



# Emergency Telephone System Board of DuPage County Monthly Report

**May  
Board  
Meeting**

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

**Congratulations ACDC staff** nominated for the “**Championship Moment.**” **They won!** For their work during the October 30, 2025, this four-hour and fifteen minute event, which escalated from a 911 hang-up to an active shooter and SWAT response, the ACDC team managed 438 total calls and coordinated complex radio operations across multiple talk groups. Their actions included identifying locations via Phase II/RapidSOS technology, dispatching police and fire responders, initiating CodeRED & IPAWS alerts, clearing airspace of news helicopters, and securing local schools. The staff involved—**Kristina Iazzetto Barounis, Wojciech Mardula, William Kolberg, Abigail Medina, Christopher Willadsen, Joseph Ostrander, John Waterman, Amy Lettenberger, Kyle Ficarrota, Robert Nudd, Karolina Szczepaniak, Erin Vallee, Benjamin Koechling, Grecia Flores, Maggie Check, and Hayden Mootrey**—demonstrated exceptional multitasking and professional standards under extreme pressure. Their coordination was instrumental in the successful apprehension of the offender and the safety of all responders and citizens involved. **Congratulations on your national recognition.**

**Life Save** - On New Year's Day, 2026, **Telecommunicator Na'Jae Oliver** demonstrated the profound impact a skilled dispatcher has on human life. At 1454, she answered a high-priority 911 call regarding a choking female in Westmont. With exceptional efficiency, she generated CAD within 22 seconds, and EMD instructions began just 34 seconds later.

Faced with a highly panicked caller and family, **Telecommunicator Na'Jae Oliver** immediately took command. Her calm, steady presence stabilized the chaos. When the caller reported the patient had stopped breathing, **Telecommunicator Na'Jae Oliver** seamlessly transitioned to CPR instructions—a critical pivot that is notoriously difficult under high stress.

Through her precise leadership and unwavering composure, the caller was able to perform CPR effectively. By 1457—just three minutes after the initial call—the patient regained consciousness and began breathing on her own.

**Telecommunicator Na'Jae Oliver's** professionalism and expert use of EMD protocol directly saved a life. Her ability to remain focused and compassionate during this crisis reflects the highest standards of our profession. Thank you, TC Oliver, for your lifesaving work and for embodying the vital mission of public safety. demonstrated the profound impact a skilled dispatcher has on human life. (excerpt from ACDC March Monthly Report).



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### Congratulations on a Job Well Done! (continued)

**It takes a Village** – Or in this case, a County. Thank you to all of the OHSEM volunteers who completed the first round of review of the APX7000 portables and especially to Interoperable Communications Coordinator **John Nebl** for *coordinating* this group of volunteers. Over the last six months, these volunteers have ensured that the APX7000 radios have been wiped of the DEDIR System Code Plug, checked for serviceability, and cleaned. John Nebl, along with several volunteers, also assisted Radio System Manager Jennifer Hurd with encryption work at the police departments. Thank you to: **Jim Janiak, Jim Norris, Randy Broadwell, Rod Simon, Tim Wheeler, David White and Paul Zucker.**

### ADMINISTRATIVE

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

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

May 4

May 18

June 15

July 13

August 17

September 14

October 21 (Wednesday)

November 16

December 14

#### **Legislative**

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

General Assembly Members assigned on State 9-1-1 Advisory Board:

Senator Bill Cunningham, Senator Neil Anderson,

Representative, Representative Michael J. Coffey, Jr.

Status of Bills we are tracking in the current session as of March 31, 2026:

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

05/27/2025 Filed with Secretary by [Sen. David Koehler](#)

05/27/2025 **First Reading**

05/27/2025 Referred to [Assignments](#)

07/29/2025 Added as Co-Sponsor [Sen. Paul Faraci](#)

09/18/2025 Added as Co-Sponsor [Sen. Laura M. Murphy](#)

09/23/2025 Added as Co-Sponsor [Sen. Mark L. Walker](#)

10/16/2025 Added as Co-Sponsor [Sen. Kimberly A. Lightford](#)

01/27/2026 Assigned to [Revenue](#)



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- 02/24/2026 Added as Chief Co-Sponsor [Sen. Christopher Belt](#)
- 02/24/2026 Added as Co-Sponsor [Sen. Patrick J. Joyce](#)
- 02/26/2026 Added as Co-Sponsor [Sen. Mike Porfirio](#)
- 03/13/2026 Rule 2-10 Committee Deadline Established As April 24, 2026
- 04/26/2026 Rule 2-10 Committee/3rd Reading Deadline Established As May 15, 2026

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

Synopsis As Introduced

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

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

- 05/23/2025 Filed with the Clerk by [Rep. Angelica Guerrero-Cuellar](#)
- 05/23/2025 **First Reading**
- 05/23/2025 Referred to [Rules Committee](#)
- 12/18/2025 Added Co-Sponsor [Rep. Amy Briel](#)
- 01/30/2026 Added Chief Co-Sponsor [Rep. Sharon Chung](#)
- 02/10/2026 Removed Co-Sponsor [Rep. Amy Briel](#)
- 03/12/2026 Assigned to [Executive Committee](#)
- 03/25/2026 Added Co-Sponsor [Rep. Anthony DeLuca](#)
- 03/27/2026 Rule 19(a) / Re-referred to [Rules Committee](#)

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

Synopsis As Introduced

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

## **SB3798 Mental Health 911 Calls**

- 02/06/2026 Filed with Secretary by [Sen. Robert Peters](#)
- 02/06/2026 First Reading
- 02/06/2026 Referred to [Assignments](#)
- 02/24/2026 Assigned to [Health and Human Services](#)
- 03/03/2026 Postponed - [Health and Human Services](#)
- 03/06/2026 Added as Chief Co-Sponsor [Sen. Graciela Guzmán](#)
- 03/06/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Robert Peters](#)
- 03/06/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)
- 03/10/2026 Senate Committee Amendment No. 1 Assignments Refers to [Health and Human Services](#)
- 03/10/2026 Senate Committee Amendment No. 1 Adopted



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03/11/2026 Do Pass as Amended [Health and Human Services](#); 010-000-000  
03/11/2026 Placed on Calendar Order of 2nd Reading March 12, 2026  
03/25/2026 Added as Co-Sponsor [Sen. Mattie Hunter](#)  
03/25/2026 Added as Chief Co-Sponsor [Sen. Celina Villanueva](#)  
04/15/2026 Chief Sponsor Changed to [Sen. Graciela Guzmán](#)  
04/16/2026 Second Reading  
04/16/2026 Placed on Calendar Order of 3rd Reading April 28, 2026  
04/17/2026 Rule 2-10 Third Reading Deadline Established As May 8, 2026  
04/28/2026 Senate Floor Amendment No. 2 Filed with Secretary by [Sen. Graciela Guzmán](#)  
04/28/2026 Senate Floor Amendment No. 2 Referred to [Assignments](#)  
04/29/2026 Senate Floor Amendment No. 2 Assignments Refers to [Health and Human Service](#):

## Synopsis as Introduced

Amends the Community Emergency Services and Support Act. Replaces all references to the Division of Mental Health of the Department of Human Services with the Department of Human Services throughout the Act. Provides that 9-1-1 public safety answering points shall screen specific types of law enforcement calls and follow approved protocols and processes under the Act to identify callers experiencing behavioral health crises and to refer them for a behavioral health response. Provides that 9-1-1 public safety answering points shall open and follow the emergency medical dispatch protocols established under the Emergency Medical Services (EMS) Systems Act at the start of all emergency calls to ensure the protocols are used and applied consistently and uniformly to ensure that information related to behavioral health emergency calls is available for data collection and can be used to determine which calls should be referred for a behavioral health response. Provides that, among other things, each Regional Advisory Committee or subregional committee must (1) review regional and subregional crisis response system capacities and resources to inform planning and implementation and to foster collaboration across all sectors of the system and (2) determine the need for and make a plan to support local communities to develop and use other resources to create additional mobile mental health relief provider services to expand the capacity to provide more immediate service coverage. Amends the Emergency Telephone System Act. Provides that, beginning July 1, 2027, all public safety answering points shall use the protocols established under the Community Emergency Services and Support Act to identify behavioral and mental health-related emergencies that do not require a law enforcement response. Amends the Illinois State Police Law. Amends the Illinois Police Training Act. Provides that Crisis Intervention Team (CIT) training programs shall include, among other things, community response options including, the community response options under the Community Emergency Services and Support Act. Makes other changes.

