Submitted for your consideration is the DuPage ETSB monthly report for activity November 1 through November 30. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

Congratulations on a Job Well Done!

Best wishes in your new position - The ETSB would like to thank **Chief Andy Dina** for his service to the ETS Board as Chair of the PAC. Chief Dina will be leaving Warrenville Fire Protection District December 18 for a position with Argonne Fire Department January 5, 2026. We appreciate his dedicated service to the DEDIR System and the DuPage 911 community.

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:
All meeting dates are scheduled for a Monday, unless otherwise noted.
December 15
January 12
February 9
February 23
March 9
March 23
April 6
April 20
May 4
May 18
June 15
July 13
August 17
September 14
October 21 (Wednesday)
November 16
December 14

The Board set the meeting schedule for 2026 as noted above. There are multiple dates in the first quarter of the calendar year to facilitate the report to the General Assembly and for strategic planning.

There was a page-by-page review of changes to draft administrative rule 1325. At the end, the board came to consensus on the language. There are still some issues, and the Chair stressed that a vote consensus at the November meeting did not mean that a board member could not bring something forward. This consensus allows for the rules to process to legal to be put in the final format for submission to JCAR, the next step in the process. Aye: 8, Nay: 1 vacant positions: 3

Annual Dissolution of the Ad Hoc Finance Committee
On the agenda for December will be the board action to discharge the Ad Hoc Finance Committee. This item was tabled to this meeting at the request of Vice Chair Franz for further discussion. The Chair stressed his preference to continue an Ad Hoc Finance Committee that was constituted each year.

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The Ad Hoc Finance Committee generally meets 6 times (May – October). The information provided to the Ad Hoc Finance Committee, or posted, is also directly provided to the ETS Board members.

Policy

Policy 911-015.13: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware

This policy is on the December agenda for Board consideration and approval. The language of this policy was updated based on the PAC Police Focus Group's operational conversation.   At the December 1 PAC meeting, the discussion focused on ensuring data security, responder safety, and the oversight of evidentiary value of information. The PAC members agreed that this policy will be a work in progress. The policy enables testing and adjustment of layers to confirm they work as intended. Layer details are included in the form, and the policy authorizes the Executive Director to amend the form, allowing the PAC to make changes more easily. Only policy changes that constitute a substantive change would be brought back to the ETS Board for approval. PAC motioned to recommend approval to ETS Board. Yes: 6 No: 0 Absent: 0

Policy 911-005.6: Use of Emergency Button

The PAC discussed the current language of the policy. There were several additional examples provided as to situations that could require the ability to adjust more fluidly operationally. Member Benjamin stated he would make another attempt to re-work the language.

PSAP Grant Disbursement

FY25:   On the agenda this month is the FY25 $1M disbursement for the PSAPs pursuant to the IGA executed on November 14, 2023 under resolution ETS-R-0056-23 granting DU-COMM $650,000 and ACDC $350,000.

FY26: Additionally, the ETSB received its final monthly surcharge payment of $1,242,701.44 as reported in the monthly revenue report. This makes the total monthly surcharge revenue for FY25 $13,316,468.90 or $783,531.10 short of the $14.1M revenue projection. Utilizing language in Policy 911-010: Expenditure Policy approved at the November board meeting, staff subtracted the $783,531.10 from the $1,614,314.27 received for the NG9-1-1 Withholding disbursement to balance the revenue projection to $14.1M. The remaining $830,783.17, as recommended by the ETS Board at the November meeting, will be applied to the FY26 grant disbursement. Per the IGA, using the 65/35 split, ACDC will receive an additional $290,774.11 and DU-COMM $540,009.06 for FY26.   A total of $1,830,783.17 will be scheduled to be disbursed at the end of the FY26 fiscal year.

2026 Meeting Calendars

The 2026 meeting calendars for PAC and ETSB were approved on the November agenda. However, the ETSB calendar has a scrivener's error for the previously approved meeting date of January 7, 2026 the updated calendar on the December agenda has been corrected to January 14, 2026.

Staffing

On the agenda this month is an approving resolution for the position of the ETSB Deputy Director of Operations. This headcount was approved for FY26. The ETSB Director, working with County HR, has made an offer to this candidate that was accepted. The candidate has satisfactorily completed all required county background, and a resume has been provided to the Board. The Chair recommends approval of this person in this position.

Appointments

The reappointments for Member Honig, Member McCarthy, and Member Wolber are scheduled for approval at the December 9, 2025, DuPage County Board meeting.

Procurement / Major Contracts

Change Orders

Comcast: Change Order #5 PO 922043/6145-1

The Comcast fiber network was installed for Computer Aided Dispatch (CAD) in 2016. When the fiber network services were renewed in 2022, the exact monthly costs including taxes and fees were unknown as this also included an equipment replacement redesign for the system. ETSB estimated an average monthly cost of $36,200.00, which included an additional 5% for taxes/fees on top of the cost of the contracted services. In 2023, the average amount of the monthly invoices was $35,196.50. The monthly cost began surpassing the estimated encumbered amount of $36,200.00 on the March 2024 invoice which was $37,194.94. In April 2024, the invoice amount increased to $38,430.98. In 2025, the average cost is $38,856.76, a monthly increase of $3,660.26 over the 2023 invoices. This increase in taxes/fees has created a shortfall within Purchase Order 6145-1 for FY25 in the amount of $32,236.00 and FY26-27 in an estimated amount of $68,000.00, for a total amount of $100,236.00.

Total amount of change order is $100,2366.00, for a new contract amount of $1,837,836.00.

Motorola: Non-Monetary Change Order #8 PO 921054/5522-1

There is a supplemental memorandum regarding this overall project which includes information about this Change Order #8.

Change Order #8 aligns the Smart Services and the Astro Technical Assistance expiration dates of the APXNext and APXNext XN radios in the DEDIR System from the original purchase in 2021, Change Order #2 in 2023, and Change Order #7 in 2025 to December 31, 2031. The return of the APX8500 mobiles, including those that have been deployed, and APX4000s and vehicle chargers that were not deployed, as detailed on the Subscriber and Accessory Return Credits chart, provides a contract credit in the amount of $3,943,950.20. The return credit, along with a loyalty credit in the amount of $1,347,795.20, will prepay the extension of services.

In addition, 75 APX8000XE radios were provided to ETSB from Motorola in 2022 when APX7000 Fire radios were failing because they had reached end of life and depot services were no longer available. These radios were used to supplement the ETSB fleet until the APXNext XNs could be deployed. A letter from Motorola is attached which transfers these radios to ETSB at no charge.

Open Purchase Orders for FY2025

In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 and was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2025.

Purchase Order Utilization:	Total	Year to Date	Remaining Balance
FY25 Motorola	$75,000.00	$42,187.46	$32,812.54
FY26	$75,000.00	$-0-	$75,000.00

Payment of Claims:

External Payments FY25

Total for Fund 5820 for the December 10 meeting: $1,142,701.44.

External Payments FY26
Total for Fund 5820 for the December 10 meeting: $6,651,399.47.

As of this month, the final capital payment of the initial radio purchase through Motorola has been paid in the amount of $6,651,399.47. A memorandum has been distributed to the Board outlining the contract costs and payments made to PO 921054/5522-1.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $1,142,701.44.
The July surcharge was received on November 12 in the amount of $1,142,701.44.

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events: November 2025

Agency	Date	Type Emergency or Non-Emergency	Description if Issue	Resolution	Ticket
DU-COMM	11/4/25	Emergency	MPS was not working for officer at ELP Agency.	Work with their IT team to resolve the issue.	No ticket.
DU-COMM	11/6/25	Emergency	Leads was not working in MPS and informer was down.	Restart informer	19928
DU-COMM	11/10/25	Emergency	Certain Agencies reported MPS not working.	Logged into MPS on the tech laptop; no issues were found. After further discussion with the supervisor, it was determined that the agencies reporting issues all had their own NetMotion. Possible causes include Comcast Business Class internet (possible but not likely), DU-COMM microwave, or the DU-COMM local network, which the agency provided NetMotion agencies connect through to reach ETSB. No ACDC agencies reported issues. This isolates the issue to the DuComm network.	
DU-COMM	11/22/25	Non-Emergency	Call ETSB on call number by mistake.		
BAP Agency	11/24/25	Emergency	MPS was not working for officer at BAP Agency.	Work with their IT team to resolve the issue.	No ticket.

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Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: There is one remaining punch list issue:

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

2. Genovation Keypad Issue:
   - ACDC: Update Complete.
   - DU-COMM: Update Complete

CPE XSTL Configuration Parsing Task:
   - ACDC: Completed April 2025.
   - DU-COMM: Completed November 2025

DuPage Justice Information System (DuJIS)

CAD Focus Group.   Next meetings are December 2 and 16 at 2pm via Zoom.

Agency Members	11/4/2025	11/18/2025	ACDC Members	11/4/2025	11/18/2025
DC James Fitzgerald, Westmont FD	A	A	Lindsay Bukovic	A	A
Sgt. Will Fuentes, Addison PD	A	A	Kristina Iazzetto	A	A
DC Jose Gonzalez, Addison PD	A	A	Ben Koechling		A
DC Scott Gray, Lisle-Woodridge FPD	A	A	Abby Medina	A	A
Ofc. Robyn Lyons, Wood Dale PD	A	A	David Dobey		A
BC Joe Ostrander, Tri State FPD	A	A	Christopher Norton	A	A
Chief Steve Riley, Westmont FD	A		Christopher Willadsen	A	A
Ofc. Marcus Rivera, Addison PD	A	A	Marilu Hernandez	A	A
Sgt. Dan Taylor, Lisle PD		A	Mike Sampey		A
DC Rachel Bata, Roselle PD			Eric Burmeister	A	A
			Michele Beebe	A	A
DU-COMM Members	11/4/2025	11/18/2025	**ETSB Members**	11/4/2025	11/18/2025
Tyler Benjamin	A		Gregg Taormina		
Steve Pirog		A	Kris Cieplinski		
Eric Roberts		A	Prithvi Bhatt		
Jessica Robb			Linda Zerwin	A	A
Amanda Schretter	A	A			
Ryan Miller					

The CAD Focus Group met on November 4 & 18. The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration.

9-1-1 System Memos:
New Memos:
None in the past month.

Closed Memos:
None in the past month.

Pending Research:

Memo 127 & 128: MFA in CommandCentral Aware/MFA Infrastructure & Applications.
Status : In-Progress
The Tech Focus Group discussed the planning of implementing MFA within the ETSB infrastructure. The group has agreed to roll out each of the initiatives in a phased approach. The first phase will address AD/Domain Administrative accounts, the second phase will address Local Administrative accounts, and phase three will address web-based applications. System Memo 128 has been created with the associated scope and budget information.

Memo 135: Closest Unit Dispatching.
Status: Referred to Fire Standardization Focus Group (FSA).
FSA continues to review this memo and will provide direction as the group continues to work through the LiveMUM updates with a workshop scheduled for December 18, 2025.

Memo 137: Hidden Pop-Up Messages.
Status: In-Progress
Hexagon has provided instructions on how to make the pop-up window always in front. This involves setting the property in System Model to be true and Topmost also to be set to true. ETSB will make these updates in the test environment to ensure the change works as expected and nothing else in the configuration is affected by the update.

Memo 139: Ability to run LEADS numbers independently via MPS.
Status: Testing
The ETSB CAD Administrator was successful and updated the forms within the MPS system that will allow LEADS numbers to be run independently within MPS. Memo 139 (LEADS) this was final tested by ETSB and communicated to the CAD Focus Group member on November 18, 2025. Both Roselle and Lisle agreed to test the update.

Memo 140: Unit Status only Displays Vehicle Location.
Status: Pending Additional Research.
ETSB reached out to our Hexagon vendor for information and details on the progress with Motorola providing API access to the latest version of the API that support P25. The previous version of the API did not provide support for P25 (Digital)

Enhancement Request:

Memo 136: Copying Events to another Town.
Status: Pending demo of an alternative.
HxGN reached out with some additional information. Within the CAD system it is inherent to the system's functionality and cannot be altered. However, if you can hard code the agency and dispatch group for the copied event, you can create commands or buttons that facilitate copying without any prompts, but it must always involve the same agency and group. ETSB discussed this feedback that Hexagon provided at the CAD Focus meeting and the group agreed that we should test this within the test environment to see if this solution would work for operations.

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

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	487	431	336	258
CAD	516	516	547	577	282	225
Total	1140	1140	1034	1008	618	483

MPS Ticket Reporting:

Past Month										
Totals		**Categories of Open Tickets**								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
22	17	5	2	4	1	3	2	1	1	3

CAD Ticket Reporting:

Past Month					
Totals		**Categories of Open Tickets**			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
29	18	24	1	4	0

CAD Manager:

Database Management:
- Resolved a database deadlock issue related to backups.
- Retrieved MPS messages for a subpoena request from a police department via SQL query.
- Generated an active employee roster for an agency using SQL query.

CAD Configuration:
- Administered user accounts within CAD, including onboarding and deactivation as required.
- Managed CAD Units, including LEADS access approvals as necessary.
- Uploaded PrePlans across multiple agencies to enhance situational readiness.
- Prepared the Test/Training CAD environment with new Police Beats for the Sheriff's jurisdictional change at the county complex.
- Staged mapping data for the Sheriff's jurisdictional change at the county complex in preparation for the December 1, 2025 go-live.
- Configured LEADS Informer to display the requesting unit for supplemental vehicle information queries in the Test/Training CAD environment.
- Staged LEADS Informer changes for production CAD to display the requesting unit for supplemental vehicle information queries, pending cutover on a TBD date.
- Modified the ACDC fire board-up rotation to incorporate newly provided companies.

