concurrence House Amendment(s) 1 - May 25, 2026  
05/28/2026 Chief Sponsor Changed to [Sen. Robert Peters](#)  
05/28/2026 House Floor Amendment No. 1 Motion to Concur Filed with Secretary [Sen. Robert Peters](#)  
05/28/2026 House Floor Amendment No. 1 Motion to Concur Assignments Referred to [Health and Human Services](#)  
05/28/2026 Floor Amendment No. 1 Motion To Concur Recommended Do Adopt [Health and Human Services](#) 009-000-000  
05/31/2026 House Floor Amendment No. 1 Senate Concur [058-000-000](#)  
05/31/2026 Senate Concur  
05/31/2026 **Senate Passed Both Houses**

Motion to Suspend Rule 21 - Prevailed [075-036-001](#)

A "Motion to Suspend Rule 21" in the Illinois General Assembly (typically in the House) is a procedural maneuver used to bypass strict deadlines for moving legislation, allowing a bill to advance even if it has missed the official committee or floor deadlines. It essentially fast-tracks a bill to continue the legislative process.

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.

Senate Committee Amendment No. 1

Replaces everything after the enacting clause. Reinserts the text of the introduced bill with the following changes. In provisions amending the Emergency Telephone System Act, provides that "Statewide behavioral health crisis system" means the core elements or pillars of the crisis system and includes, but is not limited to, Illinois 9-8-8 Lifeline Contact Centers, community crisis services, including mobile crisis teams, and crisis and stabilization facilities and programs, including living room programs. In provisions amending the Community Emergency Services and Support Act, provides that the required coordination between 9-1-1 PSAPS, emergency services dispatched through 9-1-1 PSAPS, and the mobile mental and behavioral health service established by the Department of Human Services may be, but is not required to be, accomplished through the use of Memoranda of Understanding (MOUs) or other similar agreements with the intent of ensuring best practices of interoperability and facilitating interagency cooperation. In provisions concerning the Statewide Advisory Committee, provides that the Statewide Advisory Committee created under the Act shall include 6 (rather than 4) representatives of advocacy organizations either led by or consisting primarily of individuals with intellectual or developmental disabilities, individuals with behavioral disabilities, or individuals with lived experience. In provisions concerning Regional Advisory Committees, provides that any

subregional committee formed by a majority vote of a Regional Advisory Committee shall be comprised of at least 25% of individuals with lived experience of a condition commonly regarded as a mental health or behavioral health disability, developmental disability, or intellectual disability; guardians of such individuals; or individuals from mental or behavioral health providers, groups, or networks. Further provides that subregional committees may not develop policies that conflict with policies of the Regional Advisory Committee. Makes other changes.

Senate Floor Amendment No. 2

Deletes reference to:

50 ILCS 754/80 new

Replaces everything after the enacting clause. Reinserts the provisions of Senate Amendment No. 1 with the following changes. In provisions amending the Emergency Telephone System Act, provides that the Office of the Statewide 9-1-1 Administrator shall, with input from the Statewide 9-1-1 Advisory Board, relevant stakeholders, and subject matter experts, adopt rules to implement the requirement that the Board consult with the Department of Human Services to ensure PSAP compliance with the Community Emergency Services and Support Act. In provisions amending the Community Emergency Services and Support Act, defines "emergency dispatch protocol" as a nationally recognized protocol established under the Emergency Medical Services (EMS) Systems Act approved by the local medical director in coordination with the local PSAP and appropriate local responders. Provides that Mobile Crisis Response and 9-8-8 are both around-the-clock crisis services that must be considered alongside other crisis resources when initially screening an individual contacting a 9-1-1 PSAP. Provides that, when indicated, 9-1-1 PSAPs shall open and use relevant emergency dispatch protocol to ensure all individuals contacting a 9-1-1 PSAP when a behavioral health crisis is indicated have access to a non-law enforcement, behavioral health response. Removes provisions providing that 9-1-1 PSAPs shall screen specific types of law enforcement calls and follow approved protocols and processes. Removes provisions providing that 9-1-1 PSAPs shall open and follow the emergency dispatch protocol at the start of all emergency calls when appropriate to ensure the protocols are used and applied consistently and uniformly and 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. Removes provisions authorizing rulemaking by the Department. Makes other changes.

House Floor Amendment No. 1

Provides that 9-1-1 PSAPs, 9-8-8 providers, and mobile mental health relief providers shall provide required data using the format and data definitions specified by the Department of Human Services (rather than specified by the Department by rule).

**HB5107 School Safety Panic Alert Systems**

02/05/2026 Filed with the Clerk by [Rep. Nabeela Syed](#)  
02/10/2026 **First Reading**  
01/27/2026 Referred to [Rules Committee](#)  
03/18/2026 Assigned to [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#)  
03/24/2026 Added Co-Sponsor [Rep. Sue Scherer](#)  
03/25/2026 Do Pass / Short Debate [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#); 006-003-000  
03/26/2026 Placed on Calendar 2nd Reading - Short Debate  
04/06/2026 Added Co-Sponsor [Rep. Dagmara Avelar](#)  
04/08/2026 Added Chief Co-Sponsor [Rep. Janet Yang Rohr](#)  
04/10/2026 Second Reading - Short Debate  
04/10/2026 Held on Calendar Order of Second Reading - Short Debate  
04/13/2026 House Floor Amendment No. 1 Filed with Clerk by [Rep. Nabeela Syed](#)  
04/13/2026 House Floor Amendment No. 1 Referred to [Rules Committee](#)  
04/14/2026 House Floor Amendment No. 1 Rules Refers to [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#)  
04/15/2026 House Floor Amendment No. 2 Filed with Clerk by [Rep. Nabeela Syed](#)  
04/15/2026 House Floor Amendment No. 2 Referred to [Rules Committee](#)  
04/15/2026 House Floor Amendment No. 2 Recommends Be Adopted [Rules Committee](#); 005-000-000

As of 5/2/2026 5:18 PM

04/15/2026 House Floor Amendment No. 1 Recommends Be Adopted [Elementary & Secondary Education Administration, Licensing & Charter Schools](#); 007-000-000

04/16/2026 House Floor Amendment No. 1 Adopted

04/16/2026 House Floor Amendment No. 2 Adopted

04/16/2026 Placed on Calendar Order of 3rd Reading - Short Debate

04/16/2026 Third Reading - Short Debate - Passed [108-000-000](#)

04/21/2026 Arrive in Senate

04/21/2026 Placed on Calendar Order of First Reading

04/21/2026 Chief Senate Sponsor [Sen. Ram Villivalam](#)

04/21/2026 First Reading

04/21/2026 Referred to [Assignments](#)

04/27/2026 Alternate Chief Sponsor Changed to [Sen. Michael E. Hastings](#)

05/05/2026 Assigned to [Education](#)

05/05/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Michael E. Hastings](#)

05/05/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)

05/06/2026 Senate Committee Amendment No. 1 Assignments Refers to [Education](#)

05/08/2026 Rule 2-10 Committee Deadline Established As May 15, 2026

05/12/2026 Senate Committee Amendment No. 1 Adopted

05/12/2026 Do Pass as Amended [Education](#); 014-000-000

05/13/2026 Placed on Calendar Order of 2nd Reading May 14, 2026

05/14/2026 Placed on Calendar Order of 3rd Reading \*\*

05/19/2026 Third Reading - Passed; [059-000-000](#)

05/21/2026 Arrived in House

05/21/2026 Placed on Calendar Order of Concurrence Senate Amendment(s) 1

05/21/2026 Senate Committee Amendment No. 1 Motion Filed Concur [Rep. Nabeela Syed](#)

05/22/2026 Senate Committee Amendment No. 1 Motion to Concur Referred to [Rules Committee](#)

