



Emergency Telephone System Board of DuPage County Monthly Report

July Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity June 1 through June 30. 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!

Joint Operations - At 1913 hours on May 31, 2026, **Telecommunicator (TC) Sean Milnes** dispatched Addison Fire Department Engine 73 and Medic 73 to 605 Meadows Blvd for a patient experiencing heart problems. At 1915 hours, as per policy, **TC Milnes** broadcasted routine incident information over the fire radio channel. Details included the location and patient data: a 23-year-old male reporting stroke-like symptoms, current medications, and cannabis use. **TC Milnes** advised the fire responders that police units were unavailable due to a separate high-priority incident.

Proactively, **TC Milnes** reviewed the location's recent call history and Special Situation alerts. At 1917 hours, he notified Engine 73 of a historical pattern of disturbances at the address, including a prior suspicious incident involving a weapon linked to the patient. He also noted that the patient had since stated fire department assistance was no longer needed. Engine 73 acknowledged the alert, arrived on-scene, and advised they would investigate.

At 1919 hours, Engine 73 reported a weapon inside the apartment and requested emergency police response. **TC Milnes** immediately switched to the police radio channel to dispatch Addison Police Department (ADP) units to the scene. He advised responding officers that the fire department had originally been dispatched for a medical call but discovered an armed patient inside the residence. **TC Milnes** maintained continuous communication across both channels, updating police units with critical details—including the weapon's caliber and the exact time it was secured—while simultaneously conducting regular status safety checks with the fire units on the scene until law enforcement arrived.

The way you managed this high-risk call shows just how deeply you understand joint fire and police operations. Your sharp multitasking, proactive thinking, and focus on crew safety turned a dangerous situation into a safe, successful outcome. Incredible work—congratulations on a job well done!

Wall of Life Recognition - **Telecommunicator (TC) Abby Chambers** was recognized for her actions during a May 6, 2026, 9-1-1 call involving an unexpected childbirth at a residence. **TC Chambers** remained calm and professional while gathering critical information, entering the call for service, coordinating the dispatch of responding personnel, and providing post-delivery care instructions for both the newborn and mother.

Her calm demeanor and clear communication helped guide the family through a highly stressful and unexpected event. Both the baby boy and his mother were discharged from the hospital two days later, healthy and doing well. In recognition of this call, TC Chambers' name will be added to the Wall of Life.

Wall of Life Recognition - **Telecommunicator (TC) Jorge Rivera** was recognized for his actions during a June 2, 2026, 9-1-1 call involving an imminent childbirth at a local hotel. **TC Rivera** quickly identified the signs of an imminent delivery, entered the call for service, and ensured emergency responders were dispatched without delay.



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Congratulations on a Job Well Done! (continued)

Only four minutes and twenty seconds passed from the time **TC Rivera** answered the phone until the baby was delivered. His calm guidance and reassurance helped the caller assist with the delivery and provide immediate care for the newborn. Both the baby girl and her mother were discharged from the hospital healthy and doing well. In recognition of this call, **TC Rivera's** name will be added to the Wall of Life.

ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:

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

July 13

August 17

September 14

October 21 (Wednesday)

November 16

December 14

The SAB continues the state-wide strategic planning work. The eight focus areas and strategic concepts were reviewed at the June meeting. The ETS Board receives the working document provided to the State Advisory Board members. These focus areas will impact statutory language, the surcharge distribution and operations of the PSAPs and ETSB. The materials are provided to ensure the ETS Board understands those focus areas and can provide feedback both for the state plan and future goal setting for DuPage ETSB.

Legislative

The legislative updates have been moved to the end of this report because of their length. Lobbyist Chip Hume will be available for the July meeting for end of session highlights and to answer any questions.

RESOLUTIONS

Sales of Surplus Assets:

Deer Park Emergency Management Agency: This is a request to purchase twenty (20) APX7000 7/800 VHF portable radios at \$500.00 each, for a total contract value of \$10,000.00. Because the total value of the sale is between \$10,000.00 and \$24,999.99, County Board approval is not required. Per County policy, this resolution will go on the DuPage County Finance Committee meeting agenda for approval on July 14, 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 Resolutions ETS-R-0019-26 and ETS-R-0038-26.
Total Contract Value: \$10,000.00.

Braceville Fire Protection District: As was reported in the June monthly report, this was 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. Braceville was unable to sign the sales agreement prior to the ETS Board meeting as they have had board member vacancies, however, so as to not hold up the sale, the ETS Board



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approved the sale pending a signed copy returned from Braceville. Braceville has reported they have a new member to make up their quorum and has a meeting scheduled on July 13 to approve and execute the sales agreement.

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 and Capital Management Report CPI Data Report and Capital Management Report 10 Year Forecast and 911 State Advisory Board (SAB) quick reference for the eight (8) Focus Areas of the draft strategic plan.

Additionally, as part of the budget process and goal setting, staff will continue to present the budget overview. 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.

Capital Management Report: The two CPI columns added last month have been updated with the most recent data. Additionally, in May the Board approved the ExaGrid server replacement. That cost and renewal year have been updated.

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 data for the ETS Board two forecasts to consider.

Total Obligations: ETSB Staff has been working on a snapshot of the current contractual obligations utilizing the County ERP reports. That snapshot allows the ETS Board to consider current services. Wireless Communication Services, Repair & Maintenance Other Equipment, Software Licenses, Software Maintenance Agreements, and Other Contractual Expenses make up eighty-nine percent (89%) or \$10,589,271 of the \$11,932 contractual budget category. This means that other than continuing to negotiate contracts for bid for lower costs, the current costs are obligated either as support/maintenance of the 911 components or what was originally coined as "Friends of CAD" meaning ancillary systems or software that support, monitor and/or protect the 911 system.

FY26 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 ACDC DU-COMM ETSB	\$ 163,281	FY26	8
23	All Switches (qty 15)	\$ 42,000	FY26	5
24	All Servers (qty 10)	\$ 100,000	ANNUAL	
	Total	\$ 449,281		



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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
Total		\$ 13,313,737		

Monthly Revenue and Reimbursement

Total: \$1,115,393.06

Monthly Surcharge: \$1,032,394.35 February 2026 surcharge was received on June 9.

Investment Earnings: \$123,492.41 for May.

Additional money received this past month includes the reimbursements listed below and Sale of Assets. A complete breakdown of the reimbursement by type and agency is provided at the end of this report.

FY26 Reimbursement Year to Date:

Reimbursement	Billed	Received	Outstanding
Tablet Command	\$11,318.86	\$11,318.86	\$0.00
Hexagon Ancillary Service I/CAD	\$4,288.00	\$4,288.00	\$0.00
LEADS Interface	\$29,363.00	\$29,363.00	\$0.00
SIS Alarm	\$17,000.00	\$0.00	\$17,000.00
Axon Fusus Interface	\$3,000.00	\$3,000.00	\$0.00
Mobile Responder I/Netviewer	\$35,069.00	\$27,602.00	\$7,467.00
FSA Maintenance	\$15,345.00	\$10,875.00	\$4,470.00
Policy 911-01.1 Access	\$13,266.66	\$6,430.96	\$6,835.70
DEDIR System Police	\$920,362.86	\$338,592.18	\$581,770.68
DEDIR System Fire	\$109,043.88	\$49,228.00	\$59,815.88
Total	\$1,158,057.26	\$480,698.00	\$677,359.26

Payment of Claims

Internal Payments FY26

The July Bills list will also include an interdepartmental transfer for copy paper charges through the Mailroom. The amount of the transfer is: \$67.94.

External Payments FY26

Total for Fund 5820 for the June 10 meeting: \$ 226,993.35.



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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

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
SOP Officer	6/2/26	N	Reset MPS password	MPS password reset
SOP Officer	6/3/26	N	Reset MPS password	MPS password reset
SOP Officer	6/3/26	N	Reset MPS password	MPS password reset
DU-COMM	6/15/26	E	All fire units got logged off	Manual sign in of all units
ACDC	6/15/26	E	All fire units got logged off	Manual sign in of all units
Elmhurst FD	6/19/26	N	Connectivity problems	Agency Network Issue
Villa Park FD	6/22/26	N	Units screen was updating	Purvis Services Restarted
Clarendon Hills PD	6/25/26	N	Need help with radio	Referred to Motorola Radio Maintainer

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	170	124
CAD	516	516	558	558	146	110
Total	1140	1140	1052	1043	316	234

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	485	170	124
CAD	558	558	146	110
Total	1052	1043	316	234

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	
19	11	1	2	4	0	5	2	1	0	4	



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CAD Ticket:

Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
26	18	3	21	0	2

CAD Administrator Activity:

Database Management

- Generated custom SQL query listing of all type codes.
- Performed manual LEADS lookups using SSMS.
- Modified current ProQA translations already in test CAD to new provided determinants via SQL update statements.

CAD Configuration

- Administered CAD user accounts, including onboarding, access modifications, and deactivations.
- Managed CAD Units, including LEADS access approvals.
- Managed CAD Netviewer access.
- Modified Board Up rotation for fire agency.
- Added submitted Preplan data to CAD.
- Modified Tow Rotation for Police Agency.

CAD Issue Resolution

- Resolved issue for an agency where Axon data was not making it to Axon for Body Camera tagging.
- Fixed Fire Crew issue in CAD. Crew was stuck and not able to be used or modified.

System Development and Deployment

- Reconfigured fire agency fire units to accept GPS location from Tablet Command.

CAD Interface Projects:

ProQA Version v5.1.1.53 Logic Version 14.0.467

Current Status: Partially completed

ACDC: Completed January 2026

DU-COMM: Pending - Scheduled

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 has been scheduled for the week of July 9.

Flock Drone:

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

Current Status: On Hold per Chief Strockis as of June 24, 2026

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

Hinsdale Axon Auto-Tagging:

Hinsdale Police Department; Project Started: April 9, 2026

Ticket # 21910

Current Status: Hinsdale Received Board Approval on June 9, 2026



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Update: ETSB received a signed copy of the MOU on June 23, 2026. This will be placed on ETS board agenda for final approval on the July 8, 2026 meeting.

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. No additional updates.

Lombard Tablet Command: Project Started: February 2026

Ticket #21368

Current Status: On-Hold

Update: Lombard Fire has been referred to Bartlett Fire. ETSB followed up with Lombard on June 23, 2026. Lombard indicates they are still in discussions about the different levels of implementation.

Estimated Cost: TBD

CAD Focus Group:

Next Meetings: July 14 and 28, 2026

The CAD Focus Group met on June 2 and 30 (in-person), 2026. (June 16 informational update sent out).

Attendees	Meeting 1	Meeting 2	Attendees	Meeting 1	Meeting 2
Agency Users			ETSB		
DC Rachel Bata, RPD		A	Prithvi Bhatt		
DC James Fitzgerald, WSF	A	A	Kris Cieplinski		
Sgt. Will Fuentes, APD	A	A	Nate Krause		
DC Jose Gonzalez, APD	A	A	Gregg Taormina		
DC Scott Gray, LWF	A	A			
Sgt. Robyn Knight, WDPD	A		ACDC		
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		A
Sgt. Dan Taylor, LPD	A	A	David Dobey	A	A
DU-COMM			Marilu Hernandez		
Tyler Benjamin		A	Kristina Iazzetto	A	A
Ryan Miller	A		Ben Koechling		A
Steve Pirog			Abby Medina	A	A
Eric Roberts	A	A	Christopher Norton	A	A
Jessica Robb	A	A	Mike Sampey	A	A
Amanda Schretter	A	A	Christopher Willadsen	A	A
Donna Napier	A	A	Grecia Flores		
MJ Martin	A				

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 June 8 and 22 to provide progress updates.

