



Emergency Telephone System Board of DuPage County Monthly Report

February Board Meeting

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

Congratulations on a Job Well Done!

Citizen's Award – Congratulations to ACDC tech, **Keith Marc**. Keith was recently recognized by the Bloomingdale Police Department for his dedication, professionalism and continued commitment to public safety.

Certification – Congratulations to ACDC **Telecommunicator Taylor Hawkins** on her completion of the Communications Training Officer certification.

Anniversary – Congratulations to DU-COMM **Telecommunicator George Satala** on **25** years as a Telecommunicator! Thank you for your service!

Anniversary – Congratulations to DU-COMM **Telecommunicator Jacqui Osborne** on **30** years as a Telecommunicator! Thank you for your service!

ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:

All meeting dates are scheduled for a Monday, unless otherwise noted.

February 9 (cancelled)
February 23
March 9
March 23
April 6
April 20
May 4
May 18
June 15
July 13
August 17
September 14
October 21 (Wednesday)
November 16
December 14

Annual Financial Report (AFR)

ETSB, along with County Finance, submitted the Annual Financial Report (AFR) to the Illinois State Police and 9-1-1 State Administrator within the January 31, 2026 deadline. This is an annual administrative requirement like the annual call handling agreements. This work takes place throughout the year and the summation is completed at year end in partnership with County Finance. The report is filed electronically. Special thanks to Principal Accountant Thomas Packard



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and Senior Accountant Nancy Llaneta for their work on this (and the annual audit) with Operations Administrator Eve Kraus.

Legislative

Bills we are tracking in the current session.

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](#)

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

Senate Amendment 1 is the most current language. It is too large to incorporate and will be a separate attachment. The surcharge increase is not included in this amendment.

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

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

Synopsis As Introduced

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

RESOLUTIONS

Policy:

911-010.1: 54199: Capital Contingencies and Capital Management Plan: On the agenda this month under the Finance and Revenue section of the agenda is a draft policy. This policy would be new and a sub-policy of 911-010: Expenditure Policy. By making a policy regarding 54199: Capital Contingencies a sub-policy, it keeps financial policies together for ease of review and consistency. Prior to the creation of 54199: Capital Contingencies in the ETSB company budget, ETSB had a policy, 911-003: Capital Reserves and Capital Improvement Program Fund. This policy should have been updated when 54199 was put into



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place. Language from 911-003 that is consistent to how 54199 currently functions have been included in 911:010.1.

Mutual Termination Agreement:

ETS-R-0011-26 Resolution Approving a Mutual Termination Agreement Between the County of DuPage of ETSB and the Village of Downers Grove: On the agenda this month is an exit agreement for the Downers Grove Police Department to withdraw from the Police Records Management System (PRMS) consortium. This is an administrative action for the ETSB in so far as the financial obligation by PRMS to the ETSB remains the same regardless of the number of members in the Consortium. This agreement outlines the obligations and process for withdrawal from the Police Records Management System (PRMS) Consortium.

The Village of Downers Grove provided proper notice to the PRMS Oversight Committee on September 30, 2025. The resolution was approved at the PRMS Oversight Committee meeting on January 21 and the County Board meeting on January 27, 2026 pending Parent Committee Approval. ETSB is the Parent Committee because it is the Hexagon contract holder.

At the same PRMS Oversight Committee meeting, the Committee voted on several resolutions that create a new ERP company for PRMS, separate from the ETSB. This will allow PRMS to enter into contract a agreement with one of the three remaining vendors in the RFP process and move towards its own funding model as designed in the IGA. This is already taking place with capital costs. ETSB continues to pay maintenance invoices and bill PRMS in arrears pursuant to the IGA.

FINANCE AND REVENUE

Contracts over \$15,000

Dick Buss & Associates: Purchase Order 926008

This purchase order will provide certified deep cleaning of 9-1-1 dispatch console equipment and console furniture at the two PSAPs (ACDC and DU-COMM) two (2) times per year for the period of March 10, 2026 through March 9, 2029. Dick Buss is a certified Watson Consoles service provider and will also inspect consoles for loose/missing hardware and serviceable parts, replacing parts as needed, and will provide post-service reports and photos documenting the work performed. The PSAPs will remain operational during cleaning, with 1–2 consoles cleaned at a time based on staffing. This is a sole source purchase; use of a non-certified provider would void the Watson Consoles warranty.

Cost per cleaning: \$20,000.00; annual amount: \$40,000.00.

Facility Gateway Corp: Purchase Order 926011

On the agenda is an option to renew under Bid #23-031-FM with Facilities Management to provide preventative maintenance and emergency repair service, as needed, to the uninterrupted power supply (UPS) units located on the DuPage County Campus and within the PSAPs. This option to renew will be on the agenda for consideration by the Public Works Committee on February 3, 2026 and the County Board agenda on February 10, 2026. The contract is for the period from April 1, 2026 through March 31, 2027 and covers one (1) UPS unit at ACDC and three (3) UPS units at DU-COMM under the ETSB portion of the contract. The requested amount will cover preventative maintenance for the four UPS units over the one-year time period for a base amount of \$5,932.48. Total cost of the procurement is \$30,317.72; ETSB portion is \$6,000.00.



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Midwest Office Interiors: Purchase Order 926002

Recommendation to approve PO 926002 to Midwest Furniture to provide office furniture to support the FY26 approved headcount and newly filled positions and to augment ETSB office space. The purchase includes desks, chairs, filing cabinets, and conference furniture to furnish three (3) workstations and improve office configuration and space utilization. Funds for this purchase have been in the ETSB budget for two fiscal years. With the filling of vacant positions and a full radio service manager additional furniture is needed. Space allocation is still under discussion and certain office improvement work is on the task list for county facilities to complete. This purchase is made utilizing the OMNIA Contract Code R240102.

Total amount: \$16,048.16.

Rave Mobile Safety: Purchase Order 926006

Smart911 is a patented service that allows citizens to enter information they would like available to first responders in the event of an emergency. The information is entered through a secure website. When the citizen calls 9-1-1, the information is automatically displayed on the workstations of the Telecommunicator (TC). The TC can then make the information available to police, fire and EMS personnel. This is a five (5) year contract for Smart911 services, with an annual option to renew years two (2) through five (5). The recommendation of the PSAP Directors and support staff is to approve this first of four options to renew, year 2 of the contract. The renewal period will run from April 1, 2026 through March 31, 2027.

Annual contract amount: \$119,300.00; total contract amount: \$596,500.00.

Change Orders

AT&T 922020/5866-1: Change Order 9

This change order will extend Switched Ethernet (ASE) service for the 9-1-1 Call Premise Equipment (CPE) at the ACDC and DU-COMM PSAPs for an additional 12 months. ASE is one of two required network paths between the PSAPs that connects the CPE host servers and provides redundancy and geo-diverse connectivity to mitigate hardware or infrastructure issues. This renewal maintains the same terms and pricing as the current contract and allows billing at a contracted rate rather than monthly charges. The total amount includes estimated taxes/fees.

Total amount not to exceed: \$15,000.00

AT&T 924015/7009-1: Change Order 4

This is a change order to an existing contract. This change order will encumber additional funds for FY26 Session Initiated Protocol (SIP) utility services in the County Finance software to support payment and accounting of contractual obligations for PSAP administrative (10-digit) phone network. SIP is the network-based call delivery method used by the PSAPs and reduces the 9-1-1 system's reliance on physical copper. With the transition to NG9-1-1, the administrative phone system could be re-engineered for cost savings if contracted with DuPage County; however, delays in that transition require the additional SIP lines to remain in place.

Total amount: \$185,000.00, for a new contract total of \$530,000.00.

CDW Government 925011/7633-1: Change Order #1

This is a change order to an existing contract. DuPage ETSB has a CrowdStrike Retainer through CDW Government intended to provide professional technical assistance in the event of a cybersecurity incident affecting the 9-1-1 system network. Because the retainer hours were not utilized during FY25–26, this change order will convert the unused hours to Incident Response Services by scheduling a Cybersecurity Maturity Assessment (CMA). ETSB technical staff



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reviewed the available services and decided the CMA would provide for the evaluation of our current cybersecurity capabilities and identify areas for improvement, this would allow for the creation of a future roadmap for enhanced security posture. The CMA calls for 160 service hours; Change Order #1 will add 50 hours in addition to the 110 retainer hours not used. This change order will also extend the purchase order expiration date in the County Finance software to June 30, 2026, to allow sufficient time to complete the assessment.
Total amount: \$22,437.50, for a new contract total of \$73,917.50.

Closing of Open Purchase Order and Release of Funds – Requiring Board Action

Per the County administrative process, the following contracts and purchase orders will be included on the February agenda to be decreased and closed, administratively releasing funds in the ERP system for a total amount of \$677,609.67.

Contract	Vendor	Vendor #	Expiration	Change Order #	Amount Decreased
7460-1	Motorola Solutions, Inc.	10115	11/30/25	1	-\$32,812.54
5164-1	AT&T, Inc.	10008	04/27/24	4	-41,391.13
4375-1	Rave Mobile Safety	10485	03/21/21	1	-478,800.00
4951-1	Motorola Solutions, Inc.	10115	11/30/25	5	-124,606.00

It should be noted that while Rave Mobile Safety PO 4375-1 decreased in the amount of \$478,000.00, these funds were obligated in years 2 through 5 of the contract as options to renew. When each year was renewed, it was done so under a new PO. The annual cost in the amount of \$119,200.00 was obligated under each new annual PO through the life of the contract. County Finance has revised the procedure for contracts with options to renew to reference the original agreement and pay from the amount obligated in the original PO.

Administratively Closing of Purchase Orders with Zero Dollar balance

The following Purchase Orders have expired, have been completed and have a zero-dollar balance but remain administratively open in the County Finance ERP software. To close these contracts, an administrative change order has been completed. No future invoices will be applied to these contracts:

Contract	Vendor	Vendor #	Expiration	Change Order #
6807-1	Insight Public Sector	10809	01/28/25	1
5628-1	GOTO Technologies USA	28460	02/14/25	1
6950-1	Insight Public Sector	10809	03/12/25	1
5162-1	Rave Wireless	10485	03/31/25	1
6898-1	Asset Panda LLC	26513	04/11/25	1
7313-1	Key Tower LLC	44929	04/15/25	1
6899-1	Police Legal Sciences Inc	22443	04/30/25	1
4605-1	Anritsu Americas Sales Co	32812	05/10/25	1
6951-1	CDW Government LLC	10667	07/08/25	3
7214-1	VIAVI Solutions	24817	09/07/25	2
7171-1	CDW Government LLC	10667	10/01/25	1
7301-1	Insight Public Sector	10809	10/13/25	1
7299-1	Insight Public Sector	10809	10/16/25	1
7463-1	Motorola Solutions, Inc.	10115	11/12/25	1
7303-1	(Verizon) Cellco Partnership	10597	12/07/25	1
6138-1	911 Datamaster LLC	21528	12/13/25	1



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7467-1	Alliant Insurance Services	44109	12/19/25	1
7456-1	Environmental Systems Research Inc (Esri)	10337	12/31/25	1
7460-1	Motorola Solutions, Inc.	10115	12/31/25	1

Open Purchase Orders for FY2026

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

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

Payment of Claims

External Payments FY25. This is the last Payment of Claims for FY25.

Total for Fund 5820 for the February 11 meeting: \$135,913.54

External Payments FY26

Total for Fund 5820 for the February 11 meeting: \$338,943.19

Monthly Revenue

Total Revenue: \$1,150,932.61

The September 2025 surcharge was received on January 8 in the amount of \$1,112,804.75.

Investment Earnings:

At the time of posting, the Treasurer’s Office has not yet received the January data necessary to run the interest earnings report.

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

Sale of Assets:

There is one payment for legacy APX7000/7000XE portable radios sold to:
\$2,400.00 Pontiac Fire Department received on January 5 per ETS-R-0053-25.

Reimbursement:

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

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



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

Hexagon Ancillary Service I/CADLink (for ID Networks)

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

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

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

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

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



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	FY2026 (Current)	FY2027	FY2028	FY2029	FY2030	FY2031
SIS Alarm Interface Implementation	\$ 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	\$ 2,889.00	\$ 3,185.16	\$ 2,807.52	\$ 2,891.76	\$ 2,935.13	\$ 2,980.00
Remitted	\$	\$	\$	\$	\$	\$

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

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

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

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

I/Netviewer: I/Netviewer provides real-time incident information via the web allowing personnel to retrieve dispatch information without having CAD software installed on their computers.

These costs are broken down to the end of the current contract. The Amendment to the Restatement approved by the ETS Board in August 2024 contracted a decrease in maintenance costs to a 1.5% increase, from what would have been a 3% increase, in years 3 through 5. Further, there are a few agencies whose costs increase in FY28. This is because they chose to add additional licenses to their originally contracted quantity. These additions were approved by the ETS Board in July 2025.