05/22/2026 Senate Committee Amendment No. 1 Motion to Concur Rules Referred to [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#)

05/27/2026 Senate Committee Amendment No. 1 Motion to Concur Recommends Be Adopted [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#); 009-000-000

05/28/2026 Senate Committee Amendment No. 1 House Concur [113-000-000](#)

05/28/2026 House Concur

05/28/2026 **Passed Both Houses**

05/28/2026 Removed Co-Sponsor [Rep. Dagmara Avelar](#)

05/28/2026 Added Chief Co-Sponsor [Rep. Dagmara Avelar](#)

05/28/2026 Added Co-Sponsor [Rep. Michael Crawford](#)

05/28/2026 Added Co-Sponsor [Rep. Martha Deuter](#)

05/28/2026 Added Co-Sponsor [Rep. Nicolle Grasse](#)

05/28/2026 Added Co-Sponsor [Rep. Stephanie A. Kifowit](#)

05/31/2026 Added as Alternate Co-Sponsor [Sen. Suzy Glowiak Hilton](#)

05/31/2026 Added as Alternate Co-Sponsor [Sen. Mary Edly-Allen](#)

06/01/2026 Added as Alternate Co-Sponsor [Sen. Elgie R. Sims, Jr.](#)

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.

**House Floor Amendment No. 1**

**Deletes reference to:**

30 ILCS 105/5.1038 new

105 ILCS 128/43 new

Replaces everything after the enacting clause. Provides that the Act may be referred to as Alyssa's Law. 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 Illinois State Police, with advice from the Statewide 9-1-1 Advisory Board and in consultation with the State Board of Education and the Illinois Emergency Management Agency and Office of Homeland Security, to develop rules for a mobile panic alert system. Requires the Illinois State Police to post information on the rules on its Internet website. Provides that anything posted by the Illinois State Police on the rules shall also be posted by the State Board of Education on its website. Requires each school district and private school to coordinate with its local 9-1-1 authority for integration requirements prior to purchase and implementation. Provides that any expense to a Public Service Answering Point for connectivity must be covered by the school district or private school. Makes other changes.

**House Floor Amendment No. 2**

With respect to the Illinois State Police developing rules for a mobile panic alert system, removes language requiring advice from the Statewide 9-1-1 Advisory Board.

**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](#)  
03/18/2026 Assigned to [Mental Health & Addiction Committee](#)  
03/26/2026 Do Pass / Short Debate [Mental Health & Addiction Committee](#); 015-007-000  
03/26/2026 Placed on Calendar 2nd Reading - Short Debate  
04/10/2026 Second Reading - Short Debate  
04/10/2026 Held on Calendar Order of Second Reading - Short Debate  
04/17/2026 Rule 19(a) / Re-referred to [Rules Committee](#)  
05/15/2026 Added Co-Sponsor [Rep. Kevin John Olickal](#)

**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.

**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](#)  
03/03/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Michael E. Hastings](#)  
03/03/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)  
03/04/2026 Senate Committee Amendment No. 1 Assignments Refers to [Education](#)  
03/13/2026 Rule 2-10 Committee Deadline Established As March 27, 2026  
03/27/2026 Rule 3-9(a) / Re-referred to [Assignments](#)

"Rule 3-9(a) / Re-referred to Assignments" in the Illinois General Assembly means a bill has been withdrawn from a substantive committee and sent back to the Senate Assignments Committee. This action typically halts the bill's immediate progress, often used to shelve legislation or reconsider its direction.

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.

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 Verification 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	Eliminate 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	Review the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
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 multiple 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	Multiple 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 supplies 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	Analysis 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 percatages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight displatching	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



# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/01/2026 08:48:49 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 05/31/2026 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	98,601	28,841	69,760	0	2,263	22,770	3,469	86	253	0	1,987	00:00:04
	Internal	5,914	0	5,914	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	22,572	0	22,572	0	0	0	0	0	0	22,572	0	00:00:00
	<b>Total</b>	127,087	28,841	98,246	0	2,263	22,770	3,469	86	253	22,572	1,987	00:00:04
<b>Total</b>		127,087	28,841	98,246	0	2,263	22,770	3,469	86	253	22,572	1,987	00:00:04

# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/01/2026 08:56:16 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 05/31/2026 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	291,110	115,045	176,065	0	3,337	93,346	17,106	261	995	0	10,791	00:00:06
	Internal	51,770	0	51,770	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	72,673	1	72,672	0	0	0	0	0	0	72,673	0	00:00:00
	<b>Total</b>	415,553	115,046	300,507	0	3,337	93,346	17,106	261	995	72,673	10,791	00:00:06
<b>Total</b>		415,553	115,046	300,507	0	3,337	93,346	17,106	261	995	72,673	10,791	00:00:06

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/01/2026 08:47:25 AM

Grouping: Site & Call Origin

Date Range: 05/01/2026 12:00:00 AM - 05/31/2026 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	26,238	6,341	19,897	0	160	5,364	747	10	60	4,791	418	00:00:04
<b>Total</b>	26,238	6,341	19,897	0	160	5,364	747	10	60	4,791	418	00:00:04

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/01/2026 08:53:45 AM

Grouping: Site & Call Origin

Date Range: 05/01/2026 12:00:00 AM - 05/31/2026 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	90,097	25,716	64,381	0	616	21,305	3,549	54	192	15,769	2,314	00:00:06
<b>Total</b>	90,097	25,716	64,381	0	616	21,305	3,549	54	192	15,769	2,314	00:00:06

# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/01/2026 08:49:37 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 05/31/2026 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	4,561	4,561	0	0	60	3,894	606	1	0	0	0	00:00:04
<b>Total</b>	4,561	4,561	0	0	60	3,894	606	1	0	0	0	00:00:04

# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/01/2026 09:00:37 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 05/31/2026 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	13,238	13,238	0	0	109	12,204	925	0	0	0	0	00:00:06
<b>Total</b>	13,238	13,238	0	0	109	12,204	925	0	0	0	0	00:00:06

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/01/2026 08:46:12 AM

Grouping: Site & Call Origin

Date Range: 05/01/2026 12:00:00 AM - 05/31/2026 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	1,037	1,037	0	0	6	892	139	0	0	0	0	00:00:04
<b>Total</b>	1,037	1,037	0	0	6	892	139	0	0	0	0	00:00:04

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/01/2026 08:59:38 AM

Grouping: Site & Call Origin

Date Range: 05/01/2026 12:00:00 AM - 05/31/2026 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	2,951	2,951	0	0	17	2,748	186	0	0	0	0	00:00:06
<b>Total</b>	2,951	2,951	0	0	17	2,748	186	0	0	0	0	00:00:06

