



Emergency Telephone System Board of DuPage County Monthly Report

**August
Board
Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity July 1 through July 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!

Baby Delivery! On 05/23/2026 at 0613hrs, **Telecommunicator Kyle Ficarrotta** received a 911 call a male caller reported his wife was undergoing a home delivery complicated by shoulder dystocia, a high- acuity medical emergency. Quickly confirming the address per policy, **TC Ficarrotta** generated a CAD in just 18 seconds and begin EMD. The Glenside Fire Department and Glendale Heights Police were dispatched immediately. While providing EMD, **TC Ficarrotta** remained calm and confident even as the caller reported the baby had been delivered.

When **TC Ficarrotta** learned the baby was not breathing and a midwife was on scene, he appropriately attempted to coordinate care. Despite being unable to speak with the midwife directly, **TC Ficarrotta** diligently directed the father to verify the baby's status. **TC Ficarrotta** continued to provide essential instructions until the baby began breathing and crying, and maintained critical post-delivery care for both the mother and child until paramedics arrived.

Your professionalism and composure during this high-stakes situation were outstanding. Compliments on a job well done!

Life Save CPR while handling a Channel - On the evening of May 29th at 2106 hours, **TC Patricia Godlewski** answered a transferred 911 call from 120 Lakewood Circle regarding an unknown EMS medical emergency. Upon answering, **TC Godlewski** encountered an extremely distressed caller who could not confirm if her husband was breathing. Despite initial communication barriers, **TC Godlewski** quickly took control of the incident and focused the caller on delivering critical emergency aid.

Simultaneously, **TC Godlewski** flawlessly managed Channel 3 radio traffic—including a traffic stop and extra patrols—while initiating Emergency Medical Dispatch (EMD) protocols to provide clear, policy-compliant CPR instructions. Throughout this high-stress event, **TC Godlewski's** calm, composed demeanor provided essential reassurance. **TC Godlewski's** ability to direct the caller through these lifesaving measures was vital to the patient's positive outcome.

Thanks to **TC Godlewski's** rapid response and professional coaching, the patient made a remarkable recovery and was discharged from the hospital six days later with little to no long-term effects. Outstanding job!

ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:

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

August 17

September 14

October 21 (Wednesday)



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November 16
December 14

The SAB continues the state-wide strategic planning work. A draft report was provided to the ETS Board on July 16, 2026. Additional discussions include whether drones should be an allowable surcharge cost. The materials are provided to ensure the ETS Board understands those focus areas and can provide feedback both for the state plan and future goal setting for DuPage ETSB.

Legislative

Nothing to report this month.

RESOLUTIONS

Sales of Surplus Assets:

Braceville Fire Protection District:

Update: The ETS Board approved the contract to sell five (5) APX7000 7/800 VHF portable radios at \$500.00 each, for a total contract value of \$2,500.00 to Braceville Fire Protection District. Braceville has reported they have a new member to make up their quorum and has a meeting scheduled on July 13 to approve and execute the sales agreement. The return of the executed contract from Braceville Fire Protection District is still pending.

FINANCE AND REVENUE

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

As part of the August agenda, the Treasurer will present the annual Investment Review. This review will be essential to September board discussions regarding PSAP contributions and setting the annual monthly surcharge revenue projection. The monthly surcharge revenue projection for FY26 is \$13M. The FY26 revenue is on track to achieve \$13.5M.

New on the August Agenda is a Cash Analysis Projection. This report was developed by County Finance and adjusted from budgetary numbers to reflect actual cash. ETSB staff worked with Finance, the Treasurer's Office and Member Honig to create the report for the August agenda.

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

Goal setting: The updated comments have been provided the ETS Board in a redline version. A clean copy is posted on the August agenda to continue the discussion.



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Capital Requests:

August was the close of new capital requests for ETS Board consideration. As of this report, the PSAPs have not submitted any additional requests. The items shown in the FY27 Capital Replacement Schedule will be discussed and adjusted throughout FY27 as the Directors determine the best course of action (Replace/Upgrade/Maintain) for each system component. On schedule for review is the Fire Station Alerting system which the Fire Standardization Focus Group has recommended a renewal of the current system and an RFP for due diligence. The contract for renewal will be on the August agenda for Board consideration.

Additionally, there is a supplemental memorandum regarding replacement of administrative phone systems. ETSB staff have worked with the County, ACDC and DU-COMM to determine the best practice and most suitable solutions. The recommendation is that ETSB offices become part of the County phone system, ACDC can easily merge into the Village of Addison phone system with ETSB providing reimbursement for hardware and annual maintenance costs. For DU-COMM, the building belongs to the County and the infrastructure is ETSB's. The volume and nature of calls for DU-COMM makes utilizing the County system a challenge. The recommendation is to put a administrative phone system in DU-COMM that remains part of the 911 System infrastructure but is first tier managed by DU-COMM. Cost adjustments for this replacement have been added to the FY26 projection shown here. The original cost was \$163,241.00. The new cost quotes total \$228,469.60 or an increase of \$65,188.60. If approved, the Capital Management Plan Report will be adjusted to reflect these costs for the September meeting.

FY26 Line Item	Systems/Equipment	Est Cost Replacement	Replacement or Upgrade Year	Years in Capital Plan
7	CAD Workstations (72)	\$ 144,000.00	FY26	3
14	10 Digit Dial Phone System(s)			8
	ACDC	\$ 25,000.00	FY26	
	DU-COMM	\$ 197,710.05	FY26	
	ETSB	\$ 5,759.56	FY26	
15	All Switches (qty 15)	\$ 42,000.00	FY26	5
16	All Servers (qty 10)	\$ 100,000.00	ANNUAL	
Total		\$ 514,470.00		

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

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



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Monthly Revenue and Reimbursement

Total: \$3,257,296.94

Monthly Surcharge: \$1,183,848.62 March 2026 surcharge was received on July 28.

Investment Earnings: \$137,866.22 for June.

NG911 Withholding Revenue: The distribution of unused funds back the 9-1-1 systems, pursuant to Sections 30(b)(1.5)(A) and (B) of the Emergency Telephone Systems Act, was received on July 13 in the amount of \$1,892,817.86.

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

FY26 Reimbursement Year to Date:

Reimbursement	Billed	Received	Outstanding
Tablet Command	\$11,318.86	\$11,318.86	\$0.00
Hexagon Ancillary Service I/CAD	\$4,288.00	\$4,288.00	\$0.00
LEADS Interface	\$29,363.00	\$29,363.00	\$0.00
SIS Alarm	\$17,000.00	\$0.00	\$17,000.00
Axon Fusus Interface	\$3,000.00	\$3,000.00	\$0.00
Mobile Responder I/Netviewer	\$35,069.00	\$30,618.00	\$4,451.00
FSA Maintenance	\$15,345.00	\$10,875.00	\$4,470.00
Policy 911-01.1 Access	\$13,266.66	\$6,430.96	\$6,835.70
DEDIR System Police	\$920,362.86	\$511,846.24	\$408,516.62
DEDIR System Fire	\$109,043.88	\$49,625.00	\$59,418.88
Total	\$1,158,057.26	\$657,365.06	\$500,692.20

Payment of Claims

July Bills List: On the August agenda is an amendment to the July 8, 2026 Payment of Claims. The purpose of the amendment is to record check #1231745 in the amount of \$2,154.91 as voided, revising the July Payment of Claims total to \$224,838.44 from \$226,993.35. The check was voided after it was lost in the mail and did not reach the intended recipient.

August Bills List: The Treasurer's Office issued check #1233481 in the amount of \$3,435.91 as part of the August Payment of Claims, which included the unpaid July amount of \$2,154.91 along with an additional reimbursement. This process was reviewed and approved by both the Auditor's Office and the Treasurer's Office.

External Payments FY26

Total for Fund 5820 for the August 12 meeting: \$416,719.73.

Budget Transfers

54199: Capital Contingencies to 54110: Capital Equipment and Machinery and 54107: Capital Software:

This is a budget transfer for payment and accounting of contractual obligations related to the fourth of six annual financing payments on Motorola PO 922031/6149-1 for the console, microwave, and logger project. This fourth payment will be due in November 2026.

Total amount of requested transfer: \$1,167,645.00.



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54199: Capital Contingencies to 54110: Capital Equipment and Machinery:

Transfer of funds for the 40% payment due upon receipt of unprogrammed radios for the ABeep Tait mobile radio replacement under PO 925029/7976-1. All mobiles radios have been received, this transfer will allow for payment and accounting of contractual obligations in the County Finance software.

Total amount of transfer: \$1,563,881.00.

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

PURVIS Systems Incorporated: Purchase Order 926029

Recommendation for a renewal of maintenance on the Fire Station Alerting (FSA) equipment utilized in the 9-1-1 System. The maintenance period will run from October 10, 2026 through October 9, 2029. Participating agencies with optional equipment installed in their stations will reimburse ETSB in the amount of \$62,620.00. The ETSB amount for core equipment is \$660,560.00. The maintenance agreement was reviewed by the Fire Standardization Focus Group with consensus to recommend approval.

Total amount of \$723,180.00.

Change Orders

AT&T CAMA Trunks PO 917107/2277-1: Change Order #7

Request for Change Order #7 to extend the CAMA trunks length of service by one (1) year and adjust the expiration date from September 14, 2026 to September 14, 2027 in the County Finance software. The State officially transitioned all 169 PSAPs to NG911 in March 2026. These costs will be eliminated, however, per the State 911 Administrator, this PO needs to remain open until all legacy CAMA trunks are decommissioned. There is no monetary change being made to this contract because the State pays this cost.

Open Purchase Orders for FY2026

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

Purchase Order Utilization:	Total	Year to Date	Remaining Balance
FY26	\$75,000.00	\$35,338.00	\$39,662.00

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events:

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

Agency	Date	Time	Event	Description of Issue	Resolution
ELP officer	7/4/26	22:00	N	Assist with Radio/Radio Question	Explained proper Zone
DU-COMM	7/7/26	07:38	E	Tones not working	Restart
DU-COMM	7/8/26	08:26	N	Assist with Radio/Radio Question	Explained proper Zone
ELP officer	7/8/26	15:56	E	MPS unit screen not loading up	Restart Services
WOP	7/8/26	16:09	E	MPS unit screen not loading up	Restart Services
DU-COMM	7/8/26	19:47	N	Assist with Radio/Radio Question	Explained proper Zone
DU-COMM	7/9/26	16:01	E	LiveMum down	Restart Services but it didn't help so reboot LiveMum server.
DU-COMM	7/11/26	14:00	E	WHP officers LEADS issue	Restart Services



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DU-COMM	7/15/26	17:30	N	Need help with Radio	Explained proper Zone
VPP PD	7/16/26	13:47	N	Assist with Radio/Radio Question	Explained proper Zone
DU-COMM	7/18/26	03:15	E	MPS System down MOB2A agency for PD and Fire	Services stop running restart it.
DU-COMM	7/21/26	19:07	N	SmartConnect stop working.	Restart services
DU-COMM	7/22/26	16:15	E	Informer was not working	Restart services
LIP PD	7/22/26	17:07	N	Assist with Radio/Radio Question	Explained proper Zone
OBP PD	7/23/26	07:10	N	Assist with Radio/Radio Question	Explained proper Zone

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

History	2024		2025		2026	
Category	Opened	Closed	Open	Closed	Opened	Closed
MPS	624	624	494	485	198	147
CAD	516	516	558	558	184	137
Total	1140	1140	1052	1043	354	261

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	485	198	147
CAD	558	558	184	137
Total	1052	1043	354	261

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
28	23	6	7	4	3	1	1	2	3	1

CAD Ticket:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
38	27	4	21	4	9

CAD Administrator Activity:

Database Management

- Created and ran manual report for Dispatch per station count.
- Performed manual LEADS lookups using SSMS.
- Went live in Production CAD with new ProQA determinants.
- Uploaded new determinants to database and modified existing determinants.



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CAD Configuration

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

CAD Issue Resolution

- Resolved issue with I/Netviewer not loading for agencies.
- Resolved issue with CAD not being able to close a CAD event.

System Development and Deployment

- Set up and implemented Axon Auto Tagging for Hinsdale PD.

Meetings

- Met with FirstDue to discuss CAD integration.
- Met with FUSUS to resolve an issue with CAD Core server.