CAD Issue Resolution:
- Delivered comprehensive CAD support through direct user engagement and issue resolution.
- Resolved workstation access issues affecting two systems connected to the Archive Database.

System Development and Deployment:
- Refactored the MPS LEADS Person Query form to include the LEADS Number and improved the
- overall layout for usability.
- Executed a successful map roll to the Test CAD environment to support the Sheriff's Beat jurisdictional
- change.
- Performed a Smart911 upgrade to resolve system issues.

Collaboration and Meetings:
- Continued joint efforts with ETSB staff to support MPS users and troubleshoot field-level anomalies.

CAD Interface Projects:
Lombard FUSUS: Project started on August 28, 2025. Ticket #18790
Current Status: In-Progress
Project is in final documentation stage. This ETSB interface already exists. The MOU for access will be on the January agenda.
Estimated Cost: $3,906.27

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136
Current Status: Live November 2025
Project originally scheduled for a go-live of April 2026. Go-Live was completed ahead of schedule. No issues to report, project will close out.
Estimated Cost: $3,947.32

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108
Current Status: Live November 2025
Oak Brook went live with the interface in November of 2025 well ahead of the projected date. No issues have been reported and project will close out.
Estimated Cost: $3,947.32

Flock Drone Oak Brook Police Department: Project started on February 21, 2025, Ticket #16109
Current Status: On Hold per Oak Brook
ETSB Estimated Cost: $4,508.00; Hexagon Quote Xalt Interface: $28,204.40

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730
Current Status: Pending MOU, MOU sent to DU-COMM in July
As reported last month, DU-COMM originally requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). On the agenda this month is the amended application from DU-COMM for this interface.   DU-COMM requested another copy of the draft MOU which was sent on November 26, 2025.
ETSB Estimated Cost: $4,508.00, Motorola API Interface Quote: $15,079.93

<u>Tablet Command LSI Integration:</u> Project started on October 16, 2025 Ticket #19916
Current Status: Approved by Tech Focus Group
ETSB brought the request to the Tech Focus Group discussion on December 1, 2025, the group approved the request to move forward with no technical concerns. ETSB will now prepare a project plan and begin working with Hexagon and Bartlett to implement the LSI data into the existing Tablet Command Interface.
Hexagon Interface Quote: $15,734.40

<u>ProQA Version v5.1.1.53 Logic Version 14.0.467</u>
Current Status: Notification October 24, 2025 of release notes
ACDC: Pending Review
DU-COMM: Pending Review

Network

	Year to Date 2024			2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed		Opened	Closed	Opened	Closed
Absolute Secure	155	155		112	109	260	259

Past Month						
Totals			**Categories of Open Tickets**			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer	
31	28	7	24	0	0	

<u>ETSB Network – Absolute Secure</u>: ETSB reports no issues reported for the month of November 2025. Assisted 29 agencies in adding new devices and whitelisting devices for VPN access.

<u>Comcast Maintenance/Trouble Tickets:</u> No maintenance or issues to report

<u>Windows Patching</u>: Next patching is scheduled for January 2026 which will include VMware and HP Switch updates.

<u>Absolute Secure</u>: No issue to report. ETSB currently has 960 licenses in use.

<u>VMware Maintenance</u>: Scheduled for January 2026

Tech Focus Group:

County IT	11/3/2025	11/17/2025	**ACDC Members**	11/3/2025	11/17/2025
Don Ehrenhaft			Mike Sampey		
Sheriff IT	11/3/2025	11/17/2025	Keith Marc		
Jason Snow	A	A	Jim Connolly		
DU-COMM Members	11/3/2025	11/17/2025	**ETSB Members**	11/3/2025	11/17/2025
Erik Maplethorpe			Gregg Taormina		
Eric Roberts		A	Kris Cieplinski		
			Prithvi Bhatt		
			Jerry Furmanski	A	

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Tech Focus Meetings this month: November 3 and November 17.
November 3: Team reviewed outstanding initiatives noted below. No new topics were requested by the members.

November 17: RapidSOS provided a technical overview of the Communicator module to the group. No new topics were requested by the members.

Access Interface Requests:
No requests for the month of November 2025.

Purvis Central Server Upgrade:
Discussed with the group members the migration schedule for each PSAP. The Central Server migration is scheduled for January 6 and 7, 2025. Both PSAPs are prepared for the migration to the new server and once completed the servers will run for approximately two weeks to ensure no issues prior to version 4.9 upgrade.

Fire Station Alerting System (FSAS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	186	160	163	159

Past Month						
Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
10	10	8	2	0	0	0

Purvis Ticket Status Update:

Ticket solved - Date	Ticket subject	Component	Resolution
2025-11-21	Villa Park Fire Station 81 - Purvis Screen Showing System Faults	Hardware, Message Board, Power Supply	Replaced Component
2025-11-21	Addison Fire Station 73 - System Fault Error	Hardware, Turn-out Timer, Grid Connect	Replaced Component
2025-11-03	Bloomingdale Fire Station 23 - Potential GRID Connect Issue	Hardware, Turn-out Timer, Grid Connect	Replaced Component
2025-11-03	Bensenville Fire Station 107 - Potential Grid Connect Issue	Hardware, Turn-out Timer, Grid Connect	Replaced Component
2025-11-03	Wheaton Fire Station 38 - System Fault Readerboard	Hardware, Turn-out Timer, Grid Connect, Power Supply	Replaced Component
2025-11-06	Roselle Fire Station 64 - System fault	Hardware, Station Control Unit	Restart/Power Cycle

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2025-11-25	Roselle Fire Station 64 - Alerting Issues	Question	Answered Customer Question
2025-11-19	Pleasantview Fire Station 153 - Telephone paging audio is not working	Hardware, Audio Amplifier	Non-Purvis Issue
2025-11-24	Pleasantview Fire Station 153 - Day room message board failing	Hardware, Message Board	Replaced Component
2025-11-25	Bloomingdale Fire Station 23	Question	Answered Customer Question

Projects:

Fire Station Alerting System-wide Upgrade:
Status: In-Progress
ETSB and Purvis have established the server migration plan.
The Migration process:
DU-COMM: Bringing the new central server online at DU-COMM with a temporary IP, executing a controlled failover to ACDC, decommissioning the legacy DU-COMM server and then bringing the new central server online and re-IPing the new server with the legacy server IP address.

The next step will be to fail back to the new DU-COMM server as the primary. Once active, the stations will automatically connect to the new server.

ACDC: Repeat the process above, excluding the primary designation and the servers will then be joined as a pair.

This will complete this phase of the project. Purvis and ETSB will monitor the new servers for stability while retaining the legacy server as a fallback in the event of an issue. This approach ensures a smooth transition, minimizes downtime, and will maintain a consistent version across the environment.

Message Board Task:
Status: In-Progress
ETSB created a Monday.com board that contains all the stations and will also include the expected date of installation. ETSB will review the board with the Fire Standardization Group so all individuals know where it is located and how they can view their installation dates. This part of the project is dependent on the system upgrade.

Itasca Fire Protection District New Station #67:
Status: In-Progress
Purvis has completed all of the cabling within the facility. Hardware has been installed, speakers have been installed and the final completion of the FSA equipment will be done December 2 & 3. Testing will then be scheduled prior to the opening of the station that is scheduled for December 16, 2025.

Fire Standardization Focus Group (FSA):
The meetings for this month: November 6 (Informational) and November 20 (Informational).

Focus Group Voting Members	Attendance	Talk Group
Chief Johl, Wood Dale FD Co-Chair	N/A Informational	ACDC 2
Chief Spinazola, Downers Grove FD Co-Chair	N/A Informational	Fire South

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

LiveMUM Application:

ETSB and Deccan have re-scheduled the workshop meeting for December 18, 2025 because a fire service conflict. Fire Standardization meeting: The items below will be covered during the workshop:

Agenda:
- Deeper dive into what Stations mean
- Understanding Units from a DuPage perspective and the Garage perspective
- Details and information necessary to clean up outdated information within LiveMUM
- How to define Units within LiveMUM based upon their defined use and capabilities
- How and jump/cross staffed companies affect the LiveMUM configuration

The action items below are based upon the data that Deccan provided and will help all once the workshop discussion has taken place. These will be kept in place for reference.

Action Items:
- Unit Review – Determine if there are any units (particularly MA) to add that may be missing from the system. Unit spreadsheet provided to the group for review and validation of any missing units that need to be added and or removed.

- Incident Types – Review all incident types in the system to ensure nothing is missing, in addition determine if there are incidents that should automatically trigger move ups if a unit is on it.

- System Configured ETBs – From the spreadsheet provided, the items that are highlighted will trigger a long call (and possible move up). Review what will cause a long call and determine if a

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change is needed. Please note, three things can trigger moves: the combo of unit type (so long calls can be unique for engine, truck, and medic capabilities), unit status, and inc type. As those change, so will the ETB. If an agency wants different move-ups, special unit types can be configured so specialized ETB's can be utilized.

- Review the list of special stations in the application. If the units are in garage, they will not provide coverage in LiveMUM and will not be in the depths. If the units are in Perk, they do not exist in the depths, but if a unit happens to be in that station, it provides bonus coverage, and no move is needed.

Geographic Information Systems (GIS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	524	367	544	404

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	Referred to Hexagon
22	2	33	0	0	12	2	0	8	0

GIS Map Roll:
ETSB, in collaboration with County GIS, performed a test map roll week of November 3, 2025. This was validated and the production map roll followed on November 30, 2025.

GIS Redistricting Annual Status:
No new projects in November.

GIS Projects:
Darien-Woodridge Fire Protection District Redistricting
Project started: June 3, 2025 Ticket #17456
Current Status: In Process.
Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS is current to all of DWF fire chief's requests and follow-up correspondence as of 12/3/2025. GIS created a Training Version of the database for DU-COMM and ETSB to test out reflecting DWF's new fire district polygon layout as part of the test map roll week of November 3, 2025.

Completed Projects:

Agency	Project	Started	Completed	Hours
Winfield FPD	Seven New Districts	12/13/24	2/19/25	ETSB – 9, County GIS -- 20
Wood Dale FPD	New Fire District	1/30/25	2/19/25	ETSB – 6, County GIS -- 2
Tri-State FPD	New Fire District	1/03/25	2/19/25	ETSB – 6, County GIS -- 2

NG9-1-1 GIS Mapping:
Database Version and Updates: Work continues on clean up.

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DPSO Project: The Sheriff's Department, via IGA with the City of Wheaton, will assume the east portion of the County Campus for 9-1-1 calls. ETSB and County GIS updated this change to the NGE911 GIS Data and have uploaded the change prior the December 1 change.

School Critical Incident Mapping:
DuPage School Critical Incident Mapping Task Force (DuSCIM):
As previously reported, DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

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

AXS Consoles:
Status: In-Progress
Total Items: 22   Current Open Items: 20   Closed Items: 2 in November

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

Item	Site	Date Opened	Date Closed	Description	Updates
1	DU-COMM	8/28/2025		OP1 logged off	Fixed in AXS 3.5.308 RFC ID: RFC_ASTRO_INFRA-1072 RFC Link: https://jira.mot-solutions.com/browse/RFC_ASTRO_INFRA-1072.
2	ACDC	9/8/2025		AXS Console logouts OP 19	504 error- Pending further investigation - Special Build
3	DU-COMM	9/10/2025		OP 22:CRITICAL MALFUNCTION:CONSOLE	504 error- Pending further investigation - Special Build
4	ACDC	9/12/2025		New Install CCGW-DCG9000 - having issues with outbound audios - assistance required.	Pending update from Motorola
5	ACDC	9/17/2025		OP 29 stopped working 9/16/2025 1750 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect.	
6	DU-COMM	9/21/2025		Pos 30 Unselect speaker had no volume at all	Bad USB cables, part replaced
7	ACDC	10/9/2025		Select audio on unselect speaker intermittent problem with Fire layouts.	Under investigation.
8	ACDC	10/10/2025		Console reboot OP 4	Recommend replacing the PC.

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9	DU-COMM	10/12/2025		Console reboot OP 4	Fixed in AXS 3.5.308 that was released to ACDC
10	DU-COMM	10/14/2025		Console reboot OP 4	Fixed in AXS 3.5.308 that was released to ACDC
11	ACDC	10/17/2025		OP 4 logged out of AXS session	Recommend replacing the PC.
12	DU-COMM	10/18/2025		OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	10/28 Engineering is still investigating this issue,
13	DU-COMM	10/23/2025		OP30 Cannot hear radio transmission from the field	Bad USB cable, part replaced
14	ACDC	10/27/2025		OP 4 PC rebooting	Recommend replacing the PC.
15	DU-COMM	10/31/2025		Position 25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic	Pending update from Motorola
16	DU-COMM	11/5/2025		Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not able to investigate without a specific radio ID.
17	ACDC	11/6/2025		OP 20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Pending update from Motorola
18	ACDC	11/14/2025		Left headset jack is out for both phone and radio. Config tool shows resources grayed out. Checked wiring, looks connected.	Being investigated by engineering
19	ACDC	11/11/2025	11/24/2025	PC is named incorrectly	Closed. PC was renamed by Tech
20	DU-COMM	11/20/2025		OP 25 CCHub IRR port not working.	Heading to engineering today
21	ACDC	11/20/2025	11/25/2025	MABAS alert tone not working correctly in DFSI resources	Closed configuration issue
22	DU-COMM	11/25/2025		OP 28 Left headset jack is not working, no audio in or out.	Tech will be back onsite to replace the headset jack box

Firmware Update:
Firmware - Police: At the end of this update is a list of Police agencies that still need to do the firmware update. Out of 1100, there are 397 radios that still need to update as of November 30. This update takes approximately 10-15 minutes and agencies have been asked to complete this update before they can be scheduled for their encryption site visit.