Motorola Monthly Incident Report  
May 2026

Incident Number	Site	Status Text	Ticket Open Date	Priority Text	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0004323506	Addison Consolidated Dispatch Center	Assigned	5/18/2026 1:37:01 PM	P3	Ref: INC0003874768  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.	Keith Marc/ Customer/Du Page County/ 16306937519 requested via phone to open a priority (3) dispatch incident. He stated SZ01401D47-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. DS created an incident and dispatched via MOSS. No reminder set, Case was acknowledged via MOSS Escalate to tier 2. Refer to notes entered for more details.: Reassign to TSO Gathering Log files. ATIA,IPCAP		
INC0004332149	Addison Consolidated Dispatch Center	In Progress	5/19/2026 3:34:26 PM	P3	OP12 select speaker not working	Keith Marc/ Customer/Du Page County/ 16306937519 called in to open a case for OP12 select speaker not working. DS dispatching via MOSS Fso to further check op and ac/dc power adapter for speaker when return to site.		
INC0004351101	DuComm Dispatch CTR	Closed	5/22/2026 9:23:32 PM	P3	Position 15 reporting that radio traffic on unselected channel is not coming out of unselected speaker. All troubleshooting has been done on this end with negative results for a fix, to include restarting console computer, checking settings for proper configuration of output, and speaker hardware.	DU-COMM Dispatch Site SZ01401D48-OP304 Unselect Issue  Please open an incident at DU-COMM dispatch, SZ01401D48, for the following issue: Position 15 reporting that radio traffic on unselected channel is not coming out of unselected speaker. All troubleshooting has been done on this end with negative results for a fix, to include restarting console computer, checking settings for proper configuration of output, and speaker hardware. DS dispatched ticket via MOSS. Fso to follow up with customer to schedule site visit.	5/26/2026 10:06:42 AM	Chris/DuComm confirmed was loose cable to unselect speaker at op15. Gave ok for closure.
INC0004378165	DuComm Dispatch CTR	Pending	5/28/2026 10:20:20 AM	P3	Radio traffic at OP 15 was not heard out of the unselect speaker. After troubleshooting, the problem was found to be the speaker itself. Speaker was replaced with an on hand spare. Requesting a replacement speaker for our inventory.	DU-COMM Dispatch – Site SZ01401D48 – OP15 - no unselect audio  Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Radio traffic at OP 15 was not heard out of the unselect speaker. After troubleshooting, the problem was found to be the speaker itself. Speaker was replaced with an on hand spare. Requesting a replacement speaker for our inventory. Point-of-Contact for ticket: Erik Maplethorpe, emaplethorpe@ducomm.org, 224-612-0752  DS created the INC and dispatched the incident via MOSS. Rich Nita/PM working to get DuPage ETSB replacement speaker shipped to replace the spare they used.		
INC0003985156	DuComm Dispatch CTR	Pending	3/13/2026 10:49:37 AM		AXS radio console logged off and unable to log back in, even after rebooting the computer.	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: AXS radio console logged off and unable to log back in, even after rebooting the computer. Sent for RCA PRB0000056793		Immediate Issue Resolved. Root cause being tracked under PRB0000056793
INC0004012458	DuComm Dispatch CTR	Pending	3/18/2026 9:36:29 AM		Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly.	Good morning, Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly. The following troubleshooting steps have been completed: Verified all cable connections are secure Rebooted the radio console Rebooted both the CCGW and radio console simultaneously Confirmed audio settings are correctly configured in Windows and within the AXS software Assigned to T2. Will need to create a PRB for Root Cause after the logs get pulled back.		Immediate issue resolved. Root cause being tracked under PRB0000056389

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	28,257	66,404	60	8.68%	102	1,434	0	0	32	20,076
March	28,330	66,576	73	8.70%	166	1,601	0	0	45	23,820
April	28,370	66,670	40	8.71%	119	1,926	1	1	32	24,211
May	28,402	66,745	32	8.72%	155	2,126	1	0	39	26,815
June										
July										
August										
September										
October										
November										
December										
<b>2026 Totals</b>	28,402	66,745	<b>254</b>	8.70%	<b>642</b>	<b>8,552</b>	<b>2</b>	<b>1</b>	<b>181</b>	<b>116,616</b>



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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

[www.dupageco.org/it](http://www.dupageco.org/it)

TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: May 28, 2026  
RE: DuJIS RMS Monthly Update

---

### **Status:**

- OCR 10.0/MFR project will not proceed.
- OCR 3.7 version upgrade will take place.
- Currently engaged in contract negotiations with Mark43.

### **Action Items:**

- RMS RFP Process
  - Continue contract negotiations with Mark43.
- OCR 3.7 (current production version)
  - Awaiting functional datasheets from Hexagon to proceed with 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.
- PRMS Consortium
  - Engage with member agencies regarding new IGA.

### **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.



# Hexagon Monthly Report

<b>Customer Name</b>	DuPage County, IL	<b>Alias</b>	DUPG2.00.11
<b>Customer PM</b>	Linda Zerwin/Mike Galvin	<b>Hexagon Sales</b>	Michael Gordon
<b>Hexagon Support Manager</b>	Tony Capasso	<b>Project / Delivery Name</b>	DuPage ETSB
<b>New Change Requests</b>	None	<b>Reporting Period End</b>	May 31, 2026

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	2	P2	1	P2	0
Below target	<input type="checkbox"/>	P3	10	P3	7	P3	0
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending May 31, 2026	
<b>GREEN</b>	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high, and both sides stay engaged.</p> <p>We have established a recurring RMS SR Review call as well. This takes place on the 2nd and 4th weeks of the month.</p>

### Support Activities

#### Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 7 support tickets were resolved in the month of May 2026.
- CAD Side call with Hexagon support is ongoing.
- 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 corresponding #

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

**Notes From Above Activites:**

APRIL 2026



# ACDC MONTHLY REPORT

PREPARED BY:  
DIRECTOR MARILU HERNANDEZ

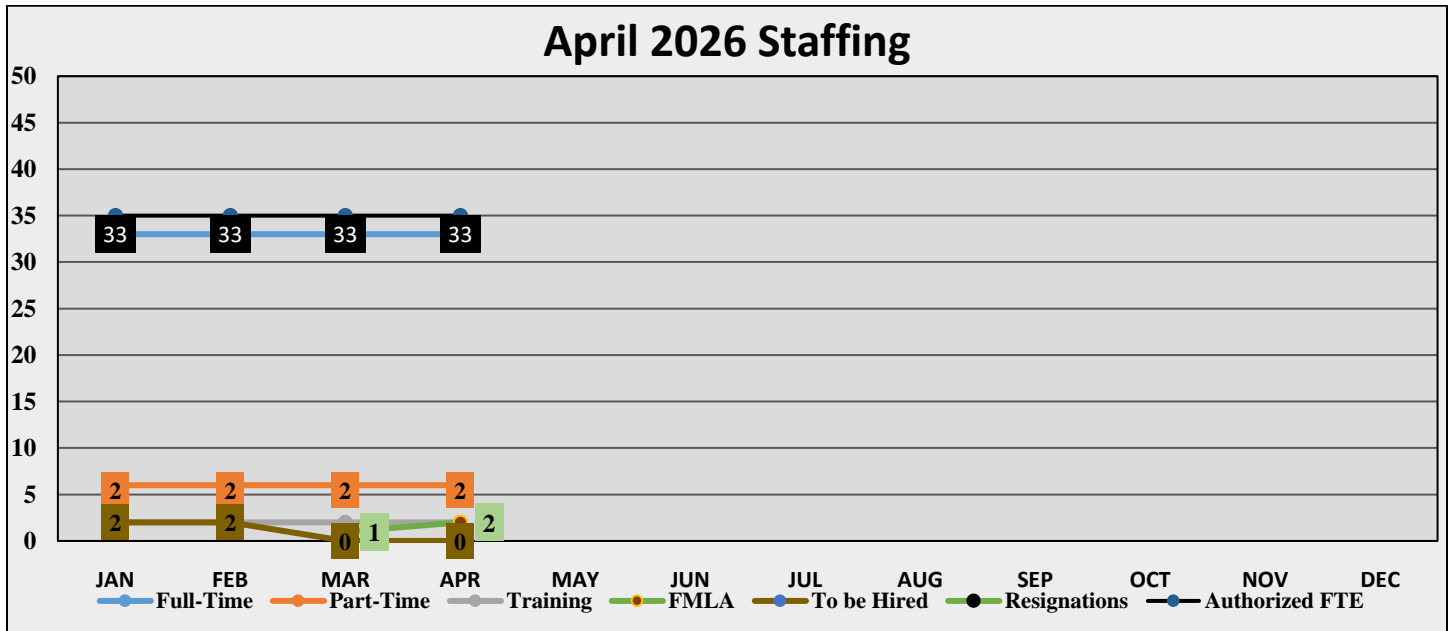


# STAFFING

ACDC maintains an authorized staff of 35 full-time, six part-time Telecommunicators (TC), and 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.