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	FY2026 (Current)	FY2027	FY2028	FY2029
Mobile Responder, I/Netviewer	\$ 35,673.00	\$ 36,208.10	\$ 38,925.00	\$ 39,505.88
Total Remitted	\$ 604.00	\$	\$	\$
Addison PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Bartlett PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Bensenville PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Bloomington PD	\$ 604.00	\$ 613.06	\$ 1,085.86	\$ 1,102.15
Remitted	\$	\$	\$	\$
Burr Ridge PD	\$ 1,510.00	\$ 1,532.65	\$ 1,555.64	\$ 1,578.97
Remitted	\$	\$	\$	\$
Carol Stream PD	\$ 300.00	\$ 304.50	\$ 309.07	\$ 313.70
Remitted	\$	\$	\$	\$
Clarendon Hills PD	\$ 225.00	\$ 228.38	\$ 231.80	\$ 235.28
Remitted	\$	\$	\$	\$
Downers Grove PD	\$ 979.00	\$ 993.69	\$ 1,008.59	\$ 1,023.72
Remitted	\$	\$	\$	\$
DuPage Sheriff's Office	\$ 829.00	\$ 841.44	\$ 854.06	\$ 866.87
Remitted	\$	\$	\$	\$
Elmhurst PD	\$ 904.00	\$ 917.56	\$ 931.32	\$ 945.29
Remitted	\$	\$	\$	\$
Forest Preserve PD	\$ 300.00	\$ 304.50	\$ 309.07	\$ 313.70
Remitted	\$	\$	\$	\$
Glen Ellyn PD	\$ 375.00	\$ 380.63	\$ 386.33	\$ 392.13
Remitted	\$	\$	\$	\$
Glendale Heights PD	\$ 302.00	\$ 306.53	\$ 311.13	\$ 315.79
Remitted	\$	\$	\$	\$
Hanover Park PD	\$ 150.00	\$ 152.25	\$ 154.53	\$ 156.85
Remitted	\$	\$	\$	\$
Itasca PD	\$ 527.00	\$ 534.91	\$ 542.93	\$ 551.07
Remitted	\$	\$	\$	\$
Lisle PD	\$ 1,056.00	\$ 1,071.84	\$ 1,087.92	\$ 1,104.24
Remitted	\$	\$	\$	\$
Lombard PD	\$ 1,579.00	\$ 1,602.69	\$ 1,626.73	\$ 1,651.13
Remitted	\$	\$	\$	\$
Oakbrook Terrace PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Roselle PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Villa Park PD	\$ 906.00	\$ 919.59	\$ 933.38	\$ 947.38
Remitted	\$	\$	\$	\$
Warrenville PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Wheaton PD	\$ 1,885.00	\$ 1,913.28	\$ 1,941.97	\$ 1,971.10
Remitted	\$	\$	\$	\$
Wood Dale PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$



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



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

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

Policy 911-013.1: System Interface Access and Fees: ETSB employees are wholly funded by surcharge. Therefore, staff time must be related to the 9-1-1 System or their time must be reimbursed. Ancillary interfaces covered under this policy require ETSB staff to invoice for their time for the project based on their hourly rate at the time of the request through implementation.

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



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

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

*Totals do not include Agency costs marked as "in process"	Capital Equipment	Annual Airtime	One-time Costs	Total Amount
FY2026	\$ 676,085.92*	\$ 48,600.00*	\$ 57,797.16*	\$ 794,363.01*
Total Remitted	\$	\$	\$	\$
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	\$ 6,487.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Bloomingtondale PD	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Burr Ridge PD	\$ 17,119.08	\$ 648.00	\$ 1,985.00	\$ 19,752.08
Remitted	\$	\$	\$	\$
Carol Stream PD	\$ in process	\$ in process	\$ in process	\$ in process
Remitted	\$	\$	\$	\$
Clarendon Hills PD	\$ 49,348.44	\$ 1,944.00	\$ 397.00	\$ 51,689.44
Remitted	\$	\$	\$	\$
Downers Grove PD	\$ 115,569.32	\$ 9,000.00	\$ 6,783.50	\$ 1,023.72
Remitted	\$	\$	\$	\$
Elmhurst PD	\$ in process	\$ in process	\$ in process	\$ in process
Remitted	\$	\$	\$	\$
Forest Preserve PD	\$ 0	\$ 0	\$ 3,342.00	\$ 3,342.00
Remitted	\$	\$	\$	\$
Glen Ellyn PD	\$ 51,200.28	\$ 2,304.00	\$ 1,588.00	\$ 55,092.28
Remitted	\$	\$	\$	\$
Glendale Heights PD	\$ 6,152.76	\$ 216.00	\$ 987.59	\$ 7,328.76
Remitted	\$	\$	\$	\$



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Hanover Park PD	\$ 166,285.08	\$ 9,648.00	\$ 2,880.00	\$ 24,499.49
Remitted	\$	\$	\$	\$
Hinsdale PD	\$ 21,932.64	\$ 864.00	\$ 1,702.85	\$ 178,813.08
Remitted	\$	\$	\$	\$
Itasca PD	\$ 500.00	\$ 408.00	\$ 0	\$ 908.00
Remitted	\$ 500.00	\$	\$	\$
Lisle PD	\$ 36,199.44	\$ 1,296.00	\$ 876.77	\$ 1,104.24
Remitted	\$	\$	\$	\$
Lombard PD	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
Remitted	\$	\$	\$	\$
Oakbrook Terrace PD	\$ 500.00	\$ 408.00	\$ 1,474.56	\$ 2,213.00
Remitted	\$	\$	\$	\$
Roselle PD	\$ 15,616.56	\$ 2,880.00	\$ 3,333.18	\$ 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	\$	\$	\$	\$
West Chicago PD	\$ 1,000.00	\$ 816.00	\$ 575.00	\$ 2,391.00
Remitted	\$	\$	\$	\$
Wheaton PD	\$ 9,985.28	\$ 3,264.00	\$ 2,464.00	\$ 15,713.28
Remitted	\$	\$	\$	\$
Willowbrook PD	\$ 12,970.56	\$ 816.00	\$ 5,832.66	\$ 19,619.22
Remitted	\$	\$	\$	\$
Winfield PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Wood Dale PD	\$ in process	\$ in process	\$ in process	\$ in process
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 32,263.80	\$ 2,304.00	\$ 1,920.00	\$ 36,487.80
Remitted	\$	\$	\$	\$
	Capital Equipment**	Annual Airtime**	One-time Costs**	Total Amount**
Subject to Agency revisions**				
FY2026	\$ 42,882.28	\$ 1,488.00	\$ 72,023.00	\$ 116,393.28
Total Remitted	\$	\$	\$	\$ 20,247.00
Addison Fire	\$ 0	\$ 0	\$ 5,955.00	\$ 5,955.00
Remitted	\$	\$	\$	\$
Bartlett Fire	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
Remitted	\$	\$	\$ 1,191.00	\$ 1,191.00
Bensenville Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Bloomington Fire	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
Remitted	\$	\$	\$	\$
Carol Stream Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Clarendon Hills Fire	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$ 3,176.00	\$ 3,176.00
Darien-Woodridge Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$



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

Based on the States Attorney's opinion and decisions made by agencies to change their orders after the fact, there will be the following Radio Capital Reimbursement:

Agency	Amount	Description
Bartlett Fire	\$ 1,191.00	received on January 13 for additional vehicle chargers
Clarendon Hills Fire	\$ 3,176.00	received on January 16 for additional vehicle chargers
Oak Brook Fire	\$ 1,588.00	received on January 13 for additional vehicle chargers



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Glen Ellyn Fire \$15,880.00 received on January 15 for additional vehicle chargers
 Total Reimbursed \$20,247.00

Surplus Assets

Declaration of Surplus Assets: On the agenda this month is a resolution declaring equipment, inventory, and/or property as surplus. Per CB-O-0002-24 County Ordinance Section 20-40:(4)(c)(iv) all assets purchased with 9-1-1 surcharge are property of DuPage County. 90 APX7000 legacy radios from 2011, listed on Attachment A, are being declared as surplus to allow for their sale to agencies outside of the DEDIR System. The 9-1-1 System Manager recommends these be declared as surplus to allow for reassignment.

Sales of Surplus Assets: On this agenda there are two resolutions for the sale of surplus assets. Toulon Fire Department has requested to purchase eight (8) APX7000 7/800 VHF portable radios at \$500.00 each, for a total contract value of \$4,000.00. These radios were previously designated as surplus in ETS Resolutions ETS-R-0052-25, ETS-R-0068-25, and ETS-R-0000-26.
 Total Contract Value: \$4,000.00

Crete Emergency Management Agency has requested to purchase one (1) APX7000 7/800 VHF portable radio at \$500.00, for a total contract value of \$500.00. This radio was previously designated as surplus in ETS Resolution ETS-R-0068-25.
 Total Contract Value: \$500.00

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

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events:

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

Agency	Date	Event	Description of Issue	Resolution
DU-COMM	01/15/26	N	CAD/MPS Slow	System maintenance was being performed. Issue cleared after maintenance completed.
DG Police	01/20/26	E	Axon was not receiving data	Restart Axon interface
DU-COMM	01/21/26	N	CAD/MPS Slow	System maintenance was being performed. Issue cleared after maintenance completed.
DU-COMM	01/21/26	N	Purvis DM console showing disconnected from primary server error message	Restarted DM console and error cleared
DU-COMM	01/24/26	E	LiveMUM stopped updating	Reboot LiveMUM Server



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DU-COMM	01/24/26	E	LiveMUM stopped updating	Contacted Deccan. LiveMUM service stopped, Fire Daemon was restated and application started receiving data
DU-COMM	01/15/26	N	CAD/MPS Slow	System maintenance was being performed. Issue cleared after maintenance completed.
DG Police	01/20/26	E	Axon was not receiving data	Restart Axon interface

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

History	2024		2025		2026	
Category	Opened	Closed	Open	Closed	Opened	Closed
MPS	624	624	494	484	30	27
CAD	516	516	558	558	24	20
Total	1140	1140	1052	1042	54	47

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	484	30	27
CAD	558	558	24	20
Total	1052	1042	54	47

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
30	27	5	4	7	4	1	1	3	1	4

CAD Ticket:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
24	20	6	8	0	10

CAD Administrator Activity:

Over the past month, the CAD Administrator has completed multiple tasks associated with the CAD Focus Groups System Memos including work covering database management, CAD configuration, system development, and interagency collaboration. This work was identified during the RFP assessment that was completed in September. Recommendations from the interviews were converted into discussion items or System Memos that were discussed at CAD Focus Group.



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Key accomplishments included optimizing Production CAD performance, supporting law enforcement data requests, deploying critical configuration updates, resolving user-impacting issues, and advancing new reporting capabilities within the MPS environment. The following sections provide a detailed summary of these activities and their impact on operational readiness and system reliability.

Database Management

- Purged legacy data from Production CAD; all information remains accessible in the Archive environment.
- Retrieved MPS messages for a police department subpoena request using targeted SQL queries.
- Generated a custom report identifying the Top 10 Type Codes used by the PSAP and by individual agencies.
- Prepared SQL components for CommsCoach integration.

CAD Configuration

- Administered CAD user accounts, including onboarding, access adjustments, and deactivations.
- Managed CAD Units, including LEADS access approvals as required.
- Deployed updated GIS mapping to Production CAD to support Darien–Woodridge district boundary changes.
- Updated agency d-groups, moving designated agencies from Fire West to Fire North.
- Separated the State’s Attorney and Probation agencies from the Sheriff’s Office within CAD and established them as independent agencies.
- Deployed a new type code to Production CAD.
- Verified successful rollover of CAD Case Reports for the new year.
- Configured a UnitsOnEvents monitor in the Training CAD environment for testing purposes.

CAD Issue Resolution

- Provided comprehensive CAD support through direct user engagement and timely issue resolution.
- Resolved a user account lockout incident.
- Resolved an I/NetViewer login issue where the session became stuck.
- System Development and Deployment
- Modified the MPS UnitSummary Report to display units configured as Shared Crew in CAD; currently deployed in the Test/Training environment.
- Developed a custom MPS report to display Fire Crew Statuses; currently in the Test/Training environment.

Meetings:

- Tech Focus (2 meetings, 2 hours)
- CAD Focus (2 meetings, 2 hours)
- Purvis System Design (1 meeting, 1 hour)
- Hexagon Ticket Review (3 meetings, 3 hours)



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LiveMUM potential enhancements and improvement opportunities

CAD Projects:

ProQA Version v5.1.1.53 Logic Version 14.0.467

Notification October 24, 2025 of release notes

Current Status: Partially completed

ACDC: Completed April 24, 2025

DU-COMM: In-Progress

Update: DU-COMM supplied ETSB the determinants spreadsheet for review. ETSB advised that there are some questions on the document. Meeting being scheduled to review with DU-COMM.

CAD Interface Projects:

FUSUS:

Lombard Police Department: Project started on August 28, 2025. Ticket #18790

Current Status: In-Progress

Update: FUSUS is working on the configuration and implementation. ETSB is ready to assist with the connection.