## Senate Committee Amendment No. 1

Replaces everything after the enacting clause. Reinserts the text of the introduced bill with the following changes. In provisions amending the Emergency Telephone System Act, provides that "Statewide behavioral health crisis system" means the core elements or pillars of the crisis system and includes, but is not limited to, Illinois 9-8-8 Lifeline Contact Centers, community crisis services, including mobile crisis teams, and crisis and stabilization facilities and programs, including living room programs. In provisions amending the Community Emergency Services and Support Act, provides that the required coordination between 9-1-1 PSAPS, emergency services dispatched through 9-1-1 PSAPS, and the mobile mental and behavioral health service established by the Department of Human Services may be, but is not required to be, accomplished through the use of Memoranda of Understanding (MOUs) or other similar agreements with the intent of ensuring best



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practices of interoperability and facilitating interagency cooperation. In provisions concerning the Statewide Advisory Committee, provides that the Statewide Advisory Committee created under the Act shall include 6 (rather than 4) representatives of advocacy organizations either led by or consisting primarily of individuals with intellectual or developmental disabilities, individuals with behavioral disabilities, or individuals with lived experience. In provisions concerning Regional Advisory Committees, provides that any subregional committee formed by a majority vote of a Regional Advisory Committee shall be comprised of at least 25% of individuals with lived experience of a condition commonly regarded as a mental health or behavioral health disability, developmental disability, or intellectual disability; guardians of such individuals; or individuals from mental or behavioral health providers, groups, or networks. Further provides that subregional committees may not develop policies that conflict with policies of the Regional Advisory Committee. Makes other changes.

## **HB5107 School Safety Panic Alert Systems**

02/05/2026 Filed with the Clerk by [Rep. Nabeela Syed](#)  
2/10/2026 **First Reading**  
01/27/2026 Referred to [Rules Committee](#)  
03/18/2026 Assigned to [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#)  
03/24/2026 Added Co-Sponsor [Rep. Sue Scherer](#)  
03/25/2026 Do Pass / Short Debate [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#); 006-003-000  
03/26/2026 Placed on Calendar 2nd Reading - Short Debate  
04/06/2026 Added Co-Sponsor [Rep. Dagmara Avelar](#)  
04/08/2026 Added Chief Co-Sponsor [Rep. Janet Yang Rohr](#)  
04/10/2026 Second Reading - Short Debate  
04/10/2026 Held on Calendar Order of Second Reading - Short Debate  
04/13/2026 House Floor Amendment No. 1 Filed with Clerk by [Rep. Nabeela Syed](#)  
04/13/2026 House Floor Amendment No. 1 Referred to [Rules Committee](#)  
04/14/2026 House Floor Amendment No. 1 Rules Refers to [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#)  
04/15/2026 House Floor Amendment No. 2 Filed with Clerk by [Rep. Nabeela Syed](#)  
04/15/2026 House Floor Amendment No. 2 Referred to [Rules Committee](#)  
04/15/2026 House Floor Amendment No. 2 Recommends Be Adopted [Rules Committee](#); 00-000-000  
04/15/2026 House Floor Amendment No. 1 Recommends Be Adopted [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#); 007-000-000  
04/16/2026 House Floor Amendment No. 1 Adopted  
04/16/2026 House Floor Amendment No. 2 Adopted  
04/16/2026 Placed on Calendar Order of 3rd Reading - Short Debate  
04/16/2026 Third Reading - Short Debate - Passed [108-000-000](#)  
04/21/2026 Arrive in Senate  
04/21/2026 Placed on Calendar Order of First Reading  
04/21/2026 Chief Senate Sponsor [Sen. Ram Villivalam](#)  
04/21/2026 First Reading  
04/21/2026 Referred to [Assignments](#)  
04/27/2026 Alternate Chief Sponsor Changed to [Sen. Michael E. Hastings](#)  
05/05/2026 Assigned to [Education](#)



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

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

Amends the School Safety Drill Act. Requires school districts and private schools to consider the use of a mobile panic alert system in the development of their school emergency and crisis response plans. Requires the State Board of Education, in consultation with the Illinois State Police and the Illinois Emergency Management Agency and Office of Homeland Security, to develop standards for a mobile panic alert system. Creates the Mobile Panic Alert System Grant Fund. Makes a conforming change in the State Finance Act.

## House Floor Amendment No. 1

### **Deletes reference to:**

30 ILCS 105/5.1038 new

105 ILCS 128/43 new

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

## House Floor Amendment No. 2

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

## **HB5468 Mental Health 911 Calls**

02/06/2026 Filed with the Clerk by [Rep. Kelly M. Cassidy](#)

02/13/2026 **First Reading**

02/13/2026 Referred to [Rules Committee](#)

03/18/2026 Assigned to [Mental Health & Addiction Committee](#)

03/26/2026 Do Pass / Short Debate [Mental Health & Addiction Committee](#); 015-007-000

03/26/2026 Placed on Calendar 2nd Reading - Short Debate

04/10/2026 Second Reading - Short Debate

04/10/2026 Held on Calendar Order of Second Reading - Short Debate

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

### Synopsis as Introduced

Amends the Community Emergency Services and Support Act. Replaces all references to the Division of Mental Health of the Department of Human Services with the Department of Human Services throughout the Act. Provides that 9-1-1 public safety answering points shall screen specific



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types of law enforcement calls and follow approved protocols and processes under the Act to identify callers experiencing behavioral health crises and to refer them for a behavioral health response. Provides that 9-1-1 public safety answering points shall open and follow the emergency medical dispatch protocols established under the Emergency Medical Services (EMS) Systems Act at the start of all emergency calls to ensure the protocols are used and applied consistently and uniformly to ensure that information related to behavioral health emergency calls is available for data collection and can be used to determine which calls should be referred for a behavioral health response. Provides that, among other things, each Regional Advisory Committee or subregional committee must (1) review regional and subregional crisis response system capacities and resources to inform planning and implementation and to foster collaboration across all sectors of the system and (2) determine the need for and make a plan to support local communities to develop and use other resources to create additional mobile mental health relief provider services to expand the capacity to provide more immediate service coverage. Amends the Emergency Telephone System Act. Provides that, beginning July 1, 2027, all public safety answering points shall use the protocols established under the Community Emergency Services and Support Act to identify behavioral and mental health-related emergencies that do not require a law enforcement response. Amends the Illinois State Police Law. Amends the Illinois Police Training Act. Provides that Crisis Intervention Team (CIT) training programs shall include, among other things, community response options including, the community response options under the Community Emergency Services and Support Act. Makes other changes.

## **HB2900 School Mobile Panic Alert Systems**

02/05/2025 Filed with the Clerk by [Rep. Nabeela Syed](#)  
02/05/2025 **First Reading**  
02/05/2025 Referred to [Rules Committee](#)  
03/04/2025 Assigned to [Appropriations-Elementary & Secondary Education Committee](#)  
03/21/2025 Rule 19(a) / Re-referred to [Rules Committee](#)

### Synopsis as Introduced

Creates the Mobile Panic Alert System Act. Provides that the Act may be referred to as Alyssa's Law. Requires, beginning with the 2026-2027 school year, each public school to implement a mobile panic alert system capable of connecting diverse emergency services technologies to ensure real-time coordination between multiple first responder agencies. Requires, for the 2026 fiscal year, the State Board of Education to issue a competitive solicitation to contract for a mobile panic alert system that may be used by each school district. Amends the Charter Schools Law of the School Code to make a conforming change. Effective January 1, 2026.

## **SB2948 School Mobile Panic Alert Systems**

01/27/2026 Filed with Secretary by [Sen. Michael E. Hastings](#)  
01/27/2026 **First Reading**  
01/27/2026 Referred to [Assignments](#)  
02/03/2026 Assigned to Education  
02/17/2026 Postponed Education  
02/24/2026 To [Safety](#)  
03/03/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Michael E. Hastings](#)  
03/03/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)  
03/04/2026 Senate Committee Amendment No. 1 Assignments Refers to [Education](#)



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03/13/2026 Rule 2-10 Committee Deadline Established As March 27, 2026  
03/27/2026 Rule 3-9(a) / Re-referred to [Assignments](#)

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

## Synopsis as Introduced

Amends the School Safety Drill Act. Provides that school districts and private schools in the State shall consider the use of mobile panic alert systems in the development of their school emergency and crisis response plans. Provides that the mobile panic alert system, if used, shall be known as "Alyssa's Alert" and shall be capable of connecting to diverse emergency service technologies to ensure real-time coordination between multiple first responder agencies. Provides that the mobile panic alert system, if used, must be capable of integrating with local, public-safety, answering-point infrastructures to transmit 9-1-1 calls and mobile activations. Requires the State Board of Education to conduct market research, in consultation with the Illinois Emergency Management Agency, to identify whether an existing market of supply of mobile panic alert systems that satisfy the requirements under the amendatory provisions is available in the State from multiple vendors for use by school districts. Requires the State Board of Education, in consultation with the Illinois State Police and the Illinois Emergency Management Agency, to develop standards for a mobile panic alert system. Requires the State Board of Education to establish and administer a Mobile Panic Alert System Grant Program. Provides that school districts and private schools may apply to the State Board of Education for a Program grant to obtain a mobile panic alert system in order to better prepare for emergency responses. Provides that Program grants shall be awarded from moneys appropriated for that purpose from the Mobile Panic Alert System Grant Fund. Amends the State Finance Act to make a conforming change.