## APRIL:

- One probationary reassigned from Midnight Shift to Afternoon Shift to continue training with a Communications Training Officer
- One probationary reassigned from Afternoon Shift to Midnight Shift to continue training with a



# RESIGNATION

N/A

# RECOGNITION

**Congratulations TC John Waterman on an Exemplary Performance!** On March 22, 2026, at 08:42 hours, you processed a 911 call of a fire inside a trailer where the caller was trapped. You immediately utilized technology for secondary address verification and generated a CAD event. As you were also working FD ACDC2, you promptly dispatched fire companies before returning to the caller to clarify four people were trapped inside. Throughout the call, you remained composed and utilized calming techniques to refocus the caller as he began

to panic, while simultaneously handling radio traffic. Once the occupants escaped, you maintained control of the call and confirmed no one else remained inside. Furthermore, you seamlessly handled the transition when the FD arrived and upgraded the call to a Special Alarm.

Your professionalism, composure, and ability to multi-task, combined with the effective utilization of your training and experience, undoubtedly resulted in a positive outcome for this incident. Commendations on a job well done.

**Congratulations TCs Anne Leath, Fabiola Valdez, Reana Minor, & Megan Mayfield on your Performance of Duty commendation!** On April 6<sup>th</sup>, 2026, at 1:10 PM, TC Anne Leath dispatched multiple units to a report of a missing five-year-old non-verbal male, that has been missing for 10 minutes. While officers were enroute, TC Leath provided critical updates regarding the child's description. Recognizing the immediate danger posed by the nearby East Branch Forest Preserve and railroad tracks, she coordinated with the Sergeant to alert and mobilize the DuPage County Forest Preserve Police for assistance.

TC Fabiola Valdez dispatched the DuPage County Forest Preserve Police to search the East Branch Forest Preserve while TC Reana Minor managed responder inquiries, and researched critical prior incident history. TC Valdez coordinated with DuPage Co So to deploy a bloodhound and provided continuous updates on DuPage Forest Preserves progress. TC Megan Mayfield contacted the Canadian National Railroad (CN) to successfully implement a "stop train" order.

Throughout the incident, TC Leath maintained strict adherence to policy by echoing all pertinent radio traffic and documenting every update in the CAD remarks. Taking a proactive approach, she requested a photograph of the child and successfully coordinated its distribution to all responders on-site and in the surrounding area. Due to these coordinated efforts, the child was safely located just one hour after the initial call.

The manner in which you managed this incident, proves your dedication to ACDC's mission. Your proactive teamwork, resourcefulness, and ability to stay ahead of the responder needs were critical in ensuring a safe and successful positive outcome. Compliments on a job well done!

*Special thanks to all our member agencies for your generosity.  
Thank you for all your raffle items, meals, and visits.*

## 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 April:

- 31 TCs participated

### HRLF Scenario 26-04 Scenario #1 Seizure

Category	Question	Yes %
<b>HRLF Scenario Basics</b>	Nature of the call determined?	100.00
	Created CAD properly?	100.00
	CAD created with two letter town code?	53.33
	CAD created within the time standard?	100.00
<b>HRLF Scenario Goals</b>	Address verification with technology?	90.00
	Say "Tell me exactly what happened"	96.67
	Chief Complaint - default Full-Arrest, selected 12 - Seizure	80.00
	EMD - Type of seizure - Generalized selected	93.33
	EMD - Used breathing detector	93.33
	Read EMD script as written?	96.67
	Navigate EMD correctly?	83.33
<b>HRLF Scenario Summary</b>	Advised caller help was on the way?	100.00
	Completed on first attempt?	70.00
	Used calming techniques/empathy?	96.67
	Serious attitude towards training?	100.00
	Positive attitude towards training?	100.00

Coach Comments Summarized: TCs using the autofilled Chief Complaint: Cardiac or Respiratory Arrest was the most common issue. This was expected based on a trend identified during routine EMD Quality Checks. Some assistance with navigating the scripts was needed.

### HRLF Scenario 26-04 Scenario #2 - Gun displayed / Shot Fired

Category	Question	Yes %
<b>HRLF Scenario Basics</b>	Nature of the call determined?	96.77
	Created CAD properly?	96.77
	CAD created with two letter town code?	45.16
	CAD created within the time standard?	96.77
<b>HRLF Scenario Goals</b>	Address verification with technology?	96.77
	Toned?	90.32
	Du-Flash broadcast?	96.77
	Accurate and complete broadcast?	87.10
	Obtained description of offender?	96.77
	Obtained Description of Gun?	77.42
	Updates Given Over the Air	96.77
	Update the offender is held down	96.77
	Injury?	100.00
	Update location of the weapon	87.10
<b>HRLF Scenario Summary</b>	Advised caller help was on the way?	100.00
	Completed on first attempt?	83.87
	Used calming techniques/empathy?	100.00
	Serious attitude towards training?	100.00
	Positive attitude towards training?	100.00
<b>HRLF Tracking</b>	Asked for callers name and/or phone number?	45.16

Coach Comments Summarized: A few TCs needed coaching on prioritizing physical description before name/dob and reminders to obtain a description of the gun.

<b>HRLF Scenario 26-04 Scenario #3 - FD Emergency Operations Mode</b>		
<b>Category</b>	<b>Question</b>	<b>Yes %</b>
<b>HRLF Radio Goals</b>	Identify 2 or more actions to prepare during Watch Period	92.86
	Identify EOM activation upon receiving Warning notification	100.00
	"Sent" Purvis Message without assistance	50.00
	Identify Tones and verbalized EOM activation	78.57
	Remove RIU from patch without assistance	78.57
	Notified DU-COMM (RIU disconnected, Call ACDC if units due)	78.57
	Activated a Still/Full-Still tone	100.00
<b>HRLF Tracking</b>	EOM Scenario 1 - ADF Full Still Unit/Nature/Address/District	57.14
	EOM Scenario 2 - Hold for BEF BC	85.71
	EOM Scenario 3 - FD2 General Unit/Nature/Address/District	78.57
	EOM Scenario 4 - TSF General Unit/Nature/Address/District	92.86
	EOM Scenario 5 - ITF Full Still Unit/Nature/Address/District	100.00
	EOM Scenario 6 - Hold for PLF BC	85.71
	EOM Scenario 7 - WSF Full Still Unit/Nature/Address/District	100.00
<b>HRLF Scenario Summary</b>	Serious attitude towards training?	100.00
	Positive attitude towards training?	100.00

Coach Comments Summarized: TCs appreciated the practical training after receiving the individual review of the policy. 14 of 26 TCs participated in this practical exercise, next month the remaining TCs will participate.