Estimated Cost: \$3,906.27

Flock Drone:

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

Current Status: On Hold per Chief Strockis as of (confirmed January 30, 2026)

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

CommsCoach:

DU-COMM: Project started: April 4, 2025. Ticket #16730

Current Status: Completed January 2, 2026

Update: Project rolled out on January 2, 2026.

Estimated Cost: ETSB: \$4,506.00; Asynchronous Interface: \$0

Tablet Command LSI Integration

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

Current Status: In-Progress

Update: ETSB has reached out to Hexagon for an estimated timeline for the implementation of the additional data points into the existing feed. Project Manager has been assigned and right now a scheduling request has been submitted internally within Hexagon. ETSB was advised that the estimated timeline would be mid to late Q1 2026.

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

CAD Focus Group:

Next Meetings: February 10 and February 24, 2026

The CAD Focus Group met on January 13 and 27. Beginning with this report, the meeting dates will be listed in the narrative here and reported as Meetings 1 & 2. The following 9-1-1 System memos were discussed.



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

9-1-1 System Memos:

New Memos:

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

Update: CAD Focus Group has been discussing solutions to an issue where mutual aid police units occasionally display on different tabs than that of the primary call, causing the dispatcher to have to toggle between multiple tabs to account for all officers assigned to the same event. ETSB currently investigating.

Pending Memos:

Memo 137: Hidden Pop-Up Messages

Status: In-Progress

Update: Hexagon had provided guidance on configuring the pop-up window to remain on top, however ETSB determined that Hexagon provided guidance on the wrong pop-up window after testing. Specific details were provided back to Hexagon in December, and ETSB is currently engaged with Hexagon in addressing the correct pop-up issue.

Estimated Cost: TBD

Memo 139: Ability to run LEADS numbers independently via MPS

Status: Testing

Update: ETSB advised in December that this is ready for testing. Roselle and Lisle PDs agreed to perform the testing and validation and that testing is still ongoing.

Estimated Cost: TBD



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Memo 140: Unit Status only Displays Vehicle Location

Status: Pending Vendor Response

Update: ETSB has engaged Hexagon to obtain updates regarding Motorola's progress in enabling API access to the latest version that supports P25 functionality. The previous API version lacked P25 (digital) support, which limited integration capabilities. ETSB is actively monitoring developments and will provide further updates as Motorola advances toward delivering the updated API.

Estimated Cost: TBD

Closed Memos:

Memo #136 (Copying Events to another Town) – (Pending Director consensus) Hexagon came back to ETSB and advised that the functionality is inherent to the application and cannot be changed. All group members agreed to close the request.

During the discussion, the ETSB CAD Manager offered a potential alternative solution for the members that would involve some updating to the forms that would allow for multiple units to be assigned to an event which would include units from different towns. The response was positive from the group. ETSB will look deeper into this and determine if in fact it would be a viable solution.

Enhancement Requests:

None at this time

ETSB Network

History Category	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	18	17

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
Absolute Secure	131	131	18	17

Past Month

Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
18	17	0	18	0	0

ETSB Network – Absolute Secure:

No issues reported. Currently approximately 980 licenses in use.

Comcast Maintenance / Trouble Tickets:

No issues to report.

Windows Patching:

ETSB completed Windows updates on the ACDC workstations. No issues reported. DU-COMM workstation updates planned for the week of February 9, 2026.



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VMware Maintenance:

ETSB in participation with Hexagon performed VMware updates January 13 & 14 at ACDC and January 20 and 21 at DU-COMM.

Hexagon while performing the updates on the switch hardware, incorrectly updated two of the switches out of sequence and caused an outage that lasted roughly ten minutes before resolution.

Customer Premise Equipment (CPE)

Hardware/software and NG911 Migration:

There is one remaining punch list issue:

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

Tech Focus Group:

Next Meetings: February 9 and February 23

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

Projects Discussed:

- FSA RIU Network Design – The Tech Group worked together to come up with a proposed network design that would provide additional resilience to the environment. ETSB has scheduled a meeting with Purvis Engineering to go over the proposed configuration and obtain feedback and best practices from the vendor. The meeting is scheduled for February 12, 2026.
- Tablet Command LSI Data – This implementation has been planned with Hexagon for March 9 thru the 30. This will include the following activities:
 - Development of the required modifications
 - Documentation of the required modification
 - Implementation of the modifications
 - Testing of all modifications
 - Production rollout of the modifications
- Purvis Central Server Migration – ETSB advised that the server migrations completed on January 6 and 7 at both DU-COMM and ACDC. The next step is the upgrade of the new central servers to version 4.9. Once the upgrade has been completed and has run in production for two weeks, the final rollout schedule of the new message board modules will be established.
- RapidSOS Communicator – ETSB is work with RapidSOS on the hardware installation and configuration of the DIGI box and the Garland Aggregator. The hardware has been installed into both PSAP locations, the configuration of the devices is currently in progress.

Recommendations made:

- Group consensus on Purvis Central Server version 4.9 upgrade
- Group consensus on presenting proposed network plan to Purvis engineering



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

9-1-1 System Memos:

No new system memos were discussed in the past month.

RapidSOS:

ACDC and DU-COMM: Project started on December 1, 2025. Ticket # 20544

Current Status: In-Progress

New Project Requests:

No new requests for January 2026

New Interface Requests:

No new requests for January 2026

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

Fire Station Alerting System (FSA):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	19	19

Past Month						
Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
19	19	13	4	2	0	0



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Ticket solved - Date	Ticket subject	Component	Resolution
01/02/26	Roselle Fire Station 64	Turn out Timer and Grid Power Connect	Replaced Component
01/02/26	Bartlett Fire Station 1 & 3	Purvis offline overnights	No Trouble Found
01/08/26	Server Build, Configuration & Deployment	Central Servers Buildout	Go-Live Completed
01/08/26	Tri State Fire Station 124	Station Speakers	Non-Purvis Issue
01/13/26	Lombard Fire Station 44	Ceiling Speaker	Reconfigured Component
01/14/26	West Chicago Fire Station 7	Turn out Timer and Grid Power Connect	Replaced Component
01/15/26	Wheaton Fire Station 38	Message Board burned out	Replaced Component
01/15/26	Lisle-Woodridge Fire Station 108	Purvis screen issue	Replaced Component
01/15/26	Villa Park Fire Station 82	Purvis board down	Replaced Component
01/15/26	Downers Grove Fire Station 102	Reader Board 1 not working	Replaced Component
01/20/26	York Center Fire Station 77	Status Board In Station Is Blank	Restart/Power Cycle
01/22/26	PSAP DU-COMM	Purvis Disconnect	Restart/Power Cycle
01/22/26	York Center Fire Station 77	Purvis Board Is Completely "Greyed" out.	Configuration change
01/23/26	York Center Fire Station 77	Purvis Board reads "System Fault"	Non-Purvis Issue
01/23/26	Warrenville Fire Station 11	System Fault	Replaced Component
01/23/26	Glenside Fire Station 58	Add Purvis 42" monitor BC Bunk	Quote Request
01/27/26	York Center Fire Station 77	Purvis Board Is Completely "Greyed" out	Configuration change
01/27/26	Warrenville Fire Station 11	Message Board Failure	Replaced Component
01/29/26	West Chicago Fire Station 8	No notification through the alerting system	No Trouble Found



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FSA Projects:

Fire Station Alerting System-wide Upgrade:

Status: In Process multiple phases

Dependencies: DU-COMM RIU project

The equipment for this project has been on site since 2021.

RIU: DU-COMM project 2021

Status: Completed in June 23, 2025

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

Phase 1: Purvis FSA IP Information Request

Status: Completed June 2025

ETSB has created a Monday board that will be assigned to all the Chiefs to submit IP information that is required by Purvis for the installation of the new message boards into each station.

Phase 2: Central Services

Status: Completed in August 2025

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

Phase 3: Purvis Server Upgrade:

Current Status: In Process

ACDC: Migration to new server schedule January 7, 2026.

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

Update: The Central Server migration is scheduled for January 6 and 7, 2026. Both PSAPs are prepared for the migration to the new server and once completed the servers will run for approximately two weeks to ensure no issues prior to version 4.9 upgrade.

Phase 4: Message Board Task (part of the Purvis Server Upgrade):

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

Current Status: In Process

Update: ETSB created a Monday.com board that contains all the stations and will also include the expected date of installation.

Fire Standardization Focus Group (FSA):

Next Meetings: February 12 and February 26

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



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**February
Board
Meeting**

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

LiveMUM Application:

ETSB continues to work with the Fire Standardization Group and Deccan to review and update the current system configurations. Each of the action items listed below have been delivered by Deccan.

Action Item List:

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

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



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Unit Document

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

Unit Status Document

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

Station Document

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

Special Stations PERK

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

ETB (Estimated Time Back) Document

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

The objective is to have the review of the documents completed by February 12, 2026. Once completed, ETSB will work with Deccan to review the data and determine the next steps.

Geographic Information Systems (GIS):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	187	181	30	0

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
30	0	36	26	26	9	10	5	6

GIS Map Roll:

ETSB, in collaboration with County GIS, performed a production map roll week January 6, 2026.

GIS Redistricting Annual Status:

No new projects in January.



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GIS Projects:

Darien-Woodridge Fire Protection District Redistricting

Project started: June 3, 2025 Ticket #17456

Current Status: In Process.

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

NG9-1-1 GIS Mapping:

Database Version and Updates:

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

The Sheriff's Department Project:

Project Started: October 9, 2025 Ticket #: 19475

Status: Complete

Update: The Sheriff's Department, via IGA with the City of Wheaton, assumed the east portion of the County Campus for 9-1-1 calls on December 1.

School Critical Incident Mapping:

DuPage School Critical Incident Mapping Task Force (DuSCIM):

As previously reported, DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

DuJIS PRMS:

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

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

AXS Consoles:

Status: In-Progress

Total Items: 24

Current Open Items: 4

Closed Items: 20 in January

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



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	Site	Date Opened	Date Closed	Description	Updates
1	ACDC	12/18/25		Lost 2 agencies for SDM resources doors and panic alarms	Motorola still investigating the issue.
2	DU-COMM	1/08/26		Alert tone overwriting other traffic	Under investigation
3	DU-COMM	1/14/26		POS 14 logout	PC Rebooted and able to log back in. Monitoring
4	DU-COMM	1/19/26		Headset audio at OP 18 muted.	Pending investigation
5	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
6	ACDC	09/08/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
7	ACDC	09/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
8	ACDC	09/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue
9	ACDC	10/09/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
10	DU-COMM	10/12/25	1/15/26	OP18 that logged itself out	Fixed in AXS 3.5.308
11	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
12	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
13	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
14	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
15	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
16	DU-COMM	11/05/25	1/22/26	Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not enough information to investigate the issue.
17	ACDC	11/06/25	1/22/26	OP20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Headset re-mapped in PCT tool. Resolved
18	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue
19	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.
20	DU-COMM	12/03/25	1/22/26	OP4 randomly logging off on 11/30/25 at 1755.	MTN 185-25 new software update corrected the issue
21	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved
22	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
23	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
24	DU-COMM	11/25/25	1/21/26	OP 28 Left headset jack is not working, no audio in or out.	Headset jack box replaced issue resolved

Firmware Update:

Firmware - Police: Complete as of February 4.

Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 34 radios that need to complete this update as of January 27. See the attached list below.



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Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Bloomingtondale FPD	100%	0
Carol Stream FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Downers Grove FD	100%	0
Glenside FPD	100%	0
Glen Ellyn FD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0
Oak Brook FD	100%	0
Oakbrook Terrace FPD	100%	0
Roselle FD	100%	0
Tri-State FPD	100%	0
Villa Park FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Warrenville FPD	100%	0
Addison FPD	92%	6
Elmhurst FD	91%	3
Itasca FPD	91%	2
Lisle-Woodridge FPD	96%	3
Lombard FD	88%	9
York Center FPD	96%	1
Pleasantview FPD	92%	3

Encryption:

Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan to duplicate talk groups are continuing to be discussed between ETSB and Motorola looking instead into the possibility of patching talk groups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption continues. This site visit also includes one battery swap providing a new dated 2025 battery. By the end of January, twenty-six (26) out of 30 agencies will have been completed. Remaining agencies are continuing to be scheduled as fleet maps are submitted and firmware updates to version 9.40 are completed.

DuPage County Sheriff's Office:

APX4000 replacements - 246 of 248 APX4000 jail radios have been replaced with APXNext. The new radios already include the encryption updates. A large portion of the radio work was done on Monday, January 19, to take advantage of the Court Holiday.



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Sheriff's Patrol Division - 141 of 141 Patrol officer radios have been key loaded in preparation for the encryption update. On duty deputies have been utilizing municipal agency site visits to have their radios updated.

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

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



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APXNext XN:

Fire radios deployment was completed on October 24, 2025. Since the deployment, several agencies have submitted tickets for mic replacement. Agencies were advised at delivery that ETSB did receive a bad batch of mics and while they were tested, if an agency experiences issues they should submit a ticket for replacement. Roughly 2 dozen have been replaced.