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

Code Plug Updates - Fire agencies:
NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 111 radios that need to complete this update. See the attached list below.

Agency	% Complete	# Pending Update
Bartlett FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0
Oak Brook FD	100%	0
Roselle FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Addison FPD	89%	8
Bensenville FPD	97%	1
Bloomingdale FPD	60%	23
Carol Stream FPD	98%	1
Downers Grove FD	95%	2
Elmhurst FD	87%	4
Glen Ellyn FD	87%	7
Glenside FPD	92%	2
Itasca FPD	83%	4
Lisle-Woodridge FPD	76%	13
Lombard FD	85%	11
Oakbrook Terrace FPD	68%	7
Villa Park FD	88%	3
Warrenville FPD	58%	14
York Center FPD	91%	2
Tri-State FPD	92%	4
Pleasantview FPD	81%	5

Fire Ground update: After review of the fire radios, this issue appeared only in the Wheaton Fire Department radios. A second update was pushed to correct certain fire ground talk groups that have been set for low power. Low power is a setting used for the mobiles only.

Encryption:

A schedule for police agency first touch for encryption will be posted on Monday.com. For 2026, agencies will not be scheduled unless they have submitted their Fleetmap and completed their firmware update for all of their radios. Staff provided an updated list to DEDIR System Points of Contact (POC). There are 430 that still need updating as of Friday, November 21.

Eleven agencies have been scheduled for encryption first touch through the end of 2025. Winfield Police was the first test agency. The estimated time was 10 minutes per device. Winfield Police have 15 radios which were completed in 30 minutes. This included removing and reinstalling the mics and one firmware update. The firmware update took several minutes. The other take away from this test run was that

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officers can submit their radios without the mics. This ensures that they keep their current mic and also helps to speed up the process. See the schedule through the end of the year.

Agency	Date	Status	Estimated Time	Actual Time
Winfield PD	November 20	Complete	1.6	.5
Downers Grove PD	December 2	Complete	6.0	2.0
Addison PD	December 4	Complete	6.3	1.5
Bartlett PD	December 8	Pending	3.0	
Darien PD	December 9	Pending	1.2	
Clarendon Hills PD	December 9	Pending	2.0	
Warrenville PD	December 11	Pending	2.8	
West Chicago PD	December 11	Pending	2.5	
Lombard PD	December 16	Pending	3.0	
Roselle PD	December 18	Pending	2.0	

ETSB staff continues to work on the larger encryption deployment plan with Motorola.

Mobile Deployment:
The initial kickoff meeting with ABeep and ETSB took place on Friday, November 21. ABeep will be working with Administrative Assistant Gonzalez to build a task list on Monday.com.

APX4000:
APX4000 update. An emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is **ONE** radio remaining. The update will take about 15 minutes.

Wheaton PD   WHP Stienke 426CXZ1209

PAC Focus Groups
The Police Focus Group met on November 21 to discuss encryption and operational issues surrounding CommandCentral Aware.

The Fire Focus Group did not meet in November; no December meeting is scheduled as of the writing of this document.

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call – November 5, 2025
AXS: Matt Downer is on site installing software updates to the AXS consoles at ACDC. As of Wednesday, he had completed the installation on 30 of the consoles and will finish the rest this week. There will also be two consoles that have advanced logging software so we can track additional details if any logout takes place.   It was agreed with DU-COMM that if this test is successful, we can implement the update to the DU-COMM site beginning the first week of December. Testing will continue until that time.

DFSI: Jordan and Matt worked to finish the checklist items from Jim Connolly. He is reviewing the information and will report back at anything outstanding. Also, MSI is meeting with DU-COMM and Leonardo today to review the DFSI implementation for the DU-COMM site. Once that is complete, we will continue to have meetings with both parties to work towards implementation.

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Encryption: MSI has reached out to NWCD for their plan, as Linda stated she would like a plan similar to the one that they used. Dominic Storelli reached out to them but did not have any success getting information. He is going to reach out to other members of the NWCD team as Motorola was not involved in their encryption transition and do not have access to their plans or documentation.

Motorola Wednesday Morning Status Call – November 12, 2025 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call - November 19, 2025
AXS: The upgrade applied to all of the consoles at ACDC appears to be successful. Since the installation there have been zero logout issues. Additionally, during this time DU-COMM has not seen any logouts even though there have been no software updates on those positions. At this time there is a new MTN that has come out with software updates for the AXS consoles which is the same as was installed at ACDC. We will work to get this software updates at DU-COMM at the start of December once the Thanksgiving holiday has passed.

DFSI: Motorola staff met with DU-COMM and Leonardo two weeks ago to discuss implementation. Motorola has met internally to discuss functionality with the DU-COMM system and base stations. We are reaching out to DU-COMM to schedule another call with Leonardo to discuss additional questions about function prior to installing and testing. Call will be scheduled for early December due to Thanksgiving holiday.

Encryption: We have continued to reach out to NWCD but have not received any information that is useful in the implementation of encryption plan. Linda said she would reach out to them to get information so we can review it to determine ability to implement.

Motorola Wednesday Morning Status Call - November 26, 2025 – no call because of the holiday

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

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Police agencies that have submitted the Certification/IGA as of 11/30/25:	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
Agencies that **do** need an updated IGA					
Bartlett PD	X	X			
Burr Ridge PD		X			
Carol Stream PD					
Clarendon Hills PD	X	X			
Darien PD	X	X			
Downers Grove PD	X	X			
Elmhurst PD					
Glen Ellyn PD		X			
Hanover Park PD		X			
Hinsdale PD	X	X			
Lisle PD	X				
Lombard PD	X	X			
Oak Brook PD		X			
Oakbrook Terrace PD					
Roselle PD	X	X			
Villa Park PD		X			
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD					
Willowbrook PD		X			
Winfield PD	X	X			
Woodridge PD		X			
Total	11	17	0	0	
Agencies that have an IGA					
Addison PD	X	X	N/A	X	
Bensenville PD	X	X	N/A	X	
Bloomingdale PD			N/A	X	
DuPage County Forest Preserve		X	N/A	X	
Glendale Heights PD			N/A	X	
Itasca PD	X	X	N/A	X	
Westmont PD	X	X	N/A	X	
Wood Dale PD			N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	5	6		9	
Grand Total	**16**	**23**	**0**	**9**	

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: November 24, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

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

APX Next Police Portable: The ADP to AES encryption plan discussion is ongoing. An initial plan with details was provided by Motorola Solutions to ETSB as requested. However, changes to the existing plan to duplicate talkgroups are continuing to be discussed looking instead into the possibility of patching talkgroups temporarily to simplify the transition for the users.

First touch of the Police radios for the encryption plan has now started. This site visit also includes one battery swap providing a new dated 2025 battery. One agency has been completed to date and 10 agencies have been scheduled through the end of 2025. Remaining agencies will be scheduled as fleetmaps are submitted and firmware updates to 9.40 are completed.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/397 radios have been programmed. There is 1 radio that remain to be programmed. (Wheaton). ETSB's Executive Director Zerwin reached out to these agencies to coordinate the updating of the radios. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

<div align="center">

Wheaton PD   WHP Stienke 426CXZ1209

</div>

APX8500 Mobile: ETSB is working to procure an alternative to the APX8500 mobile. APX8500s will be returned to Motorola Solutions, Inc.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

Programming – Projects

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

Codeplug Creation: N/A

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Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

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

November 1 - November 25

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	69	57	3	2	0	1	1	1
APX Next (PD)	134	87	21	9	0	13	2	6
APX NextXN (FD)	132	66	14	1	0	7	2	5
APX 8500 (mobile)	17	7	2	0	0	0	0	2
APX4000	28	16	1	0	0	1	0	0
Total	380	233	41	12	0	22	5	14

STARCOM21 Scheduled Maintenance:
System Maintenance:
Thursday November 13, 2025
10:20 AM to 2:20 PM 4 Hours
Zone 1, 3 and 5:

The following will not be available:
All Data applications will not be available.
UEM   Zone Watch   SmartConnect LTE
WAVE application   CAD stream   Genesis GPS
ISSI Connection   Marvlis   CompassCom

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System Patches:
The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 11/12 and 11/13. These patches caused an impact to the system in all Zones.

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

Thursday, 11/13/25
8:45 am- Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well
2:45 pm - Site Trunking Event (~5 Minute Event)
Red X's on Consoles for 5 Minutes as well

IL STARCOM Monthly Application of Windows Motopatch 2025.07 – Patching 11/14/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
Start: 19/Nov/2025 @ 8:00 AM CST (UTC -6)
End: 19/Nov/2025 @ 2:00 PM CST (UTC -6)

➢ CommandCentral DEMS

During this time, customers may experience device disconnections and gaps in Live Streaming services for a brief interval. This may also indirectly impact CommandCentral Aware and Device Management.

SmartConnect Patches:
There were no scheduled maintenance events.

A localized outage affecting DuPage and Cook Counties was reported on Thursday November 6 at 11am where end users were reporting garbled or choppy SmartConnect audio. By Friday afternoon November 7, end users began reporting this issue resolved after power-cycling the radio. The Motorola Astro Infrastructure team found missing packets between the LMP and cloud caused the issue which has since recovered. They are continuing to investigate to see if any additional information can be identified.

Radio Central Patches:
RadioCentral SR2025.3 release will be released at the following time: 24/Nov/2025 @ 10:00 AM EST. It provides expanded model support (*BN models and newer), ability to schedule jobs for

the future, ability to save In-Progress templates to be finished at a later date, ability to bult import Radio IDs for use on multiple systems, French Canadian Language support and the ability to share templates between APX NEXT H45 and H55 models.

Radio Management CPS Patches: There were none last month.

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Radio Central Migration: RadioCentral Migration was completed on 5/14/25. One radio remains that was not migrated due to pending updates.

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 have been deployed on firmware R09.40 which was released June 2025. Most Police radios are running R06.04 firmware. An overview list of new features and fixes in this update was provided at the PAC meeting. The Police radios have been sent a firmware update to R09.40 and have been requested to confirm all units are upgraded prior to the first touch encryption visit. The System Manager will provide an updated list of units pending the upgrade prior to the scheduled calendar visit.

STARCOM21 Unscheduled System Outages:
There were none last month.

Meetings:
PAC meeting Monday November 3
Police Focus Friday November 21

Training: None

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Grade of service report:

	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	19.03	3.24	7.16	31.00	2336.32	11647.45	4.99	0.00	0.00	0.00
1:00:00	0.00	16.08	2.73	7.67	31.00	1956.26	9842.84	5.03	0.00	0.00	0.00
2:00:00	0.00	13.67	2.32	8.08	31.00	1573.58	8366.32	5.32	0.00	0.00	0.00
3:00:00	0.00	11.62	1.98	8.42	31.00	1337.84	7113.71	5.32	0.00	0.00	0.00
4:00:00	0.00	11.77	2.00	8.40	31.00	1318.39	7202.29	5.46	0.00	0.00	0.00
5:00:00	0.00	12.47	2.12	8.28	31.00	1430.94	7630.13	5.33	0.00	0.00	0.00
6:00:00	0.00	14.73	2.50	7.90	31.00	1716.23	9012.61	5.25	0.00	0.00	0.00
7:00:00	0.02	22.82	3.88	6.52	31.00	2698.48	13967.16	5.18	0.42	1.74	4.15
8:00:00	0.01	30.14	5.12	5.28	31.00	3565.16	18447.84	5.17	0.19	0.42	2.17
9:00:00	0.00	33.17	5.64	4.76	31.00	4014.77	20300.13	5.06	0.03	1.29	40.00
10:00:00	0.00	34.45	5.86	4.54	31.00	4137.52	21084.10	5.10	0.10	0.55	5.67
11:00:00	0.00	32.43	5.51	4.89	31.00	3926.77	19847.55	5.05	0.00	0.00	0.00
12:00:00	0.00	32.81	5.58	4.82	31.00	3893.42	20076.68	5.16	0.03	9.71	301.00
13:00:00	0.00	34.11	5.80	4.60	31.00	4066.71	20872.90	5.13	0.03	1.29	40.00
14:00:00	0.00	33.17	5.64	4.76	31.00	4038.48	20301.77	5.03	0.00	0.00	0.00
15:00:00	0.00	33.32	5.66	4.74	31.00	4064.39	20392.68	5.02	0.00	0.00	0.00
16:00:00	0.00	32.53	5.53	4.87	31.00	3972.77	19907.90	5.01	0.00	0.00	0.00
17:00:00	0.00	31.70	5.39	5.01	31.00	3819.61	19400.58	5.08	0.00	0.00	0.00
18:00:00	0.00	30.20	5.13	5.27	31.00	3595.06	18483.13	5.14	0.00	0.00	0.00
19:00:00	0.00	28.04	4.77	5.63	31.00	3360.84	17158.71	5.11	0.00	0.00	0.00
20:00:00	0.00	28.42	4.83	5.57	31.00	3479.90	17390.35	5.00	0.00	0.00	0.00
21:00:00	0.00	26.18	4.45	5.95	31.00	3225.03	16023.23	4.97	0.00	0.00	0.00
22:00:00	0.00	24.25	4.12	6.28	31.00	3031.19	14839.94	4.90	0.00	0.00	0.00
23:00:00	0.00	21.61	3.67	6.73	31.00	2687.74	13223.84	4.92	0.00	0.00	0.00