At the June 22 Cohort 2 check-in, ETSB and PSAP representatives updated the statewide administrator that DuPage County was in the final stages of preparation for CESSA implementation



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and hoped to establish a go-live date at the next CAD Focus meeting. At the June 30 CAD Focus meeting, the group discussed the remaining items needed for go-live. Both PSAPs are near completion of internal CESSA operational policies. The DuPage County Health Department established and successfully tested a 10-digit transfer line with ACDC and DU-COMM testing is pending. And ETSB and PSAPs are finalizing the mapping of Protocol 41 type/subtype codes and responses.

The group agreed to set a CESSA go-live date of Monday, August 17 to allow for completion of the above listed outstanding items as well as protocol refresher training for telecommunicators.

911 System Memos:

New Memos: None this past month.

Closed Memos: Memo 141 closed.

Pending Memos:

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

Status: Near completion

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 and DU-COMM have both completed the mapping of the protocol’s determinant codes to the appropriate CAD type/subtype codes. ProQA software update is pending and has been scheduled for the week of June 29, after which the protocol will be updated with the PSAP provided response recommendations. Protocol will then be tested and ready for production CAD prior to the August 17 systemwide CESSA go-live date.

Memo 143: CAD Config – Lisle-Woodridge FD 911 Call Pick up Time System Design

Status: In Progress

Update: Lisle-Woodridge Fire District Board of Trustees reached out to ETSB and the DU-COMM Executive committee requesting for a Standardization of 911 Pick-Up Time Documentation in the CAD system. Currently, the phone system does not provide the answer time with the ANI/ALI spill into CAD. ETSB has engaged both AT&T and the CAD vendor to investigate if this is information that can be added to the CAD record for calls and is awaiting responses from both. ETSB is also communicating with neighboring PSAPs and ETSBs to inquire if other CAD systems have the capability to capture this information.

Enhancement Requests:

None at this time.

ETSB Network

History	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	131	117



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Same Month Comparison

	2025		2026	
Category	Open	Closed	Open	Closed
Absolute Secure	131	131	131	117

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	referred to Comcas	PSAP or Agency .Network Issue
13	10	2	10	0	1

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:

DU-COMM workstation patching completed the week of June 1, 2026. No additional patching activity is planned for the month of June 2026.

VMware Maintenance:

Nothing was planned for June 2026.

ProQA Client Software:

ProQA software update testing was completed on June 30, and is scheduled for push to production on Thursday, July 9.

ExaGrid Storage Device Replacement:

New ExaGrid storage device for backups will be installed the month of August.

Miscellaneous:

- ETSB obtained a budgetary quote for new core switches. Working with County Procurement on next steps.

Customer Premise Equipment (CPE)

There were no projects started or issues reported last month.

Tech Focus Group:

Next Meetings: July 13, and July 27

The Tech Focus Group met on June 1, June 15, and June 29.

Projects Discussed:

FSA RIU Network Design

Tech Focus and Purvis met on June 22, 2026, to review Purvis's proposed design. During the meeting, Tech Focus requested clarification on the overall design and sought confirmation that the proposed solution would correct the current primary and secondary server configuration. Purvis confirmed that the project will address the existing primary and secondary server naming and



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location issues. Additional questions regarding the current IP configuration were also discussed. Purvis confirmed that the appropriate IP addresses will be assigned to the corresponding RIUs as part of the system configuration changes.

Tech Focus will review the proposed design internally and discuss it further at the next meeting. A recommendation will be made at that time.

New Project Requests:

No new requests were reviewed for June 2026.

New Interface Requests:

No new requests were reviewed for June 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 Taormina, Facilitator	ETSB	A	
Prithvi Bhatt	ETSB		
Kris Cieplinski	ETSB		
Jim Connolly	ACDC	A	
Don Ehrenhaft	County IT / PRMS	A	
Jerry Furmanski	ETSB		
Ejaz Khan	DU-COMM		
Nate Krause	ETSB		
Erik Maplethorpe	DU-COMM		
Keith Marc	ACDC		
Ryan Miller	DU-COMM	A	
Eric Roberts	DU-COMM		
Mike Sampey	ACDC	A	A
Jason Snow	Sheriff IT	A	A

Fire Station Alerting System (FSA):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	67	67

Past Month						
Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
14	14	4	10	0	0	0



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Ticket solved - Date	Agency	Ticket subject	Component	Resolution
6/3/26	Station 3	MB power supply issue	Message Board HDMI Extender	Issue Cleared on Own
6/5/26	Station 44	Bunk room speakers failed overnight	Audio Amplifier	Restart/Power Cycle
6/9/26	Station 93	Purvis Faults	TOT GridC Power Supply	Replaced Component
6/9/26	Purvis	Purvis Offline	Customer Networking	Non-Purvis Issue
6/9/26	Beeping!	Beeping!	Alerting Impacted	Restart/Power Cycle
6/12/26	Station 77	UPS for Purvis Failure	UPS CyberPower	Non-Purvis Issue
6/17/26	Station 23	Touchscreen Blank & Unresponsive	RTS	Replaced Component
6/17/26	ACDC	Primary central server disconnected message	Other	Data Manager Service Restart
6/17/26	Purvis	Purvis having audible issues when dispatching		
6/17/26	Purvis	Purvis displays failing to update at 7:43am on 6/17	Central Server	Data Manager Service Restart
6/17/26	Villa Park FPD	Distorted and slow dispatches		
6/18/26	Purvis DM console	Purvis DM console pop-up error message	DM Console	Configuration Change
6/18/26	Purvis Status Board	Purvis Status board is not updating	Central Server	Data Manager Service Restart
6/22/26	Station 183	DM Console Alarm	Station Configuration	Configuration Change

FSA Projects:

Fire Station Alerting System-wide Upgrade:

Status: In Process multiple phases

Dependencies: DU-COMM RIU project 2021; Completed on June 23, 2025

The equipment for this project has been onsite since 2021.

Fire Station Alerting System-wide Upgrade:

Status: Phase 1: IP Data Collection Completed June 2025

Phase 2: Central Server Install Completed August 2025

Phase 3: Server Migration Completed January 2026

Phase 4: Upgrade to Version 4.9 Completed May 2026

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

Dependencies: This part of the project is dependent on the system upgrade completion.

Current Status: In Process

Update: Final station scheduling is taking place for the message board module installs. In addition, the Purvis team will be participating in the Fire Standardization meeting on July 2 to review the stations message board view selections and obtain final approval of their configurations.



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Fire Standardization Focus Group (FSA):

Next Meetings: July 2, July 16, and July 30, 2026.

The Fire Standardization Focus Group meetings were held on June 4 and June 18, 2026 (June 18 was Informational).

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		
Chief Brenn, Tri-State FD	ACDC 1	A	
Chief Riley, Westmont FD	ACDC 1	A	
Chief Cassady, Glenside Fire	Fire North	A	
Chief Clark, Glen Ellyn Fire	Fire North		
Chief Lahanis, Darien-Woodridge FD	Fire South		
Chief Sanborn, York Center Fire	Fire East		
Chief Dufort, Elmhurst FD	Fire East	A	
Chief Fors, Hanover Park FD	Fire West	A	
Chief Gabrenya, Bartlett Fire	Fire West	A	
Non- Voting Attendees			
Michele Beebe	ACDC	A	
Tyler Benjamin	DU-COMM		
David Dobey	ACDC		
Marilyn Hernandez	ACDC		
Erik Maplethorpe	DU-COMM	A	
Steve Pirog	DU-COMM	A	
Jessica Robb	DU-COMM		
Eric Roberts	DU-COMM	A	
Nate Krause	ETSB		
Gregg Taormina	ETSB		
Linda Zerwin	ETSB	A	

LiveMUM Application:

ETSB and Deccan have incorporated the information provided by the group. Updates to the system are in process. At the July 2 meeting, ETSB will review the proposed changes with the group and obtain final confirmation that all information is accurate before moving forward with the system update.

Geographic Information Systems (GIS):

History Category	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
GIS	221	221	581	581	250	109



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Past Month								
Totals		Categories of Open Tickets						
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range
21	4	121	121	121	8	4	2	7

GIS Map Roll:

ETSB, in collaboration with County GIS, performed the Production map roll on June 16, 2026. No issues have been reported.

GIS Redistricting Annual Status:

No new projects in June.

NG9-1-1 GIS Mapping:

No report.

Database Version and Updates:

County GIS continues to work on 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: Completed

Update: Went live on June 16, 2026, there have not been any issues reported to date.

Lisle Woodridge Fire Protection District Redistricting

Project started: February 5, 2026

Current Status: Completed

Lisle-Woodridge Went live in CAD on June 16, 2026, there have been no issues reported to date.

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.



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Encryption:

Go-Live Date: July 7, 2026
Current Status: In-Progress
Agency Training: In-Progress

Motorola completed successful proof of concept testing on June 16.

There will be a final internal go-no go check on Monday, July 6.

The Double Codeplug has been pushed to all police agencies with approximately 22 radios still needing to be updated out of 1904. Nice work everyone! Please see the list at the end of this report for specific radios that need to be updated.

Portables that have not installed the double codeplug will not be able to communicate on the encrypted talkgroups after go-live on July 7. Motorola has compiled a list of non-APXNext portables that will need the encrypted codeplug push after go-live.

Note: Fire Radios will not be able to move to encryption until all radios have done the second update. The following agencies still have updates to do totaling 57 radios: BLF, ITF, LWF, LOF, VPF, WFF, WHF, WRF, YCF. Please see the chart at the end of this report for specific radios.

AXS Consoles:

Status: In-Progress

Total Items: 42

Current Open Items: 8

Closed Items: 1 in June

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	ACDC	6/22/26		Not receiving paging tones on DFSI resources	FSO still reviewing this case but is likely going to escalate up to tier 2 for root cause
2	ACDC	6/18/26		All SDMs are not working. Unable to open/close any remote doors	Escalated up to tier 2 for root cause
3	ACDC	5/18/26		While a TC uses the phone. has talk group DU ACDC 1 selected. a call is received on DU ACDC 1 and the audio is heard at the unselect speaker.	With CSE- logs received do not match date
4	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.
5	ACDC	5/19/26		OP12 select speaker not working	Investigating speaker issue. Recommend replace speaker.
6	ACDC	5/18/26		Intermittent problem with Fire layouts. While a TC is actively on	Case is with Motorola Field Services.



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				the phone and has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU	
7	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.
8	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.
9	ACDC	6/19/26	6/22/26	Program Manager - PM: do not have access to 2 radio resources - cannot add default volumes.	Resolved
10	ACDC	6/18/26	6/18/26	Getting Emergency alerts on two radio resources on portable units in the field that they should not be receiving them on	Resolved
11	DU-COMM	3/13/26	6/10/26	AXS OP 22 radio console logged off and unable to log back in, even after rebooting the computer.	Unable to replicate the issue by Motorola engineering. No additional incidents have happened
12	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
13	ACDC	4/6/26	5/14/26	OP 18 is out of service	CCHUB will be swapped out.
14	ACDC	2/23/26	4/10/26	Intermittent issue with Fire Layouts	Motorola working with engineering on root cause
15	DU-COMM	2/4/26	4/10/26	OP 2 is not being recorded on Vesta IRR	User action caused issue
16	DU-COMM	1/19/26	4/1/26	Headset audio at OP 18 muted.	User accidentally muted external output ports
17	DU-COMM	2/11/26	3/18/26	OP 22 console logged out and required a reboot	Motorola Engineering Team is investigating
18	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
19	DU-COMM	2/25/26	3/12/26	OP 4 Monthly patch update failed.	OP 4 received monthly patch update without issue. Closing
20	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.
21	ACDC	12/18/25	2/23/26	Lost 2 agencies for SDM resources doors and panic alarms	Updated SDM to latest software version
22	DU-COMM	1/14/26	2/4/26	POS 14 logout	Fixed in AXS 3.5.308
23	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
24	ACDC	9/8/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
25	ACDC	9/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
26	ACDC	9/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue



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27	ACDC	10/9/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
28	DU-COMM	10/12/25	1/15/2026	OP18 that logged itself out	Fixed in AXS 3.5.308
29	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
30	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
31	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
32	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
33	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
34	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.
35	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
36	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue
37	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.
38	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
39	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved
40	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
41	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
42	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:

Current Status: 25 applications received, 25 applications approved
 Update: At the May 13, 2026 meeting, 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.