Mobile Deployment:

ETSB had a status call with ABeep to determine the order of mobile radios to be replaced. Police mobiles will be first, followed by mobiles to replace the 8500 mobiles that are installed as well as any new vehicles and then the balance of the fleet. Police will be first since encryption impacts the functionality of the mobiles for police operations.

CommandCentral Aware:

Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. ETSB attended the DuPage Chief of Police Association meeting on January 22 to provide an update. The MERIT executive board has also been working with ETSB to help determine their layer needs and two additional agency SMEs have been added to the PAC Police Focus Group to work with the layers. Motorola has several CommandCentral Aware personnel working on the challenges posed by the DEDIR System.

APX4000:

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

PAC Focus Groups

The Police Focus Group and Fire Focus Group did not meet in January.

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – January 7, 2026 – no call.

Motorola Wednesday Morning Status Call – January 14, 2026 – no call, ETS Board meeting.

Motorola Wednesday Morning Status Call - January 21, 2026

AXS: All consoles are installed and being used at both sites. Motorola is hoping to progress towards ATP at DU-COMM as we need to transition this site over to service. There have been a couple of tickets open, but the majority of issues appear to be resolved. Motorola is working with ETSB to progress towards ATP.

DFSI: Matt Downer worked with Jim Connolly and Keith Marc last week to help address the alias issues that are occurring. Matt was able to locate a fix and he is working on the process to get all 4600 updated through small batch processing. The same fix will need to be applied to DU-COMM for their aliasing. Matt Downer and Jordan Worobey were on site at DU-COMM last week working with Leonardo and DU-COMM to install and configure the DFSI system there. Installation is complete but there are still a few outstanding issues that Motorola is working on with Leonardo to resolve. Process ongoing

Encryption: A usage report was received from STARCOM for DuPage County to ensure there is enough bandwidth for traffic if we look to utilize the patching process. According to the logs, this process should work without any radio traffic issues. Motorola is requesting one additional report



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for last week during the extremely busy winter weather day just to double check capacity. Matt Downer is continuing to refine the plan and should have it complete shortly.

Subscriber Return: Chris Severns sent Eve an email/spreadsheet yesterday with the RMA information for the radios and accessories to be returned. Chris Severns will work with Eve to make sure we can locate the appropriate radios by serial number to be returned.

Motorola Wednesday Morning Status Call - January 28, 2026

AXS: Motorola is working to gather more information regarding the muting issues that DU-COMM has experienced. We met internally yesterday and Steve Fiedler asked for more information to be gathered. I am working with Brianna to get the list of items to be documented if a muting issue occurs again. Steve has asked for this information separately from opening a ticket for service. At this time ACDC has not experienced any of these outages. It seems to be identified as a change that occurs several levels into the audio control on windows. Engineering is looking into the information and for a possible cause.

Encryption: Motorola has all the information needed at this time. Matt Downer is finalizing his report and has said that he will provide an updated version to Director Zerwin next week for review. Chris Severns will share the document as soon as Mr. Downer provides it.

DFS: Matt Downer started to work on the alias updates today. Since there are 4600 of them and he can only do 300 at a time this will take some time to get accomplished. Matt will provide updates as he works through the changes. Additionally, Jim Connolly has asked for information on the update process once the large batch has been loaded. We have scheduled a meeting for Thursday 1/29, in the morning to discuss the process moving forward.

For DU-COMM, Motorola engineering is continuing to work with Leonardo to gather information for their configuration. This process is ongoing and there are no updates other than that at this time.

Subscriber return: Chris Severns spoke with Eve about the list of subscribers and how to help her locate and pack the return. I have reached out to several other Motorola employees for guidance in managing this and finding the appropriate radios for the return. Chris Severns continues to work with Eve to help facilitate this and is waiting for additional information from members of the Motorola inventory team.



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Police agencies that have submitted the Certification/IGA as of 01/30/25:	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			
Clarendon Hills PD	X	X			
Darien PD	X	X			
Downers Grove PD	X	X			
Elmhurst PD	X	X			
Glen Ellyn PD		X			
Hanover Park PD	X	X			
Hinsdale PD	X	X			
Lisle PD	X	X			
Lombard PD	X	X			
Oak Brook PD	X	X			
Oakbrook Terrace PD	X	X			
Roselle PD	X	X			
Villa Park PD	X	X			
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD	X	X			
Willowbrook PD	X	X			
Winfield PD	X	X			
Woodridge PD	X	X			
Total	20	22	0	0	
<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			N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	8	8		9	
Grand Total	28	30	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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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: January 27, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

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

APX Next Police Portable:

Encryption - The ADP to AES encryption plan discussion is ongoing. Changes to the existing plan to duplicate talkgroups are continuing to be discussed between ETSB and Motorola looking instead into the possibility of patching talkgroups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption continues. This site visit also includes one battery swap providing a new dated 2025 battery. By the end of January, twenty-six (26) out of 30 agencies will have been completed. Remaining agencies are continuing to be scheduled as fleetmaps are submitted and firmware updates to version 9.40 are completed.

DuPage County Sheriff's Office:

APX4000 replacements - 241 of 248 APX4000 jail radios have been replaced with APXNext. These new radios already include the encryption touch updates. A large portion of the radio work was done on Monday, January 19, to take advantage of the Court Holiday.

Patrol - 137 of 141 Patrol officer radios have been keyloaded in preparation for the encryption update. On duty deputies have been utilizing municipal agency site visits to have their radios updated.

APX 4000 Portable:

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

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

Wheaton PD WHP Stienke 426CXZ1209

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APX8500 Mobile:

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

APX7500 Mobile:

Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES.

Command Central Aware

Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. ETSB attended the DuPage Chief of Police Association meeting on January 22 to provide an update. The MERIT executive board has also been working with ETSB to help determine their layer needs and two additional SME's have been added to the PAC Police Focus Group to work with the layers.

Programming – Projects

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

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

History	2024		2025	
	Opened	Closed	Open	Closed
APX7000XE	81	80	72	57
APXNext (PD)	144	140	153	96
APXNextXN (FD)	1	1	142	72
APX 8500 mobile)	42	42	15	7
APX4000	11	11	36	20
Total	279	279	418	267

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	57	52	0	0	0	0	0	0
APX Next (PD)	89	57	26	2	3	17	1	5
APX NextXN (FD)	20	12	7	1	4	2	1	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	17	11	1	1	1	0	0	0
Total	193	138	34	4	8	19	2	5

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STARCOM21 Scheduled Maintenance:

System Maintenance:

- 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 1/8. 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, 1/8/26
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 2025.12 – Patching 1/16/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

System Patches: There was none last month

Command Central Patches:

CommandCentral DEMS maintenance was completed during the following time frames:

Start: 14/Jan/2026 @ 9:00 PM CST (UTC -6)

End: 14/Jan/2026 @ 10:00 PM CST (UTC -6)

Start: 28/Jan/2026 @ 8:00 AM CST (UTC -6)

End: 28/Jan/2026 @ 1:00 PM CST (UTC -6)

The following products will be updated:

- CommandCentral Aware
- CommandCentral DEMS
- Device Management
- LiveStreaming

During this time, no significant service impacts are expected.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC meeting 1/5/26, ETSB Podcast 1/20/26, DuPage Chief's of Police Association 1/22/26

Training:

There was none last month.

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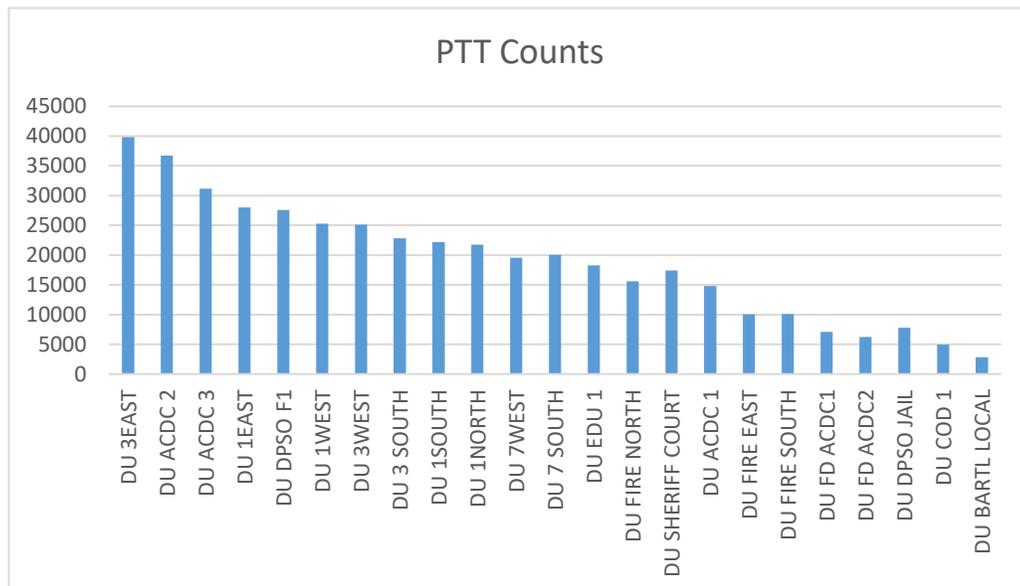
Grade of service report:

December 2025 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	19.53	3.32	7.08	31.00	2398.03	11951.29	4.98	0.00	0.00	0.00
1:00:00	0.00	17.17	2.92	7.48	31.00	2095.10	10509.84	5.02	0.00	0.00	0.00
2:00:00	0.00	14.49	2.46	7.94	31.00	1764.23	8866.71	5.03	0.00	0.00	0.00
3:00:00	0.00	12.92	2.20	8.20	31.00	1525.10	7904.19	5.18	0.00	0.00	0.00
4:00:00	0.00	13.61	2.31	8.09	31.00	1582.29	8328.29	5.26	0.00	0.00	0.00
5:00:00	0.00	14.03	2.38	8.02	31.00	1611.77	8585.45	5.33	0.00	0.00	0.00
6:00:00	0.00	15.41	2.62	7.78	31.00	1810.90	9431.87	5.21	0.00	0.00	0.00
7:00:00	0.00	21.71	3.69	6.71	31.00	2560.87	13287.48	5.19	0.00	0.00	0.00
8:00:00	0.00	28.16	4.79	5.61	31.00	3287.00	17235.42	5.24	0.00	0.00	0.00
9:00:00	0.00	31.58	5.37	5.03	31.00	3659.42	19328.71	5.28	0.03	1.32	41.00
10:00:00	0.01	32.24	5.48	4.92	31.00	3823.26	19731.61	5.16	0.23	13.48	59.71
11:00:00	0.00	29.73	5.05	5.35	31.00	3500.68	18197.61	5.20	0.03	1.32	41.00
12:00:00	0.00	30.27	5.15	5.25	31.00	3549.65	18527.81	5.22	0.00	0.00	0.00
13:00:00	0.00	31.25	5.31	5.09	31.00	3677.13	19126.81	5.20	0.00	0.00	0.00
14:00:00	0.00	29.92	5.09	5.31	31.00	3574.81	18309.48	5.12	0.00	0.00	0.00
15:00:00	0.00	31.47	5.35	5.05	31.00	3777.19	19257.77	5.10	0.00	0.00	0.00
16:00:00	0.00	30.71	5.22	5.18	31.00	3697.65	18792.03	5.08	0.00	0.00	0.00
17:00:00	0.00	31.05	5.28	5.12	31.00	3768.19	19002.58	5.04	0.00	0.00	0.00
18:00:00	0.00	27.55	4.68	5.72	31.00	3333.00	16858.68	5.06	0.00	0.00	0.00
19:00:00	0.00	27.75	4.72	5.68	31.00	3434.65	16984.58	4.95	0.00	0.00	0.00
20:00:00	0.00	26.56	4.51	5.89	31.00	3283.84	16253.19	4.95	0.00	0.00	0.00
21:00:00	0.00	25.00	4.25	6.15	31.00	3092.74	15298.06	4.95	0.00	0.00	0.00
22:00:00	0.00	22.60	3.84	6.56	31.00	2846.61	13834.03	4.86	0.00	0.00	0.00
23:00:00	0.00	21.52	3.66	6.74	31.00	2661.06	13172.32	4.95	0.00	0.00	0.00

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December 23, 2025 – January 27, 2026

<i>Group Alias</i>	<i>PTT Count</i>
DU 3EAST	39852
DU ACDC 2	36716
DU ACDC 3	31170
DU 1EAST	28014
DU DPSO F1	27603
DU 1WEST	25300
DU 3WEST	25140
DU 3 SOUTH	22832
DU 1SOUTH	22193
DU 1NORTH	21749
DU 7WEST	19579
DU 7 SOUTH	20050
DU EDU 1	18288
DU FIRE NORTH	15601
DU SHERIFF COURT	17416
DU ACDC 1	14770
DU FIRE EAST	10037
DU FIRE SOUTH	10077
DU FD ACDC1	7083
DU FD ACDC2	6228
DU DPSO JAIL	7798
DU COD 1	4971
DU BARTL LOCAL	2811