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Group Alias	PTT Count
DU 3EAST	31004
DU ACDC 2	29717
DU ACDC 3	26648
DU 1EAST	24095
DU DPSO F1	23249
DU 1WEST	22592
DU 3WEST	21999
DU 3 SOUTH	20762
DU SHERIFF COURT	23361
DU 1SOUTH	20326
DU 7WEST	16558
DU 7 SOUTH	17507
DU 1NORTH	16629
DU ACDC 1	14350
DU EDU 1	13969
DU FIRE NORTH	11380
DU FIRE EAST	8565
DU FIRE SOUTH	8101
DU COD 1	7315
DU DCTAC3	4318
DU STWDTAC2	4181
DU FD ACDC1	5143
DU FD ACDC2	4229
DU BARTL LOCAL	3305

PTT Counts

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)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
3	03/17/20	CAD	Auto Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Closed		Research	N/A	N/A	N/A	N/A
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed	03/15/22	Consensus	N/A	N/A	N/A	N/A
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	03/16/20	Consensus	N/A	N/A	N/A	N/A
6	03/18/20	CAD	Elminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed	01/21/21	Consensus	N/A	N/A	N/A	N/A
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A
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	10/06/20	Consensus	N/A	N/A	N/A	N/A
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
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	03/14/20	Consensus	N/A	Consensus	N/A	N/A
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	06/22/20	Consensus	N/A	Consensus	N/A	N/A
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A
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	01/08/25	Pending	Pending	N/A	N/A	N/A
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	04/22/20	Consensus	N/A	N/A	N/A	N/A
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	04/22/20	Consensus	N/A	N/A	N/A	N/A
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus		
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus			
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus		
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus			
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus		
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus		
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus			
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus			
36	05/27/20	TECH	WMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		consensus			
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed	01/08/25		Consensus			
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed	07/21/20	Consensus				
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus				
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus			
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus		
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus			
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus		
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus				
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in infomrer	Closed	09/15/20	Consensus				
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed		Consensus				
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed	01/08/25	Consensus				
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed		Consensus				
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus				
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Closed	01/08/25	Consensus				
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed		Consensus				
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed	01/08/25	Consensus				
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed		Consensus				
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus			
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed	01/08/25	Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed	01/08/25	Referred				Pending
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus				
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed	01/08/25	Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed		Consensus				
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed		Consensus				
67	07/30/20	CAD	Adjust name and tx field	Add field for alalrm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus				
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus			
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	02/22/22		Consensus			

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)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed		Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21	Consensus				
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed	09/12/20	retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus			
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors				Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus				Pending
80	10/30/20	TECH	Power Supply	Procure redundant power supllies for switches etc	Closed	03/23/21					Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus		
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus				
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	05/09/21	Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB to arrive danger to 40 minutes	Closed	05/04/21	Consensus				
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	09/28/21	Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus				
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed	08/11/22			Consensus		
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed	08/11/22			Consensus		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus		
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22			Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed	08/11/22			Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21	Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consesus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed		Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22	Consensus				
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus				
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus		
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	05/02/25	Consensus				
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed			Consensus			
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22					
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed	3-May-25	Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus			
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus				
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23			Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23			Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23			Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23			Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23			Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus			
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed	5-Sep-23					
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus				
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed	26-Mar-24	Consensus				
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus				
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed		Consensus				
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research				Pending		
128	7/11/2024	Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened			Pending			
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	7-Mar-25	Impasse				
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed	27-Aug-24	Consensus				
131	1/30/2025	CAD	Change town/street code	Change boulavard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened						
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed		Consensus				
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed	7-Oct-25	Consensus				
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed	30-Jul-25	Consensus				
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened						
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened						

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)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
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	Opened						
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Closed	29-Sep-25	Consensus				
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened						
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened						
			In process/Testing								
			Implemented								
			Pending Research								
			Technically Not Feasible								

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Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:22:13 AM

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	212,194	66,397	145,797	0	3,175	55,302	7,034	232	654	0	4,542	00:00:04
	Internal	11,654	0	11,654	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	52,484	0	52,484	0	0	0	0	0	0	52,484	0	00:00:00
	Total	276,332	66,397	209,935	0	3,175	55,302	7,034	232	654	52,484	4,542	00:00:04
Total		276,332	66,397	209,935	0	3,175	55,302	7,034	232	654	52,484	4,542	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:33:59 AM

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	671,558	267,781	403,777	0	10,455	215,602	38,109	636	2,979	0	27,003	00:00:06
	Internal	119,645	0	119,645	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	166,371	1	166,370	0	0	0	0	0	0	166,371	0	00:00:00
	Total	957,574	267,782	689,792	0	10,455	215,602	38,109	636	2,979	166,371	27,003	00:00:06
Total		957,574	267,782	689,792	0	10,455	215,602	38,109	636	2,979	166,371	27,003	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:20:44 AM

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	24,079	5,584	18,495	0	410	4,499	604	13	58	4,462	381	00:00:04
Total	24,079	5,584	18,495	0	410	4,499	604	13	58	4,462	381	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 12/01/2025 11:31:21 AM

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	83,530	23,031	60,499	0	971	19,858	1,928	83	191	14,577	2,173	00:00:06
Total	83,530	23,031	60,499	0	971	19,858	1,928	83	191	14,577	2,173	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:23:52 AM

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	10,264	10,264	0	0	300	8,676	1,282	6	0	0	0	00:00:04
Total	10,264	10,264	0	0	300	8,676	1,282	6	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:35:54 AM

Date Range: 01/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	31,094	31,094	0	0	379	28,857	1,784	74	0	0	0	00:00:06
Total	31,094	31,094	0	0	379	28,857	1,784	74	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:18:58 AM

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

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	888	888	0	0	17	744	126	1	0	0	0	00:00:04
Total	888	888	0	0	17	744	126	1	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 12/01/2025 11:33:13 AM

Date Range: 11/01/2025 12:00:00 AM - 11/30/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,825	2,825	0	0	37	2,690	98	0	0	0	0	00:00:06
Total	2,825	2,825	0	0	37	2,690	98	0	0	0	0	00:00:06

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0002976535	DuComm Dispatch CTR	Assigned	P3	8/28/2025 12:54:16 PM	CSEASTRO-3965 - SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	DS created INC0002976535 and dispatched via MOSS. FSO to take assignment. Setting 60 min reminder per instructions.		Software defect identified under RFC ID: RFC_ASTRO_INFRA-1072
INC0003024584	Addison Consolidated Dispatch Center	Pending	P3	9/8/2025 2:47:41 PM	AXS Console logouts 9/9/2025 13:50 at NMD47 op 19. Radio console had "logging out" on the screen for 10 min +/-. TC did not initiate this. Had to pull up Task Mgr and "end process: to get OP back to being functional.	Per the email DS created a ticket and is dispatching via MOSS		
INC0003033859	DuComm Dispatch CTR	Pending	P3	9/10/2025 4:39:02 AM	RFC_ASTRO_INFRA-1092 - CSEASTRO-3983 - SZ01401D48:OP 22:CRITICAL MALFUNCTION:CONSOLE	Incident opened from Inbound Incident staging table. Contact = Federos User Contact email = federos.user.com Contact phone = MCN = 1012977114 Customer Name = Site ID = SZ01401D48 Site Name = DuComm Dispatch CTR Serial Number = CI Name = SZ01401D48:OP 22 Product Category Tier 2 =		
INC0003050072	Addison Consolidated Dispatch Center	In Progress	P3	9/12/2025 4:19:27 PM	Previous closed inc#: INC0003013659 incorrectly closed. What issue is the customer is experiencing? having issues with outbound audios When did the issue start? 9/5 Was anything changed prior to that? ~ What is the impact? P2 Model number or version or the equipment: DCG9000	Matthew Downer/Motorola/+15748072316 called in requesting a new inc be reopened as previous closed inc#: INC0003013659 incorrectly closed and stated he iw working with Brandon F/Astro on this. DS created inc and set the status to vendor has acknowledged.		
INC0003068101	Addison Consolidated Dispatch Center	Pending	P3	9/17/2025 9:05:33 AM	SZ01401D47, P3 and dispatch to FSO. op 29 stopped working 9/16/2025 1750 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect."	Per the email DS created a ticket and is dispatching via MOSS		
INC0003087544	DuComm Dispatch CTR	Pending	P3	9/21/2025 3:13:56 PM	Pos 30 Unselect speaker had no volume at all	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Position 30 21 September 2025; Original report of Unselect speaker volume muting out: 1345hrs 21 September 2025; Secondary report of both Select and Unselect volumes not coming through headset: 1419hrs Selected resource at Pos 30: 1-West Channel Description: It was reported that Pos 30 Unselect speaker had no volume at all. Every attempt to increase the volume and it would auto-default to Mute. This was the case for both manually turning it up at the speaker and using the mouse to toggle the volume up. After a shutdown/restart of the computer, it seemed to solve the issue. After approximately 15 minutes, TC then reported that there is no radio audio in the headset, either select or unselect. The Unselect speaker at Pos 30 did continue to work, but the Select speaker is also not transmitting audio. The TC did plug his headset into Pos 32 and was able to utilize the radio/headset combination as intended.		
INC0003179755	Addison Consolidated Dispatch Center	Pending	P3	10/9/2025 2:43:09 PM	Select audio on unselect speaker intermittent problem with Fire layouts. While a TC is actively on the phone has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU Samantha Voice and TONES are coming out of UNSEL Speaker not the SEL speaker. This happens randomly and cannot not be duplicated on demand.	DS dispatched the incident via MOSS. FOLLOW UP: Technician to update incident via MOSS.		
INC0003182936	Addison Consolidated Dispatch Center	Pending	P3	10/10/2025 9:46:30 AM	site ID sz01401d47 DU-COMM Dispatch, SZ01401D48 CSEASTRO-4050 - console reboot OP 4 At approx. 2005hrs the radio console at position 4 rebooted with no intervention from the TC occupying the console. Logged back in with no issue.	For this case would you like to create a case to dispatch to the field or you need to create the case to investigate why this issue happened? create the case to investigate		
INC0003190956	DuComm Dispatch CTR	Pending	P3	10/12/2025 12:08:18 PM	RFC_ASTRO_INFRA-1072 - CSEASTRO-4069 - Site SZ01401D48 for the radio at position 18 that logged itself out	DU-COMM Dispatch – Site SZ01401D48 Today 12:05 PM 10/12/20025 at 11:56am, TC Andrea Costa was sitting at position 18 and radio logged itself out, I was ale to log the position back in without any issues. Please open an incident at DU-COMM Dispatch – Site SZ01401D48 for he radio at position 18 that logged itself out		
INC0003198486	DuComm Dispatch CTR	In Progress	P3	10/14/2025 5:35:43 AM	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.22:vpm_console_fault:345.1 Summary: UNCONFIGURED RESET	Incident opened from Inbound Incident staging table. Contact = Federos User Contact email = federos.user.com Contact phone = MCN = 1012977114 Customer Name = Site ID = SZ01401D48 Site Name = DuComm Dispatch CTR Serial Number = CI Name = SZ01401D48:OP 22 Product Category Tier 2 =		

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003220290	Addison Consolidated Dispatch Center	Pending	P3	10/17/2025 12:43:29 PM	RFC_ASTRO_INFRA-1092 - CSEASTRO-4066 - SZ01401D47 - Addison Consolidated Dispatch Center - OP 4 logged out of AXS session	10/17/2027 1200 +/- OP 4 logged out of AXS session		
INC0003222665	DuComm Dispatch CTR	Pending	P3	10/18/2025 7:53:09 AM	CSEASTRO-4067 - OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	DU-COMM Dispatch, SZ01401D48, for the following issue: OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18. Unable to determine exact time of logoff as it was not discovered until the next time the console was attempted to be used and can only narrow it down based on the last known time that it was functioning correctly.		
INC0003246048	DuComm Dispatch CTR	In Progress	P3	10/23/2025 3:45:12 AM	DU-COMM Dispatch – Site SZ01401D48 – OP30 Cannot hear radio transmission from the field	At position 30, on 10/23/25 about 0325 hours the TC could no longer hear radio traffic. The headset was working properly, the recording played back on the phone system and the units in the field could hear the TC but the TC could not hear anything on the radio. We tried different radio channels (1E and 1N) and that still didn't work. We also tried rebooting the system, that did not work either.		
INC0003263169	Addison Consolidated Dispatch Center	Pending	P3	10/27/2025 8:53:37 AM	OP #4 PC rebooting	Today 8:49 AM site id: sz 01401 d47 OP 4 10/26...0625hrs I came in and the position was logged out. Had to login and resynchronize the database. 0650...while sitting here the radio randomly rebooted. 0909- LOGGED OFF RADIO AGAIN		
INC0003288367	DuComm Dispatch CTR	Pending	P3	10/31/2025 8:33:32 AM	At about 1815 hours the radio at position 25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic. I closed and reopened the radio application and it logged -in fine and seem to be fine after that.			
INC0003314167	DuComm Dispatch CTR	Pending	P3	11/5/2025 7:59:21 PM	SZ01401D48: DuComm Dispatch CTR- DU PAGE COUNTY ETSB- Field units are unable to hear radio traffic when using the scanning feature on the radios. Radio IDs WOP201 WOP138 This occurred at approximately at 18:15pm CST POC: Justin Harris/DUCCOM/ 630-510-3811/Preferred #: 630-260-7501	Justin Harris/DUCCOM/ 630-510-3811/Preferred #: 630-260-7501 called and requested a P2 ticket for Tier2 Support to investigate. SZ01401D48: DuComm Dispatch CTR- DU PAGE COUNTY ETSB- Field units are unable to hear radio traffic when using the scanning feature on the radios. Radio IDs WOP201 WOP138 This occurred at approximately at 18:15pm CST DS created INC0003314167. DS also sending STARCOM21 Coverage/System Access Issue form to Justin and informed Jia Wei/Tier2 via Google Chat of ticket.		
INC0003318479	Addison Consolidated Dispatch Center	Assigned	P3	11/6/2025 2:19:06 PM	site ID sz 014 01d47 OP 20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Assigned to FSO: T5 DO074 IL and dispatched via MOSS.		
INC0003358173	Addison Consolidated Dispatch Center	Assigned	P3	11/14/2025 3:44:01 PM	site ID sz01401d47 OP 11 Left headset jack is out for both phone and radio. Config tool shows resources grayed out. Checked wiring, looks connected.	DS created INC, dispatched it via MOSS and set 60 minute reminder to call Sean Higgins at 847-309-7648 if needed, according to Vendor Notes		
INC0003337081	Addison Consolidated Dispatch Center	Closed	P3	11/11/2025 11:02:59 AM	site ID: sz 01401d47 OP 4 PC was replaced last week. The PC name is showing up as " ADC Train OP1" when TC uses radio.	Comment from: Ted Romanowski Contact email = ted.romanowski@motorolasolutions.com Contact phone = Ted Romanowski has taken assignment of this ticket.	11/11/2025 1:12:24 PM	Actions Taken: The PC was replaced last week, and the name is incorrectly displayed as "ADC Train OP1" when the TC uses the radio. The issue was reported, and a ticket was created. The ticket was dispatched via MOSS, and the customer was notified of the updated actions. A technician is awaited to take assignment via MOSS.
INC0003358173	Addison Consolidated Dispatch Center	Pending	P3	11/14/2025 3:44:01 PM	CSEASTRO-4136 - Left headset jack is out for both phone and radio. Config tool shows resources grayed out. Checked wiring, looks connected.	DS created INC, dispatched it via MOSS and set 60 minute reminder to call Sean Higgins at 847-309-7648 if needed, according to Vendor Notes		
INC0003385613	DuComm Dispatch CTR	In Progress	P3	11/20/2025 9:29:35 AM	OP25 CCHub IRR port not working.	DS created an incident and dispatched via MOSS. Per vendor notes, DS setting a reminder for 1 hr per no response, contact Sean HigginS/msi/8473097648 FOLLOW UP: Incident to be updated through MOSS.		