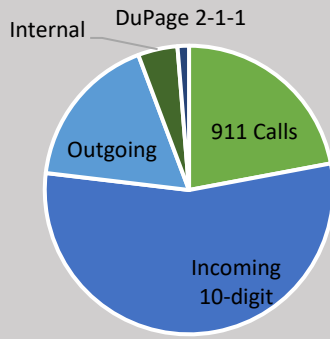
## Additional Training

- Nine TCs attended the UAV Part 107 Test Prep course and certified as Drone Pilots via the FAA
- The PSC attended the Illinois Police Accreditation Coalition Conference
- One TC & one OM attended the NAVIGATOR Conference
- Three TCs attended the Pleasantview Live Fire Training, in Darien on 04/27, 04/28, & 04/229
- The PSC certified as an APCO CTO 6<sup>th</sup> Edition Instructor
- One TC attended the Vigilant Training
- Two TC attended the Active Shooter Incident Management (ASIM) Advanced Training
- Three TCs attended RTIC Training and/or refresher
- OM attended the Women in 911 Series – Leading Without Losing Yourself
- DD attended the APCO Cybersecurity Workgroup
- Four TCs attended the Vehicle Manager End-User Training

## PHONE CALLS ANSWERED

<b>ACDC PHONE CALLS</b>													
	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>YTD</b>
<b>911 Calls</b>	5,663	4,964	5,855	<b>6,048</b>									<b>22,530</b>
<b>Incoming 10-digit</b>	18,413	11,858	12,947	<b>12,820</b>									<b>56,038</b>
<b>Outgoing</b>	4,686	3,898	4,522	<b>4,675</b>									<b>17,781</b>
<b>Internal</b>	1,007	989	1,094	<b>1,440</b>									<b>4,530</b>
<b>DuPage 2-1-1</b>	460	267	280	<b>306</b>									<b>1,313</b>
<b>Total</b>	<b>30,229</b>	<b>21,976</b>	<b>24,698</b>	<b>25,289</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>102,192</b>

### ACDC YTD Phone Calls

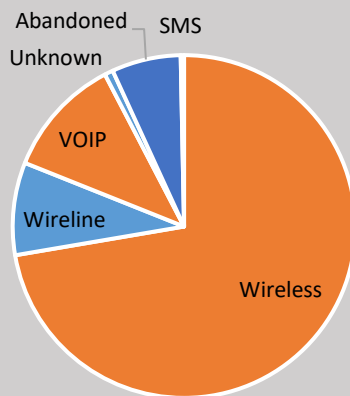


■ 911 Calls ■ Incoming 10-digit ■ Outgoing ■ Internal ■ DuPage 2-1-1

## 911 CALLS & TEXT-TO-911

911 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,510	3,737	4,424	4,735									17,406
Wireline	430	533	643	497									2,103
VOIP	631	629	722	740									2,722
Unknown	51	43	48	51									193
Abandoned	406	342	396	425									1,569
SMS	11	22	18	25									76
<b>Total</b>	<b>6,039</b>	<b>5,306</b>	<b>6,251</b>	<b>6,473</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24,069</b>