CAD Interface Projects:

ProQA Version v5.1.1.53 Logic Version 14.0.467

Current Status: Completed

Update: The ProQA software version was updated on July 9, 2026 at 0500hrs without incident. This update included the addition of several hundred EFD determinant codes and their mapping to appropriate CAD incident types.

Flock Drone:

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

Ticket #16109

Current Status: On Hold per Chief Strockis as of July 16, 2026

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

Hinsdale PD Axon Auto-Tagging: Project Started: April 9, 2026

Ticket # 21910

Current Status: Completed on July 14, 2026

Update: ETSB worked with to Axon complete the implementation for Hinsdale PD. No issues reported to date.

Hanover Township Tablet Command: Project Started: March 12, 2026

Ticket # 21935

Current Status: Pending MOU

Update: Hanover Township has been working with Bartlett Fire on the implementation of Tablet Command and recently advised that they are ready to move forward. ETSB has supplied all policy documentation for review and acceptance.

Lombard Tablet Command: Project Started: February 2026

Ticket #21368

Current Status: On-Hold

Update: Lombard Fire has been referred to Bartlett Fire. ETSB followed up with Lombard on June 23, 2026. Lombard indicates they are still in discussions about the different levels of implementation. No additional updates.



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CAD Focus Group:

Next Meetings: August 11 and August 25

The CAD Focus Group met on July 14 and July 28

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

The following items were discussed:

County Campus Jurisdictional Changes

The police response jurisdiction of the portion of the County Campus west of County Farm Road was changed via IGA from Winfield Police to DuPage County Sheriff's Office, effective July 31, 2026. This area includes the ETSB and DU-COMM, among other County departments. ETSB worked with County GIS and DU-COMM to make the necessary changes to CAD recommendations and responses prior to the effective date. The launch date was delayed by the affected parties. ETSB staff are ready when the project is ready to move forward.

CESSA

The PSAPs continue to work together, and with ETSB, to move forward with CESSA implementation. Cohort 2 met virtually with the Statewide 911 Administrator and IDHS representatives on July 6 to provide status updates.

DuPage ETSB, PSAP and DuPage County Health Department (DCHD) representatives also met virtually with the Statewide 911 Administrator and IDHS representatives on July 7 to specifically discuss the use of DuPage County Health Department crisis services in lieu of the State contracted service provider, Centerstone. During this call, IDHS stated that according to data collected from their source (Vibrant), DCHD was not meeting their required metrics to be allowed to receive 988 transfer calls from the PSAPs over Centerstone. DCHD responded that they felt this was inaccurate for multiple reasons, including that they had already been approved by the DBHR in April to accept 911 transfers from ACDC and DU-COMM and had met the metrics/requirements they were provided at that time. Since then, the metrics/requirements were apparently changed by IDHS, but were not



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timely or clearly communicated to DCHD. Also, DCHD stated there are significant discrepancies between their own internal data and data being reported by Vibrant.

Since the meeting, IDHS has provided updated current metrics to DCHD, and DCHD feels they have now been provided all necessary requirements for implementation and are continuing to work closely with the DBHR and the Crisis Hub to successfully transfer calls. DCHD feels they are on target and expect to begin doing so on August 17. They are still working with IDHS, DBHR and Vibrant to identify what is causing the discrepancies in call data.

The PSAPs are also updating their EMD protocol responses to provide the capability of 988 transfers and co-responses from Protocol 25 (Psychiatric Problems) as well as Protocol 41 (Caller in Crisis). The primary difference between these two protocols is that Protocol 41 is used with first-party callers while Protocol 25 is used with second-party callers.

The next Cohort 2 update meeting is scheduled for Monday, August 3, at which time DuPage ETSB, the Health Department, and the PSAPs will provide these updates to the State reporting the readiness to go live with CESSA together on August 17, barring any further objections from the State.

911 System Memos:

New Memos: None

Closed Memos: None

Enhancement Requests: None

Pending Memos:

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

Status: Pending CESSA Go-Live

Update: The type code of CRISIS-41M has been in place on Test CAD with three subtype codes: 988-TRANSFER (no response – transferred to 988 center), CO-RESPONSE (hybrid response include PD/FD + MCRT), and 911-RESPONSE (police and fire response required). ACDC and DU-COMM have both completed the mapping of the protocol's determinant codes to the appropriate CAD type/subtype codes and is testing proper response recommendations. The Protocol will be ready for production CAD prior to the August 17 systemwide CESSA go-live date.

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

Status: In Progress

Update: Lisle-Woodridge Fire District Board of Trustees reached out to ETSB and the DU-COMM Executive committee requesting a Standardization of 911 Pick-Up Time Documentation in the CAD system. Currently, the phone system does not provide the answer time with the ANI/ALI spill into CAD. ETSB has engaged both AT&T and the CAD vendor to investigate if this information can be added to the CAD record for calls and is awaiting responses from both. In ETSB's research with neighboring 911 systems, all but one are also unable to provide call answer time via CAD field, instead using reporting methods from other systems (recorder, phone CPE, etc). This memo is also being discussed in the Fire Standardization Focus Group as it pertains specifically to Fire reporting.

Memo 144: CAD MPS Config – Protocol 25 Type and Subtype Codes

Status: In Process

Update: As part of the next phase of CESSA implementation, IDHS is requiring EMD protocol systems to also allow for the transfer of second-party callers to 988 when appropriate. In Priority



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Dispatch EMD, this is Protocol 25 -Psychiatric Problems. This memo provides for the addition of 988 transfer and Co-Response subtypes to CAD for Protocol 25, essentially mirroring the capability/responses of Protocol 41. Both PSAPs and ETSB agreed to the implementation prior to the scheduled CESSA go-live of August 17.

ETSB Network

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	147	131

Same Month Comparison

	2025		2026	
Category	Open	Closed	Open	Closed
Absolute Secure	131	131	147	131

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
16	14	4	12	0	0

ETSB Network – Absolute Secure:

No issues reported. About 960 licenses are in use.

Comcast Maintenance / Trouble Tickets:

No issues to report and no upcoming maintenance is planned.

Windows Patching:

Primary site patching updates will begin the week of August 3, 2026

VMware Maintenance:

Nothing planned for July 2026.

ProQA Client Software:

ProQA Fire deployment was completed. No issues reported. PSAPs are working on translations for EMD.

ExaGrid Storage Device Replacement:

ExaGrid installation has completed ahead of schedule and is being used for backups. No issues.

Switch Replacement:

Request for quote sent to CDWG for purchase of new switches to replace end-of-life hardware. ETSB has been advised that there is a minimum 14-day lead time on hardware. CDWG is still working on the quote. Expected to be received within the next two weeks.

Customer Premise Equipment (CPE)

There were no projects started or issues reported last month.



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Tech Focus Group:

Next Meetings: August 10 and August 24

The Tech Focus Group met on July 13 and July 27

Projects Discussed:

FSA RIU Network Design

Ticket # 23412

Start Date: February 2026

Current Status: In-Progress

Update: During the Tech Focus Group discussion, the group requested clarification on the overall system layout and sought confirmation that the solution would resolve the issues with the current primary and secondary server configuration. Purvis confirmed that the project will address the existing server naming and location problems. Additional questions about the current IP setup were raised, and Purvis confirmed that the correct IP addresses will be assigned to each RIU as part of the system updates. Tech Focus will continue to review proposed design provided and communicate the recommended next steps.

New Project Requests:

Purvis Mobile App: Project Started April 2026

Ticket #21419

Current Status: In-Progress

Update: ETSB has been discussing this request with the Fire Standardization Group and there has been a good amount of interest in using the application. Currently, ETSB is working with Purvis to cleanup of the configuration that was previously in place.

New Interface Requests:

No new requests were reviewed for July 2026.

Recommendations made:

None during the last group meetings.

9-1-1 System Memos Discussed at Tech Focus:

No new system memos were discussed in the past month.

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



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Fire Station Alerting System (FSA):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	82	82

Past Month

Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
15	15	5	7	3	0	0

Purvis / CommZone Tickets

Ticket solved Date	Agency	Ticket subject	Component	Resolution
7/1/26	Station 11	Speakers	Audio Amplifier	Replaced Component
7/1/26	PSAP	DM Console Options Grayed Out Post 4.9 Update	DM Console	Non-Purvis Issue
7/6/26	Station 107	Station Alerting	Alerting Down	Ticket Cancelled By Customer
7/6/26	Station 2	Tones not working	Alerting Down	Non-Purvis Issue
7/6/26	Station 44	Bunkroom Speakers (voice only)	Wall Speaker	Issue Cleared on Own
7/7/26	Station 45	"System Faults" reader board	TOT GridC Power Supply	Replaced Component
7/9/26	Station 153	Speaker Noise	Ambient Noise Module	Replaced Component
7/13/26	Station 103	Station Alerting not functioning	Audio Amplifier	Reconfigured Component
7/13/26	PSAP	Fire Channel Tabs	Enhancement Request	Not Available Current Version
7/16/26	Station 5	No audio in bunk and bathroom for WCF26001876	Purvis Network Switch	Replaced Component
7/22/26	Station 58	Purvis Issue blank screen	Customer Networking	Non-Purvis Issue
7/23/26	Station 28	RTS Blank Screen	RTS	Replaced Component
7/23/26	Station 3	Dead Reader Board causing system fault	TOT Grid Connect	Restart/Power Cycle
7/27/26	ETSB	Fire Station alerting is down	Alerting Down	Component was Unplugged
7/28/26	ETSB	RIU Fire South Stuck Open Keying	RIU	Could Not Duplicate Issue

FSA Projects:

Fire Station Alerting System-wide Upgrade:

Status: In Process multiple phases

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

The equipment for this project has been onsite since 2021.

Status:

Phase 1: IP Data Collection

Completed June 2025



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Phase 2: Central Server Install Completed August 2025
Phase 3: Server Migration Completed January 2026
Phase 4: Upgrade to Version 4.9 Completed May 2026
Phase 5: Message Board Task In Process

Dependencies: This phase is dependent on the system upgrade which is now complete.

Update: During the previous discussion, the group inquired whether an agency could have more than one widget configured on the message board. ETSB has confirmed with Purvis that agencies may configure up to three widgets. This information was communicated to the group during the July 30 meeting, and Purvis continues to work toward finalizing the scheduling.

Fire Standardization Focus Group (FSA):

Next Meetings: August 13 and August 27

The Fire Standardization Focus Group meetings were held on July 2, July 16, and July 30

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

LiveMUM Application:

ETSB provided the Fire Standardization Group with the updates to the units implemented by Deccan in response to member feedback. ETSB continues to collaborate with Deccan on system cleanup and configuration efforts. The group is currently evaluating unit attributes and standardization requirements. Once the members determine whether adjustments are necessary, ETSB will review the proposed changes with Deccan and implement any approved updates within the system configuration.



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Geographic Information Systems (GIS):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
GIS	221	221	581	581	272	139

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
22	30	91	91	91	17	3	1	1

GIS Map Roll:

ETSB, in collaboration with County GIS per IGA PW-R-005-26, updated the DPSO campus response to include the west side of County Farm. New mapping was set to go live on July 31, 2026. ETSB received notification to hold the rollout.

The next map roll is planned for August 18, 2026. The outstanding map update requests will be pushed into the training environment for PSAP validation. The production map roll will follow upon notification from the PSAPs that all updates are correct.

GIS Redistricting Annual Status:

No new projects in July 2026.

NG9-1-1 GIS Mapping:

No report.

Database Version and Updates:

County GIS continues to work on the map based on State requirements. No additional updates.

School Critical Incident Mapping:

No Report.

GIS Projects:

No projects for July 2026.

DuJIS PRMS:

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

The Motorola System Manager's Report is included at the end of this document. To reduce redundant information, several categories have been incorporated into the DEDIR System Manager's Monthly Report. Those categories include: Firmware updates, Codeplug Updates, CommandCentral Aware, Projects, and the Weekly Sync Update from Motorola PM Rich Nita.



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Radio Replacement – Hazmat Incident

In May, exposure in a hazmat incident deemed 17 radios condemned/contaminated. On July 1, Motorola provided a letter indicating that given the circumstances, they cannot certify these radios as fit for use. This letter has been provided to the affected agencies and to the ETSB insurance company. The radios have been replaced out of the ETSB cache of radios. A review of the cache of radios will be completed this month to determine how quickly ETSB will need to replace this inventory.