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.



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Intergovernmental Agreement (IGA):

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

Police agencies that have submitted the Certification/IGA as of 03/31/25:	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
<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			
Lisle PD	X	X			
Lombard PD	X	X			
Oak Brook PD	X	X			
Oakbrook Terrace PD	X	X			
Roselle PD	X	X			
Villa Park PD	X	X			
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD	X	X			
Willowbrook PD	X	X			
Winfield PD	X	X			
Woodridge PD	X	X			
Total	22	22	0	0	
<u>Agencies that have an IGA</u>					
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	
Total	9	9	0	9	
Grand Total	31	31	0	9	



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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
Roselle FPD	X	X	X		X	September 11
Villa Park FD	X	X			X	October 6
West Chicago FPD	X	X			X	October 6
Wheaton FD	X	X			X	October 10
Winfield FPD	X	X			X	October 10
York Center FPD	X	X			X	October 17
Total	21	21	4	1	Complete	Complete
<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
Total	8	8		8		
Grand Total				Complete		



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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.

Security Info Sys (SIS) Alarm

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

Mobile Responder and I/Netviewer:

	FY2026 (Current)	FY2027	FY2028	FY2029
Mobile Responder, I/Netviewer	\$ 35,069.00	\$ 35,595.07	\$ 38,302.80	\$ 38,877.26
Total Remitted	\$ 27,602.00	\$	\$	\$
Addison PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Bloomington PD	\$ 604.00	\$ 613.06	\$ 1,085.86	\$ 1,102.15
Remitted	\$	\$	\$	\$
Glen Ellyn PD	\$ 375.00	\$ 380.63	\$ 386.33	\$ 392.13
Remitted	\$	\$	\$	\$
Lisle PD	\$ 1,056.00	\$ 1,071.84	\$ 1,087.92	\$ 1,104.24
Remitted	\$	\$	\$	\$
Oakbrook Terrace PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Wood Dale PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Clarendon Hills Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Hanover Park Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
West Chicago Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$

FSA Maintenance Reimbursement Costs by Agency for Optional Equipment:

	FY2026 (Current)	FY2027	FY2028	FY2029
FSAS Optional Equipment	\$ 15,345.00	\$ 15,345.00	\$ 15,810.00	\$ 16,285.00
Total Remitted	\$ 10,875.00	\$	\$	\$
Clarendon Hills Fire	\$ 960.00	\$ 960.00	\$ 990.00	\$ 1,020.00
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 2,200.00	\$ 2,200.00	\$ 2,265.00	\$ 2,335.00
Remitted	\$	\$	\$	\$
Tri-State Fire	\$ 1,010.00	\$ 1,010.00	\$ 1,040.00	\$ 1,070.00



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Remitted	\$	\$	\$	\$
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
Total Remitted	\$ 3,063.01	\$ 3,367.95
Addison PD	\$ 835.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
Total Due for Implementation	\$ 3,585.22	
Remitted	\$	

DEDIR System:

Subject to Agency revisions*	Capital Equipment*	Annual Airtime*	One-time Costs*	Total Amount*
FY2026	\$ 800,390.40	\$ 59,352.00	\$ 60,620.46	\$ 920,362.86
Total Remitted	\$ 288,123.67	\$ 32,496.00	\$ 17,972.51	\$ 338,592.18
Addison PD	\$ 40,207.92	\$ 2,064.00	\$ 0	\$ 42,271.92
Remitted	\$	\$	\$	\$
Bartlett PD	\$ 6,983.16	\$ 1,440.00	\$ 5,842.77	\$ 14,265.93
Remitted	\$	\$	\$	\$
Bensenville PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Bloomingtondale PD	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Carol Stream PD	\$ 54,653.16	\$ 2,328.00	\$ 1,180.72	\$ 58,161.88
Remitted	\$	\$	\$	\$
Clarendon Hills PD	\$ 49,348.44	\$ 1,944.00	\$ 397.00	\$ 51,689.44
Remitted	\$	\$	\$	\$
Downers Grove PD	\$ 126,209.32	\$ 9,000.00	\$ 575.00	\$ 135,784.32
Remitted	\$ 115,569.32	\$ 9,000.00	\$ 575.00	\$ 125,144.32
Forest Preserve PD	\$ 0	\$ 0	\$ 3,342.00	\$ 3,342.00
Remitted	\$	\$	\$	\$
Glen Ellyn PD	\$ 51,200.28	\$ 2,304.00	\$ 1,588.00	\$ 55,092.28
Remitted	\$	\$	\$	\$
Glendale Heights PD	\$ 6,152.76	\$ 216.00	\$ 987.59	\$ 7,356.35
Remitted	\$	\$	\$	\$
Hanover Park PD	\$ 166,285.08	\$ 9,648.00	\$ 2,880.00	\$ 178,813.08
Remitted	\$ 41,571.27	\$ 9,648.00	\$ 720.00	\$ 51,939.27
Lisle PD	\$ 36,199.44	\$ 1,296.00	\$ 1,106.77	\$ 38,602.21
Remitted	\$	\$	\$ 230	\$ 230.00
Oakbrook PD	\$ 12,970.56	\$ 816.00	\$ 8,900.00	\$ 22,686.56
Remitted	\$ 12,970.56	\$ 816.00	\$ 0	\$ 13,786.56
Oakbrook Terrace PD	\$ 500.00	\$ 408.00	\$ 1,474.56	\$ 2,382.56



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Remitted	\$	\$	\$	\$
Roselle PD	\$ 15,616.56	\$ 2,880.00	\$ 8,333.18	\$ 26,829.74
Remitted	\$	\$	\$	\$
Villa Park PD	\$ 20,938.92	\$ 1,872.00	\$ 570.36	\$ 23,381.28
Remitted	\$	\$	\$	\$
Warrenville PD	\$ 14,616.56	\$ 2,064.00	\$ 1,191.00	\$ 17,871.56
Remitted	\$	\$	\$	\$
Wheaton PD	\$ 9,985.28	\$ 3,264.00	\$ 2,464.00	\$ 15,713.28
Remitted	\$	\$	\$	\$
Winfield PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Wood Dale PD	\$ 31,761.36	\$ 1,656.00	\$ 1,420.00	\$ 34,837.36
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 32,263.80	\$ 2,304.00	\$ 1,920.00	\$ 36,487.80
Remitted	\$	\$	\$	\$

Subject to Agency revisions**	Capital Equipment**	Annual Airtime**	One-time Costs**	Total Amount**
FY2026	\$ 35,748.88	\$ 1,272.00	\$ 72,023.00	\$ 109,043.88
Total Remitted	\$	\$	\$ 49,228.00	\$ 49,228.00
Addison Fire	\$ 0	\$ 0	\$ 5,955.00	\$ 5,955.00
Remitted	\$	\$	\$	\$
Elmhurst Fire	\$ 7,215.28	\$ 408.00	\$ 12,307.00	\$ 19,930.28
Remitted	\$	\$	\$	\$
Hanover Park Fire	\$ 28,533.60	\$ 864.00	\$ 1,588.00	\$ 30,985.60
Remitted	\$	\$	\$	\$
Oakbrook Terrace Fire	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$	\$
Roselle Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$	\$
Westmont Fire	\$ 0	\$ 0	\$ 960.00	\$ 960.00
Remitted	\$	\$	\$	\$

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: June 30, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement:

APX Next XN Fire Portables Updates:

Phase 1: Complete as of April 2026

Phase 2: 22 agencies have completed the 2nd update, 7 remain
BLF, ITF, LWF, OTF, WRF, WFF, YCF

Radio Replacement – Hazmat Incident

In May, exposure in a hazmat incident has deemed 17 radios condemned/contaminated. Motorola has received information on the contaminants and is investigating and will be providing a response soon.

Encryption Project:

Deployment is scheduled for: Tuesday, July 7
APX 4000 Portable: To Be Determined

The go-live date for this project was pushed from June 23 to July 7. While the goal was pre-4th of July, in order to have the Motorola resources required available and the rescheduling of STARCOM work to allow for this infrastructure lift the first available date was July 7.

The recent storms delayed the agency deployment schedule. Additionally, the first agencies that have received the double codeplug have did some initial testing which found some things that needed to be corrected.

Motorola completed successful proof of concept testing on June 16.

Codeplug Creation for Encryption: A new double codeplug 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 tested and approved the double codeplug.

As of July 1:

31 agencies have received the double codeplug.

22 radios have not completed the download out of 1904 that were sent

All PD agencies have completed the training and requested the double codeplug with the exception of College of DuPage which is scheduled for the week prior to the Encryption Go Live

See the list of portables that need to be updated below, additionally the list has been posted on Monday.com's encryption board and updated daily.

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Radios Pending Double Codeplug Update as of 7/1/26			
BENSENVILLE PD		CAROL STREAM PD	
BEP VALOIS	BEP SPODAREK	CSP BLAIR	CSP JUSTINIANO
		CSP HASAN	
HANOVER PARK PD		WARRENVILLE PD	
HPP 191		WRP BONILLA	
DARIEN PD		GLEN ELLYN PD	
DAP 324	DAP 306	GEP GUTTER157	GEP NORTON70
FOREST PRESERVE PD			
FPP Gonzalez	FPP Johnson	FPP Herrera	FPP Redeker
FPP Saracco	FPP Mars	FPP Waldo	
WINFIELD PD		WOODRIDGE PD	
WFP CLAPPER	WFP KOTLARZ	WOP 129	WOP 97

Codeplug 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. The initial update has been completed by all Fire agencies as of April 16. A third change was found at a later date for a Zone 33 FG power correction and has been sent in a second push after the first update was completed on all agency radios. The list below includes radios pending the second push update for the Zone 33 FG power correction, along with other configuration fixes identified through support tickets.

Fire Radios as of 7/1/2026			
BLOOMINGDALE FPD			
DUBLF BR 21 A	DUBLF E20 DRI	DUBLF E21NOZ B	DUBLF T23 OV
DUBLF DIVE 22B	DUBLF E20 NOZ	DUBLF E21OFF B	DUBLF T23 SRC
DUBLF E20 CON	DUBLF E20 OFF	DUBLF T23 DRI	DUBLF UTV 1
DUBLF E20 CON2	DUBLF E21DRI B	DUBLF T23 OFF	DUBLF UTV 2
ITASCA FPD			
DUITF T66C	DUITF T66D		DUITF T66B
LISLE-WOODRIDGE FPD			YORK CENTER FPD
DULWF L51 OFC	DULWF L51 FFA	DULWF L51 DRV	DUYCF CAR F78
LOMBARD FD			
DULOF BAT 44A	DULOF NEWPOS3	DULOF NEWPOS2	DULOF OMEARA
DULOF JOHNSON	DULOF NEWPOS4		
VILLA PARK FD			
DUVPF E 80DR		DUVPF CHF 81	
WARRENVILLE FPD			
DUWRF TWR11FFC	DUWRF TWR11FFD	DUWRF ENG13OFC	DUWRF ENG13DRV
WHEATON FD			
DUWHF U38 1	DUWHF B36 FIRE	DUWHF G38 2	DUWHF ST37
DUWHF E36 NOZZ	DUWHF WHF 4	DUWHF E36 OFF	DUWHF F36 FIRE
DUWHF U38 2	DUWHF WHF 5	DUWHF E36 DRVR	DUWHF F38 FIRE
DUWHF B36	DUWHF G38 1	DUWHF E36 CONT	
WINFIELD FPD			
DUWFF E32	DUWFF G31C	DUWFF M33	DUWFF N31C
DUWFF E32D	DUWFF G31N	DUWFF M33A	DUWFF N31N
DUWFF V31C			

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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:

There are sixteen (16) remaining police agencies and sixteen (16) remaining fire agencies that will need to submit their CommandCentral Aware applications through Monday.com.