### 911 Calls Received YTD

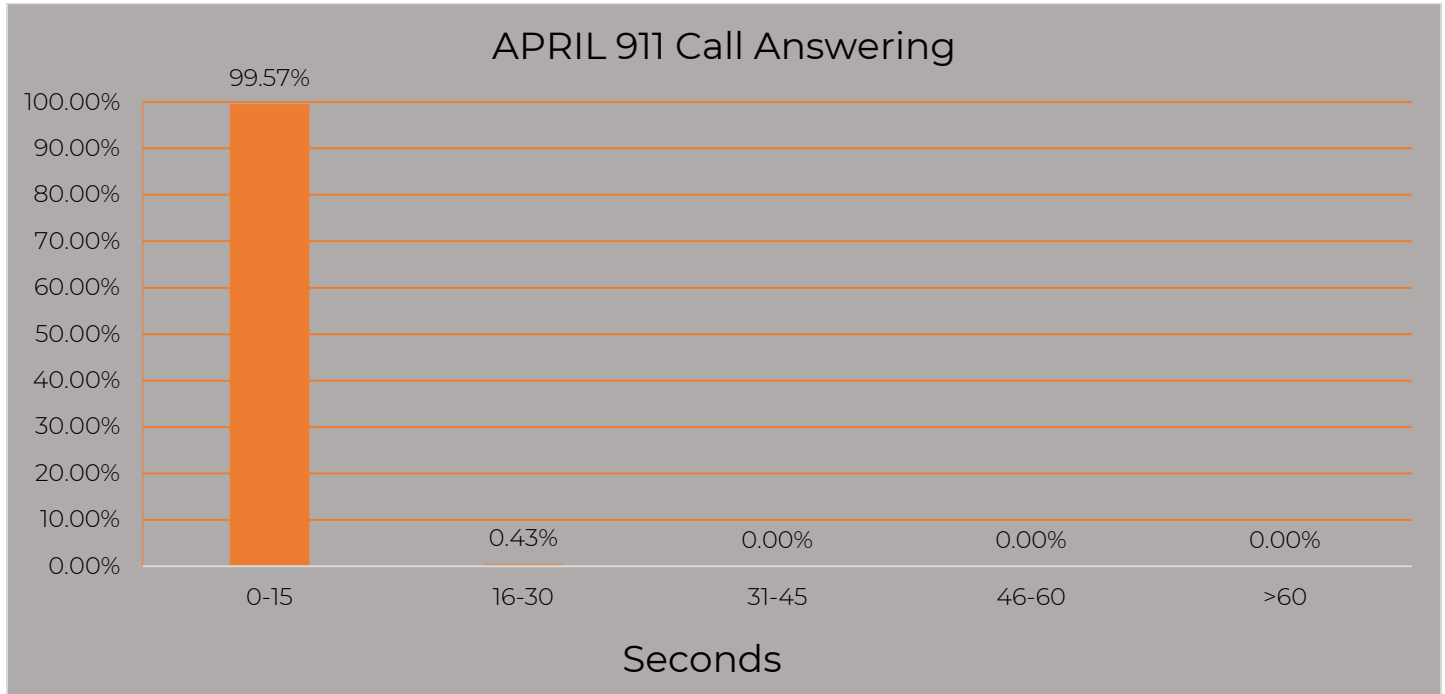


■ Wireless ■ Wireline ■ VOIP ■ Unknown ■ Abandoned ■ SMS

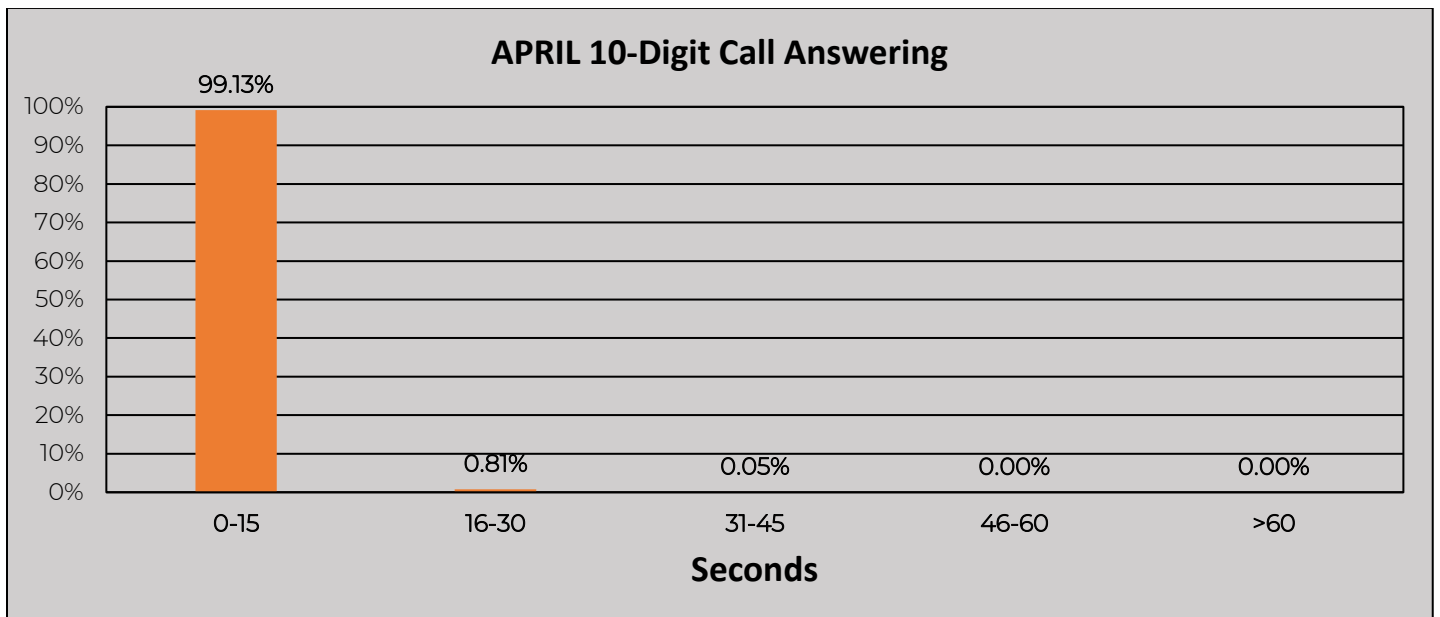
# NENA 911 Call Answering Standard

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*

**APRIL 2026**

## **911 & Non-Emergency Calls:**

DOMINO - 1238  
KURASZ - 1138  
VALLEE - 989  
SZCZEPANIAK - 963  
MINOR - 933  
WILLADSEN - 921  
KIZOREK - 920  
GRADO - 862  
OLIVER - 841  
LETTENBERGER - 781

### **911:**

KIZOREK - 327  
DOMINO - 325  
KURASZ - 288  
VALLEE - 256  
GRADO - 219  
MEDINA - 218  
NUDD - 215  
MAHN - 207  
WILLADSEN - 197  
EATON - 189

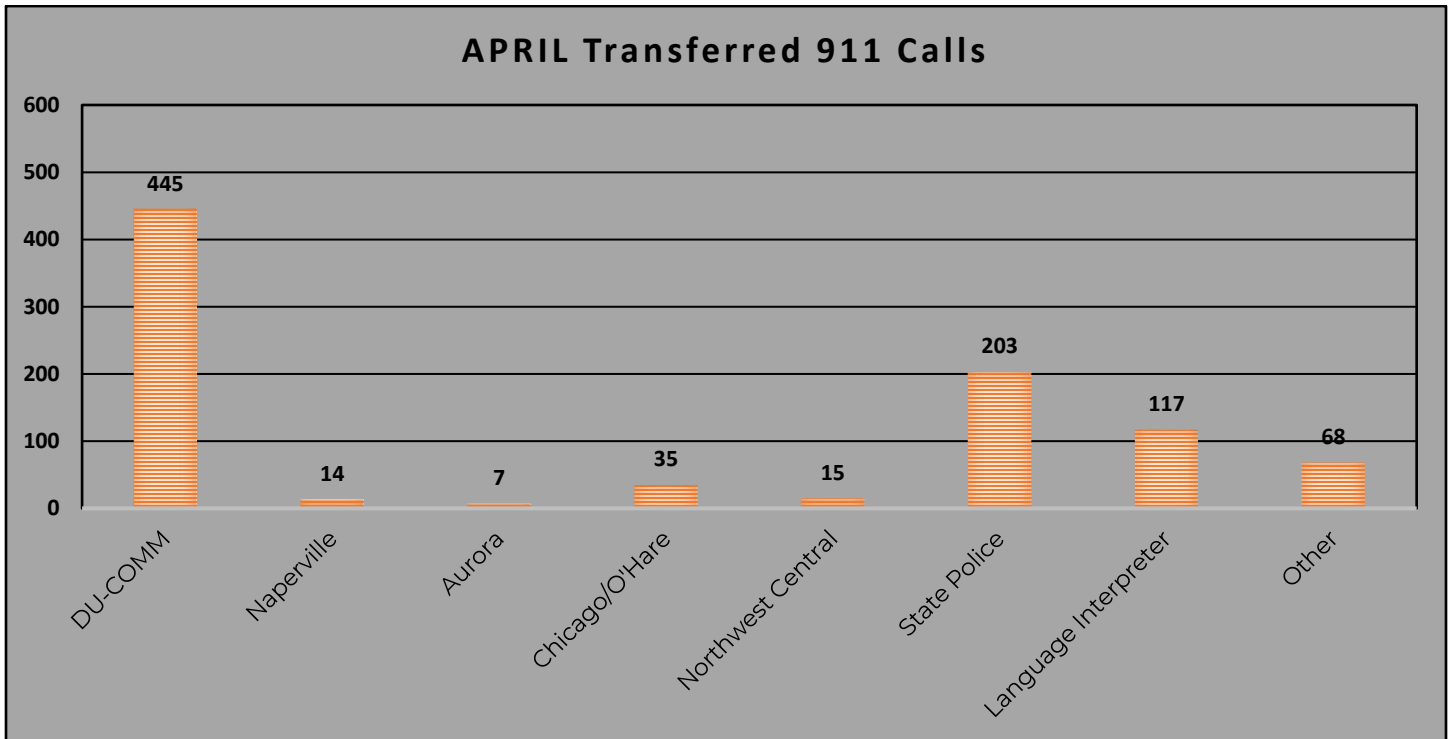
### **NON-EMERGENCY:**

DOMINO - 913  
KIZOREK - 850  
MINOR - 835  
SZCZEPANIAK - 799  
VALLEE - 733  
WILLADSEN - 724  
OLIVER - 669  
LETTENBERGER - 645  
GRADO - 643  
GONZALEZ - 625