Encryption:

Go-Live Date: July 7, 2026

Current Status: Clean Up Codeplug

Next Step: APX4000 encryption transition
Adding Naperville Channels

Training: Cleanup Code Plug available on Monday.com Encryption Dash Board

Police: The Police encryption go-live was successfully completed on July 7 after an eight-hour process. The “clean up” codeplug update has been sent to all police agencies, eliminating the double codeplug used for go-live. The cleanup codeplug should also eliminate the delayed/missed radio traffic issues experienced with scanning that happened with the double codeplug. There is a training powerpoint on the Encryption Monday Board with detailed instructions on how to install and operate the cleanup codeplug if needed. 25 of 1916 police radios still need to complete clean up codeplug update as of August 6.

Fire: The Fire Radio updates began on July 8 and were completely pushed to users by July 28. 3 of 1206 fire radios still need to complete clean up codeplug update as of August 6.

APX4000: Updates are now in the process of being programmed by Motorola and require specific modification for each department. These updates will be completed over the next several weeks.

Naperville Radio System Update: The DuPage County ETSB was notified on June 2, 2026, that Naperville has implemented a new radio system independent of the Motorola STARCOM network.

Process:

- Coordinate the sharing of encryption keys – Completed
- Obtain the anticipated date and time for ISSI implementation and removal of the temporary system patch – In Progress
- Review project updates provided by Naperville – In Progress
- Confirm whether an Advanced System Key (ASK) is required - Completed
- Discuss the potential purchase of two new consolettes – In Progress
- **Police and Fire:** The police and fire templates are still being updated and will be affected by the future addition of Naperville channels.

AXS Consoles:

Status: In-Progress

Total Items: 43

Current Open Items: 7

Closed Items: 2 in July

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



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additional Field Engineers (STs) to help with troubleshooting and data collection if additional issues occur. Additionally, Motorola is working to bring members of their technical support teams to the weekly ETSB call to help answer questions as to what fixes are being worked on for the logging out and speaker issues we continue to face. The Directors discussed the use of the portable radios in the PSAPs as backups to the consoles. There is a radio for every primary dispatch talkgroup.

	Site	Date Opened	Date Closed	Description	Updates
1	DU-COMM	7/15/26		Radios were going intermittently in and out about 10 minutes ago. Not doing it at this time, but would like this to be looked at today.	Issue identified as incorrect talkgroup/CKR assignment on radio units. Field team will ensure Radio units use the right resource and consoles have correct encryption keys
2	ACDC	6/22/26		Not receiving paging tones on DFSI resources	Case has been escalated to Tier 3 from Tier 2 for root cause
3	ACDC	6/18/26		All SDMs are not working. Unable to open/close any remote doors	Identified an issue with the Aux/IO Manager portion of the AXS software. Software update is pending for end of August.
4	ACDC	5/18/26		While a TC uses the phone, has talk group DU ACDC 1 selected. a call is received on DU ACDC 1 and the audio is heard at the unselect speaker.	CSE continues to work through data to determine root cause.
5	ACDC	5/18/26		Intermittent problem with Fire layouts. While a TC is actively on the phone and has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU	Continues to be investigated by Motorola for root cause.
6	ACDC	3/19/26		Active AXS sessions lost SDM connection	Identified an issue with the Aux/IO Manager portion of the AXS software. Software update is pending for end of August.
7	DU-COMM	3/18/26		Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly.	Incident has been escalated to Motorola CSE. CSE is investigating to find root cause.
8	DU-COMM	5/22/26	7/16/26	Position 15 reporting that radio traffic on unselected channel is not coming out of unselected speaker.	After investigation, the speaker will be replaced with a new one.
9	ACDC	5/19/26	7/16/26	OP12 select speaker not working	Investigating speaker issue. Recommend replace speaker.
10	ACDC	6/19/26	6/22/26	Program Manager - PM: do not have access to 2 radio resources - cannot add default volumes.	Resolved
11	ACDC	6/18/26	6/18/26	Getting Emergency alerts on two radio resources on portable units in the field that they should not be receiving them on	Resolved
12	DU-COMM	3/13/26	6/10/26	AXS OP 22 radio console logged off and unable to log back in, even after rebooting the computer.	Unable to replicate the issue by Motorola engineering. No additional incidents have happened



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13	DU-COMM	3/27/26	5/8/26	Problematic issues require AXS logout and computer reboot	Motorola has suggested rebuilding op19 from the OS up – In-Progress
14	ACDC	4/6/26	5/14/26	OP 18 is out of service	CCHUB will be swapped out.
15	ACDC	2/23/26	4/10/26	Intermittent issue with Fire Layouts	Motorola working with engineering on root cause
16	DU-COMM	2/4/26	4/10/26	OP 2 is not being recorded on Vesta IRR	User action caused issue
17	DU-COMM	1/19/26	4/1/26	Headset audio at OP 18 muted.	User accidentally muted external output ports
18	DU-COMM	2/11/26	3/18/26	OP 22 console logged out and required a reboot	Motorola Engineering Team is investigating
19	DU-COMM	3/10/26	3/12/26	OP 19 MON 1 speaker's volume is turned down to ZERO.OFF, but volume can still be heard. LOUD.	Motorola Tech Onsite to correct configuration
20	DU-COMM	2/25/26	3/12/26	OP 4 Monthly patch update failed.	OP 4 received monthly patch update without issue. Closing
21	DU-COMM	1/8/26	2/5/26	Alert tone overwriting other traffic	Toggle the Emergency Tones to Headset field in the PM and distribute the config change.
22	ACDC	12/18/25	2/23/26	Lost 2 agencies for SDM resources doors and panic alarms	Updated SDM to latest software version
23	DU-COMM	1/14/26	2/4/26	POS 14 logout	Fixed in AXS 3.5.308
24	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
25	ACDC	9/8/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
26	ACDC	9/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
27	ACDC	9/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue
28	ACDC	10/9/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
29	DU-COMM	10/12/25	1/15/2026	OP18 that logged itself out	Fixed in AXS 3.5.308
30	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
31	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
32	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
33	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
34	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
35	DU-COMM	11/5/25	1/22/26	Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not enough information to investigate the issue.
36	ACDC	11/6/25	1/22/26	OP20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Headset re-mapped in PCT tool. Resolved
37	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue



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38	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.
39	DU-COMM	12/3/25	1/22/26	OP4 randomly logging off on 11/30/25 at 1755.	MTN 185-25 new software update corrected the issue
40	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved
41	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
42	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
43	DU-COMM	11/25/25	1/21/26	OP 28 Left headset jack is not working, no audio in or out.	Headset jack box replaced issue resolved

APXNext XN Holsters:

Current Status: Closed; ETSB will still collect worn holsters.

Update: Cutoff for Zendesk tickets for interest in plastic holsters for Fire was July 30. After several months, there was limited interest in the plastic holster. This is not enough volume to drop the current pricing. This holster is listed on the authorized accessories sheet of Policy 911-005.8: DEDIR System Subscriber Unit Requirements. The part number is PMLN8601A, at a current cost of \$52.56. Note: Given the equipment failure of the Boston Leather holster, Fire Chiefs may determine the holster option most appropriate for their agency's operational needs, including custom or personally selected holsters.

CommandCentral Aware Applications:

Current Status: 29 applications received, 29 applications approved; 31 remaining

Update: At the May 13, 2026 meeting, the ETS Board authorized the Policy Advisory Committee (PAC) to approve initial applications and modifications for CommandCentral Aware pursuant to Resolution ETS-R-0041-26.

Mobile Deployment:

Current Status: In Process

Status: ABeep attended the Fire Focus meeting on July 30 with several demo mobiles for the group's review and comment. ABeep has provided 4 test mobiles for our test agencies/focus group. There is a checklist for testers to work through.



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Intergovernmental Agreement (IGA):

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

Police agencies that have submitted the Certification/IGA as of 03/31/25:	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
<u>Agencies that do need an updated IGA</u>					
Bartlett PD	X	X			
Burr Ridge PD	X	X			
Carol Stream PD	X	X			
Clarendon Hills PD	X	X			
Darien PD	X	X			
Downers Grove PD	X	X			
Elmhurst PD	X	X			
Glen Ellyn PD	X	X			
Hanover Park PD	X	X			
Hinsdale PD	X	X			
Lisle PD	X	X			
Lombard PD	X	X			
Oak Brook PD	X	X			
Oakbrook Terrace PD	X	X			
Roselle PD	X	X			
Villa Park PD	X	X			
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD	X	X			
Willowbrook PD	X	X			
Winfield PD	X	X			
Woodridge PD	X	X			
Total	22	22	0	0	
<u>Agencies that have an IGA</u>					
Addison PD	X	X	N/A	X	
Bensenville PD	X	X	N/A	X	
Bloomington PD	X	X	N/A	X	
DuPage County Forest Preserve	X	X	N/A	X	
Glendale Heights PD	X	X	N/A	X	
Itasca PD	X	X	N/A	X	
Westmont PD	X	X	N/A	X	
Wood Dale PD	X	X	N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	9	9		9	
Grand Total	31	31	0	9	



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



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Reimbursement:

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

Security Info Sys (SIS) Alarm

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

Mobile Responder and I/Netviewer:

	FY2026 (Current)	FY2027	FY2028	FY2029
Mobile Responder, I/Netviewer	\$ 35,069.00	\$ 35,595.07	\$ 38,302.80	\$ 38,877.26
Total Remitted	\$ 30,318.00	\$	\$	\$
Bloomington PD	\$ 604.00	\$ 613.06	\$ 1,085.86	\$ 1,102.15
Remitted	\$	\$	\$	\$
Glen Ellyn PD	\$ 375.00	\$ 380.63	\$ 386.33	\$ 392.13
Remitted	\$	\$	\$	\$
Lisle PD	\$ 1,056.00	\$ 1,071.84	\$ 1,087.92	\$ 1,104.24
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Clarendon Hills Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
West Chicago Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$

FSA Maintenance Reimbursement Costs by Agency for Optional Equipment:

	FY2026 (Current)	FY2027	FY2028	FY2029
FSAS Optional Equipment	\$ 15,345.00	\$ 15,345.00	\$ 15,810.00	\$ 16,285.00
Total Remitted	\$ 10,875.00	\$	\$	\$
Clarendon Hills Fire	\$ 960.00	\$ 960.00	\$ 990.00	\$ 1,020.00
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 2,200.00	\$ 2,200.00	\$ 2,265.00	\$ 2,335.00
Remitted	\$	\$	\$	\$
Tri-State Fire	\$ 1,010.00	\$ 1,010.00	\$ 1,040.00	\$ 1,070.00
Remitted	\$	\$	\$	\$
York Center Fire	\$ 300.00	\$ 300.00	\$ 310.00	\$ 320.00
Remitted	\$	\$	\$	\$



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Policy 911-013.1: System Interface Access and Fees:

	Axon RMS	CommsCoach
Implementation	\$ 9,898.71	\$ 3,367.95
Total Remitted	\$ 6,648.23	\$ 3,367.95
Addison PD	\$ 835.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
Total Due for Implementation	\$ 3,585.22	
Remitted	\$ 3,585.22	

DEDIR System:

Subject to Agency revisions*	Capital Equipment*	Annual Airtime*	One-time Costs*	Total Amount*
FY2026	\$ 801,350.40	\$ 59,352.00	\$ 59,605.90	\$ 920,308.30
Total Remitted	\$ 445,720.26	\$ 42,216.00	\$ 23,909.98	\$ 511,846.24
Bartlett PD	\$ 6,983.16	\$ 1,440.00	\$ 5,842.77	\$ 14,265.93
Remitted	\$	\$	\$	\$
Bensenville PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Bloomington PD	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Carol Stream PD	\$ 55,613.16	\$ 2,328.00	\$ 220.72	\$ 58,161.88
Remitted	\$ 55,613.16	\$ 2,328.00	\$ 220.72	\$ 2,548.72
Clarendon Hills PD	\$ 49,348.44	\$ 1,944.00	\$ 397.00	\$ 51,689.44
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	\$ 7,356.35
Remitted	\$	\$	\$	\$
Hanover Park PD	\$ 166,285.08	\$ 9,648.00	\$ 2,880.00	\$ 178,813.08
Remitted	\$ 41,571.27	\$ 9,648.00	\$ 720.00	\$ 51,939.27
Lisle PD	\$ 36,199.44	\$ 1,296.00	\$ 1,106.77	\$ 38,602.21
Remitted	\$	\$	\$ 230	\$ 230.00
Oakbrook PD	\$ 12,970.56	\$ 816.00	\$ 8,900.00	\$ 22,686.56
Remitted	\$ 12,970.56	\$ 816.00	\$ 0	\$ 13,786.56
Roselle PD	\$ 15,616.56	\$ 2,880.00	\$ 8,333.18	\$ 26,829.74
Remitted	\$	\$	\$	\$
Villa Park PD	\$ 20,938.92	\$ 1,872.00	\$ 570.36	\$ 23,381.28
Remitted	\$ 5,234.73	\$	\$ 115.00	\$ 5,349.73
Warrenville PD	\$ 14,616.56	\$ 2,064.00	\$ 1,191.00	\$ 17,871.56
Remitted	\$ 3,654.14	\$	\$ 297.75	\$ 3,951.89
Winfield PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 32,263.80	\$ 2,304.00	\$ 1,920.00	\$ 36,487.80
Remitted	\$	\$	\$	\$



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Subject to Agency revisions**	Capital Equipment**	Annual Airtime**	One-time Costs**	Total Amount**
FY2026	\$ 35,748.88	\$ 1,272.00	\$ 72,023.00	\$ 109,043.88
Total Remitted	\$	\$	\$ 49,625.00	\$ 49,625.00
Addison Fire	\$ 0	\$ 0	\$ 5,955.00	\$ 5,955.00
Remitted	\$	\$	\$	\$
Elmhurst Fire	\$ 7,215.28	\$ 408.00	\$ 12,307.00	\$ 19,930.28
Remitted	\$	\$	\$	\$
Hanover Park Fire	\$ 28,533.60	\$ 864.00	\$ 1,588.00	\$ 30,985.60
Remitted	\$	\$	\$	\$
Roselle Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$	\$
Westmont Fire	\$ 0	\$ 0	\$ 960.00	\$ 960.00
Remitted	\$	\$	\$	\$



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

TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: July 29, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement:

Phase 1: Police APX Next Radios; Complete

Phase 2: Fire APX Next XN Radios; Complete

Phase 3: Mobile Replacement; in process separate vendor.

Radio Replacement – Hazmat Incident

In May, exposure in a hazmat incident deemed 17 radios condemned/contaminated. On July 1, Motorola provided a letter indicating that given the circumstances they cannot certify these radios as fit for use. The contaminated radios have been replaced from the ETSB cache of radios.

Encryption Project:

Go-Live: July 7, 2026 Complete

Current Status: In-Progress

The final internal go-no go check was completed on Monday, July 6. There were a few adjustments to the timeline report. The updated report was posted on the Monday.com dashboard for this project.

The Police encryption go-live was successfully completed after a six-hour process. The process was delayed by 1.5 hours because of an issue with the AIS (Archive Interface Server). On July 8, the elimination of the double codeplug began with the test police agencies in concert with the update of the fire codeplugs.

Fire:

Encryption Updates: This codeplug has been pushed to all agencies. The Fire Radio updates began on July 8 and were pushed to the final agencies on July 16. There are 31 radios pending installation out of 1206 as of July 29, 2026.

Police:

Double Codeplug: complete. The last radio was completed July 27, 2026.

Post Encryption Cleanup Code Plug: All agency codeplugs have been pushed out. There are 232 radios pending installation out of 1916 of as July 29, 2026. Training slides for this codeplug are available on the Monday.com Encryption dashboard.

APX4000: ETSB will provide an encrypted APX4000 to each agency and collect the agency owned radios for updating.

Timeline: 2 weeks to prepare loaner APX4000 radios, starting date to be determined
Agency Owned Radio Updates: 2 weeks +/- upon receipt of radios



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

Codeplug Updates:

APX Next XN Fire Portables Updates:

Phase 1: Complete as of April 2026

Phase 2: NWCD Codeplug Update complete.

Phase 3: Zone 22 FG Power Correction Codeplug: Update Complete.

Phase 4: Encryption Code Plug: All agency codeplugs have been pushed out.

APX8500 Mobile:

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

APX7500 Mobile:

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

CommandCentral Aware:

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

Service Tickets

2025	Year to Date	
Category	Opened	Closed
APX7000XE	78	78
APXNext (PD)	153	148
APXNextXN (FD)	142	124
APX8500 (mobile)	15	15
APX4000	36	36
Total	424	401

July 1 to July 28, 2026

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX7000XE	73	59	3	1	1	0	0	2
APXNext (PD)	219	82	27	6	1	13	1	12
APXNextXN (FD)	64	21	6	0	4	1	0	1
APX8500 (mobile)	14	6	2	0	0	1	0	1
APX4000	37	18	4	1	0	1	0	3
Total	407	186	42	8	6	16	1	19



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Radio Alignment: There were none last month.

STARCOM21 Scheduled Maintenance:

Unscheduled System Outages:

SmartConnect: On Tuesday, July 21, Users reported subscriber transmission issues that were unrelated to user error for encryption (A switch vs B switch). The problem was identified as SmartConnect being down. Initial reports of the outage started coming in a few minutes prior to 20:00 CST, Motorola reported SmartConnect was restored at 20:30 hrs the same day.

STARCOM21: A tollway fiber outage affecting a portion of Starcom RF sites was reported on July 9. No users reported being affected by this issue / no tickets were opened.

CCGW failure at ACDC: On the evening of Wednesday July 15, the ACDC tower reached 115 degrees which caused the CCGW to fail. FSO was dispatched and replaced the CCGW while ACDC had an HVAC crew fix the AC. CCGW03 alarms at ACDC cleared at 11:21 PM.

The following ACDC CCGW03 resources affected:

vFG BLUE S-AC

vFD 2_AI

vIFERN-DN

vFDACDC1 MLT-AC

vFD250-DN

vWM TAC1-WM

vFG RED S-AC

vFG WHT N-AC

DU-COMM reported outage: Wednesday July 15, at approximately 5pm, a ticket was submitted regarding a suspected outage for PD radios. Upon further investigation, using ATIA logs, Motorola found several users were trying to transmit using the old ADP encrypted channels rather than the new in use AES channels. These incorrect keys caused console beeping whenever a radio user attempted to transmit and users were unable to transmit. The resolution was determined to be switching to the new encrypted side of the double codeplug.

System Maintenance: There were none last month. Starcom maintenance is now being completed quarterly.

CommandCentral Patches: There were none last month.

CommandCentral unplanned outage: There were none last month.

SmartConnect Patches: There were none last month.

RadioCentral Patches: A RadioCentral update to 2026.2 was scheduled for July 27, 2026. No interruptions to service anticipated. This included updates for RCP Bridge as well as RadioCentral Multi-codeplug support (radio upgrades required for use).



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Radio Management / CPS Patches: On July 1, 2026, the DMS hosted Radio Management Server was upgraded to 39.00.00.

RadioCentral Migration: One Bensenville PD radio remains outstanding to be transitioned to the new RadioCentral. This radio is pending installation of an update.

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

Releases:

Fire radios were deployed on firmware R09.40 which was released in June 2025. All Police radios have also been sent version R09.40 and have been updated to match.

There are over 35 radios deployed on the newer firmware version numbering system 37.03 or 38.04. These units were updated when sent to the Depot for repair. There are no reported issues on the newer firmware at this time. Updating of the fleet radio baseline firmware version for 2026 will be revisited in a few months after the Police Encryption project is completed.

Meetings:

PAC Meeting: Monday, July 6, 2026

ETSB Podcast: Wednesday, July 8, 2026

Training: None this month

Motorola Project Manager Weekly Synch Report – Project Manager Rich Nita

Motorola Wednesday Morning Status Call – July 1, 2026

Motorola AXS Console and DFSI projects are on pause (priority is on Encryption readiness).

Encryption: Matt got 12 backup consolettes at ACDC upgraded with the proper firmware and flashed to include OTAR. 22 of the 23 backup consolettes at the DU-COMM were also upgraded with proper firmware and flash for OTAR (programming issue encountering with one consolette).

Jen completed pushing the double codeplug to all of the PD agencies with the exception of College of DuPage (COD). Jen met with COD 7/1 and tested the double codeplug over the phone and pushed to them as well. Additionally, the COD APX8500 base station codeplug was updated with the new codeplug.

Fabian is updating the consolette codeplugs to change the 66 talkgroups going to AES to use hardware encryption. The changes for OTAR will be completed in another update after the Go Live as we need to get the radios added to the KMF. We will be loading the new codeplugs and key loading the consolettes on the day of the Go Live.

Jen is currently working on the new codeplugs for the 11 MERIT vehicles and next will be creating a codeplug for the APX4000 radios for Wheaton College. Working on process for encryption for Wave users - timing for this will follow the initial Encryption effort. Go live target for Encryption is 7/7/26.

**Motorola Wednesday Morning Status Call – July 8, 2026 – no call, ETS Board meeting.****Motorola Wednesday Morning Status Call – July 15, 2026**

AXS Console: Working to schedule DU-COMM console ATP (Rich coordinating target test date with Gregg, Pete and Matt). MSI PdM working on open SDM/MC Edge issue for Keith M at ACDC. Latest update per Dan Tipton, "PdM identified an issue with the Aux I/O Manager portion of the AXS app. We are waiting on new software. Targeting late August." Final Acceptance pending for both ACDC and DU-COMM console deployments.

DFSI- DU-COMM; Deployment effort will resume now that initial Encryption transition was completed. Latest (June '26) status: Updated Leonardo SW received week of 6/1/26. James E. working with Motorola on port configuration/assignment details, Matt D working on the firewall, which was blocking the port config - router swap target is 7/16/26. Final revisions to the crossmute tables (Jim C and Matt D) will resume now that initial Encryption effort is complete.

Encryption: Go-live/transition to AES256 Encryption for PD agencies was completed successfully 07/07/2026. Jen shifting codeplug effort to Fire (17 complete, 12 to go, target complete by 7/17/26), as well as preparation for clean up tasks. Progress made on encryption for Wave users - Joe Janek working with DuPage County/ETSB to collect the necessary user info for initial effort to transition Wave users to Wave PTX.

Motorola Wednesday Morning Status Call – July 22, 2026

AXS Consoles: DU-COMM console ATP complete (pass) on 7/21/26 - Chris Shenks and Gregg T. supported. Team working on final project documentation next. MSI product mgmt (PdM) working on open SDM/MC Edge issue for Keith M at ACDC. Per Dan Tipton, "PdM identified an issue with the Aux I/O Manager portion of the AXS app. We are waiting on new software. Targeting late August." Final Acceptance pending.

DFSI: DU-COMM; Updated Leonardo SW received week of 6/1/26. Matt D working on the firewall, which was blocking the port config - firewall swap complete 7/16/26. MSI DCG9000 is trying to establish comms with Leonardo stations, but the team feels there is something blocking in the firewall (for 6 of 8 of the stations - 2 are working). James Erlain supporting, MSI team gathered additional info onsite 7/21/26. Plan is to review with MSI NW SME's, check FW policies, etc,. Matt D planning to work with Jim C 7/22/26 on the final revisions to the crossmute tables.

Encryption: Jenn codeplug effort shifted to Fire - progress made, but all not yet complete. Fabian helping while Jenn is OOO, Fabian working on sending cleanup codeplugs for Police (sent to ~8 agencies thus far), Jenn planning to finish Fire codeplugs when she returns. APX4000's - high level plan is to update radios (using local inventory/cache), then swap out units from the field. Joe Janek working with DuPage County/ETSB to collect the necessary user info for initial effort to transition Wave users to Wave PTX. Per Andres, of the 13 agencies, 8 provided the info that Joe Janek needs.

Motorola Wednesday Morning Status Call – July 29, 2026

AXS Consoles: MSI team working on final project documentation. MSI product management (PdM) working on open SDM/MC Edge issue for Keith Marc at ACDC, defect to be fixed in new software release, ETA is late August. Final Acceptance pending.