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003386383	Addison Consolidated Dispatch Center	Closed	P3	11/20/2025 11:30:39 AM	MABAS alert tone not working correctly in DFSI resources	Assigned to FSO: T5 DO074 IL and dispatched via MOSS.	11/20/2025 1:32:08 PM	Actions Taken: The agent checked the paging tones on the resource "vlFERN-DN_DI" and confirmed they were going out correctly. For the second page tone, the agent added "TS MABAS M" as a "Quick Call II C". Upon review, the working resource "vlFERN-DN_DI" was provisioned for "TS Mabas2". The other two resources, "vlFERN-HG_DI" and "vlFERN-AC_DI", were initially set to standard "Quick Call II C". The agent updated these to match "vlFERN-DN_DI" as "TS Mabas2". Initial testing over the phone indicated the issue was resolved, with tones functioning correctly on all three resources. A reboot of all FIRE consoles was performed to obtain a new database, and subsequent testing confirmed that tones were working across all three DFSI resources. Confirmation from additional stakeholders is awaited for closure.
INC0003394454	Addison Consolidated Dispatch Center	Assigned	P4	11/21/2025 3:10:29 PM	Do the AXS consoles log each time one of the PD alert tones are activated? If so, are we able to export the log regularly? We're trying to think outside the box for keeping track of when our TCs broadcast 'hot' PD calls	DS created incident and assigned to NA_NOC_Sch_OpsEng DS notified Tier 2 via chat		
INC0003413206	DuComm Dispatch CTR	Pending	P3	11/25/2025 5:17:27 PM	SZ01401D48 - DU-COMM Dispatch – Site SZ01401D48 – OP28 Left headset jack is not working, no audio in or out.	DS created the case and dispatched it to MOSS.		

Rave 9-1-1 Suite

Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
				2025						
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October	28,089	66,009	68	8.63%	149	1,798	0	0	53	24,332
November	28,119	66,080	30	8.64%	122	1,551	1	0	34	20,728
December		0		0.00%						
2025 Totals	**28,119**	**66,080**	**1,278**	**8.64%**	**1,689**	**21,144**	**10**	**2**	**515**	**259,151**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

DUPAGE COUNTY

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: November 26, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
    - MFR product is causing numerous setbacks.
    - Project timeline is being re-assessed.
- RMS RFP Steering committee meeting monthly.
- RMS RFP proposals received and under review by evaluation team.

Action Items:

- RMS RFP Process
    - Review proposals.
    - Produce "short-list".
    - Schedule vendor demos.
- OCR 10.0/MFR
    - Complete configuration tasks
- OCR 3.7 (current production version)
    - Testing OCR version 3.7 software update.
    - Deploy latest NIBRS version.
- NetRMS
    - Move legacy system off of aging hardware to dedicated server.
    - Preparation for NetRMS data migration is underway.

Customer Support Collaboration:

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

Next Month's Actions Items:

- Continue Testing/Configuration Phase of MFR/OCR 10.0 project.
- Move RFP process forward.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.

November Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB

New Change Requests	None	Reporting Period End	November 30, 2025

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	✓	P2	4	P2	1	P2	0
Below target	☐	P3	18	P3	6	P3	0
Above target	☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending November 30, 2025

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.

2. 7 support tickets were resolved in the month of November 2025.

3. CAD Side call with Hexagon support has been reestablished.

4. RMS Side call with Hexagon support has been established as well.

5. RMS Project in progress.

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

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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

October 2025

ACDC Monthly Report
Prepared by
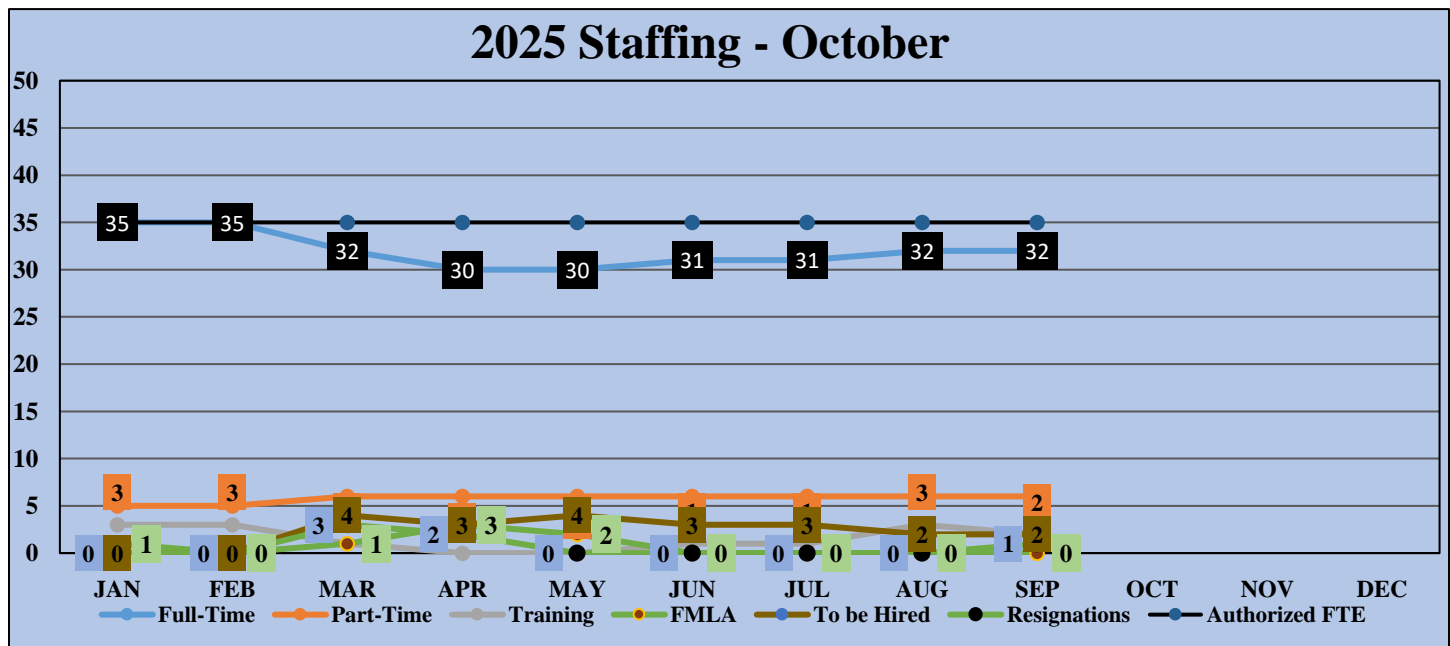**Director Marilu Hernandez**

Addison Consolidated Dispatch Center (ACDC)

Staffing

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

In October:

- *One Probationary Telecommunicator (PT) in final Phase of training on the Fire Desk, scheduled to be released on November 4th*
- *One Probationary Telecommunicators (PT) finalized Classroom Training and is in the Call-taking Phase with a Communications Training Officer (CTO) on the Midnight Shift*
- *The PT Alarm Board Operator, Shadow Phase, scheduled to be released on November 4th*
- *One new hire scheduled start date Monday, November 10th*
- *Telecommunicator Test/Orientation scheduled for December 11th*

2025 Staffing - October

Legend: Full-Time, Part-Time, Training, FMLA, To be Hired, Resignations, Authorized FTE

Resignation

Date	Years	Reason	Role
10/27/2025	2 Months	Performance	Trainee

2

Recognition

ACDC TCs *through effective teamwork, together with the Addison Police Department, and an abundance of surrounding jurisdictions, worked an intense and prolonged officer-involved shooting incident, compliments on a job well done. Official Performance of Duty forthcoming.*

TC Nudd *received a call from Hope Link reporting a suicidal juvenile who expressed the intent to end her life by ingesting medication and bleach. The only information available was an IP address. TC Nudd acted quickly, contacted the provider, and obtained subscriber information. His decisive action and technical resourcefulness led responders to the correct location. Thanks to TC Nudd's efforts, the juvenile was located promptly, and transported to the hospital. His professionalism, composure, and initiative in a time-sensitive situation, directly contributed to saving a life. His actions exemplify the dedication and skill endeavored at ACDC and our mission.*

Special shout-out to *all the ACDC TCs* *that quickly come up with a plan to both monitor radio channels, and the influx of calls from concerned and curious callers for all the planned and unplanned protests. As unplanned events can create chaos, your professionalism, teamwork, and quick-thinking is a perfect recipe for success.*

Training

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

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

- The HRLF coaches presented TCs with 79 events from 26 different scenarios, using a random list of locations.
    - 89% of the events were handled per policy on the first try.
    - The remaining 11% required some corrections.
    - TC's struggled the most when presented with a fight with bats scenario.

    Overall, comments from the coaches most often involved properly toning, broadcasting, and dispatching the call out when basic information is obtained, then continuing the information-gathering, and adding updates for responders.

    The focus for October was to process calls using the 5 Ws in the optimum order as efficiently as possible.

3

Additional Training

- Three TCs, an OM, the DD, and the Director attended the Illinois School Safety Conference in Niles
- One TC attended the Vision for Change: CIT Concepts for 911
- One Probationary TC attended the EMD certification online course
- Seven TCs attended the CPR recertification course
- Three TCs, the OMs, DD, and the Director attendee the IPSTA Conference in Springfield
- One OIC attended the APCO Communications Center Supervisor online course
- One TC attended the LLRMI online training – Interaction and De-escalation of Individuals
- PSC attended the ICS 400 in Buffalo Grove
- DD attended the virtual APCO Cybersecurity SDC Work Group
- The Director attended the virtual CESSA DuPage Sub-Reginal Committee Orientation
- Member agency quarterly radio drills
- PSC and OM attended the IAED Protocol Webinar
- PSC, all OMs, and Director attended Disaster Tabletop Exercise

Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083	5,927			60,813
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714	13,452			132,592
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643	4,694			48,022
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051	1,026			10,686
DuPage 2-1-1	197	151	150	140	230	256	247	237	154	166			1,928
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	25,645	25,265	0	0	254,041