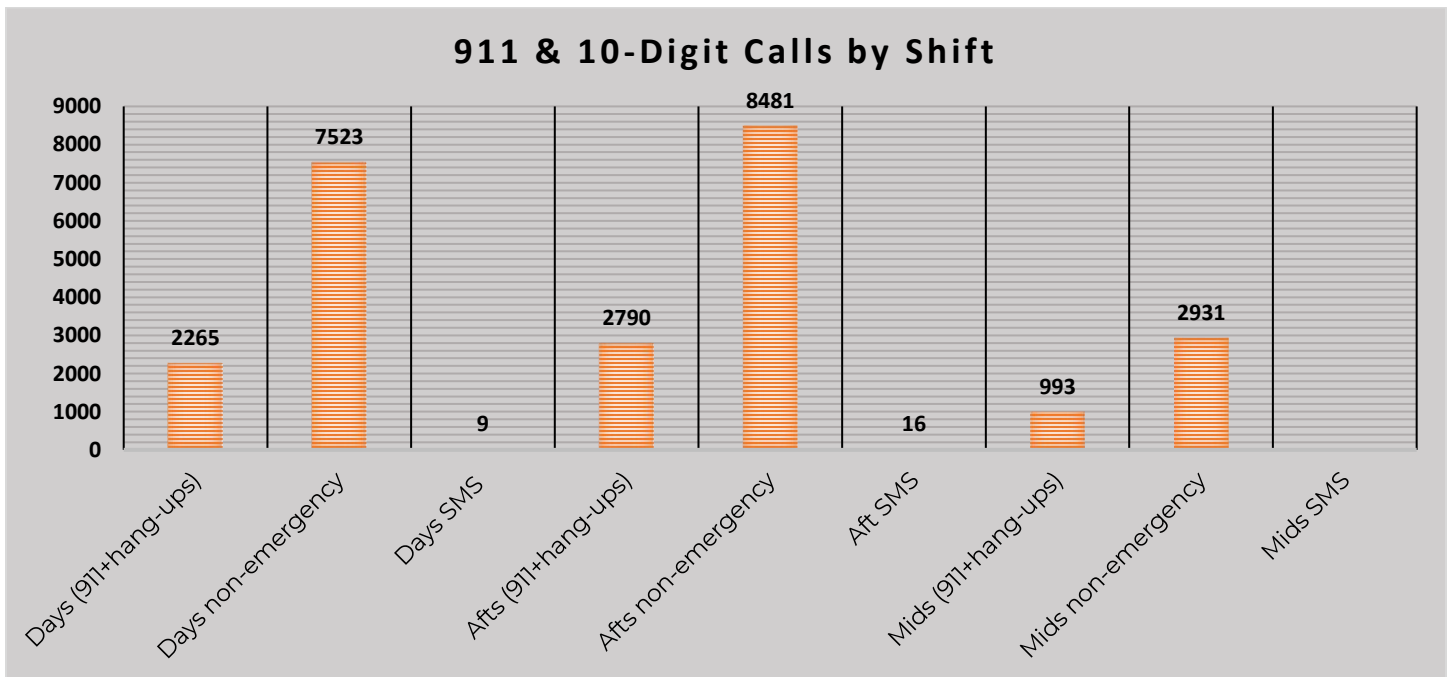
### **211 CALLS:**

KIZOREK - 24  
VALLEE - 22  
OLIVER - 21  
MINOR - 16  
WILLADSEN }  
NUDD } 15

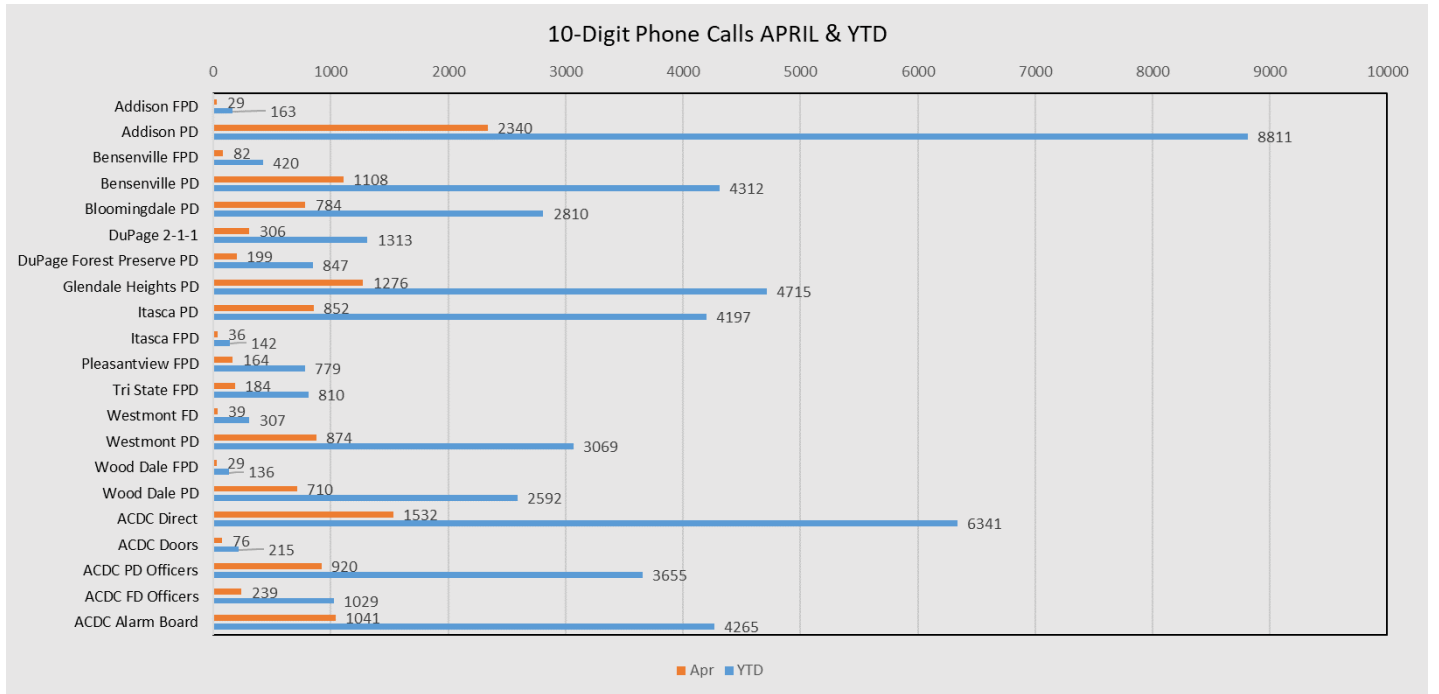
# TRANSFERRED 911 CALLS



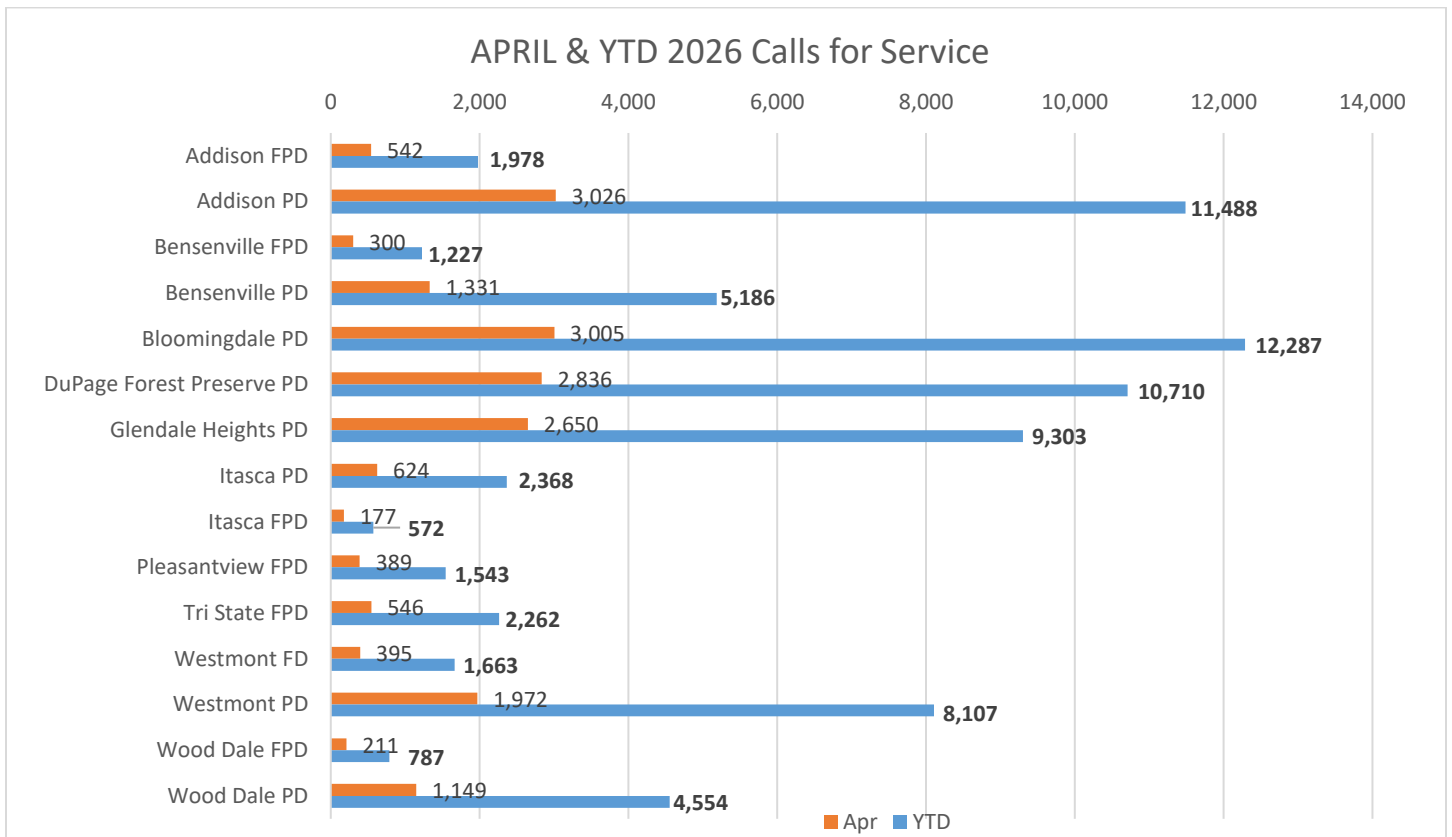
# CALLS & SMS BY SHIFT – APRIL



# MEMBER AGENCY & Misc. 10-DIGIT PHONE CALLS



# CALLS FOR SERVICE (CFS)



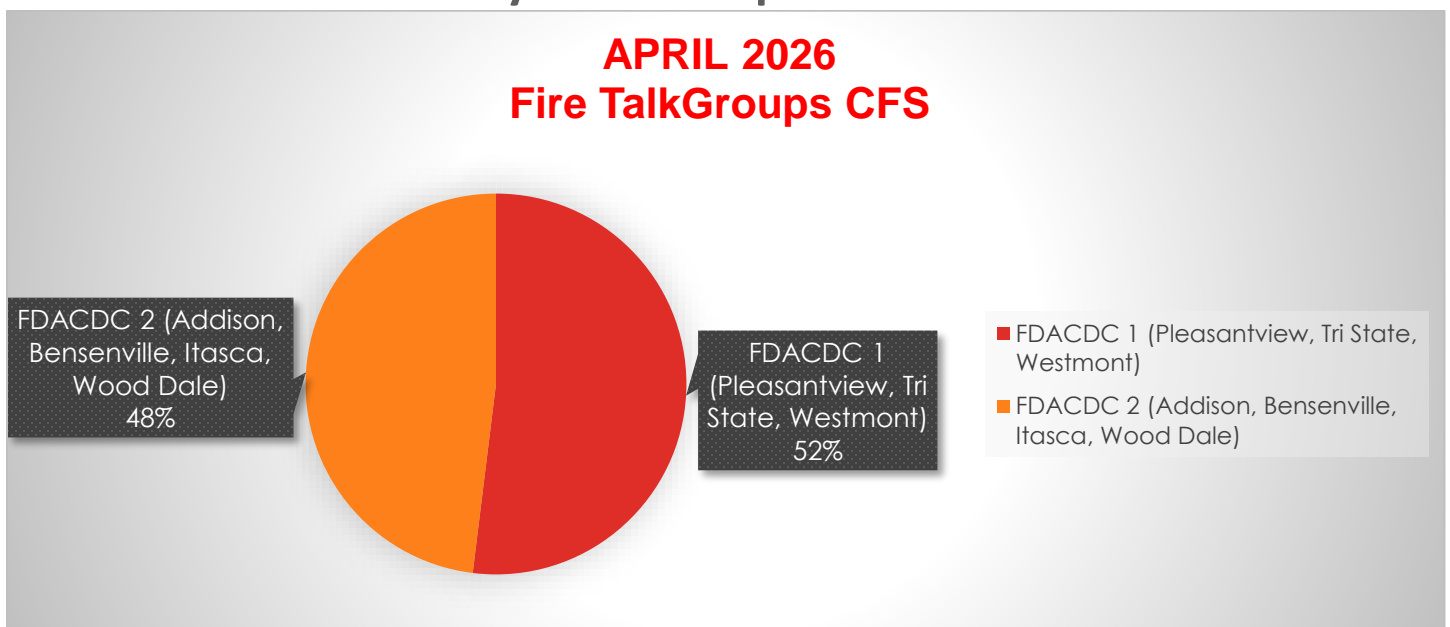
## POLICE Calls for Service by Talk Group – APRIL

ACDC 1 (Westmont, DuPage Forest)	4,808
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,130
ACDC 3 (Bloomingtondale, Glendale Heights)	5,655



FDACDC 1 (Pleasantview, Tri State, Westmont)	1,330
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,230

## FIRE Calls for Service by Talk Group – APRIL



# MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/23/2026	Westmont	Structure	504 N Richmond AVE
2/27/2026	Tri-State	Brush	Waterfall Glen
2/27/2026	Lyons	Investigator	8329 44th ST
4/22/2026	LaGrange Park	Dive	26th Street Woods

## 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 than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	7								
Bensenville	4								
Itasca	1								
Pleasantview	1								
Tri State	3								
Westmont	8								
Wood Dale	8								
Other FD Agency	11								
Total Reported Fires	43	29	12	2	67%	95%	56	1	0
<b>Actual Fires</b>	<b>19</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>89%</b>	<b>100%</b>		<b>0</b>	<b>0</b>
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		89.5%							
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	3								
% actual fires received as fire alarm	16%								

## 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.

29 Calls Reviewed – APRIL	
Policy Violations	Violation <ul style="list-style-type: none"> <li>• Failure to broadcast on DU FLASH</li> </ul>
Error in Accuracy	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Performance Issue	Violation <ul style="list-style-type: none"> <li>• Failure to self-dispatch an in-progress call</li> </ul>
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>

### FIRE:

General Alarm Review

13 Calls Reviewed – APRIL	
Policy Violations	Violation <ul style="list-style-type: none"> <li>• Delay on dispatch</li> </ul>
Error in Accuracy	Violation <ul style="list-style-type: none"> <li>• Mis-coding</li> </ul>
Performance Issue	Violation <ul style="list-style-type: none"> <li>• Failure to upgrade response in a timely manner</li> </ul>