## RESOLUTIONS

### **Surplus Assets:**

**Declaration of Surplus Assets:** On the agenda this month is a resolution declaring equipment, inventory, and/or property as surplus. Per CB-O-0002-24 County Ordinance Section 20-40:(4)(c)(iv) all assets purchased with 9-1-1 surcharge are property of DuPage County.

Attachment A: The 487 APX7000 legacy radios from 2011, listed on Attachment A, are being declared as surplus to allow for their sale to agencies outside of the DEDIR System. The 9-1-1 System Manager recommends these be declared as surplus to allow for reassignment. This request has been authorized by the County CFO.

Attachment B: The decommissioned Customer Premise Equipment (CPE) from both PSAPs. The CPE was replaced in 2023.

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

**Lemont Emergency Management Agency:** Has requested to purchase fourteen (14) APX7000 7/800 UHF portable radios at \$500.00 each, for a total contract value of \$7,500.00. These radios were previously designated as surplus in Resolution ETS-R-0019-26.  
Total Contract Value: \$7,500.00.



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

Laraway Communications Center: Has requested to purchase seventy-seven (77) of the legacy APX7000XE VHF ruggedized portable radios and eleven (11) APX7000 7/800 VHF portable radios at a cost of \$500.00 each. Because the total value of the sale is over \$25,000, this resolution will go on the DuPage County Finance Committee meeting agenda for recommendation to the County Board on May 26, after approval at the ETS Board. Since the surplus radios were purchased with surcharge funds, which is restricted revenue, the remittance will be deposited into ETSB account 47105: Proceeds for sale of assets, per the Finance Department.

Total Contract value: \$44,000.00.

### **CommandCentral Aware Applications:**

On the agenda this month is a resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) CommandCentral Aware as requested by ten (10) Police Agencies and six (6) Fire agencies pursuant to Policy 911-005.13. CommandCentral Aware is a GPS location software that tracks the portable radios. The policy for use was approved by the ETS Board after working with the DuPage Chiefs of Police Association and the State's Attorney's Office to ensure statutory compliance. With the approval of this resolution the ETS Board will also authorize the Policy Advisory Committee (PAC) to approve future initial applications and modifications.

The PAC recommend approval to ETS Board. (Yes: 6 No: 0 Absent: 0).

### **Milestone Approval:**

Motorola PO 5522-1 Non-Monetary

The Executive Director recommends approval.

On the agenda this month is a non-monetary approval of the final acceptance of the Radio Subscribers & STARCOM21 Airtime Project. Motorola has successfully completed all required activities and deliverables in accordance with the contract, and no outstanding issues remain.

## **FINANCE AND REVENUE**

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

Capital Management Report: A label on this chart has been changed from *Purchase Price* to *Original Purchase Price* at the request of the ETS Board after discussions last month. Also at the request of the ETS Board are two new columns, *Adjusted for Historical CPI* which uses *Consumer Price Index Historical Tables for U.S. City Average* and the second *Adjusted for Historical IT CPI* which uses *US Consumer Price Index: Information Technology, Hardware and Services (I:USCPIIUM)*. These escalators were chosen because this is what the County uses for its escalator, the technology CPI also provides a second comparison for the ETS Board to consider.



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Capital Management Report 10 Year Forecast: New this month is Capital Management Report 10 Year Forecast which the ETS Board requested after discussions last month. Staff prepared two analyses. The first at the top of the pages uses *Consumer Price Index Historical Tables for U.S. City Average* and the second uses *US Consumer Price Index: Information Technology, Hardware and Services (I:USCPIIUM)* to give the ETS Board two forecasts to consider.

Total Obligations : It should be noted that while the total amount of the Capital Assets is \$27.4M, This is not the total obligation of the ETSB Company 4000, ETSB has contractual obligations for existing contracts on current items that will impact the cash balance of the ETSB and what should be appropriated in 54199 in the next fiscal year and what cash should be retained to prepare for future projects.

It is important to remember that a piece of equipment, software, or large project like CAD, which has both, may be contracted in one fiscal year but not paid out for several years or paid out according to milestones over a period of years. Using CAD as an example, the contract was awarded in 2016 but did not go live until 2019. Expenditures from 54199 took place over a period of years.

In previous budget excel workbooks provided to the Board, there is a Total Obligations tab. ETSB staff continue to work on updating that report to give the ETS Board a full picture of its total contractual/monetary obligations for budget discussions.

Once the ETS Board decides on an escalator, if any, these amounts can be adjusted to reflect this choice. Capital Items that are on the Capital Management Report schedule to be replaced or updated in FY26 include:

Line Item	Systems/Equipment	Est Cost Replacement	Replacement or Upgrade Year	Years in Capital Plan
15	CAD Workstations (72)	\$ 144,000	FY26	3
22	10 Digit Dial Phone System	\$ 163,281	FY26	8
23	All Switches (qty 15)	\$ 42,000	FY26	5
24	All Servers (qty 10)	\$ 100,000	ANNUAL	
	Total	\$ 449,281		

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

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



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**Monthly Revenue and Reimbursement**

Total: \$1,290,919.06

Monthly Surcharge: \$1,225,766.35 December 2025 surcharge was received on April 7.

Investment Earnings: \$127,144.31 for March.

Additional money received this past month includes: CAD Interface Reimbursement and Radio Capital Reimbursement.

**Payment of Claims**

Internal Payments FY26

The May Bills list will also include the interdepartmental transfer from ETSB to various County departments for cost sharing purposes. These transfers have been processed later in the fiscal year, however, they were included in this Payment of Claims cycle to provide the Board with a more accurate representation of total disbursements in advance of the FY27 budget process.

The amount of the transfer is: \$255,580.00.

Amount	Department	Services
\$57,500.00	Finance / CPA	Accounting Services
\$25,000.00	Finance / A/P	Accounting Services
\$12,500.00	Finance / Procurement	Accounting Services
\$36,000.00	County Auditor	Audit Review
\$60,000.00	State's Attorney's Office	Legal Services
\$16,000.00	County Information Technology	Network/DuJIS
\$40,000.00	County Information Technology	NG911 GIS Support
\$8,580.00	Facilities Management	IGA/Shelter Lease

External Payments FY26

Total for Fund 5820 for the May 13 meeting: \$ 945,712.98.

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

CDWG: Purchase Order 926024

ExaGrid is a network storage solution that works with Veeam to provide backups of Computer Aided Dispatch (CAD) data in case of a primary system failure or ransomware attack. ExaGrid models have been utilized by ETSB since 2016. In 2019, Tech Focus Group reviewed other data protection and cyber recovery solutions and found ExaGrid's tiered backup solution to be a viable solution for the 9-1-1 System. This is a hardware replacement of the enclosure and a fiber module with five (5) years of support and maintenance, which will show as a prepay in the FY27-31 budgets. This purchase is being made through CDWG utilizing the OMNIA Mesa 2024056-01 (2024056-01) purchasing contract. to lock in costs before hardware manufacturers increase costs because of supply chain issues and product availability.

Total contract amount: \$98,693.33.

DeltaWRX: Purchase Order 926025

DeltaWRX was originally contracted by the ETSB for consulting services to develop a countywide RFP for CAD and ancillary services for the DuPage Justice Information System (DuJIS) in 2016. The CAD System contract through Intergraph is expiring June 30, 2027. The ETSB has previously used DeltaWRX for review and negotiation of the renewal. The Executive Director recommends



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the ETS Board engage DeltaWRX to facilitate the negotiation a new agreement through Intergraph (previously doing business as Hexagon) for industry best practices. DeltaWRX has extensive knowledge of DuPage County's public safety system and provides an objective third party review from a national consulting service specializing in public safety contracts with historical knowledge of the Intergraph / DuPage ETSB relationship and DuPage ETSB goals for 9-1-1 services. DeltaWRX has provided a 15% discount for customer loyalty.  
Total amount not to exceed: \$37,673.00.

### Deccan: Purchase Order 926026

LiveMUM is an existing software tool that interfaces with a live CAD system to display current coverage and offer move-up recommendations to the Telecommunicators. This renewal will allow for the continuation of LiveMUM maintenance at a fixed cost for the third/final of three years under Purchase Order 924021/7179-1. This renewal is the second of two (2) annual options to renewal. Annual maintenance cost for FY26-27 is \$45,372.00.

### Motorola: Purchase Order 926027

A recommendation for approval of Purchase Order 926027 to Motorola Solutions is being presented for the development of the Phase I encryption deployment plan for the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System). These services were previously authorized on December 11, 2024, under Purchase Order 924030/7463-1, which expired on November 12, 2025, and was inadvertently closed before the related invoice was submitted for payment. Because a closed purchase order cannot be reopened, this administrative purchase order is required to facilitate payment and properly account for the contractual obligation. Approval of this Purchase Order will allow the invoice to be paid for services performed.