Service Tickets

2025	Year to Date	
	Opened	Closed
Category		
APX7000XE	78	78
APXNext (PD)	153	142
APXNextXN (FD)	142	102
APX 8500 mobile)	15	15
APX4000	36	36
Total	418	373

June 2026

2026	Year to Date		Past Month						
			Totals		Categories of Tickets				
			Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot
Category									
APX 7000XE	70	58	3	0	0	0	0	0	3
APX Next (PD)	192	76	50	3	5	12	1	29	
APX NextXN(FD)	58	21	6	1	2	3	1	0	
APX 8500(mobile)	13	6	2	0	0	0	0	2	
APX4000	33	17	4	1	0	2	0	2	
Total	366	178	65	5	7	17	2	36	

Radio Alignment: There were none last month.

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STARCOM21 Scheduled Maintenance:

System Maintenance: Starcom maintenance is now being completed quarterly.

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 6/10 and 6/11. These patches caused an impact to the system in all Zones.

It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources

Thursday, June 11, 2026

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2026.04– Patching 6/11/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

STARCOM21 Unscheduled System Outages: There were none last month.

CommandCentral Patches: There were none last month.

CommandCentral unplanned outage: There was a service degradation to CommandCentral Aware reported on June 26 at 12:06 CDT which was reported resolved at 13:17 CDT.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management / CPS Patches: There were none last month.

Radio Central Migration: One 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, June 1, 2026

ETSB Podcast: Wednesday June 10, 2026

Training: Initial training and Go Live 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 – June 3, 2026

AXS Consoles: No new updates this week. DU-COMM console ATP will be scheduled following Encryption effort. Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFSI: DU-COMM, Leonardo updated on 5/29/26 that they are finalizing testing on the new software release, which adds selectable port numbers and resolves the F7E issue. Updated Leonardo SW ETA is on the week of 6/1/26. James E. working with Motorola on port configuration/assignment details, Matt D. working on the firewall, which was blocking the port config. Final revisions to the crossmute tables (Jim C and Matt D) will take place following the Encryption effort.

Encryption: Small group review/test of double codeplugs (ahead of the encryption dry run) in progress. Jen Hurd starting to push double codeplug to first agencies this week. ETSB team met with PSAPs on 5/29/26 to share high level process and timeline for Encryption go live. Matt D. working on checking consolettes at both dispatch centers for OTAR/OTAP. Jen Hurd working with Dan T. on requested console talkgroups name changes, Dan planning to implement on 6/16/26. Team is also looking into encryption for Wave users - timing for this will follow the initial Encryption effort, and is suggested to be coordinated with transition from Wave Tactical to PTX. 06/23/26 is the go live target for Encryption.

Motorola Wednesday Morning Status Call – June 10, 2026 – no call, ETS Board meeting.

Motorola Wednesday Morning Status Call – June 17, 2026 – no call, Octave conference.

Motorola Wednesday Morning Status Call – June 24, 2026

AXS Consoles: No new updates this week. DU-COMM console ATP will be scheduled following Encryption effort. Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFSI: DU-COMM; No new updates this week - current priority is on Encryption readiness. Updated Leonardo SW received week of 6/1/26. James E. working with Motorola on port configuration/assignment details, Matt D working on the firewall, which was blocking the port config. Final revisions to the crossmute tables (Jim C and Matt D) will take place following the Encryption effort.

Encryption: Successful dry run/test encryption completed on 6/16/26. Jen continuing push double codeplug to agencies this week (as of 6/22/26, codeplugs for 22 of 32 agencies have been pushed), target complete for getting all the codeplugs pushed to agencies is 6/26/26. Matt D/team is working on consolettes at both dispatch centers, to prep readiness for AES256. TG name changes implemented on 6/16/26. Working on process for encryption for Wave users - timing for this will follow the initial Encryption effort. Revised go live target for the Encryption is 7/7/26.

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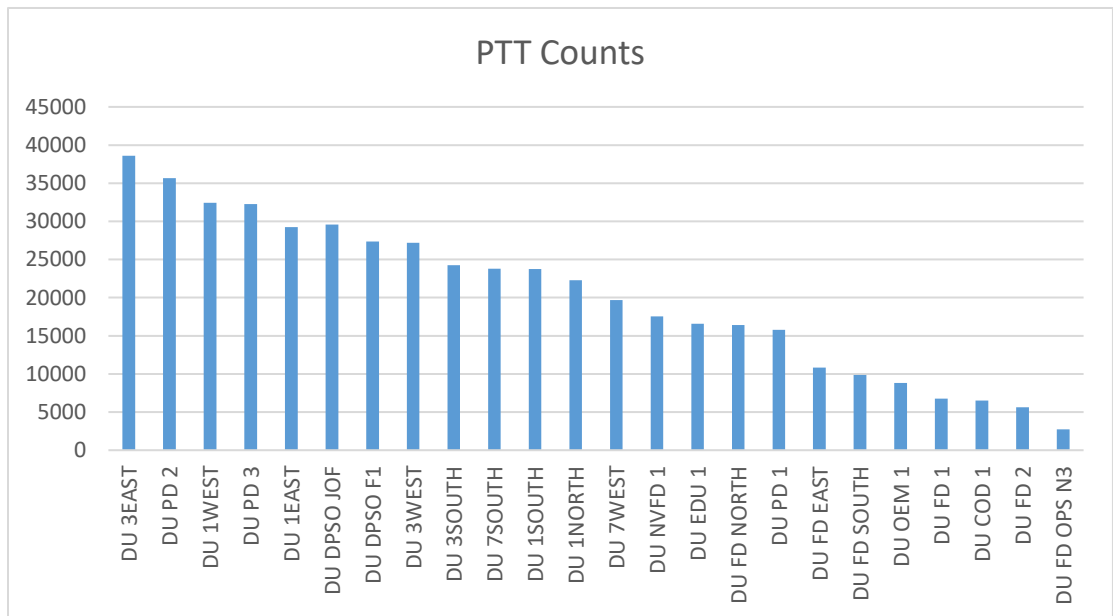
Grade of service report:

May 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	24.31	4.13	6.27	31.00	2947.74	14880.61	5.05	0.00	0.00	0.00
1:00:00	0.00	20.53	3.49	6.91	31.00	2505.48	12562.84	5.01	0.00	0.00	0.00
2:00:00	0.00	18.15	3.08	7.32	31.00	2128.71	11105.00	5.22	0.00	0.00	0.00
3:00:00	0.00	14.47	2.46	7.94	31.00	1622.87	8853.00	5.46	0.00	0.00	0.00
4:00:00	0.00	13.24	2.25	8.15	31.00	1496.03	8105.00	5.42	0.00	0.00	0.00
5:00:00	0.00	15.28	2.60	7.80	31.00	1750.48	9350.52	5.34	0.00	0.00	0.00
6:00:00	0.00	16.39	2.79	7.61	31.00	1928.32	10028.39	5.20	0.00	0.00	0.00
7:00:00	0.00	22.89	3.89	6.51	31.00	2697.35	14007.84	5.19	0.00	0.00	0.00
8:00:00	0.00	30.07	5.11	5.29	31.00	3537.23	18404.35	5.20	0.00	0.00	0.00
9:00:00	0.00	34.67	5.89	4.51	31.00	4112.23	21215.23	5.16	0.03	0.23	7.00
10:00:00	0.00	36.33	6.18	4.22	31.00	4312.32	22232.03	5.16	0.19	19.13	98.83
11:00:00	0.00	35.27	6.00	4.40	31.00	4209.58	21582.71	5.13	0.06	19.35	300.00
12:00:00	0.00	35.45	6.03	4.37	31.00	4194.90	21697.35	5.17	0.10	11.65	120.33
13:00:00	0.00	36.05	6.13	4.27	31.00	4267.42	22060.16	5.17	0.16	2.84	17.60
14:00:00	0.00	36.35	6.18	4.22	31.00	4342.16	22248.97	5.12	0.06	1.48	23.00
15:00:00	0.02	38.75	6.59	3.81	31.00	4651.87	23713.13	5.10	1.03	7.03	6.81
16:00:00	0.00	38.72	6.58	3.82	31.00	4637.81	23699.55	5.11	0.03	9.68	300.00
17:00:00	0.00	37.08	6.30	4.10	31.00	4393.65	22691.16	5.16	0.03	0.00	0.00
18:00:00	0.00	36.31	6.17	4.23	31.00	4324.03	22224.48	5.14	0.13	3.90	30.25
19:00:00	0.00	35.41	6.02	4.38	31.00	4261.84	21672.87	5.09	0.06	0.26	4.00
20:00:00	0.00	33.81	5.75	4.65	31.00	4128.19	20689.13	5.01	0.00	0.00	0.00
21:00:00	0.00	33.84	5.75	4.65	31.00	4150.26	20708.94	4.99	0.03	4.23	131.00
22:00:00	0.00	30.30	5.15	5.25	31.00	3771.77	18544.58	4.92	0.00	0.00	0.00
23:00:00	0.00	27.94	4.75	5.65	31.00	3448.16	17096.39	4.96	0.00	0.00	0.00

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5/26/2026 – 6/30/2026

<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	38603
DU PD 2	35659
DU 1WEST	32413
DU PD 3	32269
DU 1EAST	29248
DU DPSO JOF	29561
DU DPSO F1	27359
DU 3WEST	27201
DU 3SOUTH	24258
DU 7SOUTH	23790
DU 1SOUTH	23731
DU 1NORTH	22283
DU 7WEST	19687
DU NVFD 1	17556
DU EDU 1	16574
DU FD NORTH	16393
DU PD 1	15772
DU FD EAST	10836
DU FD SOUTH	9851
DU OEM 1	8816
DU FD 1	6774
DU COD 1	6499
DU FD 2	5622
DU FD OPS N3	2726



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.

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](#)**

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
06/29/2026 Sent to the Governor

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

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.](#)

06/26/2026 Sent to the Governor

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.