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DFSI: DU-COMM 7/23/26 - Firewall issue resolved, James Erlain and Matt Downer confirmed DFSI working on all 8 channels. Matt D made progress with Jim Connolly 7/22/26 on the final revisions to the crossmute tables - some work remains. Pete B/Matt D working on ATP document - once ready, MSI will coordinate ATP for DUCOMM DFSI.

Encryption: All updates have been sent to Fire and clean up codeplugs to PDs. Currently working on creating an APX4000 codeplug for the non-NEXT radios. Still to do at later date the updates for OTAR and KMF. Wave user migration - Joe Janek working with DuPage County/ETSB to collect the necessary user info for initial effort to transition Wave users to Wave PTX. 7/22/26 – Andres Gonzalez submitted seven spreadsheets from Agencies received to date (13 total). Matt D also prepping to execute AIS IP address change, Gregg/Matt to coordinate with Eventide.

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Grade of service report:

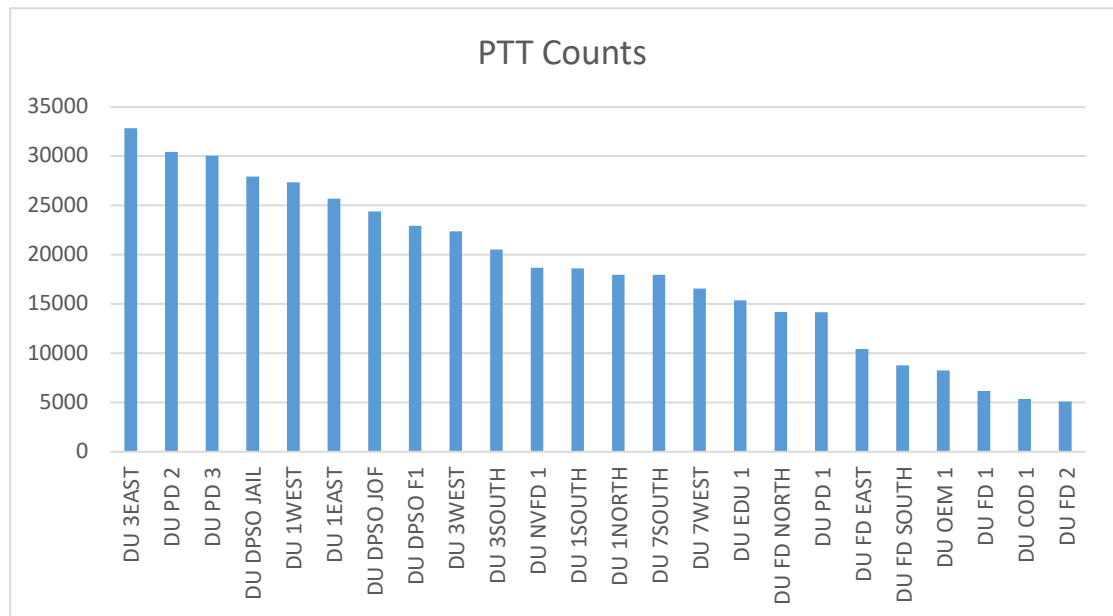
June 2026 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.01	25.63	4.36	6.04	28.00	3111.64	15683.96	5.04	0.21	2.07	9.67
1:00:00	0.00	21.52	3.66	6.74	28.00	2578.46	13168.79	5.11	0.00	0.00	0.00
2:00:00	0.00	17.59	2.99	7.41	28.00	2065.25	10763.14	5.21	0.00	0.00	0.00
3:00:00	0.00	14.60	2.48	7.92	28.00	1664.14	8935.61	5.37	0.00	0.00	0.00
4:00:00	0.00	13.82	2.35	8.05	28.00	1537.68	8457.00	5.50	0.00	0.00	0.00
5:00:00	0.00	15.28	2.60	7.80	28.00	1690.71	9348.46	5.53	0.00	0.00	0.00
6:00:00	0.00	17.64	3.00	7.40	28.00	2004.64	10796.61	5.39	0.00	0.00	0.00
7:00:00	0.00	25.37	4.31	6.09	27.00	2955.19	15527.89	5.25	0.00	0.00	0.00
8:00:00	0.01	30.89	5.25	5.15	28.00	3635.11	18904.86	5.20	0.39	2.14	5.45
9:00:00	0.00	36.31	6.17	4.23	28.00	4280.18	22218.96	5.19	0.14	2.61	18.25
10:00:00	0.00	38.38	6.52	3.88	28.00	4595.54	23489.39	5.11	0.11	5.18	48.33
11:00:00	0.00	36.27	6.17	4.23	28.00	4293.54	22200.21	5.17	0.11	1.61	15.00
12:00:00	0.00	38.52	6.55	3.85	28.00	4562.46	23571.68	5.17	0.00	0.00	0.00
13:00:00	0.01	38.97	6.62	3.78	28.00	4627.32	23848.61	5.15	0.39	3.50	8.91
14:00:00	0.00	38.02	6.46	3.94	28.00	4557.82	23270.93	5.11	0.00	0.00	0.00
15:00:00	0.44	41.23	7.01	3.39	28.00	4931.96	25231.21	5.12	21.79	99.32	4.56
16:00:00	1.03	41.93	7.13	3.27	28.00	5061.29	25660.46	5.07	52.25	260.79	4.99
17:00:00	0.01	39.19	6.66	3.74	28.00	4677.46	23987.32	5.13	0.50	9.61	19.21
18:00:00	0.00	37.09	6.31	4.09	28.00	4426.75	22699.68	5.13	0.14	1.57	11.00
19:00:00	0.00	37.00	6.29	4.11	28.00	4451.54	22645.18	5.09	0.04	0.07	2.00
20:00:00	0.00	35.87	6.10	4.30	28.00	4345.07	21949.50	5.05	0.04	1.43	40.00
21:00:00	0.00	33.37	5.67	4.73	28.00	4108.50	20424.00	4.97	0.00	0.00	0.00
22:00:00	0.00	31.51	5.36	5.04	28.00	3892.68	19284.75	4.95	0.00	0.00	0.00
23:00:00	0.00	28.75	4.89	5.51	28.00	3531.46	17594.89	4.98	0.00	0.00	0.00



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7/1/2026 – 7/27/2026

Group Alias	PTT Count
DU 3EAST	32834
DU PD 2	30427
DU PD 3	30033
DU DPSO JAIL	27941
DU 1WEST	27327
DU 1EAST	25695
DU DPSO JOF	24394
DU DPSO F1	22918
DU 3WEST	22358
DU 3SOUTH	20527
DU NVFD 1	18671
DU 1SOUTH	18601
DU 1NORTH	17964
DU 7SOUTH	17961
DU 7WEST	16545
DU EDU 1	15348
DU FD NORTH	14166
DU PD 1	14134
DU FD EAST	10397
DU FD SOUTH	8742
DU OEM 1	8226
DU FD 1	6145
DU COD 1	5329
DU FD 2	5090



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 mutple units	Allow dispatch assign to work with multiple units	Closed
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed
67	07/30/20	CAD	Adjust name and tx field	Add field for alarlm 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 disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CAD/View	Closed
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Closed
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Closed
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Closed
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Closed
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Closed
139	6/25/2025	CAD/MPS	Run LEADS Number Independently	Communicated that it is not possible to run a LEADS number independent	Closed
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Technically Not Feasible
141	1/30/2026	CAD/MPS	Mutual Aid Police Units Display on Same Call as Home Agency Units	The ability to see police units from multiple agencies/dispatch groups assigned to an incident all on the same call.	Closed
142	4/13/2026	CAD/MPS	Protocol 41 CAD Event Types	Creation of type and sub-type codes in CAD for Protocol 41 use (Caller in Crisis/CESSA)	In process/Testing
143	5/7/2026	CAD	Standardization of 911 Pick-Up Time Documentation CAD	Validation of Time stamp data for Fire Station Response time reporting	Pending Research
144	7/29/2026	CAD	Protocol 25 CAD Type and Subtype Codes	Creation of type and sub-type codes in CAD for Protocol 25 use to adhere to CESSA	In process/Testing
					New
					In process/Testing
					Implemented
					Pending Research
					Technically Not Feasible
					Enhancement tot product development
					Closed

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/03/2026 08:31:14 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 07/31/2026 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	143,458	44,033	99,425	0	3,059	35,386	5,111	129	348	0	3,749	00:00:04
	Internal	9,616	0	9,616	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	33,901	0	33,901	0	0	0	0	0	0	33,901	0	00:00:00
	Total	186,975	44,033	142,942	0	3,059	35,386	5,111	129	348	33,901	3,749	00:00:04
Total		186,975	44,033	142,942	0	3,059	35,386	5,111	129	348	33,901	3,749	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/03/2026 08:46:46 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 07/31/2026 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	435,514	175,094	260,420	0	4,548	143,861	24,798	391	1,496	0	18,969	00:00:06
	Internal	74,271	0	74,271	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	108,602	1	108,601	0	0	0	0	0	0	108,602	0	00:00:00
	Total	618,387	175,095	443,292	0	4,548	143,861	24,798	391	1,496	108,602	18,969	00:00:06
Total		618,387	175,095	443,292	0	4,548	143,861	24,798	391	1,496	108,602	18,969	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/03/2026 08:29:13 AM

Grouping: Site & Call Origin

Date Range: 07/01/2026 12:00:00 AM - 07/31/2026 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	31,443	8,344	23,099	0	536	6,925	803	24	56	5,931	1,334	00:00:06
Total	31,443	8,344	23,099	0	536	6,925	803	24	56	5,931	1,334	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/03/2026 08:44:48 AM

Grouping: Site & Call Origin

Date Range: 07/01/2026 12:00:00 AM - 07/31/2026 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	107,041	33,075	73,966	0	656	27,983	4,063	77	296	18,756	5,616	00:00:07
Total	107,041	33,075	73,966	0	656	27,983	4,063	77	296	18,756	5,616	00:00:07

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/03/2026 08:38:28 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 07/31/2026 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	6,578	6,578	0	0	79	5,625	873	1	0	0	0	00:00:04
Total	6,578	6,578	0	0	79	5,625	873	1	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/03/2026 08:47:44 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 07/31/2026 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	19,692	19,692	0	0	142	18,277	1,272	1	0	0	0	00:00:06
Total	19,692	19,692	0	0	142	18,277	1,272	1	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/03/2026 08:26:49 AM

Grouping: Site & Call Origin

Date Range: 07/01/2026 12:00:00 AM - 07/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	1,050	1,050	0	0	7	926	117	0	0	0	0	00:00:04
Total	1,050	1,050	0	0	7	926	117	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/03/2026 08:46:06 AM

Grouping: Site & Call Origin

Date Range: 07/01/2026 12:00:00 AM - 07/31/2026 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	3,238	3,238	0	0	18	3,021	198	1	0	0	0	00:00:06
Total	3,238	3,238	0	0	18	3,021	198	1	0	0	0	00:00:06



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: July 30, 2026
RE: DuJIS RMS Monthly Update

Status:

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

Action Items:

- RMS RFP Process
 - Continue contract negotiations with Mark43.
- OCR 3.7 (current production version)
 - Testing redesigned datasheets with pilot agencies.
 - Engage with Hexagon on delivering next NIBRS version to address numerous bugs.
- NetRMS
 - Preparation for NetRMS data migration is underway.
- PRMS Consortium
 - Engage with member agencies regarding new IGA.

Customer Support Collaboration:

- Maintained bi-weekly meeting with support team.
- Initiated preliminary scope development for incoming RMS.

Next Month's Actions Items:

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



HEXAGON
SAFETY & INFRASTRUCTURE

Hexagon Monthly Report

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

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target ☒	P2	2	P2	2	P2	0
Below target ☐	P3	14	P3	7	P3	0
Above target ☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending July 31, 2026

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high, and both sides stay engaged. We have established a recurring RMS SR Review call as well. This takes place on the 2nd and 4th weeks of the month.
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Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 9 support tickets were resolved in the month of July 2026.
- CAD Side call with Hexagon support is ongoing.
- RMS Side call with Hexagon support is ongoing.
- Support Leadership and Account Manager join PRMS Chief call as well.