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	VMware 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

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 02/03/2026 11:47:57 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 01/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	24,046	5,633	18,413	0	430	4,510	631	11	51	0	406	00:00:04
	Internal	1,007	0	1,007	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	4,686	0	4,686	0	0	0	0	0	0	4,686	0	00:00:00
	Total	29,739	5,633	24,106	0	430	4,510	631	11	51	4,686	406	00:00:04
Total		29,739	5,633	24,106	0	430	4,510	631	11	51	4,686	406	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 02/03/2026 11:54:14 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 01/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	57,136	22,718	34,418	0	1,141	21,307	0	38	232	0	2,147	00:00:06
	Internal	10,525	0	10,525	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	14,902	1	14,901	0	0	0	0	0	0	14,902	0	00:00:00
	Total	82,563	22,719	59,844	0	1,141	21,307	0	38	232	14,902	2,147	00:00:06
Total		82,563	22,719	59,844	0	1,141	21,307	0	38	232	14,902	2,147	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/03/2026 11:49:04 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 01/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	916	916	0	0	22	787	107	0	0	0	0	00:00:04
Total	916	916	0	0	22	787	107	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 02/03/2026 11:55:47 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 01/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	22,718	22,718	0	0	1,141	21,307	0	38	232	0	2,147	00:00:06
Total	22,718	22,718	0	0	1,141	21,307	0	38	232	0	2,147	00:00:06

**Motorola Monthly Incident Report
January 2026**

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003246048	DuComm Dispatch CTR	Pending	P3	10/23/2025 3:45:12 AM	DU-COMM Dispatch – Site SZ01401D48 – OP30 Cannot hear radio transmission from the field	At position 30, on 10/23/25 about 0325 hours the TC could no longer hear radio traffic. The headset was working properly, the recording played back on the phone system and the units in the field could hear the TC but the TC could not hear anything on the radio. We tried different radio channels (1E and 1N) and that still didn't work. We also tried rebooting the system, that did not work either.		
INC0003523392	Addison Consolidated Dispatch Center	Pending	P3	12/18/2025 11:44:54 AM	Lost 2 agencies for SDM resources doors and panic alarms Around 0900 today on AXS consoles, we lost the ability to open/close doors for Addison and Wood Dale. In addition the 6 panic alarms at Addison are OFFLINE as well.	DS contacted Keith/Customer/Addison Dispatch Center/ 224-230-0951 for missing Side ID. DS created incident & dispatched incident via MOSS. FOLLOW UP: Technician to update incident via MOSS.		
INC0003592299	Addison Consolidated Dispatch Center	Closed	P3	1/6/2026 1:24:27 PM	DFSI Conventional Product that is connected to the Star Comm on the axis consoles desktop the alias for the individual ids are not coming thru But the wireline resources have the alias's that are coming thru properly.	Matt Downer's call back number is	1/27/2026 10:40:08 AM	-DS contacted the customer, who requested a deferral for a week to continue work. DS verified CI instructions and proceeded to resolve the incident. A request was later made by the customer to close the case.
INC0003606340	DuComm Dispatch CTR	Pending	P3	1/8/2026 2:16:37 PM	SZ01401D48: DuComm Dispatch CTR- DU PAGE COUNTY ETSB- Alert tone overwriting other traffic Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: DU-COMM telecommunicator reported that an emergency alert tone on another channel recorded over their radio traffic on both Motorola and Vesta IRRs on OP position 7. DU-COMM techs duplicated this issue two additional times on a console position different than originally reported. Tests were on 1/8/2026, at 08:38 and 08:39. Tech was transmitting on Unified 2 at position 12, and other tech initiated an emergency alert on Unified 4 while radio traffic on Unified 2 continued. Upon IRR review, the emergency alert tone came across and was recorded on top of the Unified 2 radio traffic. The original traffic can be heard faintly with the emergency tone on top. Test was tried again, with the same result.	DS created INC0003606340 and dispatched via MOSS. FSO to take assignment.		
INC0003623772	Addison Consolidated Dispatch Center	Closed	P3	1/12/2026 3:38:09 PM	Medium priority OP 33. Peripherals are not working. Speakers and MICs are grayed out in the Config tool. Need tech to look at CHUB.	Assigned to FSO: T5 DO074 IL and dispatched via MOSS.	1/26/2026 9:29:06 AM	Reseated all speaker cabled to CCHUB, reseated cable in back of speaker 2, rebooted CCHUB and OP. Monitored 1+ week, customer verified speakers working. Gave ok for closure.
INC0003636830	DuComm Dispatch CTR	Pending	P3	1/14/2026 10:51:03 AM	AXIS POS 14 logout. At 11:25 hours on 1/10/26, we were unable to log back in. The computer required a reboot to login again.	DU-COMM Dispatch-Site SZ01401D48 POS 14 Logout EJ		
INC0003662520	DuComm Dispatch CTR	Pending	P3	1/19/2026 12:35:03 PM	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Headset audio at OP 18 muted. Telecommunicator was unable to hear incoming select radio traffic, however all traffic was present on IRR playback. Troubleshooting determined headset audio was muted in radio computer system tray. This is the second OP position to have the same issue. Request Motorola pull logs and investigate how headset audio is being muted.	issue: Headset audio at OP 18 muted.		
INC0003729150	Addison Consolidated Dispatch Center	Pending	P3	1/30/2026 9:26:45 AM	Configuration tool shows speakers, MICS and CCHUB grayed out. Enclosure has not been accessed since the last incident. Do not believe that USB cable from PC to CCHUB has been moved, modified etc.	Case has been dispatched via MOSS for FSO: T5 DO074 IL to take assignment. Leaving case in Vendor has been dispatched status.		



**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: January 28, 2026
RE: DuJIS RMS Monthly Update

Status:

- OCR 10.0/MFR project is on hold, pending the RFP result.
 - MFR product is not fully functional, nor adequately configurable at this time.
 - Upgrade will not proceed unless Hexagon is the approved vendor following the end of the current contract.
- RMS RFP demonstrations scheduled to take place in February.
- RMS RFP phase 4 planning underway.

Action Items:

- RMS RFP Process
 - Host vendor demonstrations.
 - Conduct reference checks.
 - Begin planning for the contract negotiation phase.
- OCR 10.0/MFR
 - On-Hold
- OCR 3.7 (current production version)
 - Testing OCR version 3.7 software update.
 - Engage with Hexagon on delivering next NIBRS version to address numerous bugs.
- NetRMS
 - Preparation for NetRMS data migration is underway.

Customer Support Collaboration:

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

Next Month's Actions Items:

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



December 2025



ACDC Monthly Report
Prepared by
Director Marilu Hernandez



Addison Consolidated Dispatch Center (ACDC)

Staffing

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

December:

- One Probationary Telecommunicators (PT) finalized the Call-taking Phase with a Communications Training Officer (CTO) on the Midnight Shift, and is assigned to Day Shift with a CTO
- One Probationary Telecommunicator (PT) completed the Call-taking Shadow Phase and is solo call-taking shifting between Day Shift and Afternoons
- Telecommunicator Test/Orientation scheduled for December 11th was a success, the interview process has commenced from the list created from results, and in combination of the lateral applicants, in quest of hiring two



Resignation

N/A

Recognition

Compliments on a job well done! On August 6th, 2025 at 1107hrs, five 911 calls are answered within a 17 second period. **TC Ben Koechling** processed a 911call from a woman reporting someone shooting at the building. TC Koechling confirms the address, as per policy, and confirms the building is the leasing office, and the caller advised she no longer sees the alleged offender. Within seconds of the initial call, **TC John Waterman** processed a 911 call for the same location, for a man armed with a gun and using a bat to damage computer screens. **TC Kristina Iazzetto Barounis** processed a third 911 call, for reports of a man in the leasing office, who just shot himself in the head. **TC Wojciech Mardula** receives the fourth 911 call for the same incident, and he initiates a medical response. **TC Erin Vallee** receives the fifth call from a woman reporting the same incident, and advised she is hiding in the model unit with two children.

Within 44 seconds of receiving the initial call, TC Koechling broadcasts information to responders. **TC Anne Leath** handles radio traffic for responding units while monitoring the CAD notes for pertinent updates. She maintains a professional, normal tone of voice, for the duration of the incident. TC Leath provided status of the alleged offender who shot himself in the head, appeared to be alive, and a staff member secured the firearm. Officers are with the alleged offender in less than five minutes after the first 911 call was received, and processed.

Throughout the event, the team maintained composure, interviewed each caller in an efficient manner, and focused on gathering pertinent information. The manner in which this incident was handled shows dedication to the ACDC mission, the ability to communicate, work as a team, and provide citizen and responder safety.

Compliments on a job well done! On December 3, 2025, at 0652 hours, **TC Kyle Ficarrota** activated the alert tones for the Wood Dale Police to respond to a domestic call involving an intoxicated subject, armed with a sword. TC Ficarrota provided timely and accurate updates as officers arrived on scene, including critical information about the subject's history that helped guide their approach. TC Ficarrota responded to every request, without delay, and kept the flow of information clear, steady, and easy for the field units to follow. Throughout the event, TC Ficarrota stayed calm, focused, and fully in control of the channel, all while making sure the CAD was updated with accurate notes. TC Ficarrota's composure and attention to detail supported a safe response and outcome for everyone involved. TC Ficarrota's work during this incident reflects high standards and demonstrates a high-level of professionalism the team depends on.

Training

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

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

The TCs participating were given a refresher on the Request Location feature in RAVE, which allows a TC to request GPS location information from any cell phone, with the user's permission. It can be very helpful when you have a non-emergency caller who cannot provide good location information. Without this tool, TCs may resort to disconnecting with the caller, so they can try to call 911. The coaches walked the TCs through a practical exercise.

TCs went through a just occurred hanging scenario, requiring the use of the Hanging Fast Track and continued until they provided CPR instruction with the caller counting compressions.

Coaches' comments identified newer TCs needing additional assistance. Overall, navigating EMD using the fast track provided the most challenges and was part of the reason this scenario was selected.

HRLF Scenario 25-12 Hanging		
Category	Question	Yes_Percentage
HRLF Scenario Basics	Created CAD properly?	100.00
HRLF Scenario Basics	Nature of the call determined?	100.00
HRLF Scenario Basics	CAD created within the time standard?	100.00
HRLF Scenario Goals	Say "Tell me exactly what happened"	100.00
HRLF Scenario Goals	Used the Echo Fast Track for Hanging?	84.21
HRLF Scenario Goals	Avoided the Breathing Detector?	94.74
HRLF Scenario Goals	Select Witnessed or Just Occurred Cardiac Arrest?	94.74
HRLF Scenario Goals	Used Mouth to Mouth CPR?	100.00
HRLF Scenario Goals	Navigate EMD correctly?	73.68
HRLF Scenario Summary	Advised caller help was on the way?	100.00
HRLF Scenario Summary	Completed on first attempt?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00
HRLF Scenario Summary	Serious attitude towards training?	100.00

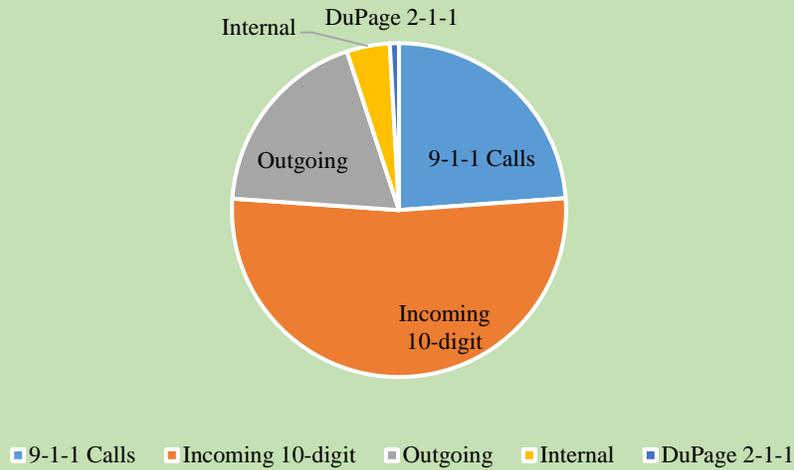
Additional Training

- Eight TCs watched the APCO From the Emergency Communications Center to Capitol Hill: A fireside chat on Health & Wellness for Public Safety TCs webinar
- Two PTs attended the AHA BLS Provider CPR training
- One PT obtained the IAED New EMD Certification
- One TC attended the SkillPath: Communicating with Tact and Professionalism training
- PSC attended the UIC CESSA Webinar
- Admin attended the ILAPCO Meeting/Training
- Two OMs attended the AI Technology Innovation Day at NWS
- All ACDC Personnel participated in the mandatory Sexual Harassment training, in-person or video