Phone Calls YTD

9-1-1 Calls ■ Incoming 10-digit ■ Outgoing ■ Internal ■ DuPage 2-1-1

4
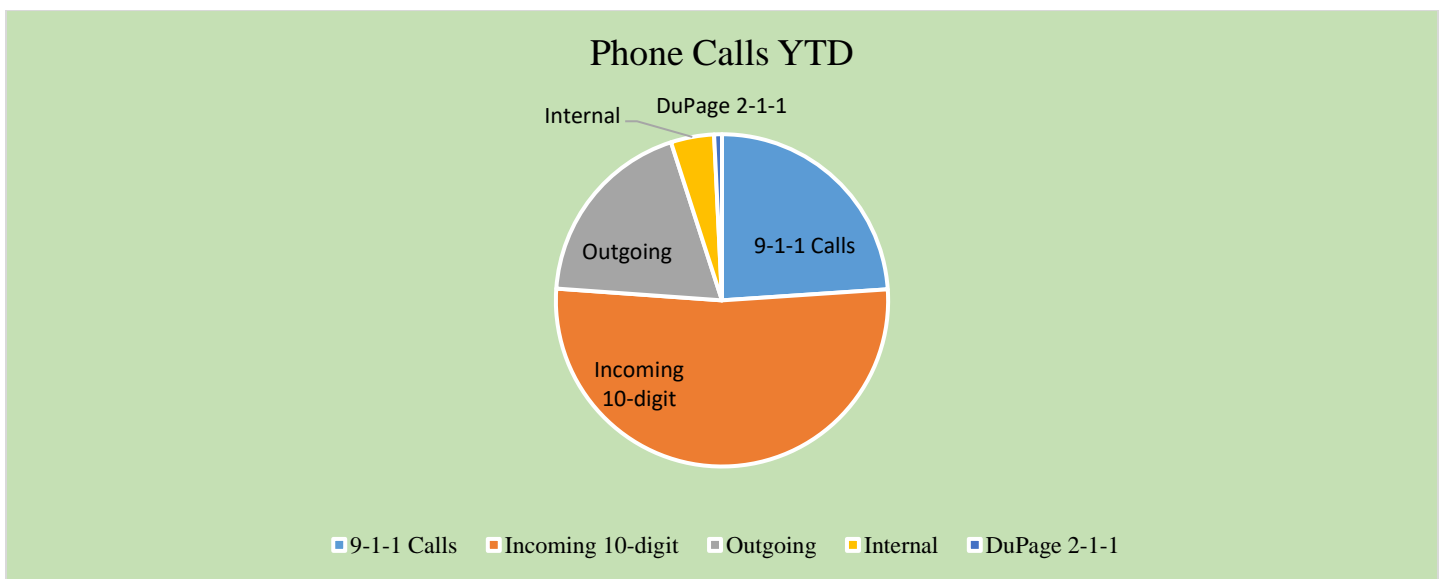
9-1-1 Calls Answered and Text-to-911

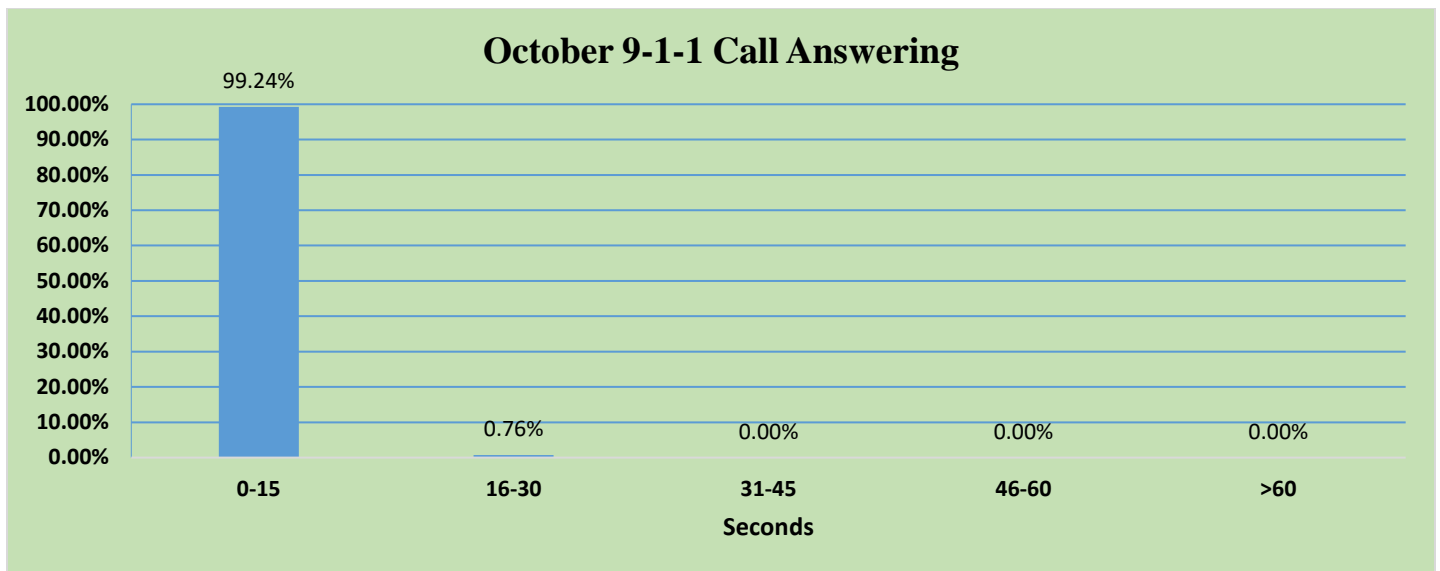| 9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990	4,820			51,281
Wireline	297	219	233	206	224	244	260	276	385	421			2,765
VOIP	717	607	639	151	660	601	665	686	635	591			5,952
Unknown	59	47	73	61	65	51	70	40	57	73			596
Abandoned	403	320	413	411	442	407	491	436	400	438			4,161
SMS	47	42	16	24	17	10	13	12	16	22			219
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	6,483	6,365	0	0	64,974

911 Calls Received YTD
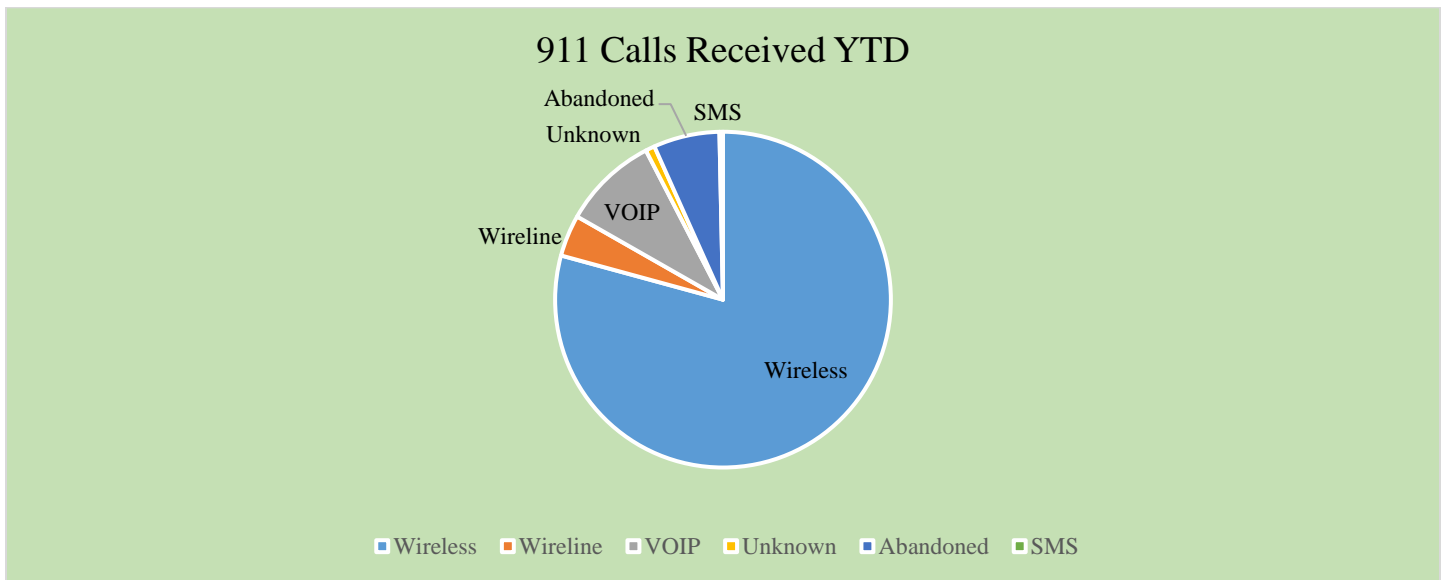
NENA 9-1-1 Call Answering Standard

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

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

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

5

October 9-1-1 Call Answering

99.24% — 0-15 | 0.76% — 16-30 | 0.00% — 31-45 | 0.00% — 46-60 | 0.00% — >60

Seconds

911 Call Answering – YTD

9-1-1 Call Answering YTD

99.41% — 0-15 | 0.57% — 16-30 | 0.01% — 31-45 | 0.00% — 46-60 | 0.00% — >60

Seconds

10-Digit Call Answering

October 10-Digit Call Answering

99.21% — 0-15 | 0.73% — 16-30 | 0.06% — 31-45 | 0.00% — 46-60 | 0.00% — >60

Seconds

6

T O P
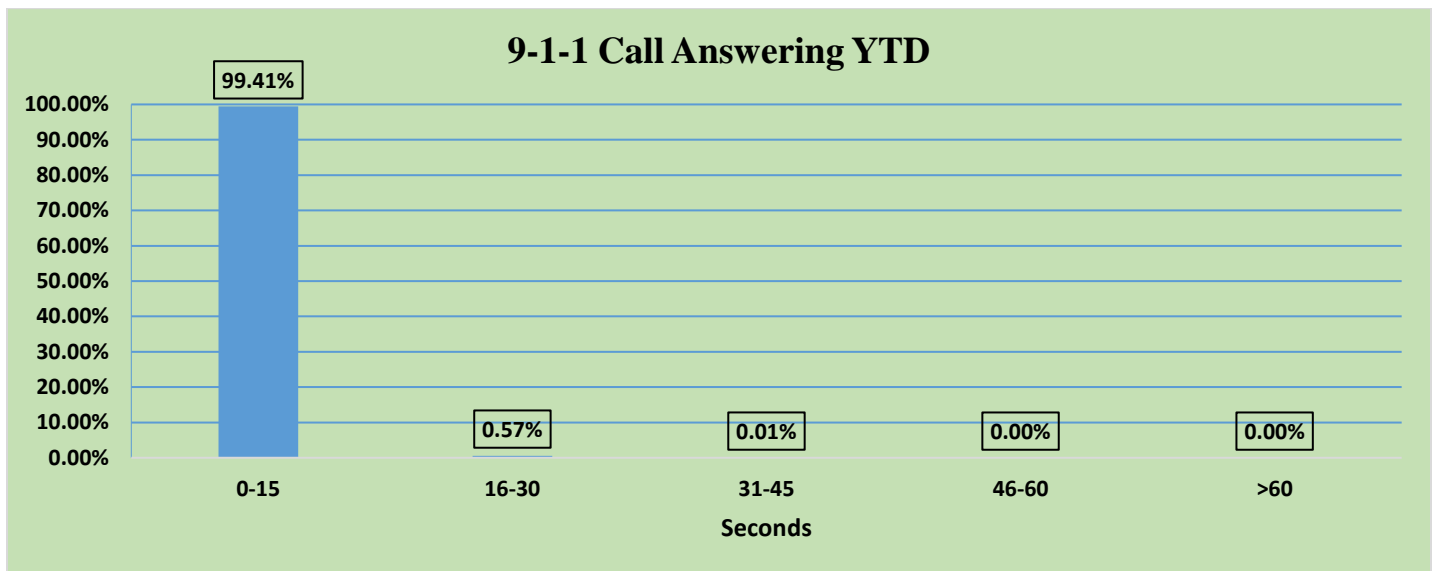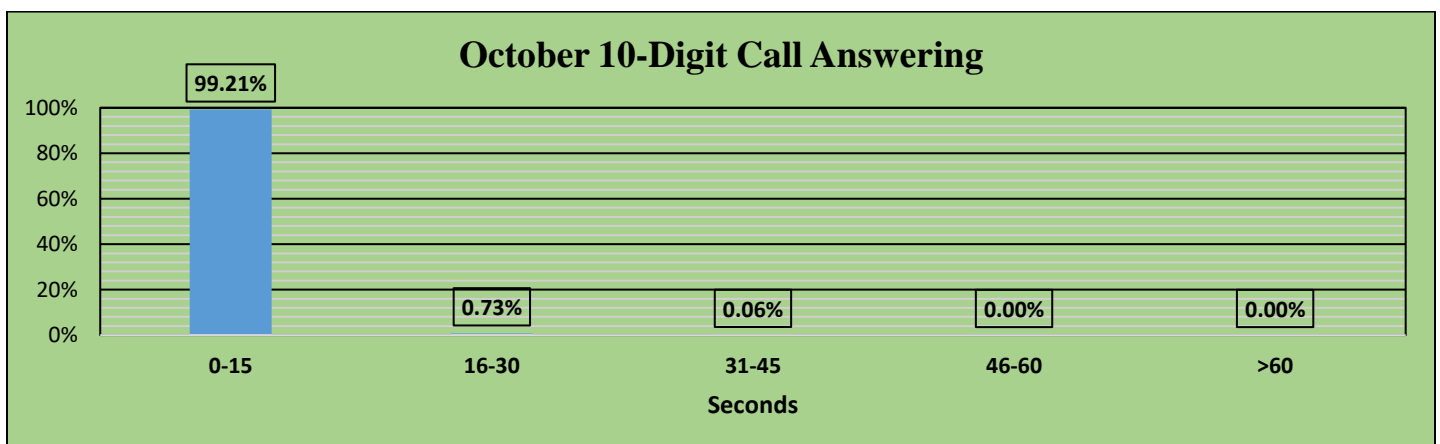
Call Takers