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activities:

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JUNE 2026



ACDC MONTHLY REPORT

PREPARED BY:
DIRECTOR MARILU HERNANDEZ

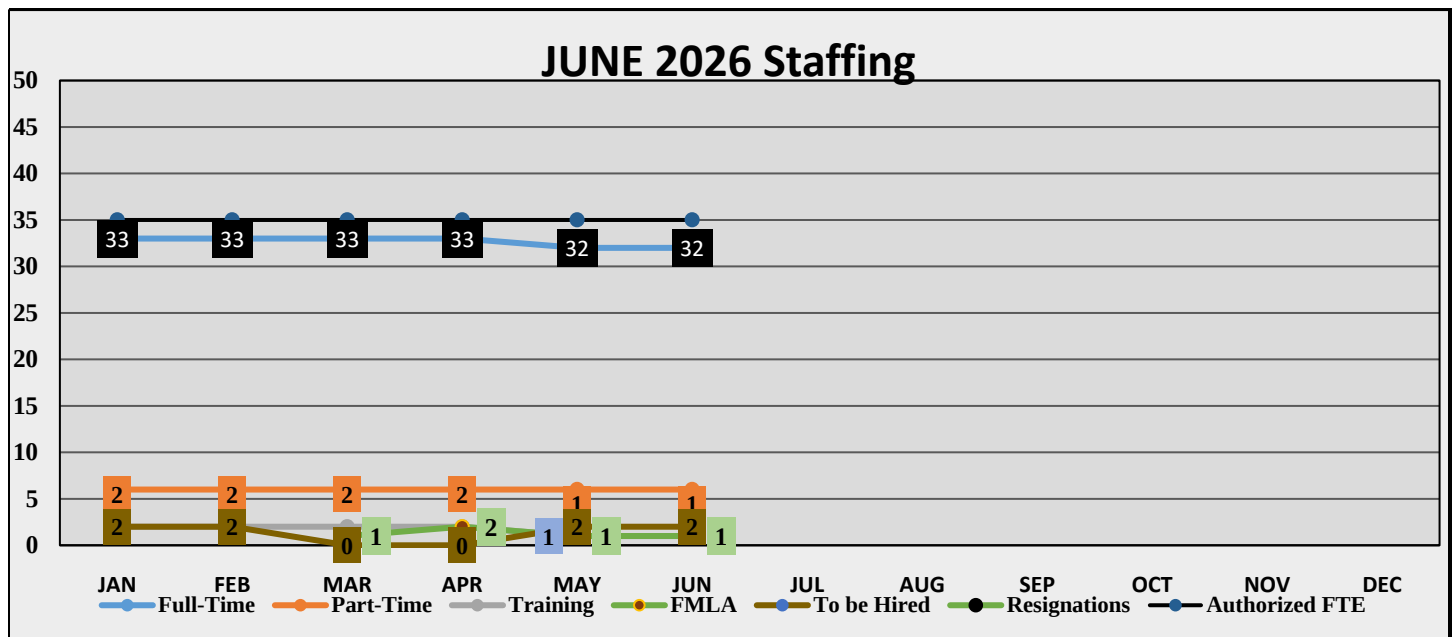


STAFFING

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

JUNE:

- One probationary on Day Shift for solo call-taking, and radio training phase
- Two selected candidates from the interview pool have completed fingerprinting and advanced to the background screening phase. Additionally, both candidates have scheduled their upcoming sit-along.



RESIGNATION

N/A

RECOGNITION

Congratulations TC Kyle Ficarrotta! On 05/23/2026 at 0613hrs, you received a 911 call from 62 W Stevenson Dr. A male caller reported his wife was undergoing a home delivery complicated by shoulder dystocia, a high-acuity medical emergency. Quickly confirming the address per policy, you generate a CAD in just 18 seconds and begin EMD. The Glenside Fire Department and Glendale Heights Police were dispatched immediately. While providing EMD, you remained calm and confident even as the caller reported the baby had been delivered.

When you learned the baby was not breathing and a midwife was on scene, you appropriately attempted to coordinate care. Despite being unable to speak with the midwife directly, you diligently directed the father to verify the baby's status. You continued to provide essential instructions until the baby began breathing and crying, and you maintained critical post-delivery care for both the mother and child until paramedics arrived.

Your professionalism and composure during this high-stakes situation were outstanding. Compliments on a job well done!

Congratulations TC Patricia Godlewski! On the evening of May 29th at 2106 hours, you answered a transferred 911 call from 120 Lakewood Circle regarding an unknown EMS medical emergency. Upon answering, you encountered an extremely distressed caller who could not confirm if her husband was breathing. Despite initial communication barriers, you quickly took control of the incident and focused the caller on delivering critical emergency aid.

Simultaneously, you flawlessly managed Channel 3 radio traffic—including a traffic stop and extra patrols—while initiating Emergency Medical Dispatch (EMD) protocols to provide clear, policy-compliant CPR instructions. Throughout this high-stress event, your calm, composed demeanor provided essential reassurance. Your ability to direct the caller through these lifesaving measures was vital to the patient's positive outcome.

Thanks to your rapid response and professional coaching, the patient made a remarkable recovery and was discharged from the hospital six days later with little to no long-term effects. This call perfectly demonstrated your commitment to the ACDC mission and reflected the highest standards of emergency communications. Outstanding job!

TRAINING

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

The High-Risk, Low Frequency (HRLF) training scenarios for June: N/A

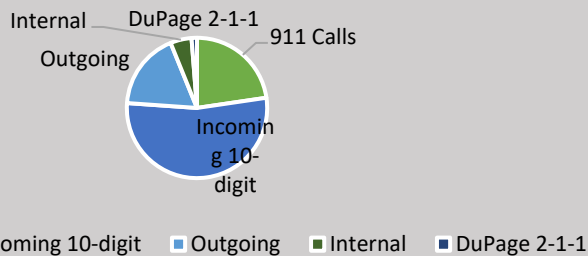
Additional Training

- One TC attended the Responding to and Investigating Bomb Threats webinar
- One TC attended the FBI Swatting online course
- The Director attended the Octave Conference
- The DD, one OM, PSC, and one TC attended the NENA 2026 Conference
- The PSC and one OM attended the in-person Skydio Dock Training hosted at ACDC
- One TC participated in the WM Active Shooter Training
- The Annual 211 Refresher Training commenced
- One TC initiates EMD-Q training

PHONE CALLS ANSWERED

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
911 Calls	5,663	4,964	5,855	6,048	6,341	6,848							35,719
Incoming 10-digit	18,413	11,858	12,947	12,820	13,722	14,414							84,174
Outgoing	4,686	3,898	4,522	4,675	4,791	5,398							27,970
Internal	1,007	989	1,094	1,440	1,384	1,785							7,699
DuPage 2-1-1	460	267	280	306	294	349							1,956
Total	30,229	21,976	24,698	25,289	26,532	28,794	0	0	0	0	0	0	157,518

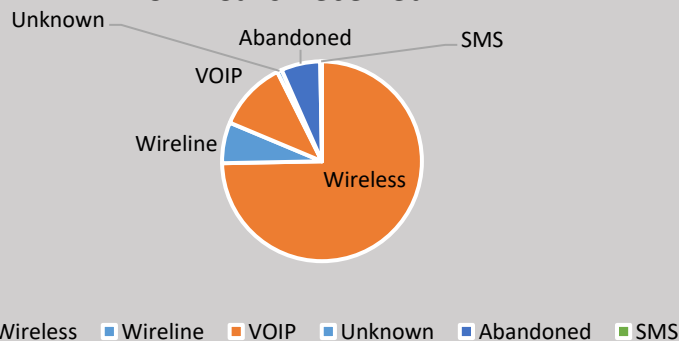
ACDC YTD Phone Calls



911 CALLS & TEXT-TO-911

911 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,510	3,737	4,424	4,735	5,364	5,691							28,461
Wireline	430	533	643	497	160	260							2,523
VOIP	631	629	722	740	747	839							4,308
Unknown	51	43	48	51	60	39							292
Abandoned	406	342	396	425	418	428							2,415
SMS	11	22	18	25	10	19							105
Total	6,039	5,306	6,251	6,473	6,759	7,276	0	0	0	0	0	0	38,104