Total contract amount: \$200,836.99

### Budget Transfers

#### 53830: Other Contractual Expenses to 53090: Other Professional Services:

This is a budget transfer for payment and accounting of contractual obligations related to the Motorola encryption project Phase I. Motorola PO 924030/7463-1 was executed by the ETS Board on December 11, 2024.

Total amount of transfer: \$200,837.00.

### Change Orders

#### PURVIS 924024/7298-1: Change Order 10

PURVIS has a mobile App called NowForce which allows alerts to be delivered to a smartphone or tablet, allows users to view and drill down into the incident unit or user details, acknowledge receipt of the alert/incident, click on the incident address to map directions, and more. Requests have been received from the Fire agencies for licensing for their personnel. PURVIS contracts the App in quantities of 200 licenses. User licenses will be reimbursed to ETSB by the participating Agencies at a cost of \$5.75 per license for the period of May 13, 2026 through October 9, 2026 to expire concurrently with FSA equipment maintenance PO 7298-1.

Total change order amount: \$1,150.00; new contract amount \$709,955.00.

The Executive Director is recommending the closing of the following Purchase Orders and release of funds under File IDs 26-1456, Agenda 8D2, and 26-1463, Agenda 8D3.



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Per the County administrative process, the following contracts and purchase orders are included to be decreased and closed, administratively releasing funds in the ERP system for a total amount of \$174,475.15.

DeltaWRX LLC: Change Order #2

Change order to close and release the encumbered funds in PO 924013/7234-1 and close the contract for the remaining phases of the RFP process which are not needed. Total amount to be released: \$164,312.00.

Voiance Language Services: Change Order #5

Change order to decrease the encumbrance and close the contract. Voiance (CyraCom) was acquired by Propio Language Services in late 2025 and the PO 924001/6848-1 for language translation services in the PSAPs expired on January 31, 2026. Services are now contracted under Propio PO 926001/8159-1 as of February 1, 2026. Total amount to be released: \$10,163.15.

**Open Purchase Orders for FY2026**

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

Purchase Order Utilization:	Total	Year to Date	Remaining Balance
FY26	\$75,000.00	\$26,900.50	\$48,099.50

**Reimbursement:**

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

Tablet Command

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

Hexagon Ancillary Service I/CADLink (for ID Networks)

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



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LEADS Interface

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

Security Info Sys (SIS) Alarm

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

Axon Fusus Interface:

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

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

Mobile Responder and I/Netviewer:

	FY2026 (Current)	FY2027	FY2028	FY2029
<b>Mobile Responder, I/Netviewer</b>	\$ 35,069.00	\$ 35,595.07	\$ 38,302.80	\$ 38,877.26
<b>Total Remitted</b>	\$ 21,041.00	\$	\$	\$
<b>Addison PD</b>	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
<b>Remitted</b>	\$	\$	\$	\$
<b>Bartlett PD</b>	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
<b>Remitted</b>	\$ 604.00	\$	\$	\$
<b>Bensenville PD</b>	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
<b>Remitted</b>	\$ 754.00	\$	\$	\$
<b>Bloomington PD</b>	\$ 604.00	\$ 613.06	\$ 1,085.86	\$ 1,102.15



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



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

### FSA Maintenance Reimbursement Costs by Agency for Optional Equipment:

	FY2026 (Current)	FY2027	FY2028	FY2029
FSAS Optional Equipment	\$ 15,345.00	\$ 15,345.00	\$ 15,810.00	\$ 16,285.00
<b>Total Remitted</b>	<b>\$ 10,300.00</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Addison Fire	\$ 3,500.00	\$ 3,500.00	\$ 3,605.00	\$ 3,715.00
Remitted	\$ 3,500.00	\$	\$	\$
Bartlett Fire	\$ 2,000.00	\$ 2,000.00	\$ 2,060.00	\$ 2,120.00
Remitted	\$ 2,000.00	\$	\$	\$
Clarendon Hills Fire	\$ 960.00	\$ 960.00	\$ 990.00	\$ 1,020.00
Remitted	\$	\$	\$	\$



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Elmhurst Fire	\$ 575.00	\$ 575.00	\$ 595.00	\$ 615.00
Remitted	\$	\$	\$	\$
Glenside Fire	\$ 200.00	\$ 200.00	\$ 205.00	\$ 210.00
Remitted	\$ 200.00	\$	\$	\$
Lombard Fire	\$ 2,200.00	\$ 2,200.00	\$ 2,265.00	\$ 2,335.00
Remitted	\$	\$	\$	\$
Pleasantview Fire	\$ 500.00	\$ 500.00	\$ 515.00	\$ 530.00
Remitted	\$ 500.00	\$	\$	\$
Roselle Fire	\$ 500.00	\$ 500.00	\$ 515.00	\$ 530.00
Remitted	\$ 500.00	\$	\$	\$
Tri-State Fire	\$ 1,010.00	\$ 1,010.00	\$ 1,040.00	\$ 1,070.00
Remitted	\$	\$	\$	\$
Warrenville Fire	\$ 600.00	\$ 600.00	\$ 620.00	\$ 640.00
Remitted	\$ 600.00	\$	\$	\$
Westmont Fire	\$ 3,000.00	\$ 3,000.00	\$ 3,090.00	\$ 3,180.00
Remitted	\$ 3,000.00	\$	\$	\$
York Center Fire	\$ 300.00	\$ 300.00	\$ 310.00	\$ 320.00
Remitted	\$	\$	\$	\$

### Policy 911-013.1: System Interface Access and Fees:

	Axon RMS	CommsCoach
<b>Implementation</b>	<b>\$ 9,898.71</b>	<b>\$ 3,367.95</b>
<b>Total Remitted</b>	<b>\$ 3,063.01</b>	<b>\$ 3,367.95</b>
<b>Addison PD</b>	\$ 835.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
<b>Total Due for Implementation</b>	<b>\$ 3,585.22</b>	
<b>Remitted</b>	<b>\$</b>	
<b>Oak Brook PD</b>	\$ 313.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
<b>Total Due for Implementation</b>	<b>\$ 3,063.01</b>	
<b>Remitted</b>	<b>\$ 3,063.01</b>	
<b>Downers Grove PD</b>	\$ 500.48	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
<b>Total Due for Implementation</b>	<b>\$ 3,250.48</b>	
<b>Remitted</b>	<b>\$</b>	
<b>DU-COMM</b>		\$ 671.95
Maintenance Fee		\$ 250.00
Customer Assistance Retainer		\$ 2,500.00
<b>Total Due for Implementation</b>		<b>\$ 3,367.95</b>
<b>Remitted</b>		<b>\$ 3,367.95</b>



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### DEDIR System:

Subject to Agency revisions*	Capital Equipment*	Annual Airtime*	One-time Costs*	Total Amount*
<b>FY2026</b>	<b>\$ 786,123.60</b>	<b>\$ 59,352.00</b>	<b>\$ 60,620.46</b>	<b>\$ 906,096.06</b>
<b>Total Remitted</b>	<b>\$ 120,700.03</b>	<b>\$ 14,856.00</b>	<b>\$ 10,073.51</b>	<b>\$ 145,629.54</b>
<b>Addison PD</b>	\$ 40,207.92	\$ 2,064.00	\$ 0	\$ 42,271.92
Remitted	\$	\$	\$	\$
<b>Bartlett PD</b>	\$ 6,983.16	\$ 1,440.00	\$ 5,842.77	\$ 14,265.93
Remitted	\$	\$	\$	\$
<b>Bensenville PD</b>	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
<b>Bloomington PD</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>Burr Ridge PD</b>	\$ 17,119.08	\$ 648.00	\$ 1,985.00	\$ 19,752.08
Remitted	\$	\$	\$	\$
<b>Carol Stream PD</b>	\$ 54,653.16	\$ 2,328.00	\$ 1,180.72	\$ 58,161.88
Remitted	\$	\$	\$	\$
<b>Clarendon Hills PD</b>	\$ 49,348.44	\$ 1,944.00	\$ 397.00	\$ 51,689.44
Remitted	\$	\$	\$	\$
<b>Downers Grove PD</b>	\$ 126,209.32	\$ 9,000.00	\$ 575.00	\$ 135,784.32
Remitted	\$	\$	\$	\$
<b>Elmhurst PD</b>	\$ 12,983.16	\$ 6,768.00	\$ 4,764.00	\$ 24,515.16
Remitted	\$	\$	\$	\$
<b>Forest Preserve PD</b>	\$ 0	\$ 0	\$ 3,342.00	\$ 3,342.00
Remitted	\$	\$	\$	\$
<b>Glen Ellyn PD</b>	\$ 51,200.28	\$ 2,304.00	\$ 1,588.00	\$ 55,092.28
Remitted	\$	\$	\$	\$
<b>Glendale Heights PD</b>	\$ 6,152.76	\$ 216.00	\$ 987.59	\$ 7,356.35
Remitted	\$	\$	\$	\$
<b>Hanover Park PD</b>	\$ 166,285.08	\$ 9,648.00	\$ 2,880.00	\$ 178,813.08
Remitted	\$ 41,571.27	\$ 9,648.00	\$ 720.00	\$ 51,939.27
<b>Hinsdale PD</b>	\$ 21,932.64	\$ 864.00	\$ 1,702.85	\$ 24,499.49
Remitted	\$ 21,932.64	\$ 864.00	\$ 1,702.85	\$ 24,499.49
<b>Itasca PD</b>	\$ 500.00	\$ 408.00	\$ 0	\$ 908.00
Remitted	\$ 500.00	\$	\$	\$ 500.00
<b>Lisle PD</b>	\$ 36,199.44	\$ 1,296.00	\$ 1,106.77	\$ 38,602.21
Remitted	\$	\$	\$ 230	\$ 230.00
<b>Lombard PD</b>	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
Remitted	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
<b>Oakbrook PD</b>	\$ 12,970.56	\$ 816.00	\$ 8,900.00	\$ 22,686.56
Remitted	\$ 12,970.56	\$ 816.00	\$ 0	\$ 13,786.56
<b>Oakbrook Terrace PD</b>	\$ 500.00	\$ 408.00	\$ 1,474.56	\$ 2,382.56
Remitted	\$	\$	\$	\$