TOTAL CALLS

WILLADSEN - - - 1150

IAZZETTO BAROUNIS - - - 1082

MINOR - - - 939

VALLEE - - - 914

MOOTREY - - 904

OLIVER - - - 892

WATERMAN - - - 890

KOLBERG - - - 879

SZCZEPANIAK - - - 873

LETTENBERGER - - - 800

911 CALLS

WATERMAN - - - 287

WILLADSEN - - - 277

IAZZETTO BAROUNIS - - - 253

NUDD - - - 250

OLIVER - - - 232

MEDINA - - - 219

KOLBERG - - - 217

ALVAREZ - - - 213

GODLEWSKI - - - 207

MOOTREY - - - 204

NON-EM

WILLADSEN - - - 873

IAZZETTO BAROUNIS - - 829

SZCZEPANIAK - - - 785

MINOR - - - 750

VALLEE - - - 728

MOOTREY - - - 700

KOLBERG - - - 662

VAN ALSTINE - - - 661

OLIVER - - - 660

LETTENBERGER - - - 646

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Transferred 911 Calls

October Transferred 9-1-1 Calls

Agency	Calls
DU-COMM	483
Naperville	7
Aurora	0
Chicago/O'Hare	34
Northwest Central	16
State Police	182
Language Interpreter	92
Other	59
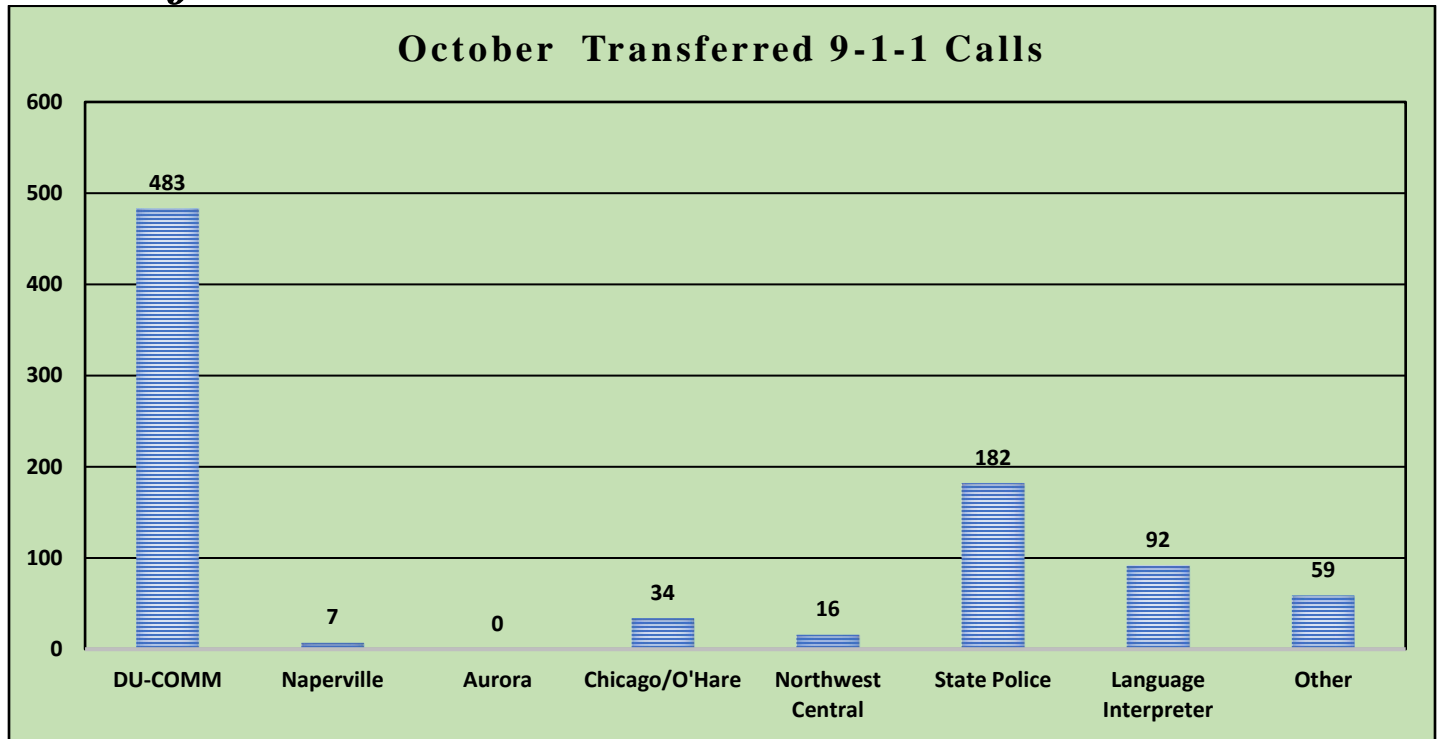
Calls & SMS by Shift – October

9-1-1 & 10-Digit Calls by Shift

Category	Count
Days (911+hang-ups)	2276
Days non-emergency	8332
Days SMS	7
Afts (911+hang-ups)	2721
Afts non-emergency	8075
Aft SMS	12
Mids (911+hang-ups)	930
Mids non-emergency	2765
Mids SMS	3
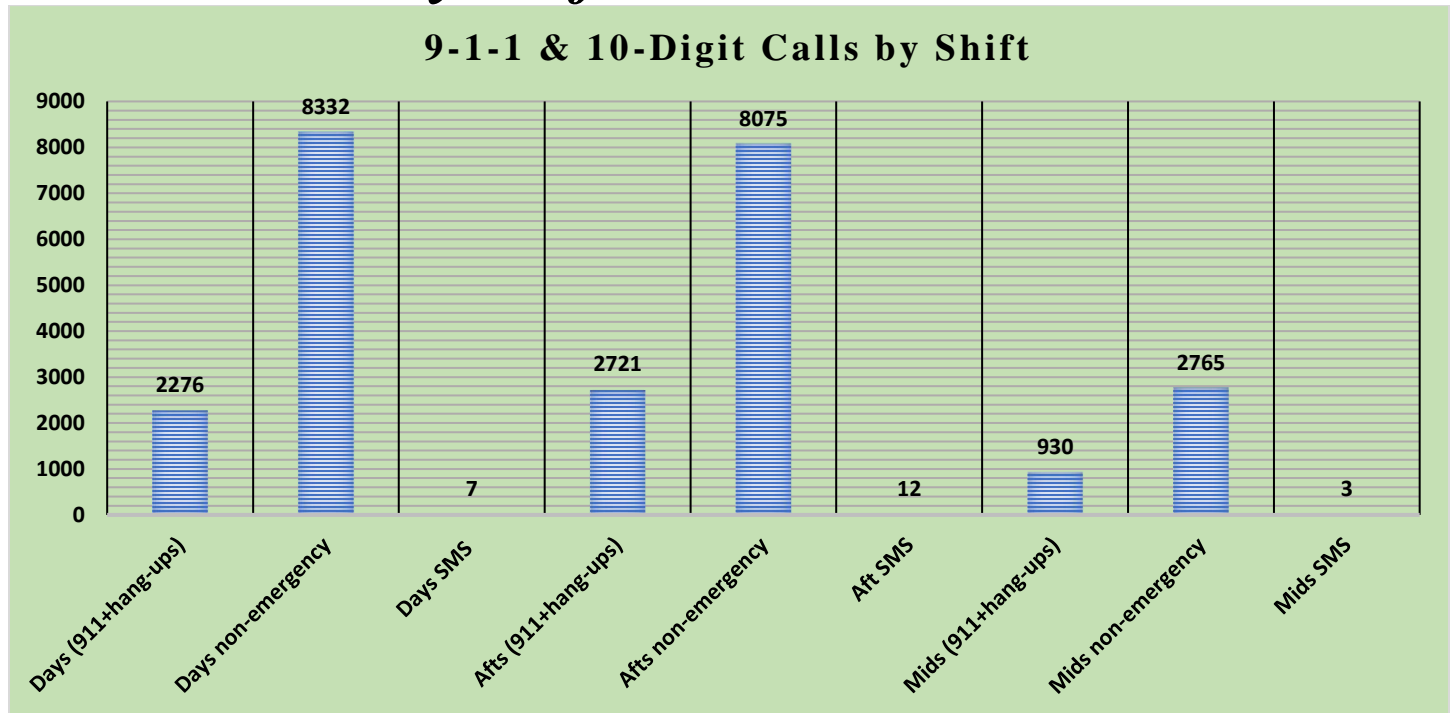
Member Agency & Misc. Phone Calls

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10-Digit Phone Calls October & YTD

Agency	Oct	YTD
Addison FPD	22	401
	2197	24013
Bensenville FPD	90	1045
	1161	11280
Bloomingdale PD	810	7724
	166	1928
DuPage Forest Preserve PD	216	2171
	1191	12557
Itasca PD	922	6672
	24	361
Pleasantview FPD	189	2070
	199	1928
Westmont FD	97	1213
	835	8351
Wood Dale FPD	46	327
	821	7694
ACDC Direct	1782	16936
	182	1989
ACDC PD Officers	978	9490
	330	3487
ACDC Alarm Board	1189	11095

■ Oct ■ YTD

Calls for Service-Month (CFS)

October 2025 Calls for Service

Agency	Calls
Addison FPD	471
Addison PD	3,023
Bensenville FPD	270
Bensenville PD	1,330
Bloomingdale PD	3,780
DuPage Forest Preserve PD	2,571
Glendale Heights PD	2,393
Itasca PD	675
Itasca FPD	137
Pleasantview FPD	380
Tri State FPD	534
Westmont FD	434
Westmont PD	1,983
Wood Dale FPD	191
Wood Dale PD	1,232

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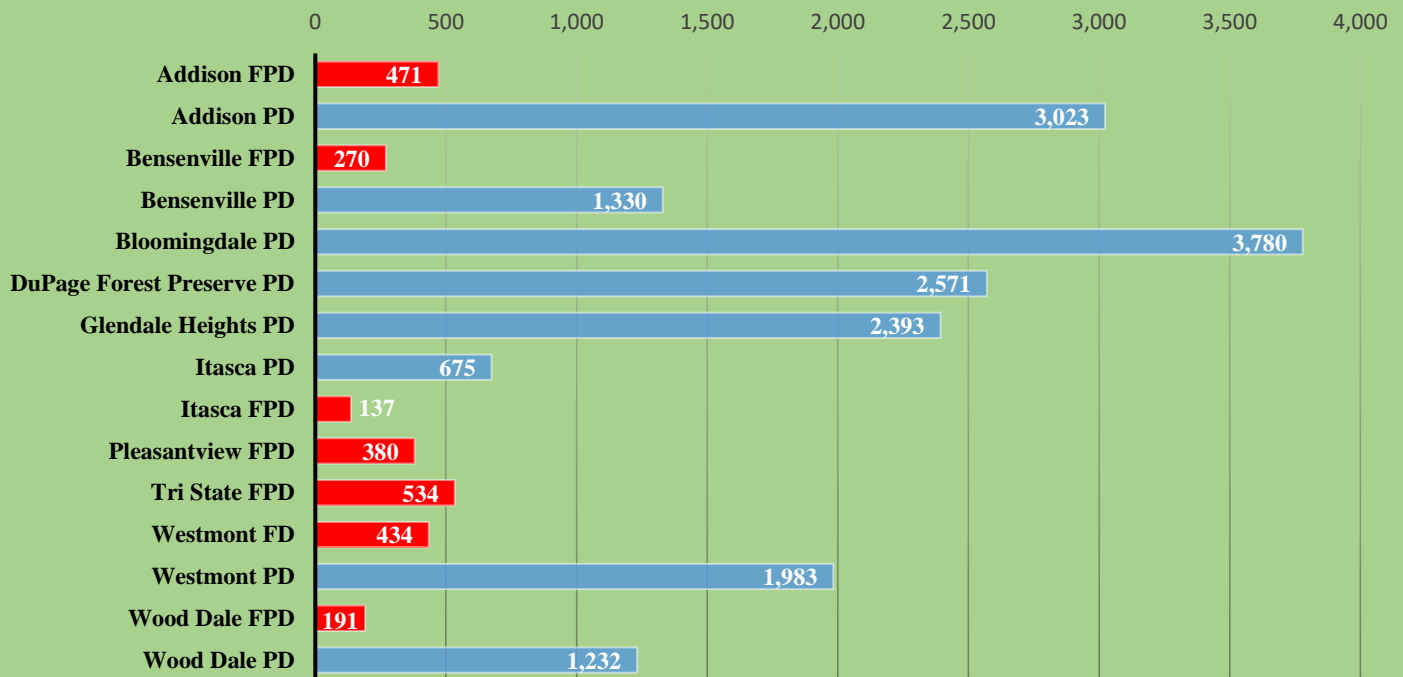
Calls for Service (CFS) - YTD

2025 Calls for Service YTD

Agency	Calls
Addison FPD	4,888
Addison PD	30,384
Bensenville FPD	3,096
Bensenville PD	13,487
Bloomingdale PD	34,669
DuPage Forest Preserve PD	27,493
Glendale Heights PD	25,067
Itasca PD	7,333
Itasca FPD	1,558
Pleasantview FPD	3,977
Tri State FPD	5,872
Westmont FD	4,244
Westmont PD	18,190
Wood Dale FPD	1,993
Wood Dale PD	12,116
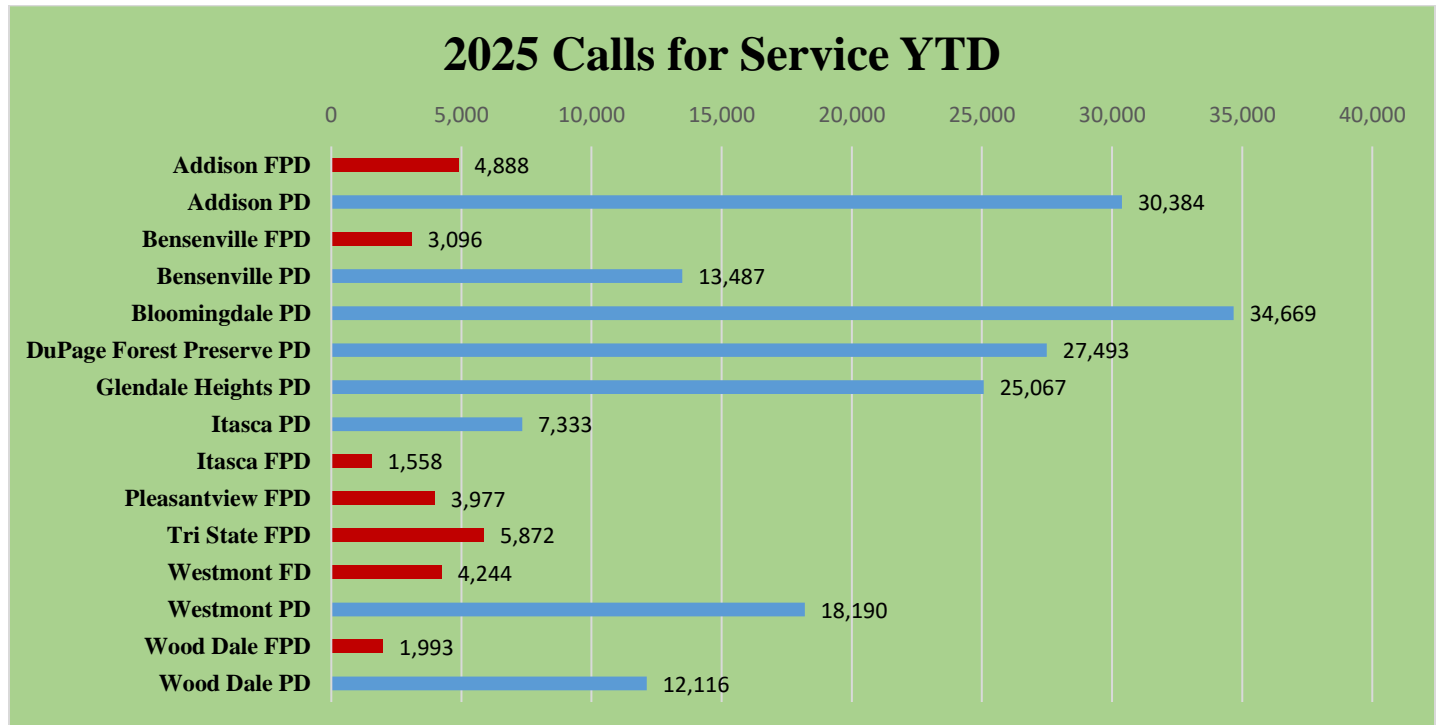
Police Calls for Service by Talk Group – October