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

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083	5,927	5,584	5,896	72,293
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714	13,452	13,065	12,579	158,236
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643	4,694	4,462	4,621	57,105
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051	1,026	968	977	12,631
DuPage 2-1-1	197	151	150	140	230	256	247	237	154	166	386	357	2,671
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	25,645	25,265	24,465	24,430	302,936

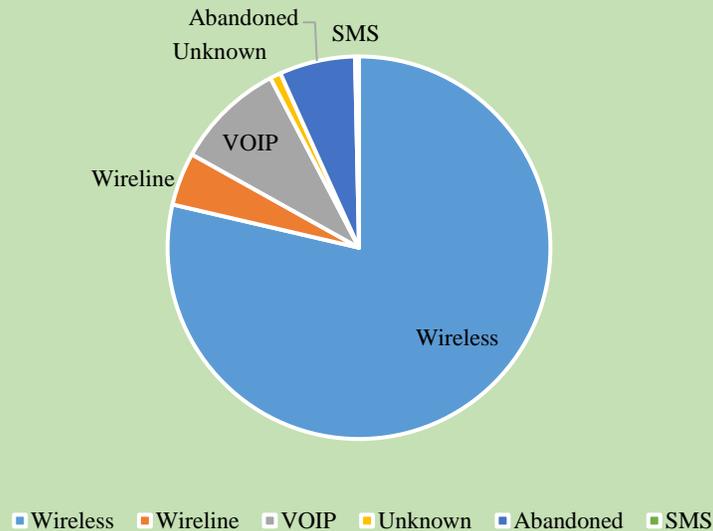
ACDC Phone Calls YTD



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

9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990	4,820	4,499	4,716	60,496
Wireline	297	219	233	206	224	244	260	276	385	421	410	469	3,644
VOIP	717	607	639	151	660	601	665	686	635	591	604	637	7,193
Unknown	59	47	73	61	65	51	70	40	57	73	58	58	712
Abandoned	403	320	413	411	442	407	491	436	400	438	381	387	4,929
SMS	47	42	16	24	17	10	13	12	16	22	13	16	248
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	6,483	6,365	5,965	6,283	77,222

911 Calls Received YTD



NENA 9-1-1 Call Answering Standard

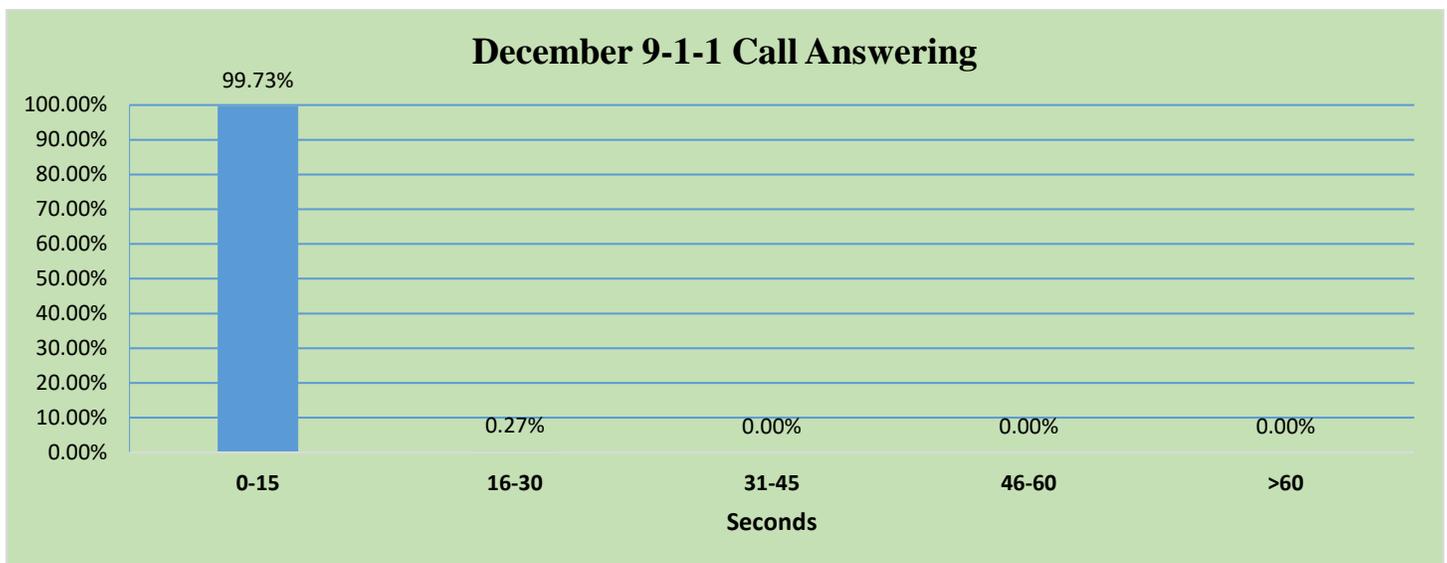
National Emergency Number Association (NENA):

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

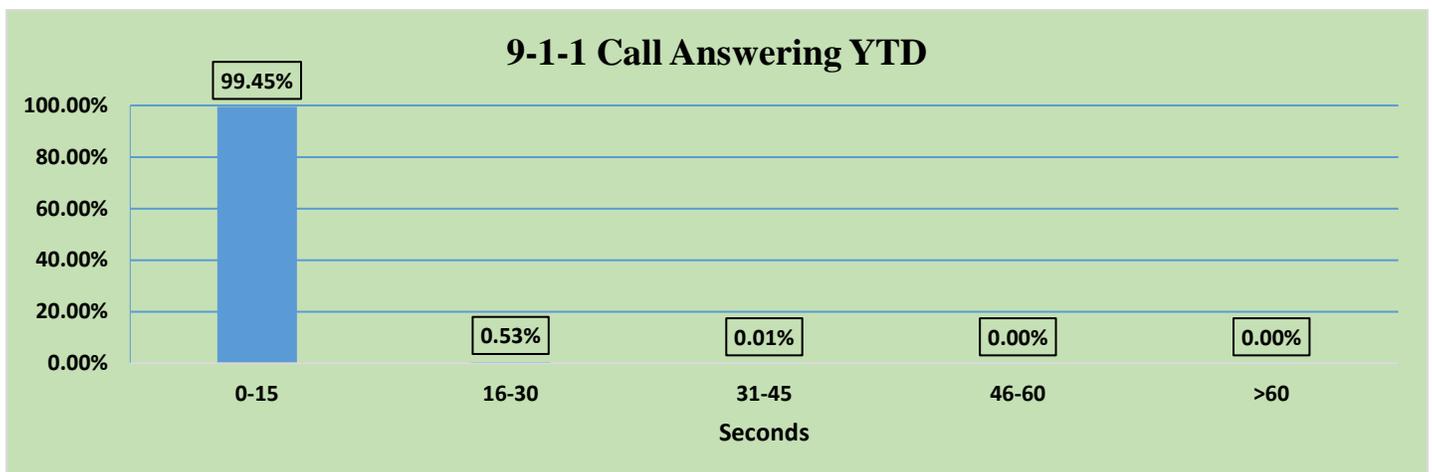
NENA's vision is a public made safer by 9-1-1 services delivered by highly-trained emergency communications professionals and powered by the latest technologies.

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

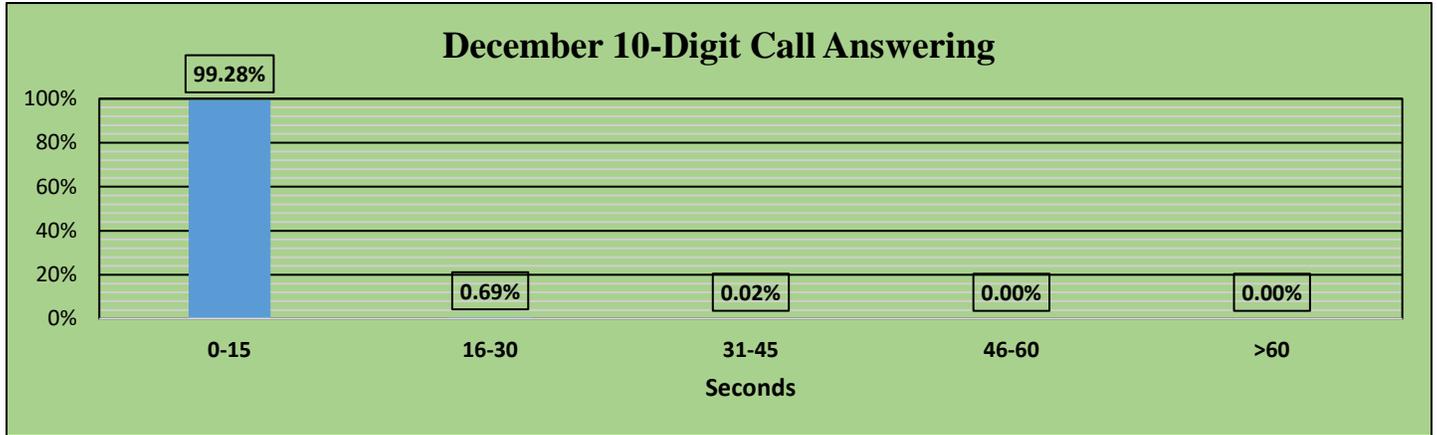
911 Call Answering



911 Call Answering – YTD



10-Digit Call Answering



TOP

DECEMBER 2025

Call Takers

TOTAL CALLS

DOMINO - - - 1257
 VALLEE - - - 1058
 MINOR - - - 1020
 OLIVER - - - 1015
 GRADO - - 849
 MARDULA - - - 810
 CHECK - - - 801
 NUDD - - - 782
 MOOTREY - - - 781
 SZCZEPANIAK - - - 758

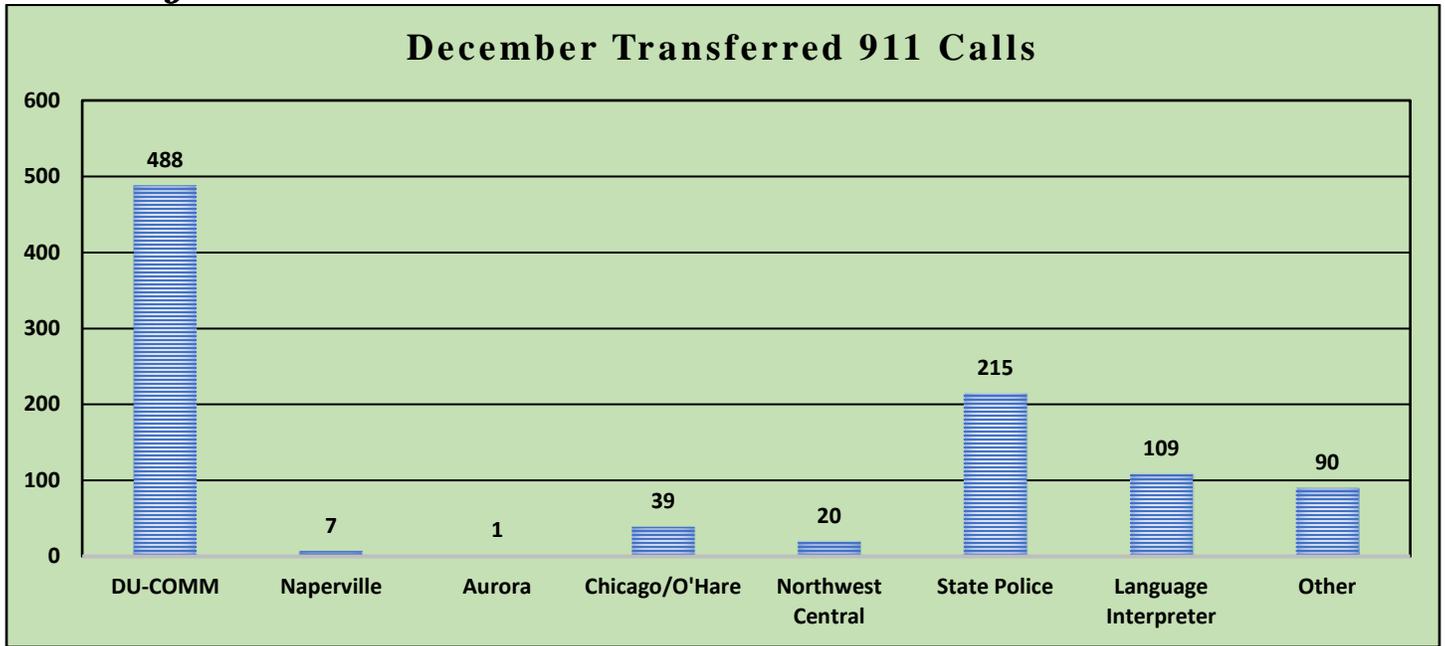
911 CALLS

DOMINO - - - 438
 OLIVER - - - 284
 NUDD - - - 267
 KURASZ - - - 261
 CHECK - - - 246
 VALLEE - - - 230
 MEDINA - - - 228
 MARDULA - - - 210
 GRADO - - - 209
 KOLBERG - - - 202