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<b>Roselle PD</b>	\$ 15,616.56	\$ 2,880.00	\$ 8,333.18	\$ 26,829.74
Remitted	\$	\$	\$	\$
<b>Villa Park PD</b>	\$ 20,938.92	\$ 1,872.00	\$ 570.36	\$ 23,381.28
Remitted	\$	\$	\$	\$
<b>Warrenville PD</b>	\$ 14,616.56	\$ 2,064.00	\$ 1,191.00	\$ 17,871.56
Remitted	\$	\$	\$	\$
<b>West Chicago PD</b>	\$ 1,000.00	\$ 816.00	\$ 575.00	\$ 2,391.00
Remitted	\$	\$	\$	\$
<b>Wheaton PD</b>	\$ 9,985.28	\$ 3,264.00	\$ 2,464.00	\$ 15,713.28
Remitted	\$	\$	\$	\$
<b>Westmont PD</b>	\$ 12,805.52	\$ 840.00	\$ 0	\$ 13,645.52
Remitted	\$ 12,805.52	\$ 840.00	\$	\$ 13,645.52
<b>Willowbrook PD</b>	\$ 12,970.56	\$ 816.00	\$ 5,832.66	\$ 19,619.22
Remitted	\$ 12,970.56	\$ 816.00	\$ 5,832.66	\$ 19,619.22
<b>Winfield PD</b>	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
<b>Wood Dale PD</b>	\$ 31,761.36	\$ 1,656.00	\$ 1,420.00	\$ 34,837.36
Remitted	\$	\$	\$	\$
<b>Woodridge PD</b>	\$ 32,263.80	\$ 2,304.00	\$ 1,920.00	\$ 36,487.80
Remitted	\$	\$	\$	\$

Subject to Agency revisions**	Capital Equipment**	Annual Airtime**	One-time Costs**	Total Amount**
<b>FY2026</b>	\$ 35,748.88	\$ 1,272.00	\$ 72,023.00	\$ 109,043.88
<b>Total Remitted</b>	\$	\$	\$ 35,333.00	\$ 35,333.00
<b>Addison Fire</b>	\$ 0	\$ 0	\$ 5,955.00	\$ 5,955.00
Remitted	\$	\$	\$	\$
<b>Bartlett Fire</b>	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
Remitted	\$	\$	\$ 1,191.00	\$ 1,191.00
<b>Bensenville Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>Bloomington Fire</b>	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
Remitted	\$	\$	\$ 1,191.00	\$ 1,191.00
<b>Carol Stream Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>Clarendon Hills Fire</b>	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$ 3,176.00	\$ 3,176.00
<b>Darien-Woodridge Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>Downers Grove Fire</b>	\$ 0	\$ 0	\$ 9,528.00	\$ 9,528.00
Remitted	\$	\$	\$	\$
<b>Elmhurst Fire</b>	\$ 7,215.28	\$ 408.00	\$ 12,307.00	\$ 19,930.28
Remitted	\$	\$	\$	\$



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

<b>Glen Ellyn Fire</b>	\$ 0	\$ 0	\$ 15,880.00	\$ 15,880.00
Remitted	\$	\$	\$ 15,880.00	\$ 15,880.00
<b>Glenside Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>Hanover Park Fire</b>	\$ 28,533.60	\$ 864.00	\$ 1,588.00	\$ 30,985.60
Remitted	\$	\$	\$	\$
<b>Hinsdale Fire</b>	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
<b>Itasca Fire</b>	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$ 794.00	\$ 794.00
<b>Lisle-Woodridge Fire</b>	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$	\$
<b>Lombard Fire</b>	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$	\$
<b>Oakbrook Terrace Fire</b>	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$	\$
<b>Oak Brook Fire</b>	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
<b>Pleasantview Fire</b>	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$ 3,176.00	\$ 3,176.00
<b>Roselle Fire</b>	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$	\$
<b>Tri-State Fire</b>	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$	\$
<b>Villa Park Fire</b>	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$ 794.00	\$ 794.00
<b>Warrenville Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>West Chicago Fire</b>	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
<b>Westmont Fire</b>	\$ 0	\$ 0	\$ 960.00	\$ 960.00
Remitted	\$	\$	\$	\$
<b>Wheaton Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
<b>Winfield Fire</b>	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$ 397.00	\$ 397.00
<b>Wood Dale Fire</b>	\$ 0	\$ 0	\$ 3,970.00	\$ 3,970.00
Remitted	\$	\$	\$ 3,970.00	\$ 3,970.00
<b>York Center Fire</b>	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$



# Emergency Telephone System Board of DuPage County Monthly Report

**May  
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## 9-1-1 CORE SYSTEM MANAGEMENT

**ETSB On-Call Events:**

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

Agency	Date	Event	Description of Issue	Resolution
DU-COMM	4/7/26	N	Lisle PD/Village phone hacked. DU-COMM called to update us.	Checked 911 system. Updated them there is no action needed from our side.
DU-COMM	4/21/26	N	Called to confirm Purvis was running on the primary server.	ETSB confirmed we were running on primary.
DU-COMM	4/24/26	N	Dialed on-call number by mistake.	NA
DU-COMM	4/25/26	E	TC was unable to bring up his windows in CAD.	Reset user CAD monitor layout.

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

History	2024		2025		2026	
Category	Opened	Closed	Open	Closed	Opened	Closed
MPS	624	624	494	485	118	89
CAD	516	516	558	558	93	72
Total	1140	1140	1052	1043	283	161

**Same Month Comparison**

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	485	118	89
CAD	558	558	93	72
Total	1052	1043	283	161

**MPS Ticket Reporting:**

Past Month										
Totals			Categories of Open Tickets							
Totals	Closed	Config	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
40	36	3	10	6	1	3	1	4	6	6

**CAD Ticket:**

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
20	14	6	6	0	8



# Emergency Telephone System Board of DuPage County Monthly Report

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## **CAD Administrator Activity:**

### **Database Management**

- Performed manual LEADS lookups using SSMS.
- Generated custom SQL queries to identify PROQA translations requiring updates.
- Executed SQL queries to support an internal MPS message audit for an agency.

### **CAD Configuration**

- Administered CAD user accounts, including onboarding, access modifications, and deactivations.
- Managed CAD Units, including LEADS access approvals.
- Deployed updated GIS mapping to the Training/Test CAD environment.

### **CAD Issue Resolution**

- Resolved an issue where CAD recommendations failed for ACDC.
- Resolved a user login issue.
- Investigated a report that CAD sent an incident to Active911 for Stone Park; confirmed CAD transmitted correct data and that Active911 plotted the address incorrectly.
- Investigated a report that a CAD Event changed on its own; determined the event did not change automatically—the dispatcher inadvertently modified the Event Type code.

### **System Development and Deployment**

- Deployed a fix addressing a Common Place issue in MPS when officers self-initiate a call.

### **Collaboration and Meetings**

- Assisted a fire agency experiencing issues downloading CAD data into FireRMS and guided their IT team through resolution.
- Deployed a Mobile Responder update in coordination with Hexagon support.

### **CAD Projects:**

ProQA Version v5.1.1.53 Logic Version 14.0.467

Notification October 24, 2025 of release notes

Current Status: Partially completed

ACDC: Completed January 2026

DU-COMM: In-Progress

Update: ETSB reviewed the updated information that DU-COMM provided and sent back the changes to them on April 12, 2026 for review prior to the changes being loaded into the system.