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>

### COMPLAINTS/REQUESTS for Understanding:

Agency	Complaint/Inquiry	Explanation	Findings
Westmont PD	Failure to dispatch unit, unit advised via phone		Partial - Bonafide
Westmont FD	FD event created for the wrong CAD		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

- Protocol 41 Type Codes
  - Primary Type Code: **CRISIS-41M** - CALLER IN CRISIS
  - Subtype Codes: **911** - 911 RESPONSE  
**988** - 988 TRANSFER  
**CO** - CO RESPONSE

**Podcast** – New date/time, ETSB sent out calendar invite updates – Original invite for May 26 will be deleted.

- Next Podcast @ 1:30 pm:  
The updated schedule is as follows:
  - Wednesday, June 10, 2026
  - Wednesday, July 8, 2026
  - Wednesday, August 12, 2026
  - Wednesday, September 9, 2026
  - Wednesday, October 14, 2026
  - Wednesday, November 11, 2026 Informational for Veteran’s Day County Office Closed
  - Wednesday, December 9, 2026The calendar invites will be updated accordingly.

- DEDIR System document was distributed via email
- Monday.com  
**What’s new on Monday:** The “Policies Sign Off” dashboard will be updated to include Policy 911-005.13: CommandCentral Aware along with the fillable pdf application and Excel spreadsheet, which will be added after this podcast. Instructions on how to download and upload the files are included as an attachment to this document.

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

Informational agenda for the April 9, 2026

- Status of Purvis Version 4.9 Upgrade and Message Board Project  
Upgrade scheduled for April 21, 2026.
- LiveMUM Documentation (Monday.com)
  - Two documents requiring checking/updating for each agency – Located on Monday.com is a task labeled “LiveMUM Document Goals”. This document provides details of what each agency should review and provide updates/changes within the below listed spreadsheets.
    - LiveMUM Unit Document
    - LiveMUM Station Document

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

1. Staffing Update
2. CESSA
3. PAC update
4. Emergency Operations Mode
5. CAD Type Code: Flooding – No Hazard
6. CARES

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

- Executive Meeting held in lieu of monthly meeting.

**ACDC Visitors**

- Itasca PD Sgts Tour
- CMCP Class Tour
- AXON

**Community Outreach**

04/09/2026 NEDSRA Police & Fire Academy ACDC EOC

**Task Force / Special Detail Participation**

N/A