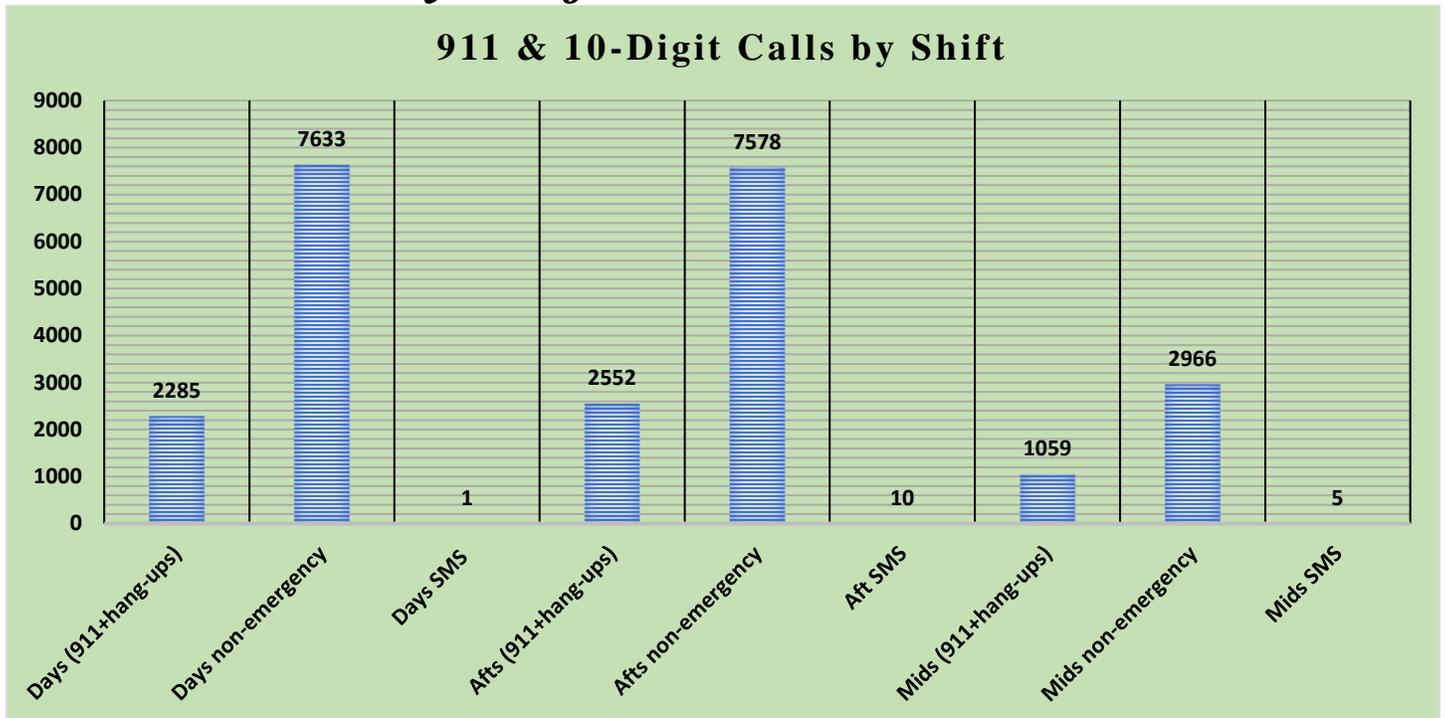
NON-EM

MINOR - - - 829
 VALLEE - - 828
 DOMINO - - - 819
 OLIVER - - - 731
 SZCZEPANIAK - - - 653
 GRADO - - - 640
 MOOTREY - - - 635
 MARDULA - - - 600
 GONZALEZ - - - 572
 LETTENBERGER - - - 569

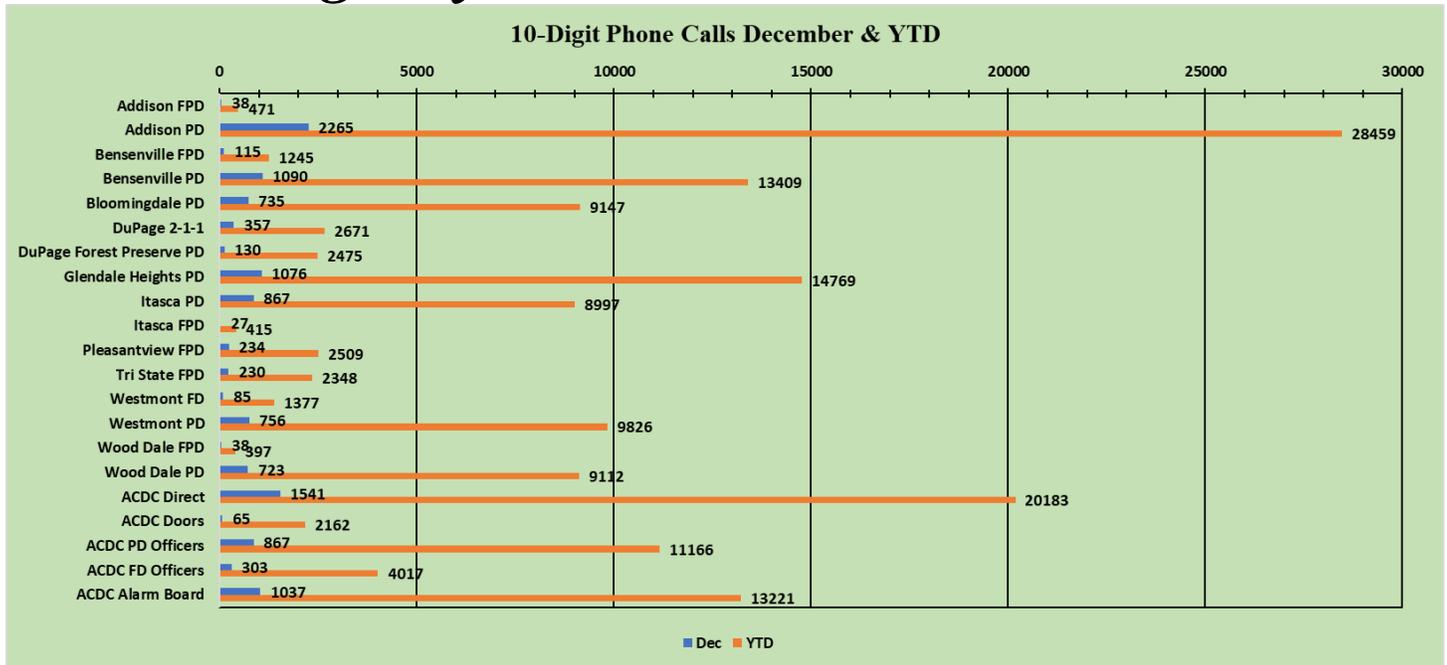
Transferred 911 Calls



Calls & SMS by Shift – December



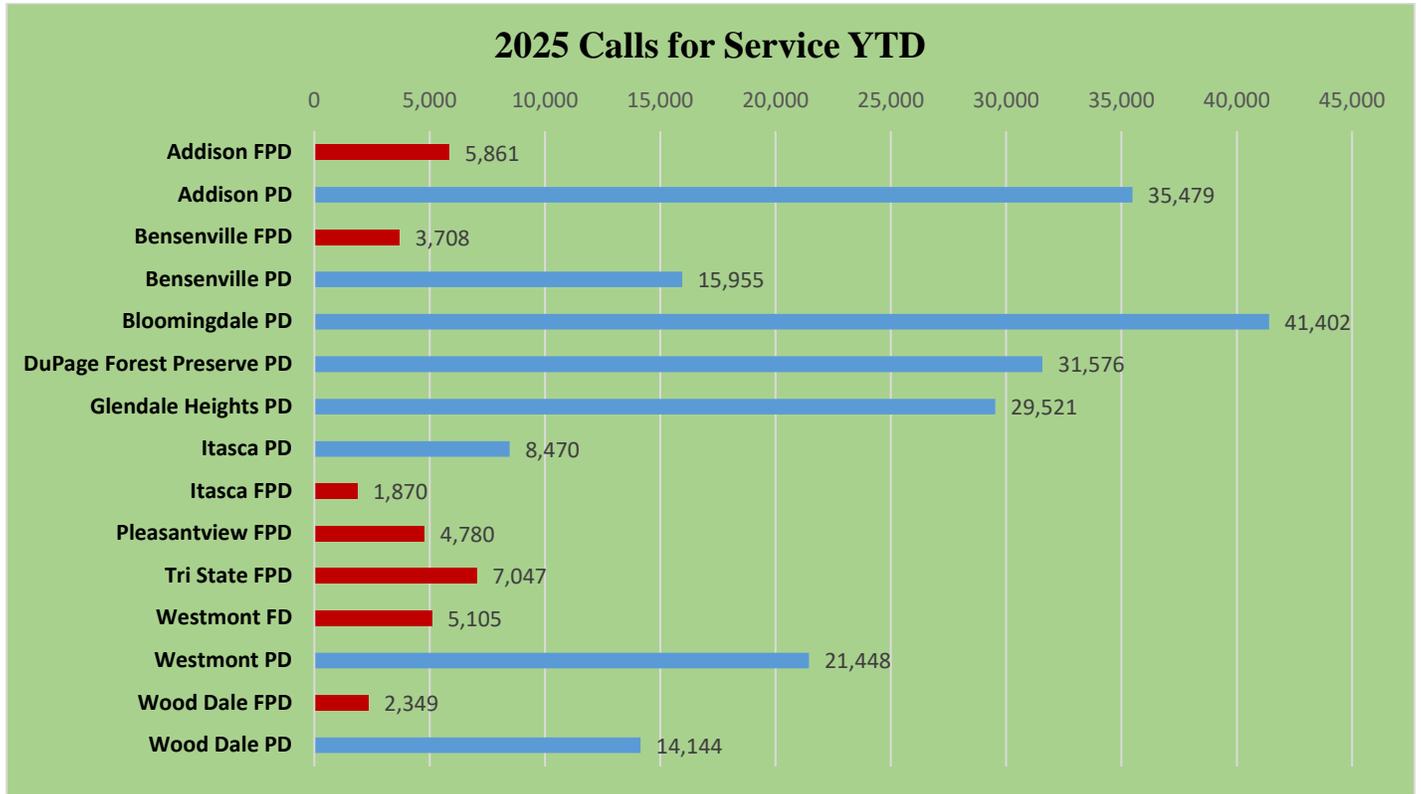
Member Agency & Misc. Phone Calls



Calls for Service-Month (CFS)