### **CAD Interface Projects:**

#### Flock Drone:

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

Current Status: On Hold per Chief Strockis as of April 27, 2026

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



# Emergency Telephone System Board of DuPage County Monthly Report

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## Hanover Park FUSUS:

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

Status: In-Progress

Update: Policy 911-013.1 was supplied to Hanover Park on April 8, 2026. Hanover Park advised that they have this on the Village Board Meeting on May 7, 2026. This is expected to come to the ETS Board on May 13, 2026, for approval, pending Hanover Park Village Board Approval.

## Hinsdale Axon Auto-Tagging:

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

Current Status: Pending Agency Response

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

## Hanover Township Tablet Command:

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

Current Status: Pending

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

## Tablet Command LSI Integration

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

Current Status: In-Testing

Update: Obtained ETS Board approval on April 8, 2026. The ETSB staff and Hexagon are in the process of developing the new data points and the project is expected to be completed by the end of April 2026.

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

Project Steps are listed below:

1. Hexagon will modify the existing Xalt interface adding Location Specific Information data.
2. Validate and test with new LSI data
3. Deploy new interface modification to production (Planned week of May 4)

Lombard Tablet Command: Project Started: February 2026 Ticket #21368

Current Status: On-Hold

Update: Lombard Fire would like to implement Tablet Command and has reached out to the ETSB for information on the interface. In working with the Bartlett Fire Chief, the Chief has indicated that he intends to oversee this interface much like Addison Fire handles ImageTrend. This simplifies the process for ETSB staff. Lombard Fire has been referred to Bartlett Fire. ETSB followed up with Lombard on April 14, 2026 and was advised that they are still in discussions about the different levels of implementation.

Estimated Cost: TBD

## CAD Focus Group:

Next Meetings: May 5 (in-person) and May 19, 2026

The CAD Focus Group met on April 7 and 21, 2026.



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

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

The following items were discussed:

**CESSA / Protocol 41 Training**

The PSAPs continue to work together and with ETSB to move forward with CESSA implementation. The next Cohort 2 meeting is scheduled for May 11. On April 9, ETSB, ACDC and DU-COMM met to discuss Protocol 41 usage. Topics included what optional Key Questions to include in caller interrogation, what type and sub-type codes to use in CAD, and response determinant/send-point timing vs 988 transfer requirements. The codes have since been created in CAD, and the next step is for the PSAPs to determine response recommendations.

ETSB and the PSAPs will meet in person again for the May 5 CAD Focus meeting to further discuss next steps. A representative from the County Health Department will also be attending the meeting to provide an update on the conversations they have had with the state regarding use of their existing 988/MCRT resources and how they will be involved/contacted with 988 transfers and co-responses.

**911 System Memos:**

**New Memos:**

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

Status: In Process

Update: The type code of CRISIS-41M has been created and placed on Test CAD with three subtype codes: 988-TRANSFER (no response – transferred to 988 center), CO-RESPONSE (hybrid response include PD/FD + MCRT), and 911-RESPONSE (police and fire response required). The next step for this is for PSAPs to determine what they would like the police and fire response recommendations to be for the CO-RESPONSE and 911-RESPONSE subtypes.



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

**Pending Memos:**

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

Status: Pending

Update: CAD Focus Group has been discussing solutions to an issue where mutual aid police units occasionally display on different tabs than that of the primary call, causing the dispatcher to have to toggle between multiple tabs to account for all officers assigned to the same event. PSAPs and ETSB attended a demonstration at DU-COMM on March 24 where DU-COMM presented a potential solution on test CAD and potential pros and cons were discussed. ACDC had planned to discuss the issue at their April 21 Police Operations meeting to get feedback, but the meeting was cancelled. Their next opportunity will be at the May 19 ACDC Police Operations meeting.

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

Status: Pending Vendor

Update: On the weekly calls status calls with Hexagon and Motorola, ETSB has been informed the issue is at a standstill because of programming/engineering incompatibility. No timetable has been provided for a resolution.

Memo 137: Hidden Pop-Up Messages

Status: Closed

Update: This pop-up alert occurs when an Event Entry Form has remained open for 2 minutes without being submitted for dispatch or closed out. This pop-up can be hidden if additional Event Entry forms are opened and layer on top of the original, and if not acknowledged prevents the TC from being able to enter additional details or utilize command line functions, giving the appearance of CAD “freezing.”

The request was made for Hexagon to have the pop-up remain in front of all windows until acknowledged. Hexagon responded that this was not possible and could only be done via an enhancement request.

At the last CAD Focus Group meeting, it was agreed that this is no longer occurring or being reported with any significant frequency, and the recommendation to close out the memo was made at the April 3 Directors’ meeting with no objections. This memo is now closed.

**Enhancement Requests:**

None at this time.

**ETSB Network**

History	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	94	84

**Same Month Comparison**

Category	2025		2026	
	Open	Closed	Open	Closed
Absolute Secure	131	131	94	84



# Emergency Telephone System Board of DuPage County Monthly Report

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Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
14	12	3	9	0	0

**ETSB Network – Absolute Secure:**

No issues reported. Currently there are approximately 950 licenses in-use.

**Comcast Maintenance / Trouble Tickets:**

No issues to report and no upcoming maintenance is planned.

**Windows Patching:**

All quarterly patching updates for the week of April 6 were completed successfully.

**VMware Maintenance:**

Nothing was planned in April 2026.

**Miscellaneous:**

- New Solar Winds SQL and front serves are operational. Continuing to work on alerts setup.
- Quotes for Exagrid backup storage replacement are in review.

**RapidSOS Communicator:**

The training schedule below has been established for both PSAPs:

DU-COMM

May 4, 2026 – 12:30 to 15:00, 15:00 to 17:30

May 5, 2026 – 07:00 to 09:30, 12:30 to 15:00, 15:00 to 17:30

ACDC

May 6, 2026 – 07:00 to 09:00, 14:30 to 16:30

May 7, 2026 – 07:00 to 09:00, 12:00 to 14:00

**Customer Premise Equipment (CPE)**

There were no projects or issues last month.

**Tech Focus Group:**

**Next Meetings:** May 4 and May 18

The Tech Focus Group met on April 6 and April 20, 2026. (April 20, 2026 meeting was cancelled).

**Projects Discussed:**

**FSA RIU Network Design**

Purvis has supplied DuPage with a proposed design solution on March 24, 2026. ETSB and the Tech Focus Group team did not review the Purvis proposal during the April 6 meeting. The group asked for some additional time, the plan is to review the proposal during the May 4 meeting.

**Tablet Command LSI Data**

The group was provided with an update of project.



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

Purvis Central Server Migration

The group was provided with an update of project.

New Project Requests:

No new requests for April 2026.

New Interface Requests:

No new requests were reviewed for April 2026.

Recommendations made:

None during the last group meetings

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

No new system memos were discussed in the past month.

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

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

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	45	45

Past Month						
Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
6	6	5	1	0	0	0



# Emergency Telephone System Board of DuPage County Monthly Report

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Ticket solved - Date	Agency	Ticket subject	Component	Resolution
4/8/26	West Chicago Fire Station #5	RTS and Light Issues	RTS	Restart/Power Cycle
4/8/26	Oakbrook Terrace Fire Station #49	System Fault Purvis Screens	TOT Grid Power Supply	Replaced Component
4/10/26	Tri State Fire Station #124	Purvis screens down	Message Board	Issue Cleared on Own
4/13/26	Bartlett Fire Station #1	Configuration file error	Station Configuration	Configuration Push
4/22/26	Carol Stream Fire Station #29	Purvis Monitor down	Message Board	Replaced Component
4/23/26	Addison Fire Station #72	Fire station alerting board down	TTS	Restart/Power Cycle

**FSA Projects:**

Fire Station Alerting System-wide Upgrade:

Status: In Process multiple phases

Dependencies: DU-COMM RIU project

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

RIU: DU-COMM project 2021

Status: Completed in June 23, 2025

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

Phase 1: Purvis FSA IP Information Request

Status: Completed June 2025

Phase 2: Central Servers Installation:

Status: Completed in August 2025

Phase 3: Purvis Server Migration:

Current Status: Completed

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

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

Phase 4: Purvis Version 4.9 Upgrade:

Current Status: Re-scheduled for week of May 18, 2026

Update: On April 21, 2026, ETSB and Purvis began the scheduled Purvis Version 4.9 software upgrade. During the process, the team encountered connectivity issues with two fire stations. Because of the vendor's inability to access the affected devices, thus eliminating the ability for a timely resolution, ETSB and Purvis jointly made the decision to roll back the upgrade on all previously completed stations as well as the secondary central server.



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

This rollback was performed to ensure the environment remained consistent and to prevent any risk of mismatched software versions, which could impact Fire Station alerting operations.

ETSB is currently coordinating with the affected agencies IT staff to diagnose and resolve the station connection issues. Once access has been fully restored and Purvis has validated connectivity to all necessary environments, the software upgrade will be rescheduled and completed.

ETSB is planning to re-schedule the upgrade during the week of May 18, 2026.

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

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

Current Status: In Process – Pending successful version 4.9 server upgrade in phase 4.