DuPage County Encryption

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

WBS NUMBER	TASK TITLE	START DATE	DURATION (days)	PHASE FOUR																	July/ August																																																																			
				4/20/26	4/21/26	4/22/26	4/23/26	4/24/26	4/25/26	4/26/26	4/27/26	4/28/26	4/29/26	4/30/26	5/1/26	5/2/26	5/3/26	5/4/26	5/5/26	5/6/26		5/7/26	5/8/26	5/9/26	5/10/26	5/11/26	5/12/26	5/13/26	5/14/26	5/15/26	5/16/26	5/17/26	5/18/26	5/19/26	5/20/26	5/21/26	5/22/26	5/23/26	5/24/26	5/25/26	5/26/26	5/27/26	5/28/26	5/29/26	5/30/26	5/31/26	6/1/26	6/2/26	6/3/26	6/4/26	6/5/26	6/6/26	6/7/26	6/8/26	6/9/26	6/10/26	6/11/26	6/12/26	6/13/26	6/14/26	6/15/26	6/16/26	6/17/26	6/18/26	6/19/26	6/20/26	6/21/26	6/22/26	6/23/26	6/24/26	6/25/26	6/26/26	6/27/26	6/28/26	6/29/26	6/30/26	7/1/26	7/2/26	7/3/26	7/4/26	7/5/26	7/6/26	7/7/26	7/8/26	7/9/26	7/10/26	7/11/26	7/12/26
Project Kick Off																																																																																								
1 Pre- Go-Live Work																																																																																								
1.1	Talkgroups to encrypt	4/6/26	5																																																																																					
1.2	Agencies that will be affected	4/6/26	1																																																																																					
1.3	Create fleet map obtain approval	4/6/26	3																																																																																					
1.4	Codeplug creation	4/13/26	5																																																																																					
1.5	Update codeplugs in	4/20/26	10																																																																																					
1.6	First Touch Reprogramming for	5/4/26	10																																																																																					
2 Key Management Facility (KMF) Pre-Work to be Completed by Starcom																																																																																								
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 Keystore	4/9/02	1																																																																																					
3 Build New KeyfileGen Encryption File for Console Ops - Off Line Work																																																																																								
3.1	Change CR1 to CR1 2701 for all	4/13/26	1																																																																																					
3.2	Generate all new AES256	4/14/26	1																																																																																					
4 Modify Console OPs for Secure, Over The Ethernet Keying (OTEK) & Renaming																																																																																								
4.1	Install new key file into console, 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																																																																																						
5 Train Radio Users – Encryption Migration Background Preparation																																																																																								
5.1a	User Subscriber Training	5/18/26	TBD																																																																																					
5.1b	User Subscriber Training	5/18/26	TBD																																																																																					
5.2	Test to live process	5/19/26	1																																																																																					
Go Live Process																																																																																								
6 Update Provisioning Manager to include New Secure Talkgroups																																																																																								
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																																																																																					
Post Go Live																																																																																								
7 Update Subscriber Templates																																																																																								
7.1	Submit any alias updates, any user select zone changes.	5/26/26	5																																																																																					
7.2	Migraqtion 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																																																																																					
8 Second Touch Reprogramming to Clean Up Code Plugs																																																																																								
8.1	Subscriber second touch reprogramming	6/5/26	5																																																																																					
Complete																																																																																								

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	WMIware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
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: 07/01/2026 08:21:13 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 06/30/2026 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	119,863	35,689	84,174	0	2,523	28,461	4,308	105	292	0	2,415	00:00:04
	Internal	7,699	0	7,699	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	27,970	0	27,970	0	0	0	0	0	0	27,970	0	00:00:00
	Total	155,532	35,689	119,843	0	2,523	28,461	4,308	105	292	27,970	2,415	00:00:04
Total		155,532	35,689	119,843	0	2,523	28,461	4,308	105	292	27,970	2,415	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2026 08:34:50 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 06/30/2026 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	358,779	142,019	216,760	0	3,892	115,878	20,735	314	1,200	0	13,353	00:00:06
	Internal	62,721	0	62,721	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	89,846	1	89,845	0	0	0	0	0	0	89,846	0	00:00:00
	Total	511,346	142,020	369,326	0	3,892	115,878	20,735	314	1,200	89,846	13,353	00:00:06
Total		511,346	142,020	369,326	0	3,892	115,878	20,735	314	1,200	89,846	13,353	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2026 08:18:50 AM

Grouping: Site & Call Origin

Date Range: 06/01/2026 12:00:00 AM - 06/30/2026 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	28,445	6,848	21,597	0	260	5,691	839	19	39	5,398	428	00:00:04
Total	28,445	6,848	21,597	0	260	5,691	839	19	39	5,398	428	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2026 08:30:16 AM

Grouping: Site & Call Origin

Date Range: 06/01/2026 12:00:00 AM - 06/30/2026 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	95,793	26,974	68,819	0	555	22,532	3,629	53	205	17,173	2,562	00:00:06
Total	95,793	26,974	68,819	0	555	22,532	3,629	53	205	17,173	2,562	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2026 08:23:42 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 06/30/2026 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	5,528	5,528	0	0	72	4,699	756	1	0	0	0	00:00:04
Total	5,528	5,528	0	0	72	4,699	756	1	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2026 08:35:44 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 06/30/2026 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	16,454	16,454	0	0	124	15,256	1,074	0	0	0	0	00:00:06
Total	16,454	16,454	0	0	124	15,256	1,074	0	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2026 08:17:02 AM

Grouping: Site & Call Origin

Date Range: 06/01/2026 12:00:00 AM - 06/30/2026 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	967	967	0	0	12	805	150	0	0	0	0	00:00:04
Total	967	967	0	0	12	805	150	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2026 08:33:59 AM

Grouping: Site & Call Origin

Date Range: 06/01/2026 12:00:00 AM - 06/30/2026 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	3,216	3,216	0	0	15	3,052	149	0	0	0	0	00:00:06
Total	3,216	3,216	0	0	15	3,052	149	0	0	0	0	00:00:06



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: June 24, 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

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	Michael Gordon
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	June 30, 2026

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

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

Support Performance - Period ending June 30, 2026	
GREEN	<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 June 2026.
- CAD Side call with Hexagon support is ongoing.
- RMS Side call with Hexagon support is ongoing.
- Support Leadership and Account Manager join PRMS Chief call as well.

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:

MAY 2026



ACDC MONTHLY REPORT

PREPARED BY:
DIRECTOR MARILU HERNANDEZ

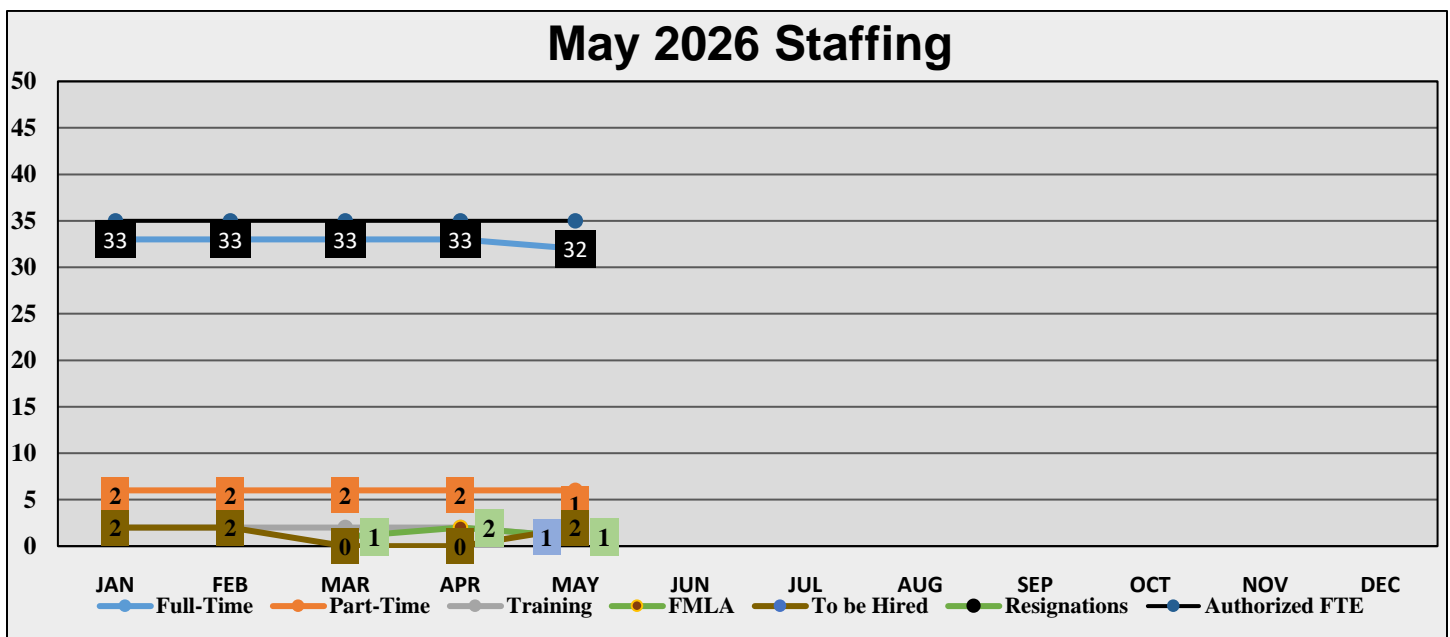


STAFFING

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.

MAY:

- One new hire, resigned during the introductory training period
- One probationary will transition from Afternoon Shift to Day Shift for solo call-taking upon completing phone training and shadow phase
- One TC is returning from FMLA leave and is scheduled for refresher training



RESIGNATION

Date	Years	Reason	Role
5/8/2026	10	Resignation	TC
5/11/2026	1.5 Months	Resignation - job stress	Trainee

RECOGNITION

Congratulations TC Sean Milnes! At 1913 hours on May 31, 2026, Telecommunicator (TC) Sean Milnes dispatched Addison Fire Department Engine 73 and Medic 73 to 605 Meadows Blvd for a patient experiencing

heart problems. At 1915 hours, as per policy, TC Milnes broadcasted routine incident information over the fire radio channel. Details included the location and patient data: a 23-year-old male reporting stroke-like symptoms, current medications, and cannabis use. TC Milnes advised the fire responders that police units were unavailable due to a separate high-priority incident.

Proactively, TC Milnes reviewed the location's recent call history and Special Situation alerts. At 1917 hours, he notified Engine 73 of a historical pattern of disturbances at the address, including a prior suspicious incident involving a weapon linked to the patient. He also noted that the patient had since stated fire department assistance was no longer needed. Engine 73 acknowledged the alert, arrived on-scene, and advised they would investigate.

At 1919 hours, Engine 73 reported a weapon inside the apartment and requested emergency police response. TC Milnes immediately switched to the police radio channel to dispatch Addison Police Department (APD) units to the scene. He advised responding officers that the fire department had originally been dispatched for a medical call but discovered an armed patient inside the residence. TC Milnes maintained continuous communication across both channels, updating police units with critical details—including the weapon's caliber and the exact time it was secured—while simultaneously conducting regular status safety checks with the fire units on the scene until law enforcement arrived.

The way you managed this high-risk call shows just how deeply you understand joint fire and police operations. Your sharp multitasking, proactive thinking, and focus on crew safety turned a dangerous situation into a safe, successful outcome. Incredible work—congratulations on a job well done!

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 May:

HRLF Scenario 25-05 Scenario #1 Westmont Domestic w/Weapons		
Category	Question	Yes_Percentage
HRLF Scenario Basics	CAD created within the time standard?	100
HRLF Scenario Basics	Nature of the call determined?	89.47
HRLF Scenario Basics	Created CAD properly?	94.74
HRLF Scenario Basics	CAD created with two letter town code?	42.11
HRLF Scenario Basics	Verified address of occurrence?	100
HRLF Scenario Goals	Used common place for address	100
HRLF Scenario Goals	Say "Tell me exactly what happened"	89.47
HRLF Scenario Goals	Tones Used	94.74
HRLF Scenario Goals	Broadcast on Duflash w/Proper Channel	63.16
HRLF Scenario Goals	Scene safety addressed?	78.95
HRLF Scenario Goals	Obtained description of offender?	100
HRLF Scenario Goals	Asked about vehicle	100
HRLF Scenario Goals	Description of knife and location	78.95
HRLF Scenario Goals	Updates Given Over the Air	89.47
HRLF Scenario Summary	Advised caller help was on the way?	94.74
HRLF Scenario Summary	Completed on first attempt?	78.95
HRLF Scenario Summary	Used calming techniques/empathy?	94.74
HRLF Scenario Summary	Serious attitude towards training?	100
HRLF Scenario Summary	Positive attitude towards training?	100

HRLF Scenario 25-05 Scenario #2 PD Radio Bensenville Vehicle Pursuit

Category	Question	Yes_Percentage
HRLF Radio Goals	Echo'd Locations and descriptions	100
HRLF Radio Goals	Vehicle description obtained	93.75
HRLF Radio Goals	Notify Sergeant	50
HRLF Radio Goals	Hold non-emergency radio traffic	75
HRLF Radio Goals	Ask why vehicle is wanted	18.75
HRLF Radio Goals	Asked if medics needed	75
HRLF Radio Goals	Proper clearing for 10-61 and dissemination of vehicle	75
HRLF Radio Goals	Proper clearing for 10-61 and dissemination of person	62.5
HRLF Scenario Summary	Completed on first attempt?	68.75
HRLF Scenario Summary	Serious attitude towards training?	100
HRLF Scenario Summary	Positive attitude towards training?	100