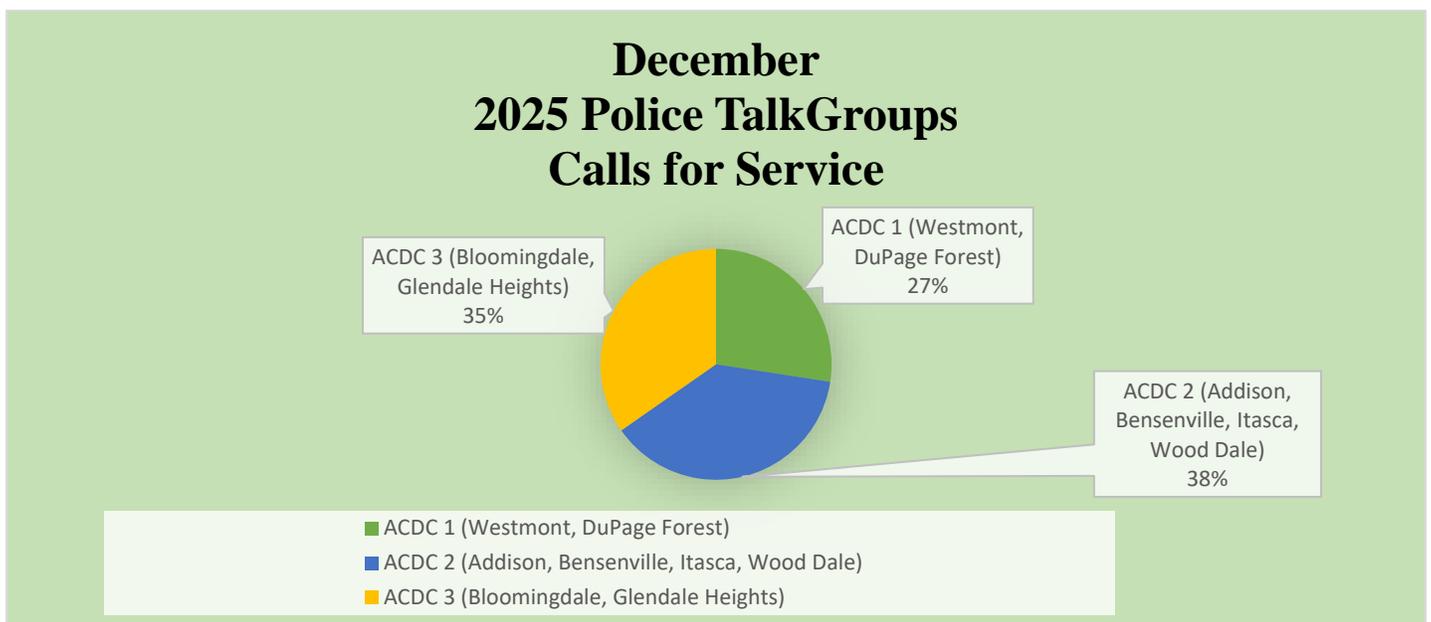


Calls for Service (CFS) - YTD



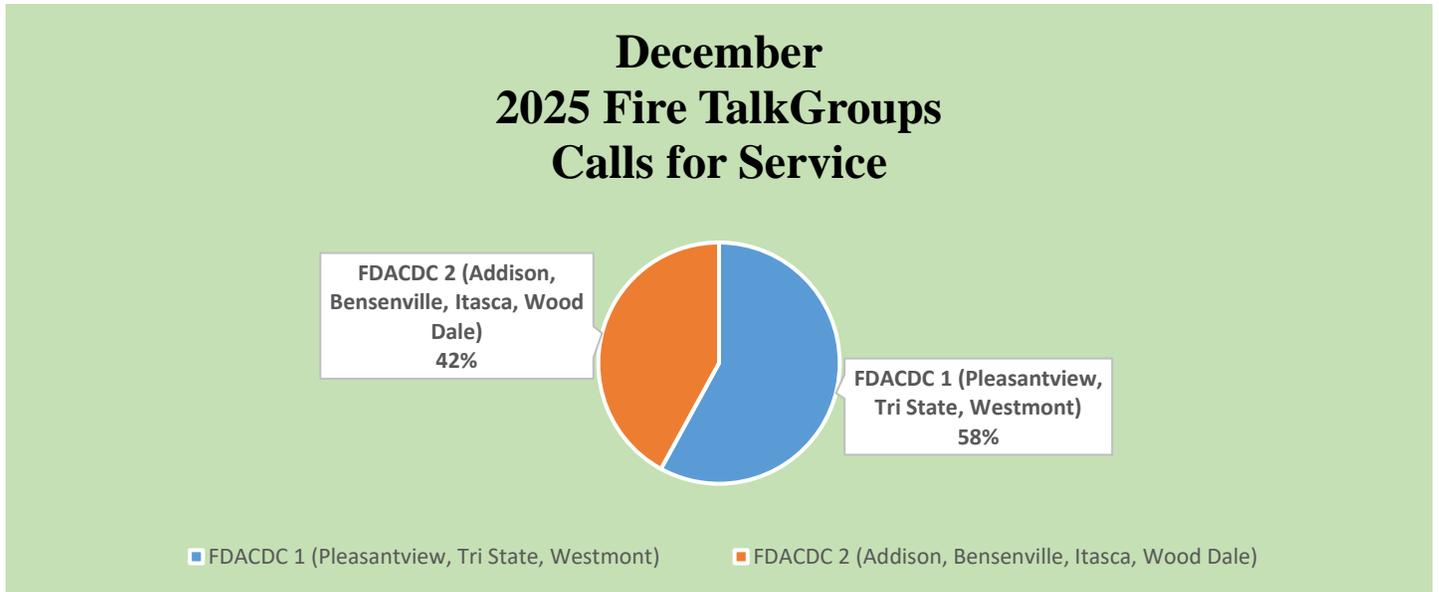
Police Calls for Service by Talk Group – December

ACDC 1 (Westmont, DuPage Forest)	3,333
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	5,340
ACDC 3 (Bloomingtondale, Glendale Heights)	5,404

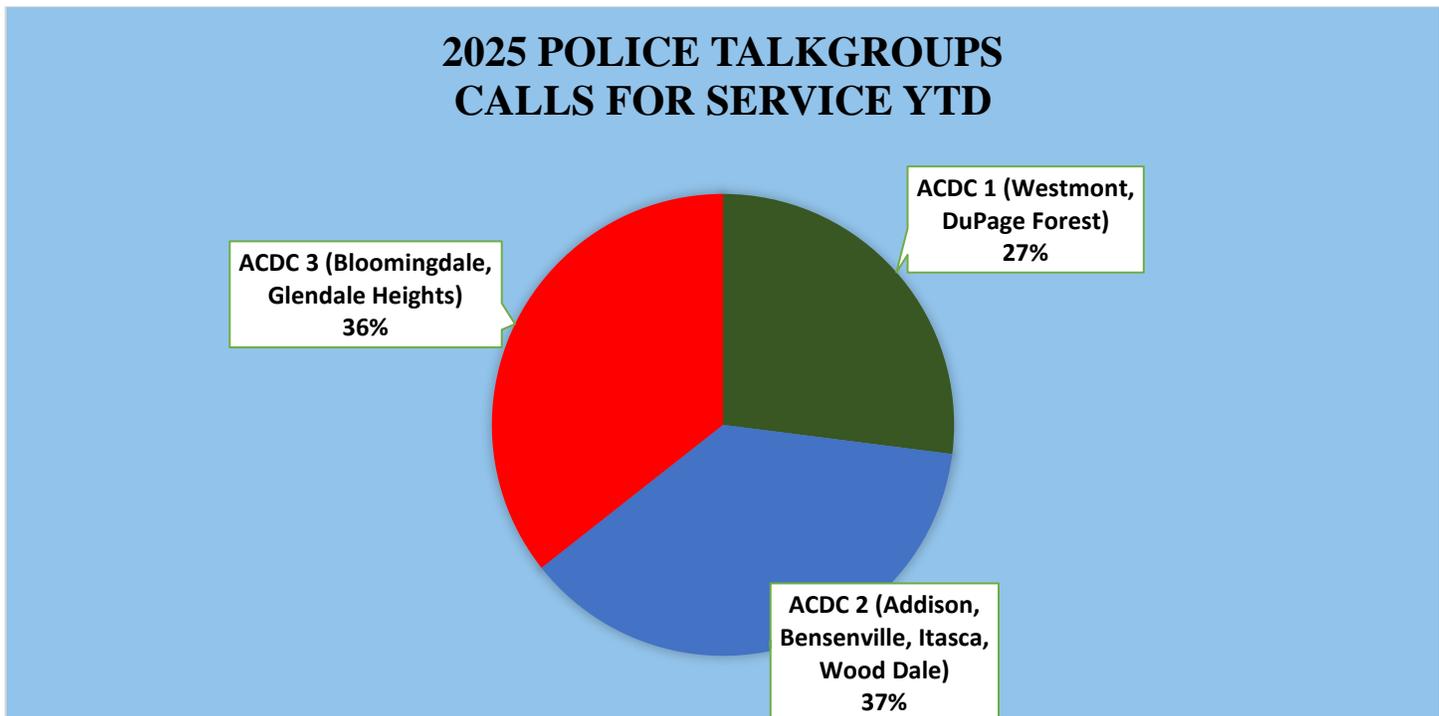


Fire Calls for Service by Talk Group – December

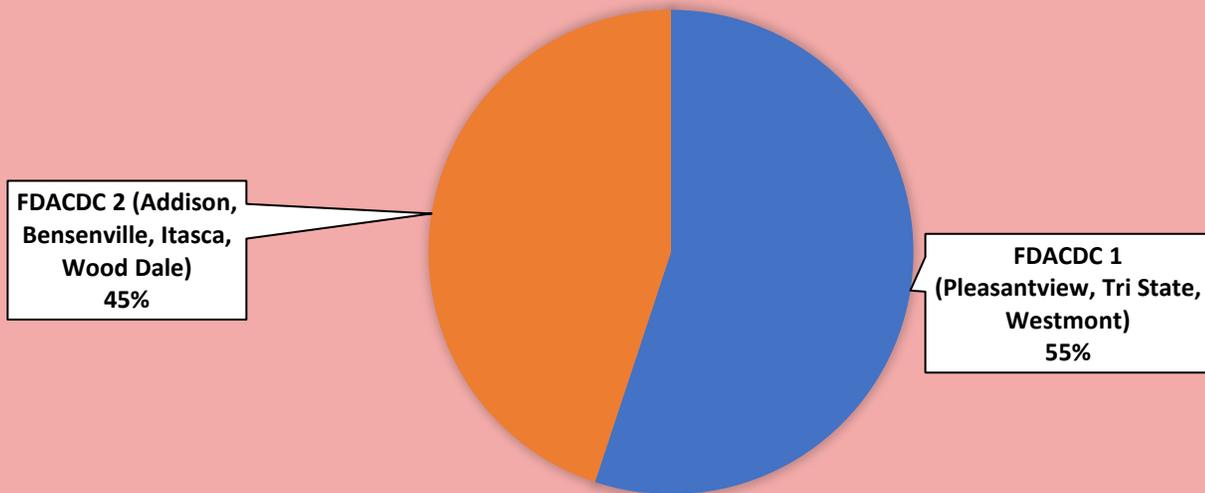
FDACDC 1 (Pleasantview, Tri State, Westmont)	1,372
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	994



Police & Fire Calls for Service by Talk Group – YTD



2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD



MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/24/2025	La Grange Park	Investigators	339 N Ashland
3/15/2025	Brookfield	Investigators	9048 Monroe
3/29/2025	Riverside	Investigators	270 N Delaplaine
4/14/2025	Brookfield	Investigators	3521 Madison
4/24/2025	McCook	Investigators	4908 Grand
5/17/2025	McCook	Fire	4900 S Vernon
5/22/2025	Brookfield	EMS	31st & Hemman
6/15/2025	Hinsdale	Fire	228 S Bruner St
6/27/2025	Burr Ridge	Fire	15W 322 81st
8/7/2025	Westmont	Investigators	315 Cass Ave
8/16/2025	Brookfield	EMS	Park Ave/Ogden Ave
8/21/2025	Westmont	Fire	1130 Buttonwood Dr
9/9/2025	La Grange	Investigators	918 S 6th Ave
9/17/2025	Brookfield	Investigators	4011 Forest Ave
9/29/2025	McCook	Investigators	8500 53rd St
11/4/2025	Tri State	Investigators	6813 Clarendon Hills Rd
12/3/2025	Brookfield	Investigators	3415 Arden Ave
12/17/2025	Western Springs	Investigators	5305 Woodland Ave

Structure Fire Reviews – YTD

2025									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	29								
Bensenville	28								
Itasca	9								
Pleasantview	18								
Tri State	34								
Westmont	18								
Wood Dale	9								
Other FD Agency	22								
Total Reported Fires	167	84	68	16	50%	91%	67	3	0
Actual Fires	72	42	28	2	58%	97%		0	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		58.3%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds			97.2%						
Actual fires: % over 106 seconds. Goal is 0%				2.8%					
Actual fires delayed by caller or Other PSAP	0								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	0.0%	0.0%							
Actual fires received as fire alarm	14								
% actual fires received as fire alarm	19%								

Performance Measures

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

Police:

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

30 Calls Reviewed for – December	
Policy Violations	Violation <ul style="list-style-type: none"> • Failure to broadcast on DU FLASH • Failure to self-dispatch causing a delay
Error in Accuracy	Violation <ul style="list-style-type: none"> • Address error
Performance Issue	Violation <ul style="list-style-type: none"> • Failure to expeditiously disseminate pertinent information • Failure to generate CAD for call for service
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

Fire:

General Alarm Review

14 Calls Reviewed – December	
Policy Violations	Violation <ul style="list-style-type: none"> • Delay in dispatch
Error in Accuracy	Violation <ul style="list-style-type: none"> • Incorrect CAD code used
Performance Issue	Violation <ul style="list-style-type: none"> • N/A
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 / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Itasca PD	Delay in service	TC failed to generate CAD for call for service in the PD lobby	Bonafide
Westmont Fire	TC accidentally pre-empted call, then re-dispatched as a new call	TC failed to realize until FD arrived on scene.	Bonafide

Collaboration / Committee's / Focus Groups / Miscellaneous

ACDC participates in various working groups and committees that involve collaboration between the Emergency Telephone System Board (ETSB) staff, DU-COMM, and member agencies.

This section will highlight programs or topics of interest.

CAD Focus: (CAD Focus is a collaboration between ETSB and the PSAPs for all things CAD)

- CAD Focus Group – December 16
- New Subtype Code for Phone Crash Alert/No Voice Contact, currently in test CAD

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

- FSA Meeting, December 18, 2025. *Fire Standardization Focus Group*
- LiveMUM workshop

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

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

Police Operations: (Police Operations is a monthly meeting with police member agencies discussing operations)

- *Cancelled*

ACDC Visitors

- DU-COMM Manager Miller demonstrated their progress with CommsCoach, *Thank you!*
- Dick Buss & Associates console cleaning
- TCD student/potential applicant, informal tour

Community Outreach

- Homeschool Tour of ACDC
- Bloomingdale Scouting America Tour of ACDC
- Shop with a Hero

Task Force / Special Detail Participation

12/3/2025 APD TAC 1 - Dets in Chicago

12/16/2025 Saturation Task Force