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

**Fire Standardization Focus Group (FSA):**

**Next Meetings:** May 7 and May 21

The Fire Standardization Focus Group meetings on April 9 and April 23, 2026.

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



# Emergency Telephone System Board of DuPage County Monthly Report

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LiveMUM Application:

ETSB and Deccan are continuing to scrub and consolidate the spreadsheets uploaded by the agencies. Upon finalization of this effort, the ETSB will review the documents with the Fire Standardization Group to ensure all the information is accurate. Upon confirmation from the Fire Standardization Group, ETSB will map out a plan to work with Deccan to get the system Units and Station information updated in the system.

Action Item List:

- Review Unit spreadsheet for accuracy and update on Monday.com
- Review Station spreadsheet for accuracy and update on Monday.com

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

Unit Document

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

Unit Status Document

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

Station Document

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

Special Stations PERK

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

ETB (Estimated Time Back) Document

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

**Geographic Information Systems (GIS):**

History	2024		2025		2026	
	Opened	Closed	Opened	Closed	Opened	Closed
GIS	221	221	581	581	110	45



# Emergency Telephone System Board of DuPage County Monthly Report

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Past Month								
Totals		Categories of Open Tickets						
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range
30	3	76	76	58	10	12	2	6

**GIS Map Roll:**

ETSB, in collaboration with County GIS, performed the Training map roll on April 23, 2026. Currently pending PSAP review of the tickets to ensure everything is plotting and configured as expected. Once confirmation is received, ETSB will schedule the production map roll date.

**GIS Redistricting Annual Status:**

No new projects in April.

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

No report.

**Database Version and Updates:**

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

**School Critical Incident Mapping:**

Nothing to Report.

**GIS Projects:**

**Itasca Fire Protection District Redistricting**

Project started: February 4, 2026

Current Status: In Progress

Update: Itasca Fire Protection District kicked off their redistricting efforts on February 4, 2026. GIS is current to all of requests and follow-up correspondence as of 3/31/2026. GIS created the first Training Version of the database on February 11, 2026, for DU-COMM and ETSB to test out reflecting ITF's new fire district polygon layout as part of the test map roll. GIS will create a second Training Version for additional testing for the upcoming map roll.

**Lisle Woodridge Fire Protection District Redistricting**

Project started: February 5, 2026

Current Status: In Progress

Lisle-Woodridge Fire Protection District kicked off their redistricting efforts on February 5, 2026. GIS is current to all of the LWF's deputy fire chief's requests and follow-up correspondence as of March 31, 2026. GIS will create the first Training Version of the database, for DU-COMM and ETSB to test out reflecting LWF's new fire district polygon layout as part of the test map roll.

**DuJIS PRMS:**

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



# Emergency Telephone System Board of DuPage County Monthly Report

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## 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: 34

Current Open Items: 5

Closed Items: 3 in April

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

	Site	Date Opened	Date Closed	Description	Updates
1	ACDC	4/6/26		OP 18 is out of service	CCHUB will be swapped out.
2	DU-COMM	3/27/26		Problematic issues require AXS logout and computer reboot	Motorola has suggested rebuilding op19 from the OS up – In-Progress
3	ACDC	3/19/26		Active AXS sessions lost SDM connection	With Motorola engineering for root cause. The problem is resolved just pending understanding of what caused the issue
4	DU-COMM	3/18/26		Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly.	With Motorola engineering for root cause. The problem is resolved just pending understanding of what caused the issue.
5	DU-COMM	3/13/26		AXS OP 22 radio console logged off and unable to log back in, even after rebooting the computer.	With Motorola engineering for root cause. The problem is resolved just pending understanding of what caused the issue.
6	ACDC	2/23/26	4/10/26	Intermittent issue with Fire Layouts	Motorola working with engineering on root cause
7	DU-COMM	2/4/26	4/10/26	OP 2 is not being recorded on Vesta IRR	User action caused issue
8	DU-COMM	1/19/26	4/1/26	Headset audio at OP 18 muted.	User accidentally muted external output ports
9	DU-COMM	2/11/26	3/18/26	OP 22 console logged out and required a reboot	Motorola Engineering Team is investigating
10	DU-COMM	3/10/26	3/12/26	OP 19 MON 1 speaker's volume is turned down to ZERO.OFF, but volume can still be heard. LOUD.	Motorola Tech Onsite to correct configuration
11	DU-COMM	2/25/26	3/12/26	OP 4 Monthly patch update failed.	OP 4 received monthly patch update without issue. Closing
12	DU-COMM	1/8/26	2/5/26	Alert tone overwriting other traffic	Toggle the Emergency Tones to Headset field in the PM and distribute the config change.



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

13	ACDC	12/18/25	2/23/26	Lost 2 agencies for SDM resources doors and panic alarms	Updated SDM to latest software version
14	DU-COMM	1/14/26	2/4/26	POS 14 logout	Fixed in AXS 3.5.308
15	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
16	ACDC	9/8/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
17	ACDC	9/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
18	ACDC	9/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue
19	ACDC	10/9/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
20	DU-COMM	10/12/25	1/15/2026	OP18 that logged itself out	Fixed in AXS 3.5.308
21	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
22	DU-COMM	10/18/25	1/15/26	OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	Fixed in AXS 3.5.308
23	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
24	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
25	DU-COMM	10/31/25	1/19/26	OP25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic	Fixed in AXS 3.5.308
26	DU-COMM	11/5/25	1/22/26	Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not enough information to investigate the issue.
27	ACDC	11/6/25	1/22/26	OP20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Headset re-mapped in PCT tool. Resolved
28	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue
29	DU-COMM	11/20/25	1/21/26	OP25 AXS console position's CCHub IRR audio output is not working	Windows updates resolved the issue.
30	DU-COMM	12/3/25	1/22/26	OP4 randomly logging off on 11/30/25 at 1755.	MTN 185-25 new software update corrected the issue
31	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved
32	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
33	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
34	DU-COMM	11/25/25	1/21/26	OP 28 Left headset jack is not working, no audio in or out.	Headset jack box replaced issue resolved

### **Firmware Updates:**

Firmware - Police: Complete as of February 4.

### **Code Plug Updates - Fire agencies:**

**NWCD update:** The NWCD encryption cutover update has been completed as of April 16.



# Emergency Telephone System Board of DuPage County Monthly Report

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## **Encryption:**

The ADP to AES encryption plan has been revised and was provided to the Police Focus Group for review in April.

First touch of the Police radios for the encryption was completed on March 24.

## **APXNext XN Holsters:**

A few agencies reported issues with the Boston Leather holsters provided with the APXNext XN radios. ETSB does not cover the cost of replacement holsters after deployment; however, ETSB has brought this to the attention of Motorola for a warranty or defect claim given the volume of holsters. Agencies reporting an issue have been asked to submit a Zendesk ticket, include photographs of the defect, and retain the holster for review. In addition, ETSB provided PSAP Directors with a plastic holster so that they could distribute it during their Ops meetings as an alternative plastic holster option for the APXNext XN radio, identified on the authorized accessories sheet of Policy 911-005.8: DEDIR System Subscriber Unit Requirements, Part No. PMLN8601A, at a current cost of \$52.56. Fire Chiefs may determine the holster option most appropriate for their agency's operational needs, including custom or personally selected holsters.

## **Mobile Deployment:**

A partial shipment of mobiles was received on April 9. A second shipment was received on April 30. As previously noted, police radios will be first and then new vehicles/8500s already installed.

## **CommandCentral Aware:**

Following the April 6 PAC discussion, the CommandCentral Aware application form and Excel worksheet were revised and clarified to better distinguish who may be seen, who may view others, and how each layer functions. The revised form and Excel worksheet were distributed to all agencies through the "Policy Sign Off" Monday.com dashboard. ETSB staff have since received and reviewed several applications, which are included on the agenda for recommendation of approval to the ETS Board. The same resolution approving the current applications also authorizes the PAC to approve future CommandCentral Aware applications.

## **APX4000:**

As reported last month, an encryption plan for APX4000s retained by agencies is being formulated.

## **PAC Focus Groups**

The Police Focus Group met on April 6. The Fire Focus Group did not meet in April; a meeting is scheduled for May 13, 2026.

## **PAC DEDIR System Monthly Summary**

### **Motorola Wednesday Morning Status Call – April 1, 2026**

**AXS Consoles:** All consoles are installed and running. There are two positions at ACDC that Motorola is actively working to get up and running, appear to be equipment issues and not software related. Continuing to work with Tier 2 service for root cause on consoles tickets that are still open. Working to progress towards ATP and Final Acceptance.

Additionally, as part of the coordination between the AXS project and the encryption project, Matt Downer will begin preparing the consoles for the encryption changes shortly, date to be determined.



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**DFSI:** ACDC is still having issues with crossmute tables. Steve Fiedler and Matt Downer are working with Jim Connolly to get this resolved. For DU-COMM Motorola's engineering teams are continuing to work with the product teams and Leonard to solve the Red X issues and what is causing communication issues between the devices. Waiting for more feedback on action items.