HRLF Scenario 25-05 Scenario #3 Radio FD Bensenville Structure Fire

Category	Question	Yes_Percentage
HRLF Radio Goals	Initial dispatch included call type, location and units due?	100
HRLF Radio Goals	Once all units enroute repeat nature, address, and additional info	100
HRLF Radio Goals	Repeated size up and switch to FG/OPS channel	100
HRLF Radio Goals	Upgrade in CAD using "level up" on recommend screen	60
HRLF Radio Goals	Fill change companies	70
HRLF Radio Goals	Contact utilities (Gas and electric) and noted in CAD	80
HRLF Scenario Summary	Completed on first attempt?	80
HRLF Scenario Summary	Serious attitude towards training?	100
HRLF Scenario Summary	Positive attitude towards training?	100

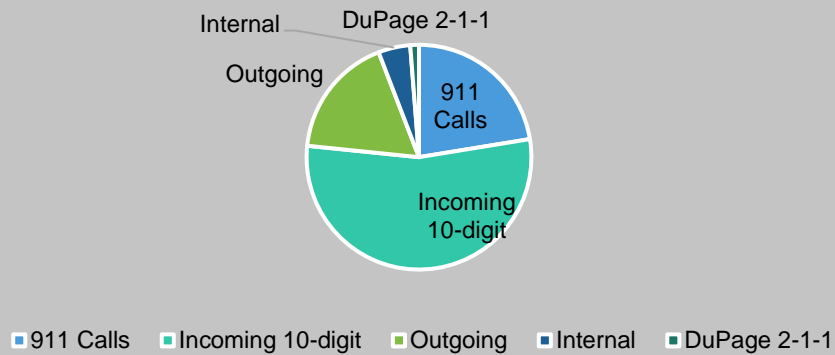
Additional Training

- Five TCs attended the UAV Part 107 Test Prep course and certified as Drone Pilots via the FAA
- The PSC certified as an APCO CTO Instructor
- An OM, the PSC, and the Director attended the Fermilab Active Threat/Active Shooter Presentation
- 10 TCs attended the NENA 9-1-1 Customer Service: Takes Seconds, Saves Minutes training hosted at ACDC
- The PSC attended the PowerDMS Fuel: Virtual Learning Summit
- One TC commenced the online Drone Pilot Ground School – Part 107 Test Prep course
- One OM attended the Division 10 HAZMAT incident drill
- One TC attended the Peer Support Knowledge & Skills for 911 training
- Two TC joined for the Division 10 Live Fire Training
- The DD renewed the APCO CTO-I certification
- Two TCs attended the CIT Concepts for 911 Personnel training
- Three TCs attended the DuPage County MERIT SWAT training
- RapidSOS SME Training
- Code Red Training

PHONE CALLS ANSWERED

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
911 Calls	5,663	4,964	5,855	6,048	6,341								28,871
Incoming 10-digit	18,413	11,858	12,947	12,820	13,722								69,760
Outgoing	4,686	3,898	4,522	4,675	4,791								22,572
Internal	1,007	989	1,094	1,440	1,384								5,914
DuPage 2-1-1	460	267	280	306	294								1,607
Total	30,229	21,976	24,698	25,289	26,532	0	0	0	0	0	0	0	128,724

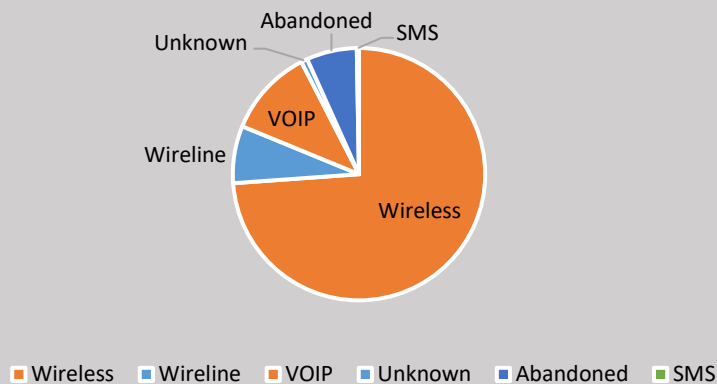
ACDC YTD Phone Calls



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	5,364								22,770
Wireline	430	533	643	497	160								2,263
VOIP	631	629	722	740	747								3,469
Unknown	51	43	48	51	60								253
Abandoned	406	342	396	425	418								1,987
SMS	11	22	18	25	10								86
Total	6,039	5,306	6,251	6,473	6,759	0	0	0	0	0	0	0	30,828

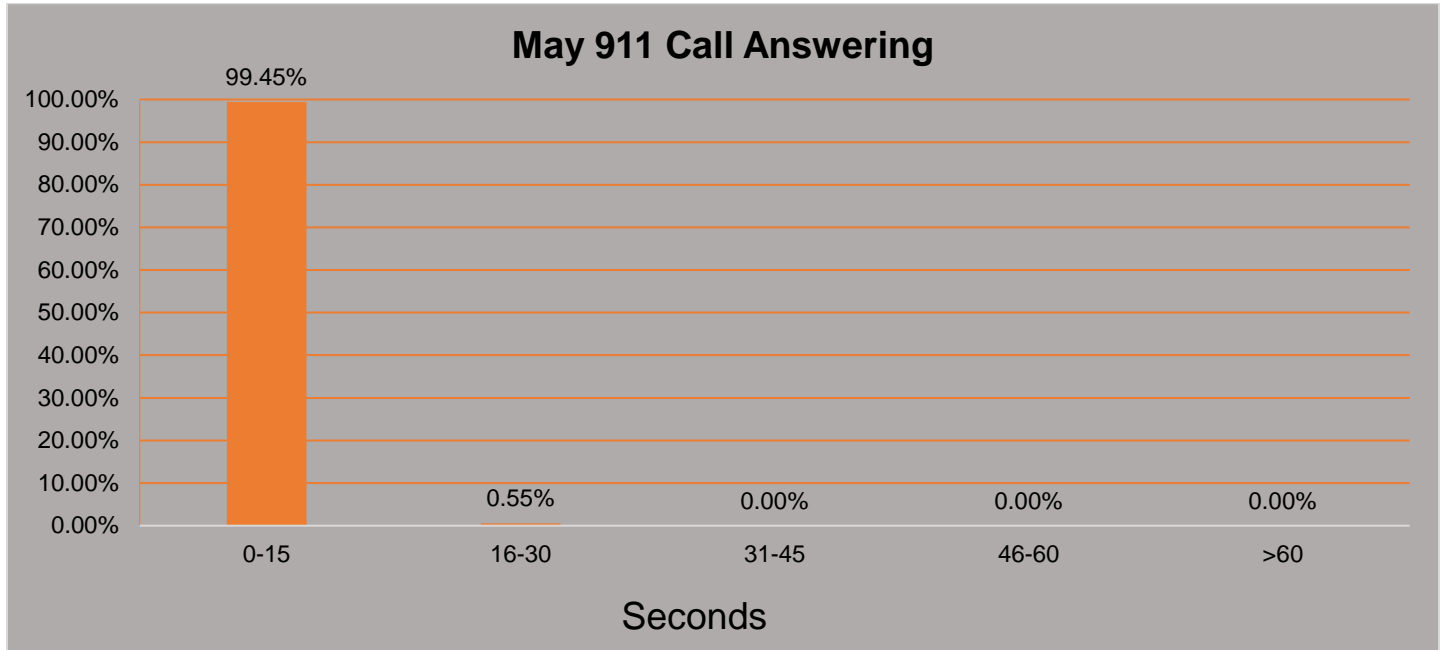
911 Calls Received YTD



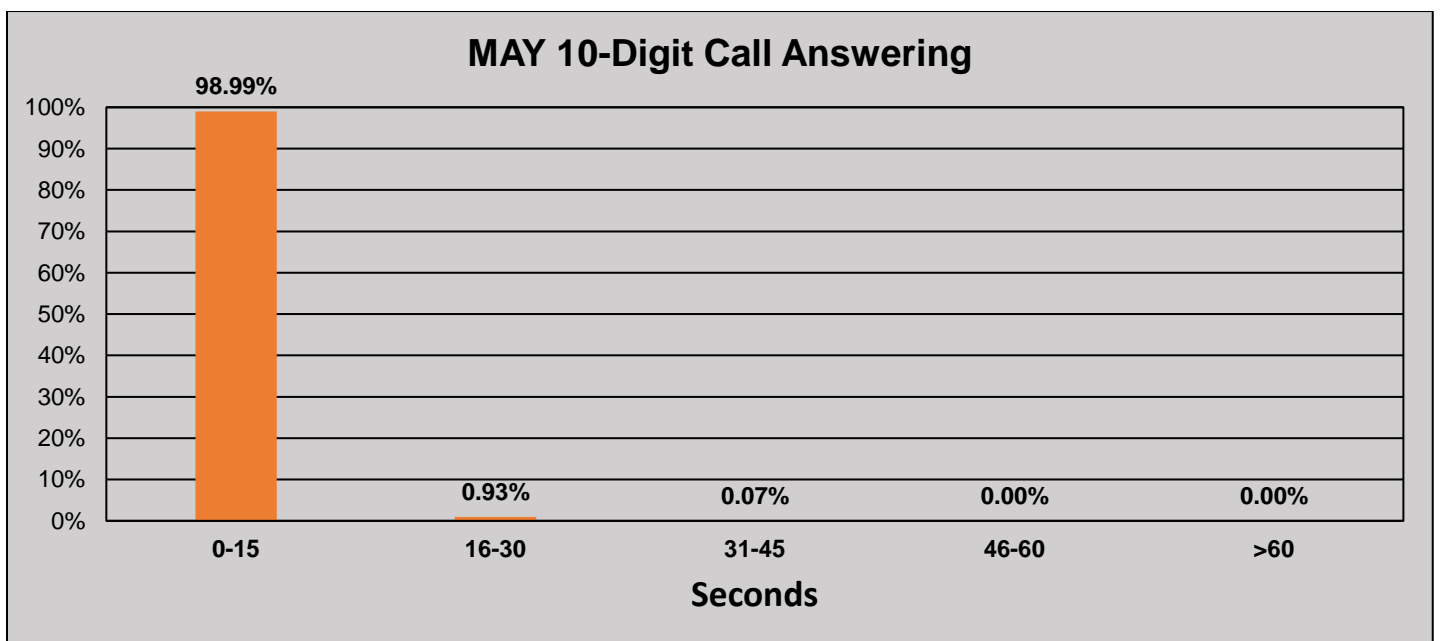
NENA 911 Call Answering Standard

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*

MAY 2026

911 & Non-Emergency Calls:

VALLEE - 1368
WILLADSEN - 1212
KIZOREK - 1065
SZCZEPANIAK - 1041
DOMINO - 979
CHECK - 869
OLIVER - 850
MEDINA - 817
GRADO - 812
VAN ALSTINE - 782

911:

VALLEE - 394
KIZOREK - 359
DOMINO - 289
MEDINA - 280
WILLADSEN - 248
NUDD - 236
GRADO - 230
OLIVER - 217
CHECK - 209
SZCZEPANIAK - 203