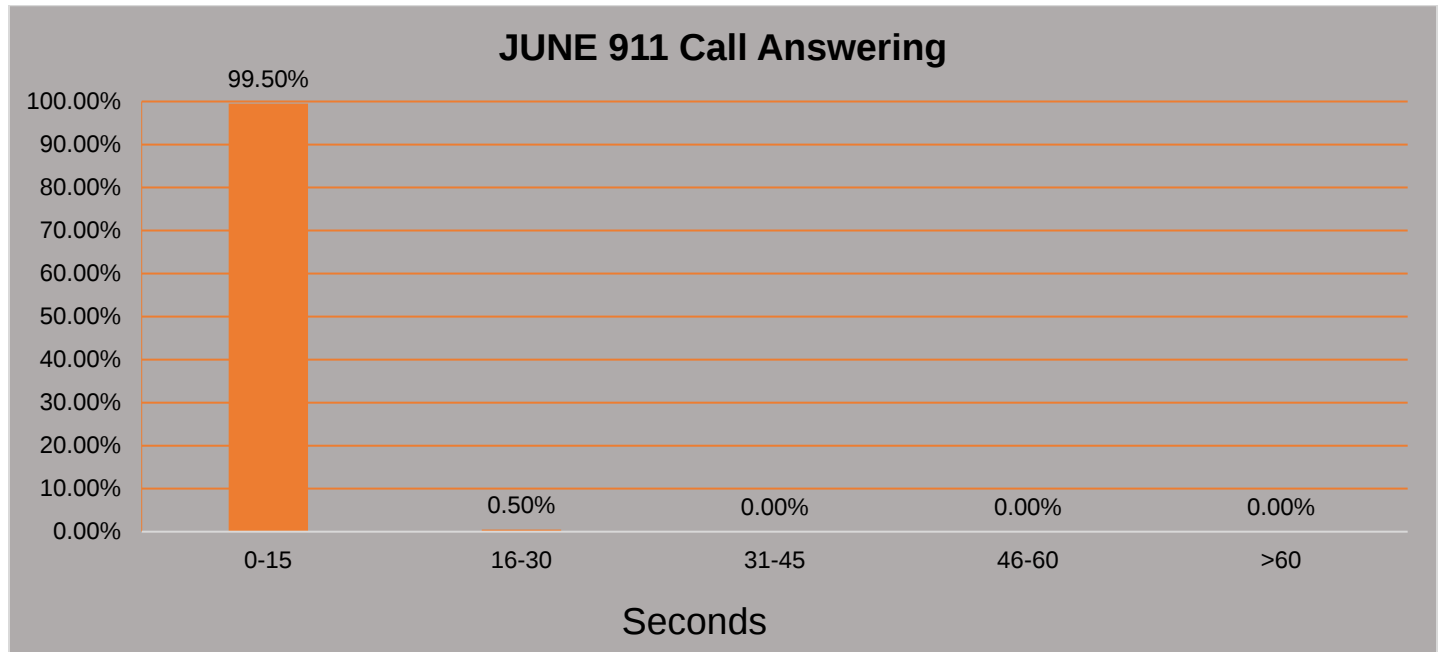
911 Calls Received YTD



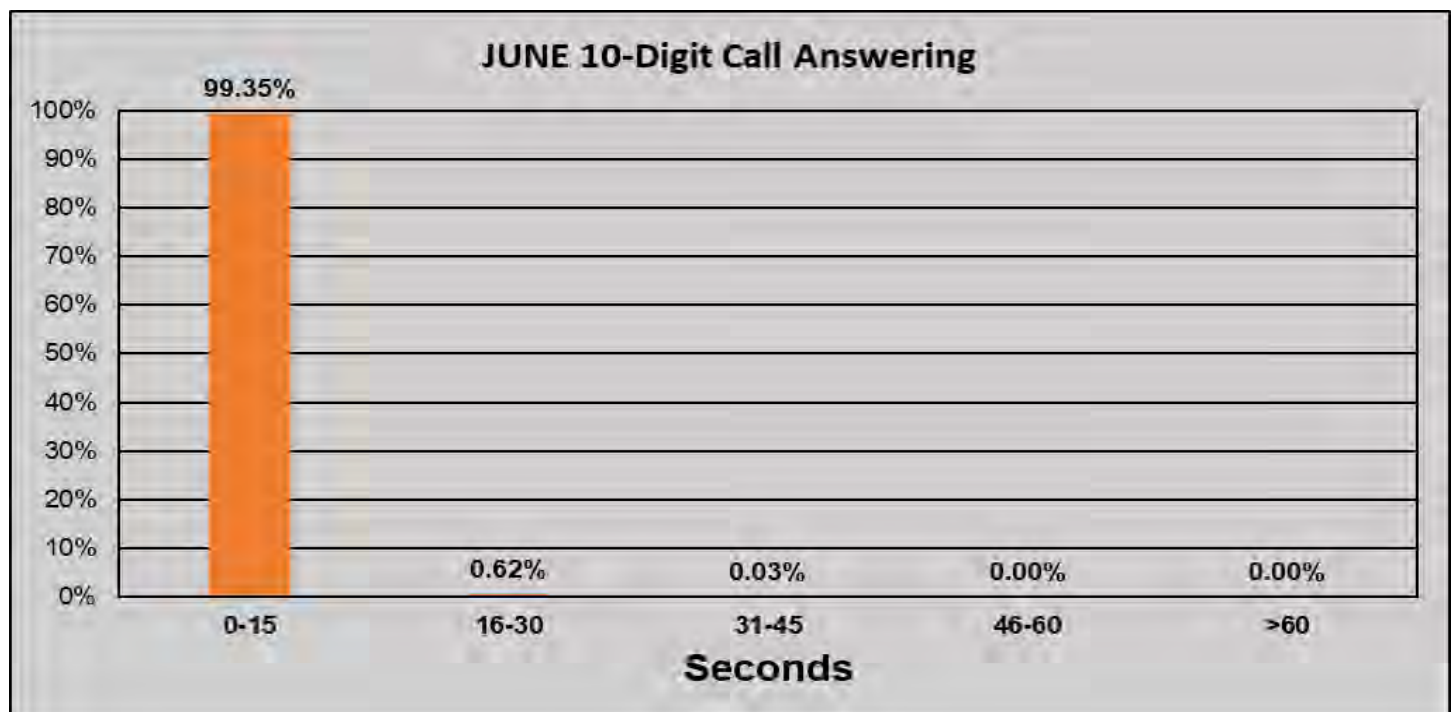
NENA 911 Call Answering Standard

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

911 CALL ANSWERING



10-DIGIT CALL ANSWERING



TOP *Call Takers*

JUNE 2026

911 & Non-Emergency Calls:

DOMINO - 1359
WILLADSEN - 1211
OLIVER - 1206
MOOTREY - 1152
VALLEE - 1128
MEDINA - 903
VAN ALSTINE - 864
FICARROTTA - 856
MARDULA - 853
EATON - 843

911:

DOMINO - 387
VALLEE - 324
OLIVER - 318
MEDINA - 285
EATON - 271
WILLADSEN - 268
MOOTREY - 266
VALLEE - 241
NUDD - 231
KIZOREK - 222

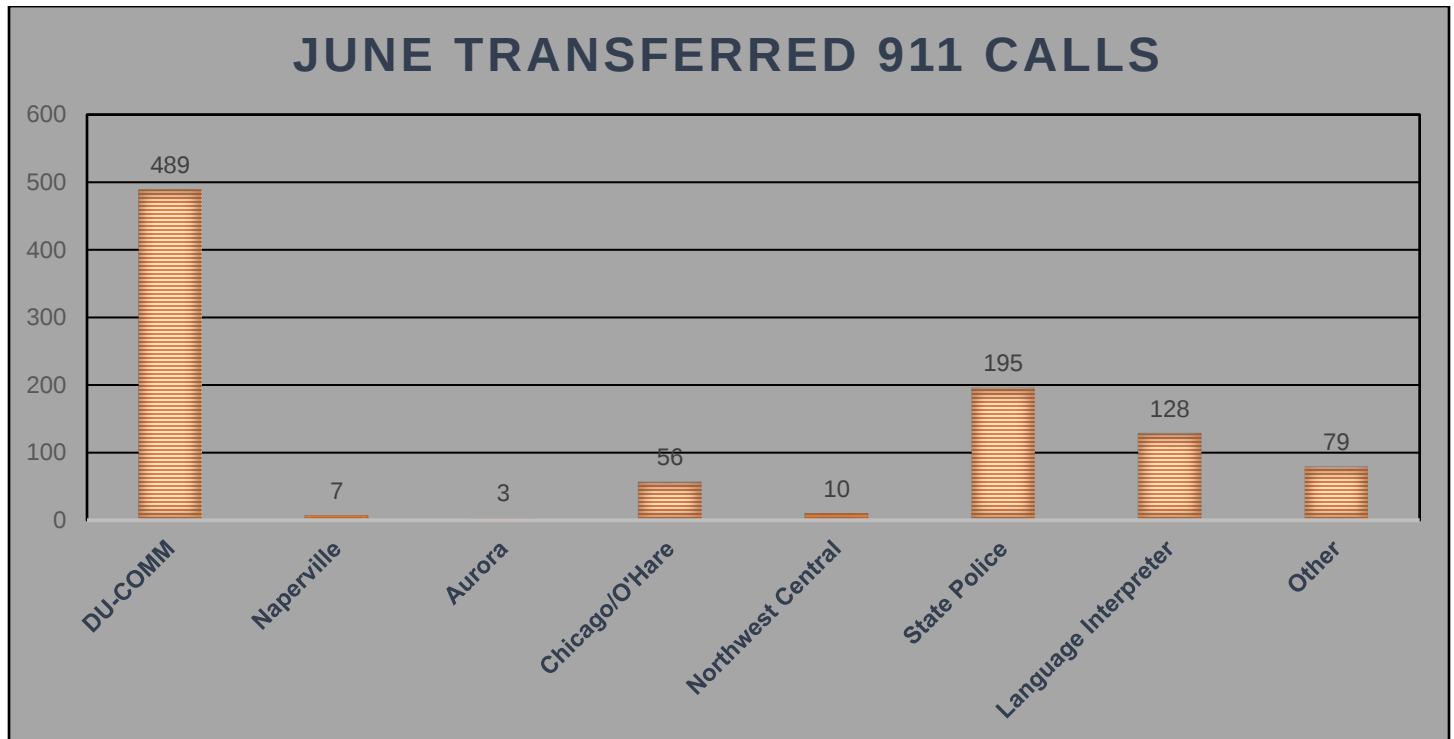
NON- EMERGENCY:

DOMINO - 972
WILLADSEN - 943
OLIVER - 888
MOOTREY - 886
VALLEE - 804
VAN ALSTINE - 705
FICARROTTA - 688
MINOR - 667
MARDULA - 656
WATERMAN - 656
IAZZETTO BAROUNIS - 619

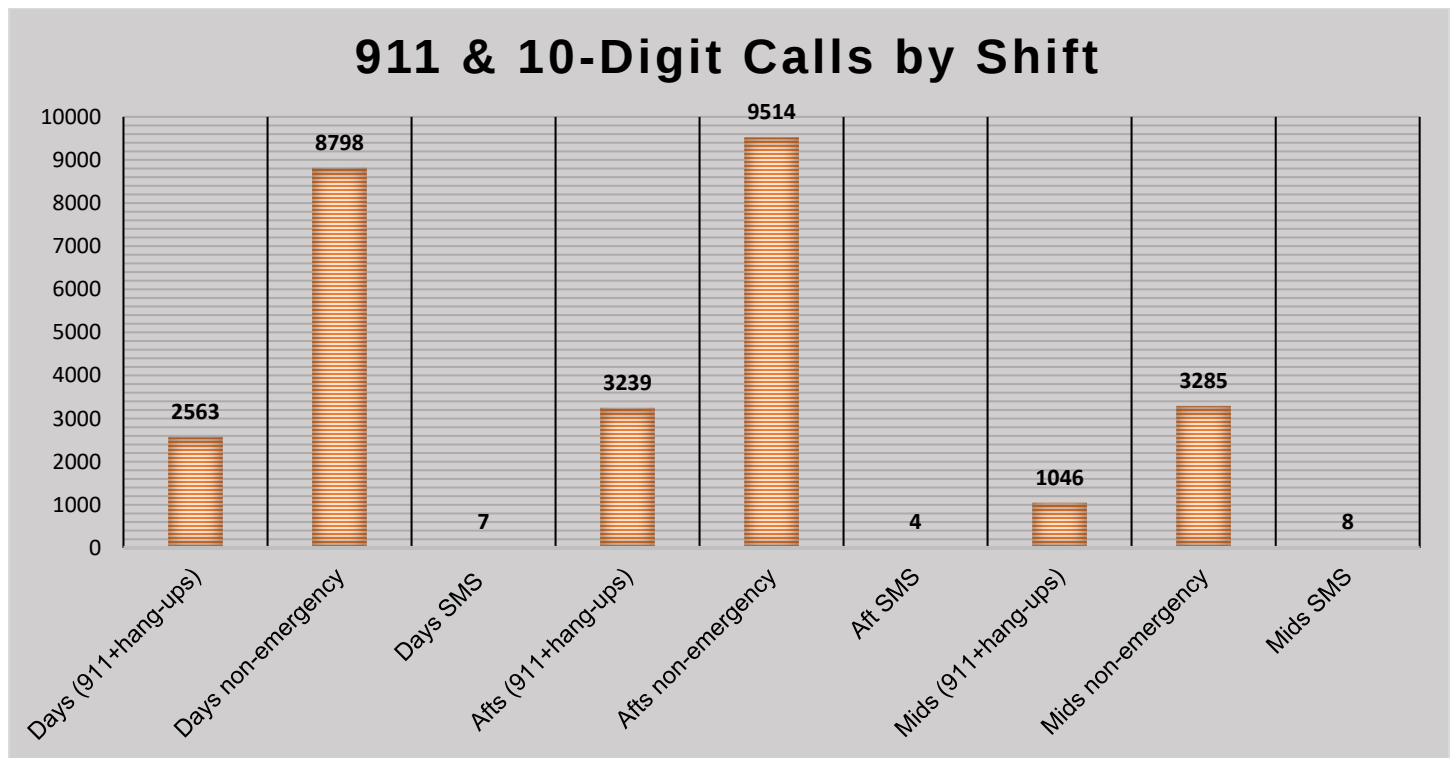
211 CALLS:

OLIVER - 27
WILLADSEN }
MARDULA } 21
VALDEZ - 19
VALLEE }
MINOR } 17
VERTUCCI - 15

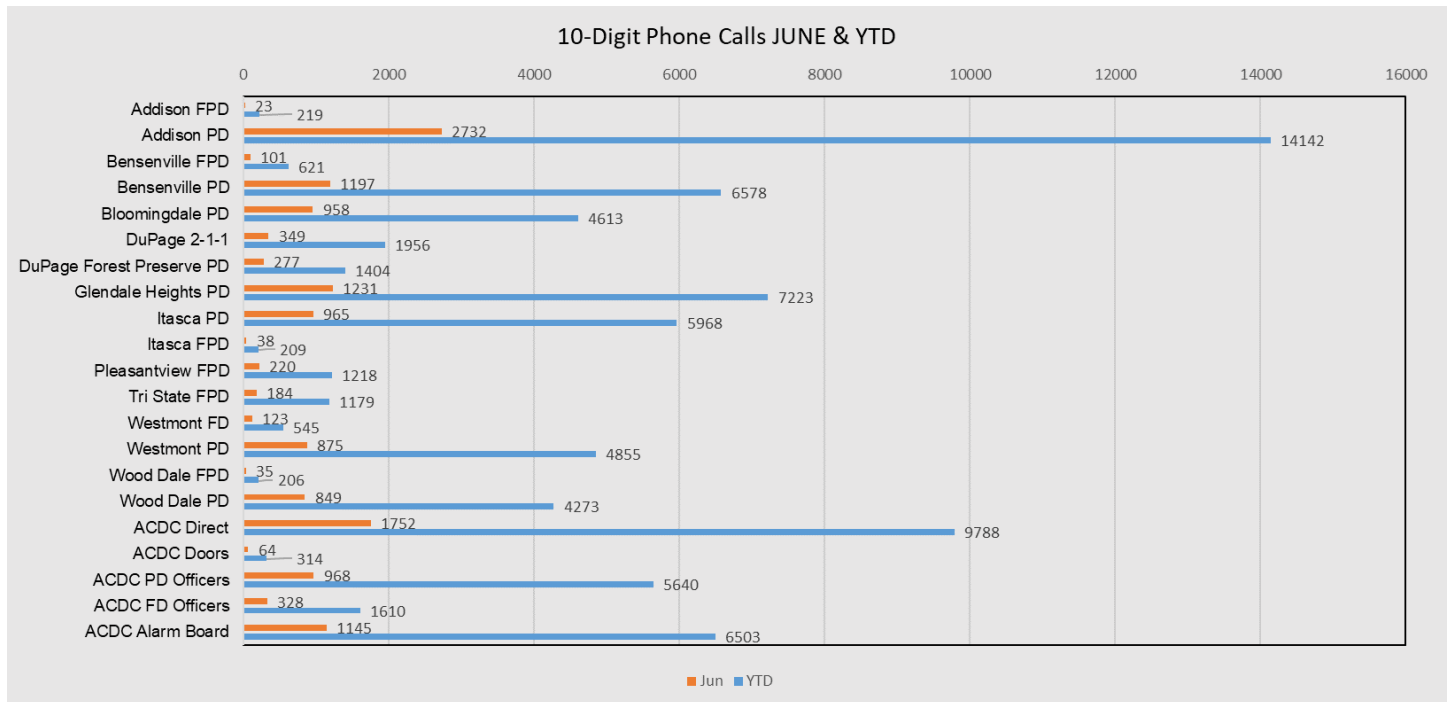
TRANSFERRED 911 CALLS



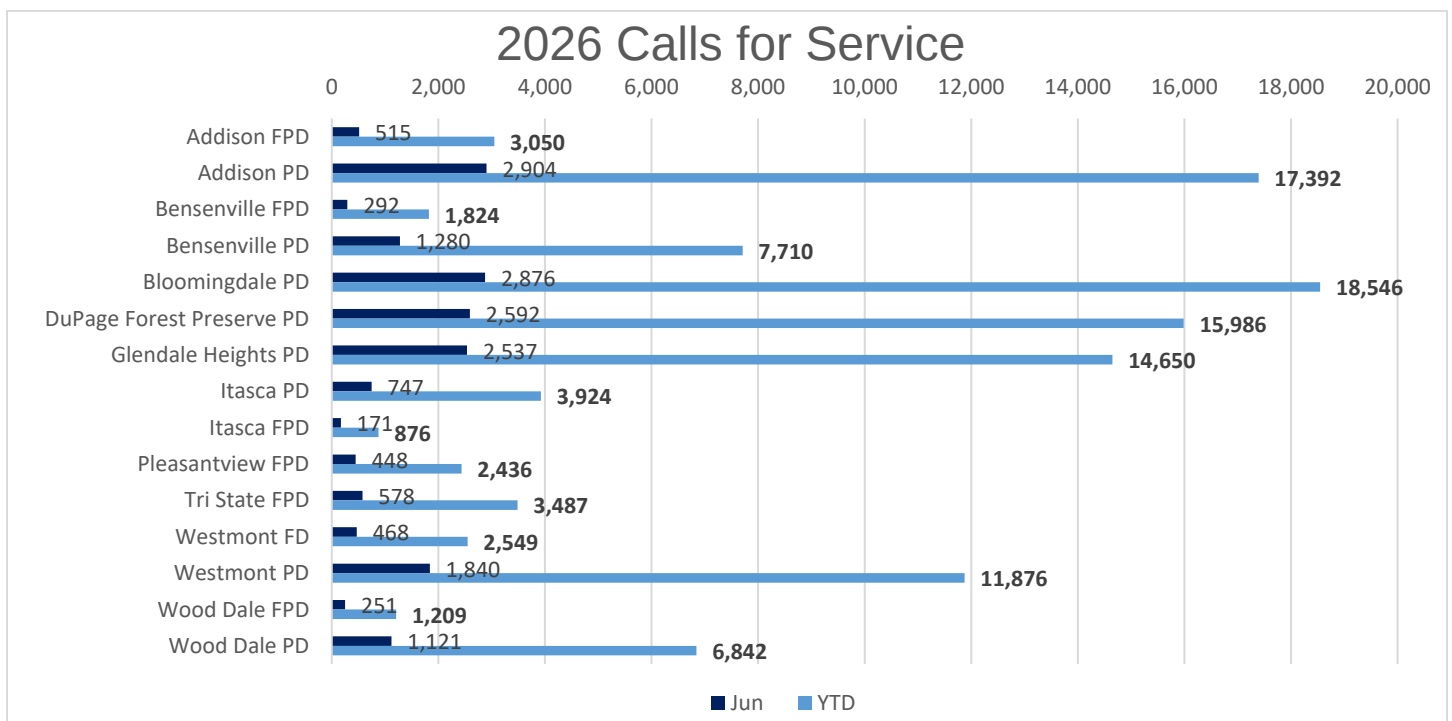
CALLS & SMS BY SHIFT – JUNE



MEMBER AGENCY & Misc. 10-DIGIT PHONE CALLS



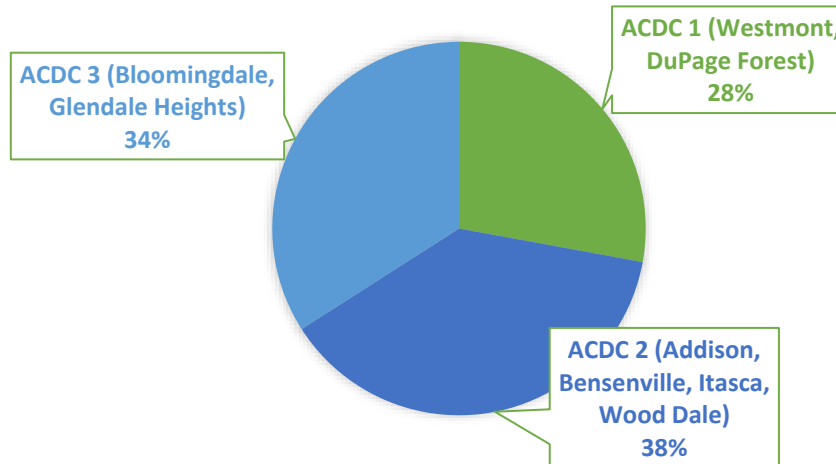
CALLS FOR SERVICE (CFS)



POLICE Calls for Service by Talk Group – JUNE

ACDC 1 (Westmont, DuPage Forest)	4,432
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,052
ACDC 3 (Bloomingdale, Glendale Heights)	5,413

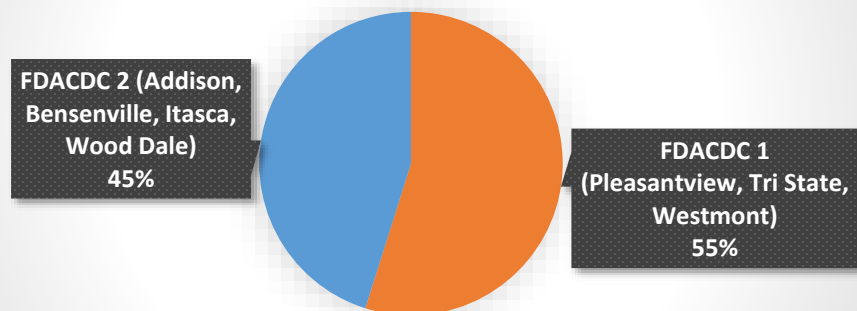
JUNE 2026 POLICE TALKGROUP CFS



FIRE Calls for Service by Talk Group – JUNE

FDACDC 1 (Pleasantview, Tri State, Westmont)	1,494
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,229

JUNE 2026 Fire TalkGroups CFS



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

MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/23/2026	Westmont	Structure	504 N Richmond AVE
2/27/2026	Tri-State	Brush	Waterfall Glen
2/27/2026	Lyons	Investigator	8329 44th ST
4/22/2026	LaGrange Park	Dive	26th Street Woods
5/22/2026	Pleasantview	Investigator	5300 S. Ashland Ave

STRUCTURE FIRE REVIEW – YTD

2026									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	8								
Bensenville	7								
Itasca	2								
Pleasantview	6								
Tri State	10								
Westmont	10								
Wood Dale	10								
Other FD Agency	19								
Total Reported Fires	72	42	26	4	58%	94%	60	3	0
Actual Fires	32	24	8	0	75%	100%		1	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		75.0%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% <i>*includes actual fires under 61 seconds</i>			100.0%						
Actual fires: % over 106 seconds. Goal is 0%				0.0%					
Actual fires delayed by caller or Other PSAP	1								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	3.1%	3.1%							
Actual fires received as fire alarm	4								
% actual fires received as fire alarm	13%								

PERFORMANCE MEASURES

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

POLICE:

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

36 Calls Reviewed – JUNE

Policy Violations	Violation • Failure to broadcast on DU FLASH • Failure to verify address, as per policy
Error in Accuracy	Violation • N/A
Performance Issue	Violation • Failure to use technology for address verification • Failure to self-dispatch • Poor line of questioning
Equipment Malfunctions or CAD Issues	Violation • N/A
Other PSAP or Caller Issue	Violation • N/A

FIRE:

General Alarm Review

12 Calls Reviewed – JUNE

Policy Violations	Violation • N/A
Error in Accuracy	Violation • N/A
Performance Issue	Violation • N/A
Equipment Malfunctions or CAD Issues	Violation • N/A
Other PSAP or Caller Issue	Violation • N/A

COMPLAINTS/REQUESTS for Understanding:

Agency	Complaint/Inquiry	Explanation	Findings
Wood Dale FD	Failure to dispatch Special Alarm companies		Bonafide
Addison	Failure to contact the on-call for sewer back up		Bonafide
Tri-State	Delay on determining accurate location of patient		Bonafide

COLLABORATION: Committees/Focus Groups/Misc.

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

This section will highlight topics of interest.

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

Informational only.

- June 16, 2026 – Proof of Concept Encryption testing
- June 17, 2026 all PSAP Radio Consoles will be rebooted to incorporate talk group naming updates
- Project go-live date: July 7, 2026

CESSA: New project date: After three-months of data collection

Podcast:

Next Podcast @ 1:30 pm:

- Wednesday, August 12, 2026
- Wednesday, September 9, 2026
- Wednesday, October 14, 2026
- Wednesday, November 11, 2026 Informational for Veteran's Day County Office Closed
- Wednesday, December 9, 2026

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

- Memo# 143 Standardization of 911 Pick-Up Time Documentation CAD
ETSB will review the system memorandum outlining potential options. ETSB has also contacted its CAD vendor to gather information regarding available interface solutions. An update from Hexagon is pending.
- Memo #135 – Closet Unit Dispatching (Pending LiveMUM Updates)
Dependency: Pending LiveMUM Updates/Changes
Update: Nothing since last meeting
- PURVIS Upgrade:
Fire Station Alerting System-wide Upgrade:
Status:

Phase 1: IP Data Collection Completed June 2025
Phase 2: Central Server Install Completed August 2025
Phase 3: Server Migration Completed January 2026
Phase 4: Upgrade to Version 4.9 Completed May 2026

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

- Staffing Update
- CESSA
- PAC update - Encryption
- Long-term staggering for large-scaled police events

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

- Staffing
- CESSA Update
- Assist FD (minors, patient alone, etc.)
- MPS password reset
- Encryption: Traffic while scanning
- Sgt 10-minute reminder

ACDC Visitors

- Medical Director - Dr. Thomas Grudowski, DO, FACEPP, Good Samaritan Hospital
- Senator Suzy Glowiak Office intern tour
- Glendale Heights PD Records personnel sit along (Xs 6)
- NuPAGE Social Worker sit along
- Bloomingdale PD Intern (Xs 2)
- Addison Police Explorer Post

Community Outreach

- AD Rock 'N Wheels (opening night)
- WD Public Works Open House
- COD – SLEA
- Westmont Cruisin' Nights - Village Vehicles Showcase

Task Force / Special Detail Participation

- Saturation Task Force
- Active Shooter
- Drug Transaction