ACDC 1 (Westmont, DuPage Forest)	**4,554**
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**6,260**
ACDC 3 (Bloomingdale, Glendale Heights)	**6,173**

October 2025 Police TalkGroups Calls for Service

- ACDC 1 (Westmont, DuPage Forest) 27%
- ACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 38%
- ACDC 3 (Bloomingdale, Glendale Heights) 35%

Legend:
- ACDC 1 (Westmont, DuPage Forest)
- ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)
- ACDC 3 (Bloomingdale, Glendale Heights)

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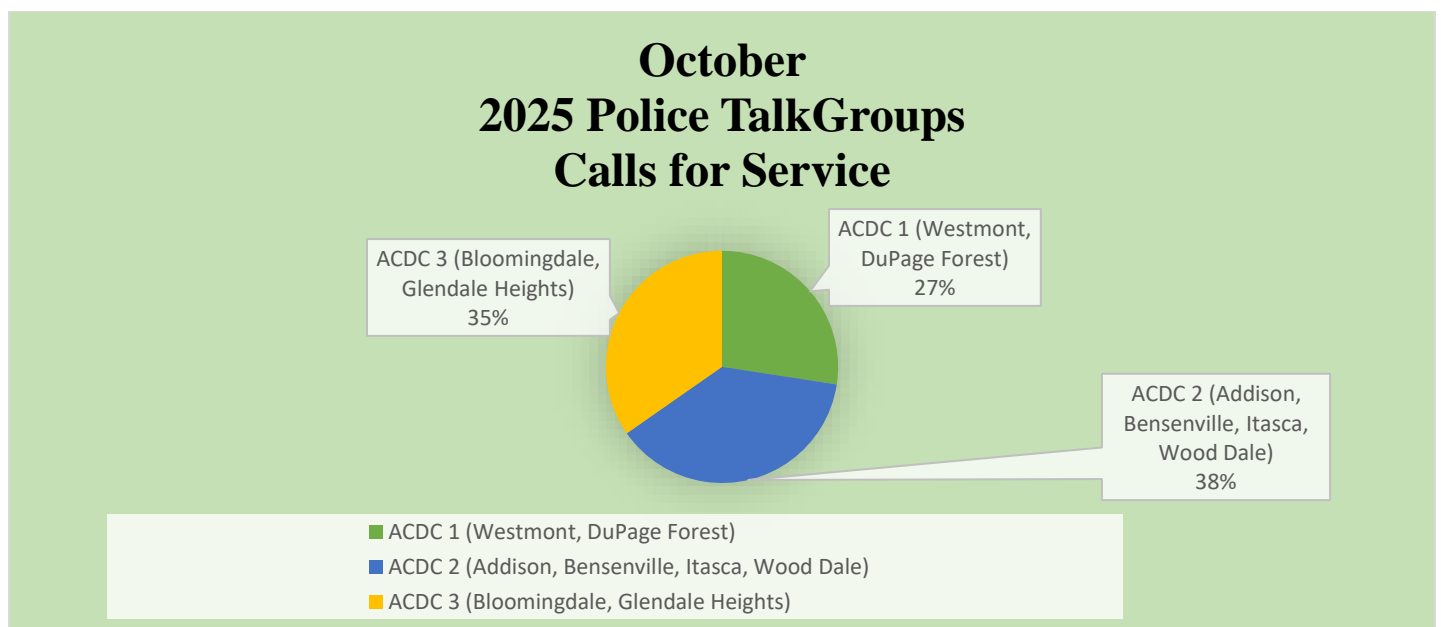
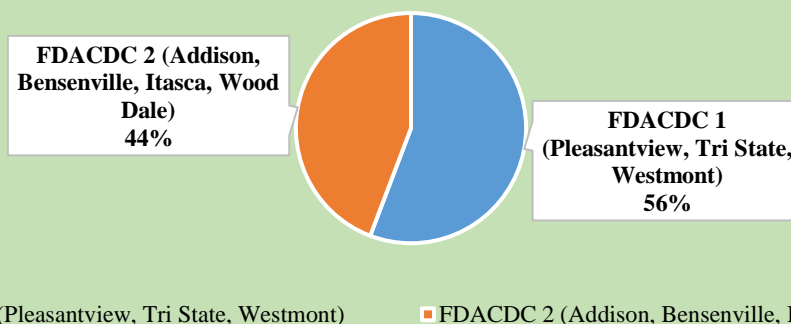# *Fire Calls for Service by Talk Group – October*

FDACDC 1 (Pleasantview, Tri State, Westmont)	**1,348**
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**1,069**

October 2025 Fire TalkGroups Calls for Service

FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 44%

FDACDC 1 (Pleasantview, Tri State, Westmont) 56%

■ FDACDC 1 (Pleasantview, Tri State, Westmont) ■ FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)
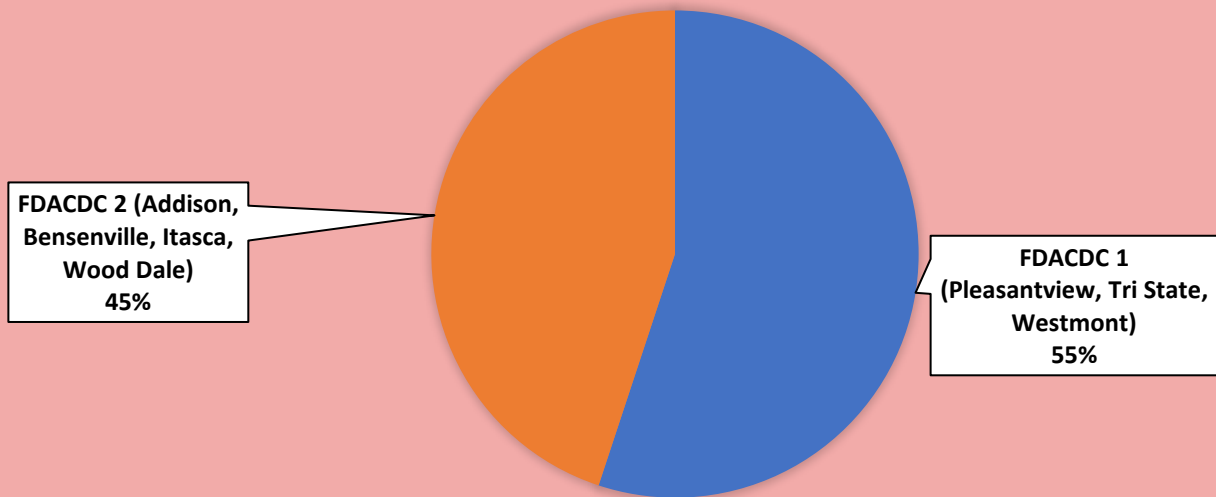
Police & Fire Calls for Service by Talk Group – YTD

2025 POLICE TALKGROUPS CALLS FOR SERVICE YTD

ACDC 1 (Westmont, DuPage Forest) 27%

ACDC 3 (Bloomingdale, Glendale Heights) 35%

ACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 38%

2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD

FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 45%

FDACDC 1 (Pleasantview, Tri State, Westmont) 55%
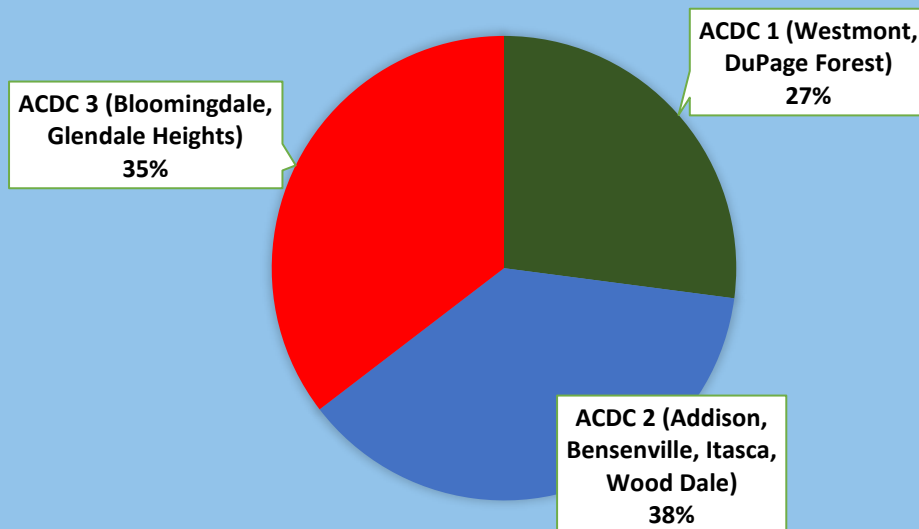
MABAS Alarms Dispatched -YTD

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

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Structure Fire Reviews – YTD

2025 Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less then 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	25								
Bensenville	23								
Itasca	9								
Pleasantview	18								
Tri State	30								
Westmont	16								
Wood Dale	7								
Other FD Agency	19								
Total Reported Fires	147	72	60	16	49%	90%	69	3	0
Actual Fires	**52**	**28**	**22**	**2**	**54%**	**96%**		**0**	**0**
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		53.8%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds*			96.2%						
Actual fires: % over 106 seconds. Goal is 0%				3.8%					
Actual fires delayed by caller or Other PSAP	**0**								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	**0.0%**	**0.0%**							
Actual fires received as fire alarm	**12**								
% actual fires received as fire alarm	**23%**								

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Performance Measures

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

Police:

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

20 Calls Reviewed for – October	
Policy Violations	Violation • Failure to use DU FLASH • Failure to self-dispatch
Error in Accuracy	Violation • Address error
Performance Issue	Violation • Failure to ask clarifying questions
Equipment Malfunctions or CAD Issues	Violation • CAD Configuration
Other PSAP or Caller Issue	Violation • N/A

Fire:

General Alarm Review

11 Calls Reviewed – October	
Policy Violations	Violation • Delay in dispatch
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

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Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Addison Fire	Delay on dispatch- Two AFD calls were no dispatched on the fire side due to CADs not being generated simultaneously	ETSB failed to push out the polygon file for the deployment plan causing CAD to not generate CADs for AFD	Bonafide
Westmont Fire	Failure to dispatch a Battalion Chief to a childbirth	CAD type code was changed from an UNK/EMS to a 24M-PREG, TC failed to add/dispatch a BC	Bonafide
Wood Dale Fire	-Call taker failed to clarify what was on or in patient's back -PD TC left call in pending for 2.5 minutes -Fire TC never fully disseminated all CAD notes over the air	-Call taker failed to ask specific questions to ascertain accurate information -TC failed to notice call in pending that needed to be dispatched -TC failed to disseminate updates via radio	Bonafide

Collaboration / Committee's / Focus Groups / Miscellaneous

ACDC participates in various working groups and committees that involve collaboration between the Emergency Telephone System Board (ETSB) staff, DU-COMM, and member agencies.
This section will highlight programs or topics of interest.

CAD Focus: (CAD Focus is a collaboration between ETSB and the PSAPs for all things CAD)
- CAD Focus Group Informational Update – October 21, 2025

Fire Standardization: (FSA is a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire)
- FSA Information Meeting, agenda emailed October 23, 2025. *Fire Standardization Focus Group*

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

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

ACDC Visitors
- ACDC applicant sit along
- Special Thanks to ETSB Admin Assistant Andres Gonzalez for Monday.com training

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Community Outreach

- Addison Fire Open House
- Bensenville Fire Protection District Open House
- Addison Trail High School Fall Career Fair
- SLEA Presentation at COD
- Wood Dale Trunk or Treat

Task Force / Special Detail Participation

- 10/01/2025   Special Detail – APD TAC 1
- 10/14/2025   Saturation Task Force
- 10/22/2025   Saturation Task Force
- 10/23/2025   Special Detail – APD TAC 1
- 10/28/2025   Saturation Task Force

Special Events

- Erickson Elementary School 911 Presentation
- St. Isidore Catholic School Presentation
- Itasca PD School Safety Presentation