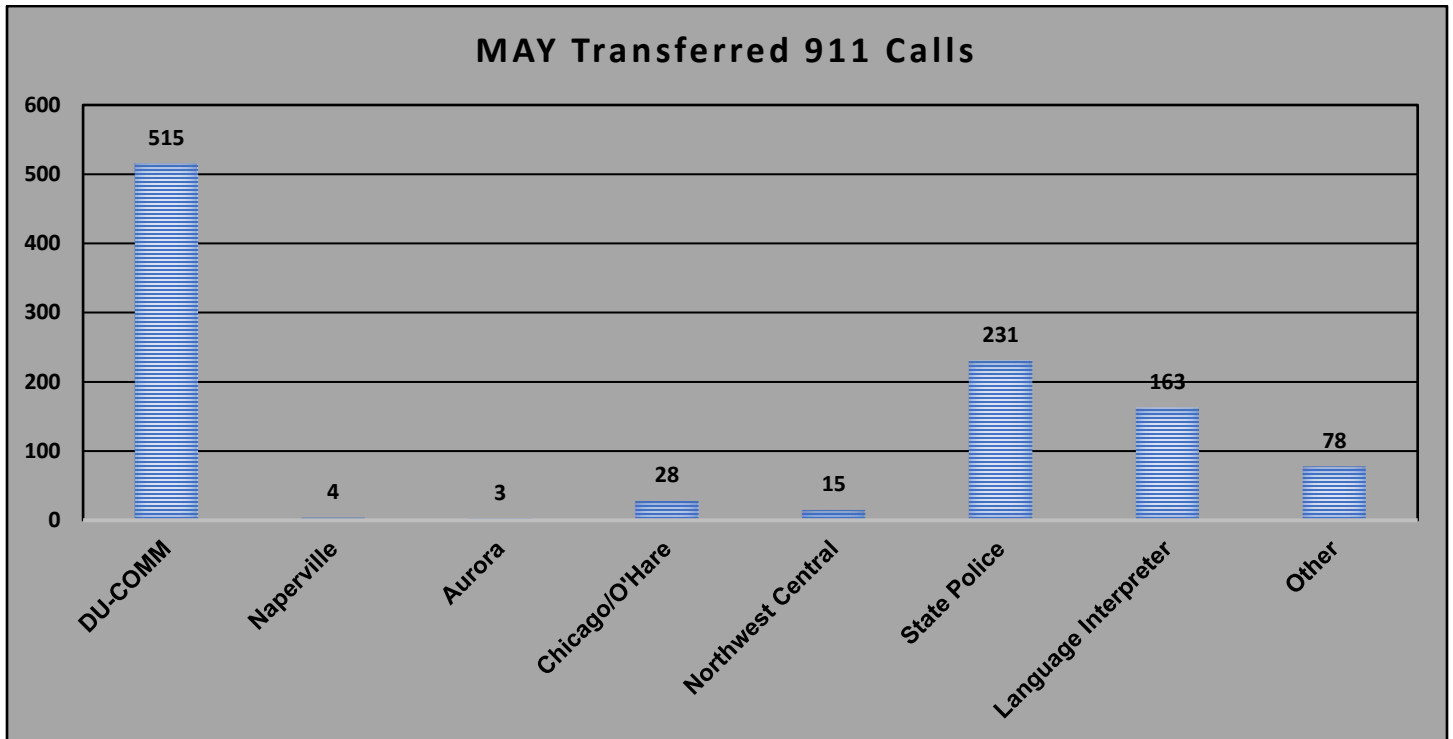
NON-EMERGENCY:

VALLEE - 974
WILLADSEN - 964
SZCZEPANIAK - 838
KIZOREK - 706
DOMINO - 690
CHECK - 660
MINOR - 645
OLIVER - 633
VAN ALSTINE 627
IAZZETTO
BAROUNIS - 600

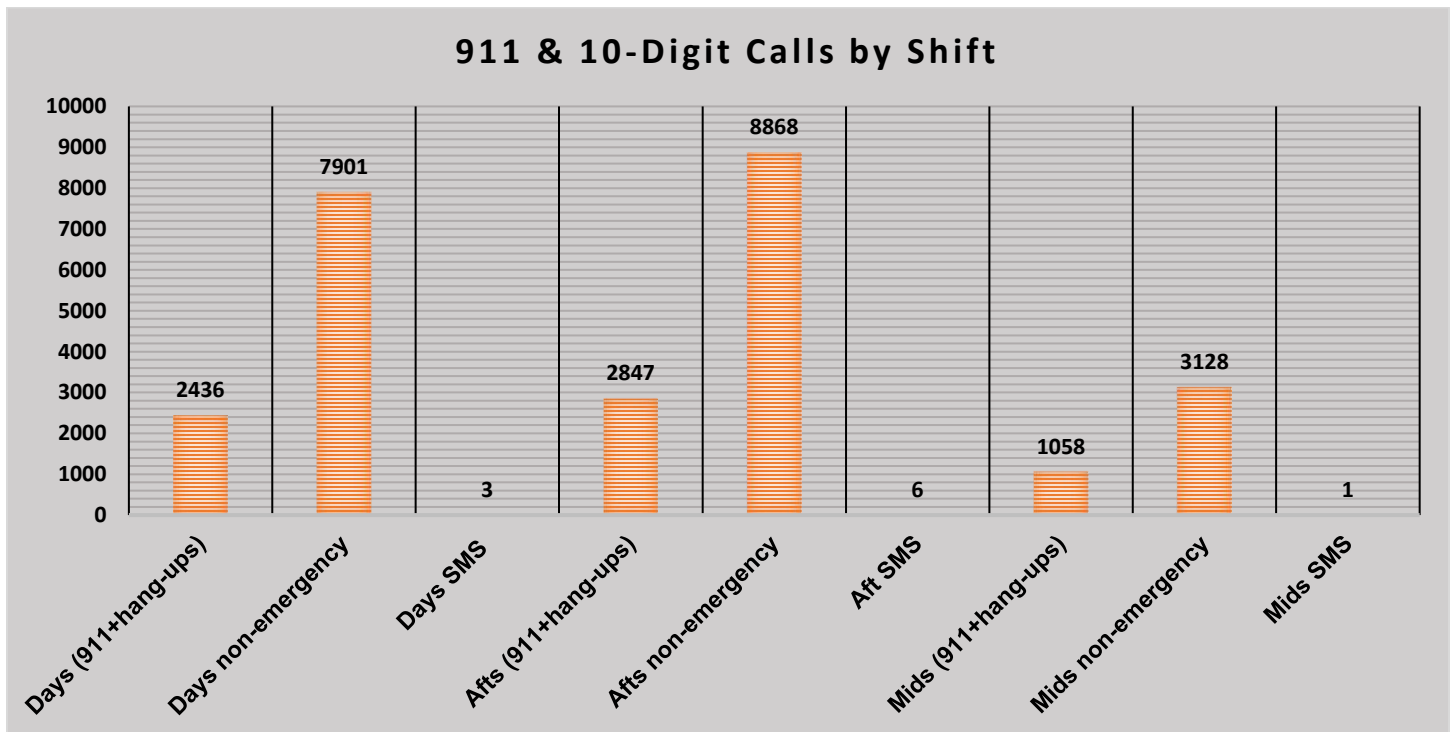
211 CALLS:

WILLADSEN - 29
VALLEE - 24
OLIVER - 21
CHECK - 18
KIZOREK }
MARDULA } 17

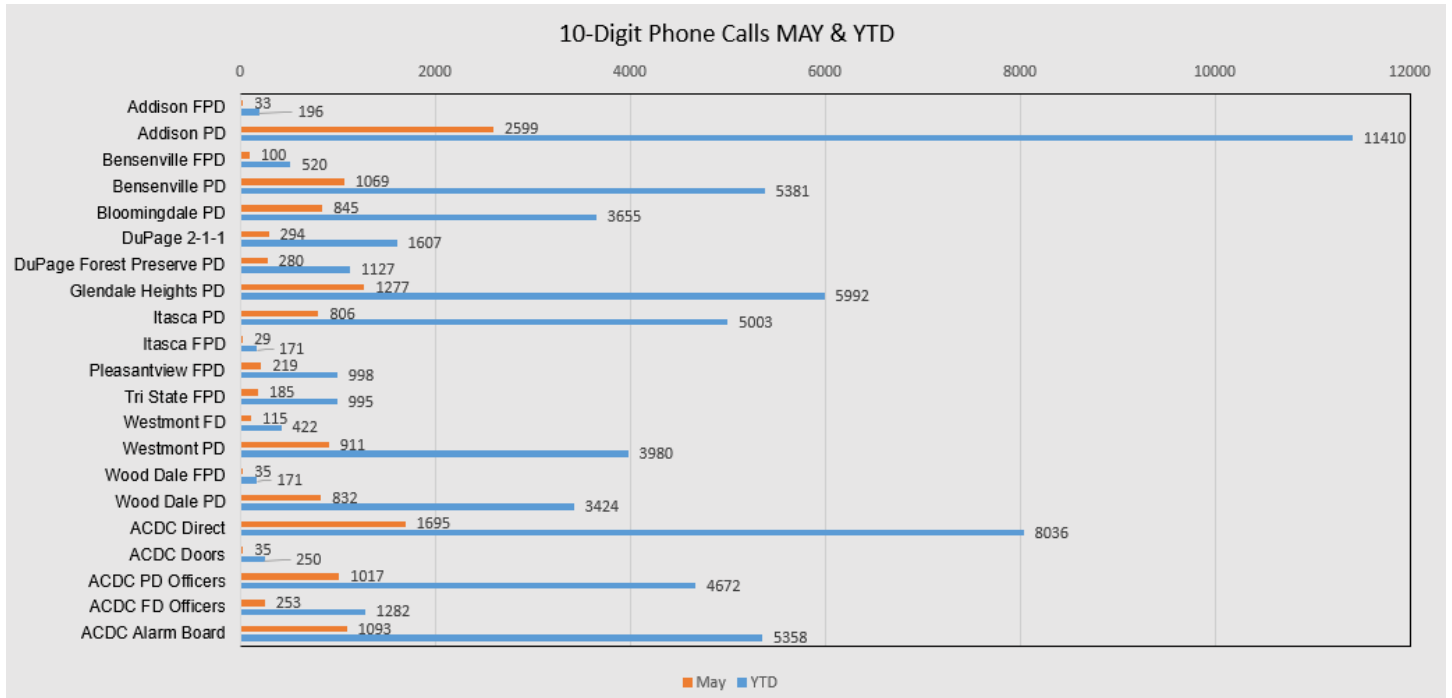
TRANSFERRED 911 CALLS



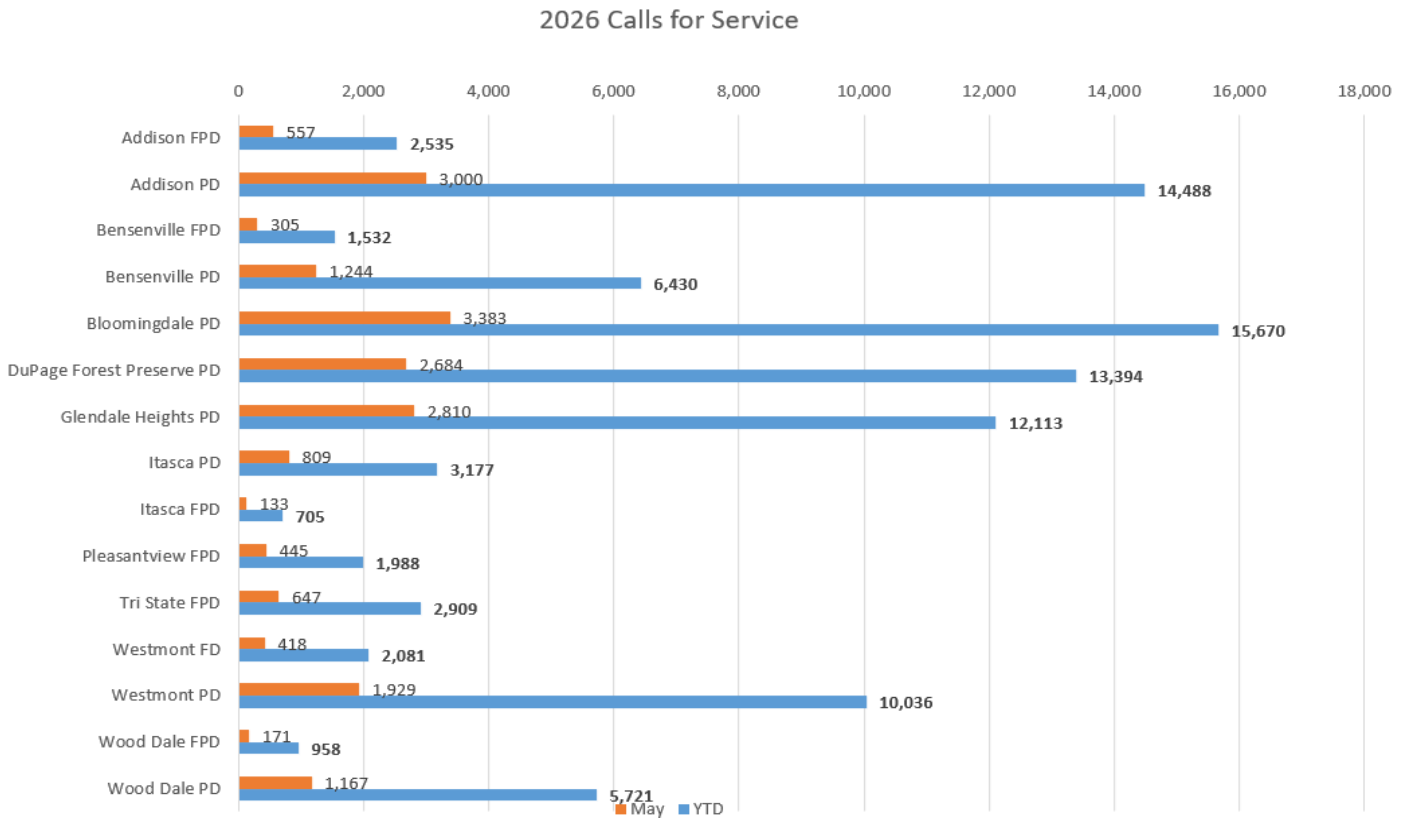
CALLS & SMS BY SHIFT – MAY



MEMBER AGENCY & Misc. 10-DIGIT PHONE CALLS

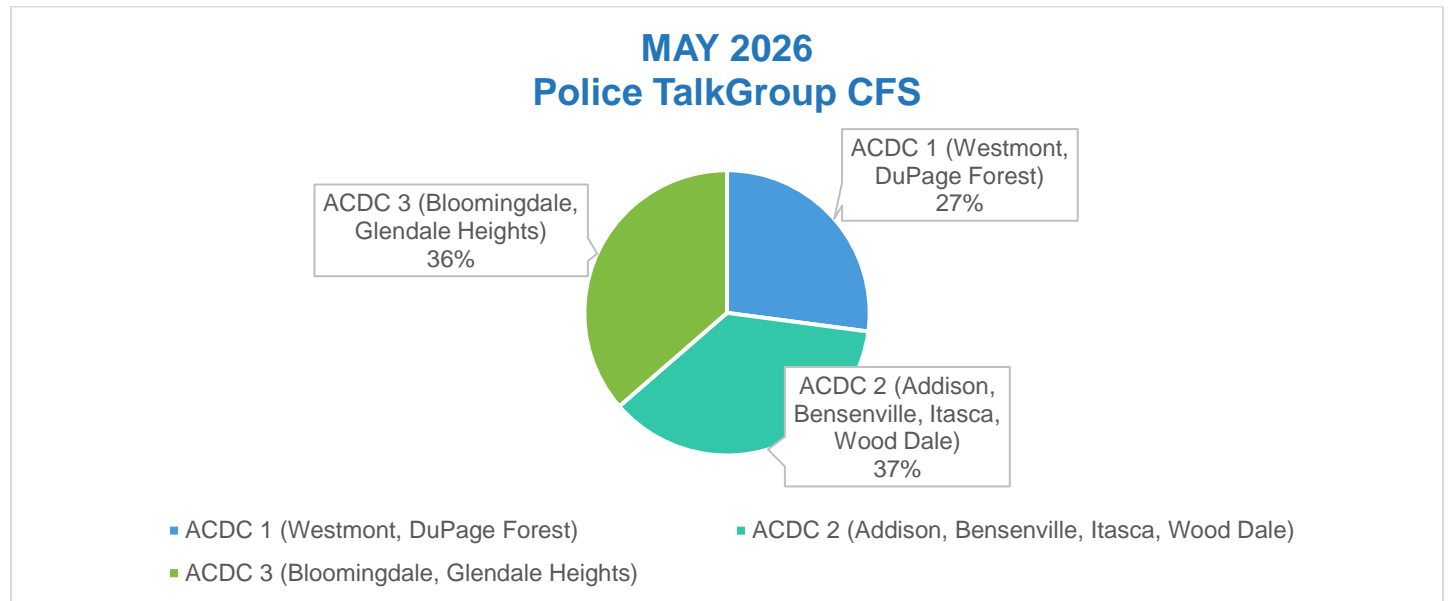


CALLS FOR SERVICE (CFS)



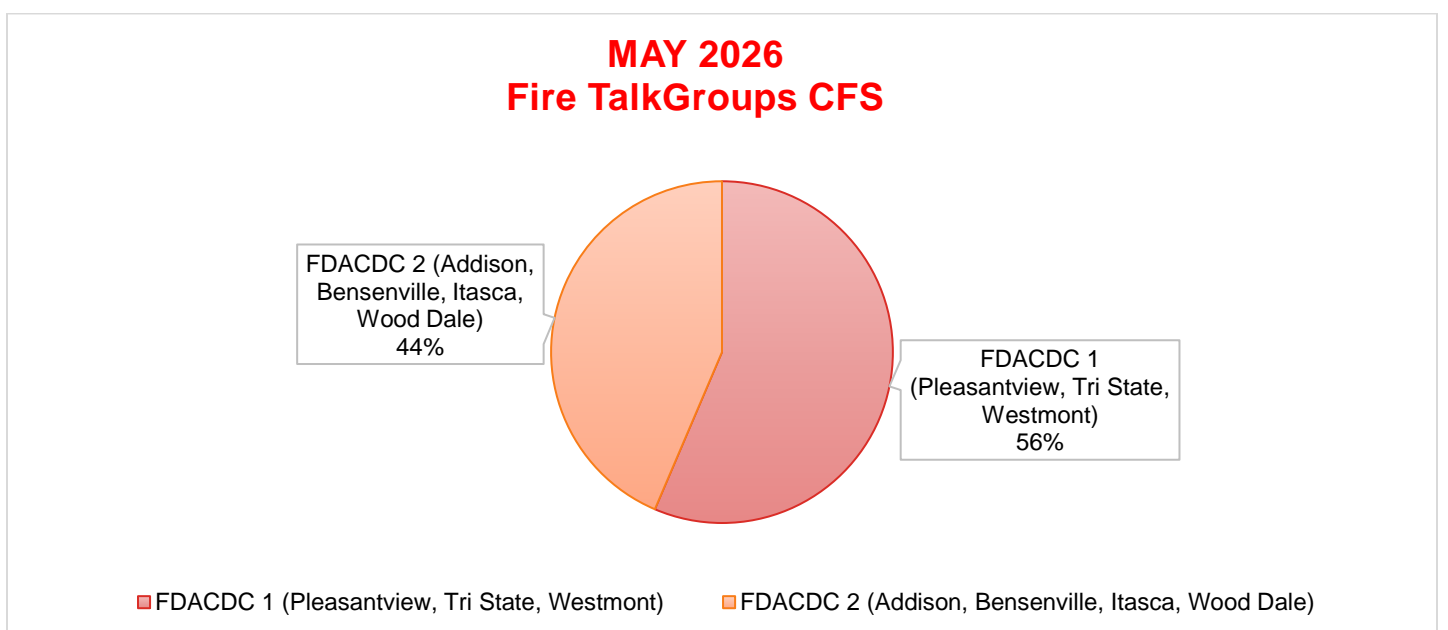
POLICE Calls for Service by Talk Group – MAY

ACDC 1 (Westmont, DuPage Forest)	4,613
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,220
ACDC 3 (Bloomingdale, Glendale Heights)	6,193



FIRE Calls for Service by Talk Group – MAY

FDACDC 1 (Pleasantview, Tri State, Westmont)	1,510
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,166



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
5/22/2026	Pleasantview	Investigator	5300 S. Ashland Ave

STRUCTURE FIRE REVIEW – YTD

2026									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	7								
Bensenville	5								
Itasca	1								
Pleasantview	5								
Tri State	9								
Westmont	9								
Wood Dale	8								
Other FD Agency	16								
Total Reported Fires	60	37	21	2	62%	97%	57	3	0
Actual Fires	29	22	7	0	76%	100%		1	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		75.9%							
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	1								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	3.4%	3.4%							
Actual fires received as fire alarm	4								
% actual fires received as fire alarm	14%								

PERFORMANCE MEASURES

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

POLICE:

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

31 Calls Reviewed – MAY	
Policy Violations	Violation <ul style="list-style-type: none"> • Failure to broadcast on DU FLASH • Failure to activate alert tone, as per policy
Error in Accuracy	Violation <ul style="list-style-type: none"> • N/A
Performance Issue	Violation <ul style="list-style-type: none"> • Inadequate line of questioning • Low sense of urgency
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> • Power outage
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> • N/A

FIRE:

General Alarm Review

17 Calls Reviewed – MAY	
Policy Violations	Violation <ul style="list-style-type: none"> • N/A
Error in Accuracy	Violation <ul style="list-style-type: none"> • N/A
Performance Issue	Violation <ul style="list-style-type: none"> • Incorrect CAD code used
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> • N/A
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> • N/A

COMPLAINTS/REQUESTS for Understanding:

Agency	Complaint/Inquiry	Explanation	Findings
Bensenville FD	Failure to re-tone call at the three-minute mark		Bonafide
Pleasantview	Failure to dispatch H151		Non-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 CESSA:

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

Podcast:

Next Podcast @ 1:30 pm:

- 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, 2026
- Encryption:
 - [June 16, 2026 there will be Proof of Concept Encryption testing at ACDC](#)
 - Based on current progress, the projected go-live date will be June 23.

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

1. Purvis Maintenance Renewal
2. Purvis Mobile Application
3. Status of Purvis Version 4.9 Upgrade and Message Board Project
4. LiveMUM Documentation
 - a. Review documents and updates from the group
5. Purvis Network Discussion
6. New Station Updates

Purvis Maintenance Renewal

- The renewal is coming up in October 2026
- Length of renewal – 1 year / Multi-Year
- New or different services
- Demos

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

- Staffing Update
- CESSA
- Rapid SOS Communicator
- PAC update - Encryption
- Dive Responses: Swift vs Static

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

- Staffing
- CESSA Update
- DuPage Crisis Recovery Center (CRC)
- Fest/Parade/Special Details
- Radio Training
- LPR Data Collection
- Basic Tasks Update
- DuFlash
- DEDIRS Talk Group Name Updates
- ETSB Tickets
- Shared CAD Window ACDC/DU-COMM

ACDC Visitors

- Addison Fire Accreditation Team
- Bloomindale PD CSO sit along
- Rapid SOS
- Itasca PD Drone Team
- TCD Fire Science Students Tour Xs 3
- Addison Trail High School Internship Program Coordinator
- Itasca Fire Department Admin Tour
- NuPage Tour

Community Outreach

- Wood Dale Memorial Day Parade
- Addison Memorial Day March
- Cop on Rooftop

Task Force / Special Detail Participation

- Saturation Task Force