**Encryption:** The plan for encryption that involves going to clear channels and switching system wide back to encryption has been provided to Director Zerwin with potential dates if the work is approved by the 4/6 proposed start date. Motorola is waiting on final approval from ETSB to proceed.

## **Motorola Wednesday Morning Status Call – April 8, 2026 – no call, ETS Board meeting**

### **Motorola Wednesday Morning Status Call – April 15, 2026**

**AXS Consoles:** No status change at this time. With Brianna out Chris Severns was unable to get an update on open tickets. Motorola is still working with Tier 2 support on finding cause and resolution on a few items. Hopefully these can be addressed and ATP can be achieved.

In addition, Matt Downer will be in DuPage next week to start work on the encryption programming on all consoles at both PSAPs. He has already reached out to Nate Krause and Gregg Taormina and has scheduled to start work at ACDC.

**DFSI:** Steve Fiedler has stepped in to assist ACDC with the crossmute issues that they have been seeing. Motorola have a meeting scheduled for 4/23 to continue to address these. For DU-COMM, Motorola engineering is continuing work with James Erlain on working through these issues. They are now looking at NAC and DCG configurations. Pete Back is supposed to follow up with James for additional information on potential steps for information tracking.

**Encryption:** The encryption project is proceeding and we are entering phase 2. At this time Jennifer Hurd has been working on pre-go live work and has most of that completed on her end. Starcom has started to perform their work on the KMF and has advised it was completed earlier this week. Matt Downer will be on site next week to continue to work on consoles and preparing for encryption. The next Motorola internal encryption meeting will take place on Tuesday prior to the DuPage Service call, so we will have a detailed update on that Wednesday.

## **Motorola Wednesday Morning Status Call – April 22, 2026 - PM transition meeting**

**AXS Consoles:** Brianna walked through the current open tickets for the installed consoles. MSI Team working on cleaning up the remaining issues. ETSB is interested in knowing the root cause (where applicable). ATP for DU-COMM consoles is pending, Final Acceptance pending for ACDC and DU-COMM.

**DFSI:** Matt Downer is working on crossmute issues due to intro of DFSI channels, working with Jim Connolly. For DU-COMM Motorola is currently working through NAC code issue (Leonardo does not understand MSI NAC code). Per Matt Downer, changing the NAC code on the MSI is not possible, checking with Leonardo to see what they may be able to do.

**Encryption:** Phase 2/implementation kicked off, Chris Severns updated that the effort did not start on 4/6. Team is currently executing pre-work, completed several tasks to date. Codeplugs ETA target is 5/8, and the update to the subscribers is targeted for 5/15. Jennifer Hurd is working



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through which agencies are to receive the double code plug, will communicate to Director Zerwin. Smaller group will get the codeplugs first for testing, and Nate Krause will help train end users on this.

Per Matt Downer, ACDC consoles are ready for encryption, DU-COMM console prep may start on 4/23. Matt commented he needs a KVL for the AIS boxes. STARCOM maintenance impacting pre work this week and next, but Matt will push forward where/when he can. Chris Severns updated that the initial 5/26 go live target was not feasible due to the delayed start, the team would work to ID/share a new go live target.

### **Motorola Wednesday Morning Status Call – April 29, 2026 – PM Richard Nita**

**AXS Consoles:** Motorola MSI Team is working on cleaning up the remaining/open issues for the DU-COMM installed consoles, including root cause information. The DU-COMM console ATP is gated by open issues. Final Acceptance pending for both ACDC and DU-COMM.

**DFS:** DU-COMM currently working through NAC code issue. Per MSI SE/Development, Leonardo must change their configuration to pass the specific NAC code F7E. The Motorola DCG9000 equipment has a hardcoded NAC and cannot change it on the console side; if it receives the wrong NAC code, it will simply discard the packet. Changing the NAC code on the MSI is not possible, Motorola is checking with Leonardo to see what they may be able to do. The team also is working to resolve a port configuration issue: the Leonardo stations use the same control port (6999) and voice port (9666) across all stations, but the provisioning manager (PM) requires each port number per DCG to be unique. ATP gated by these two issues. 4/23; attended a working call on crossmute issues, Matt Downer and Steve Fiedler working with Jim Connolly to close out.

**Encryption:** From a pre-work perspective, all consoles at ACDC and DU-COMM have the UKEKs, RSIs, and passwords loaded. The AIS box at each location remains to be prepped, will require a KVL (Matt Downer to work with Jennifer Hurd and Director Zerwin on this). Still need to execute Provisioning Manager portion (Matt Downer would like Sean Higgins available to support). STARCOM maintenance impacting pre work this and next week, but Matt will push forward where/when he can.

Jennifer Hurd is working with Director Zerwin on which agencies are to receive the double code plug. A smaller group will get the code plugs first for testing, and Nate Krause will help train end users.

Also, please note that PM Chris Severns has taken a new position outside of Motorola, effective April 24, 2026. PM Richard Nita will be taking his place. Motorola and ETSB met for a transition meeting on Wednesday, April 22, 2026.



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**Intergovernmental Agreement (IGA):**

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

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



# Emergency Telephone System Board of DuPage County Monthly Report

## May Board Meeting

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



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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Jennifer Hurd, Motorola System Manager  
**DATE:** April 27, 2026  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes have been identified and updates are being progressively sent to users in two phases (1<sup>st</sup> phase a NWCD update to secure including the vFD 3 and direct update, and the 2<sup>nd</sup> phase is a correction for Zone 33 FG power). All agencies have now completed the first update, thank you to all of those who helped get this done. Seventeen agencies have completed the 2<sup>nd</sup> update, twelve remain (ADF, BLF, CSF, GEF, ITF, LWF, LOF, OTF, PLF, WRF, WFF, YCF).

**APX Next Police Portables:**

Encryption - The ADP to AES encryption plan between ETSB and Motorola has been approved. A step-by-step plan has been created outlining the necessary steps to make the change to both the system and the radios.

First touch of the Police radios for the encryption plan is now complete. All agencies have completed the site visit and all outstanding radios have been brought in for keyloading. This site visit also included one battery swap providing a new battery dated 2025. Your help getting this completed has been greatly appreciated.

**APX 4000 Portable:**

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

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

Wheaton PD WHP Stienke 426CXZ1209

**APX8500 Mobile:**

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

**APX7500 Mobile:**

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

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Command Central – Discussions are underway regarding CommandCentral layers related to PD agencies sharing location data and access to historical information. Access has been provided and input had been requested from several key users. ETSB has received initial feedback. Testing is ongoing and feedback is continuing to be shared. Police agencies are now submitting their user layer requests to Monday.com.

### **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 talk groups 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 users accept the updates on the radio.

Codeplug Creation: A new double codeplug for the Police APX Next radios is being created. This includes both the current radio zones and channels and a second similar for use after the transition to AES encryption.

Radio Alignment: There were none last month.

### **Service Tickets**

2025	Year to Date	
	Opened	Closed
Category		
APX7000XE	72	78
APXNext (PD)	153	108
APXNextXN (FD)	142	84
APX 8500 mobile)	15	7
APX4000	36	28
<b>Total</b>	418	305

### **March**

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	65	56	2	2	0	0	0	2
APX Next (PD)	118	66	12	4	0	6	0	2
APX NextXN (FD)	32	17	7	2	1	3	1	2
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	23	16	3	2	0	1	0	2
<b>Total</b>	248	161	24	10	1	10	1	8

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April Through 4/27/2026

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	65	56	0	0	0	0	0	0
APX Next (PD)	134	71	16	5	0	8	1	7
APX NextXN(FD)	48	20	16	3	6	5	3	2
APX 8500(mobile)	11	6	0	0	0	0	0	1
APX4000	23	16	0	0	0	0	0	0
<b>Total</b>	281	169	32	8	6	13	4	10

**STARCOM21 Scheduled Maintenance:**

System Maintenance: Starcom maintenance is now being completed quarterly. The next planned patching activity is planned for May.

5/13/2026 9:00 AM CDT

5/14/2026 8:30 AM CDT

System Patches / planned maintenance:

The Motorola Starcom team completed a software migration on the server at the Zone 1 (Dupage) core location on 4/21 and 4/22. This included a zone controller roll on each of those days at 8:45AM. A momentary outage was observed at the dispatch centers each of those mornings. In addition, on Tuesday 4/21 Wave 5K, Critical Connect, Wave PTX, SmartConnect, and data applications such as location observed partial outages.

STARCOM21 Unscheduled System Outages: There were none last month.

CommandCentral Patches: Motorola Solutions has a scheduled product release for CC. Users may experience device disconnections for a short interval during this time period.

Maintenance Window:

Start: 29/Apr/2026 @ 10:00 PM CDT (UTC -5)

End: 30/Apr/2026 @ 5:00 AM CDT (UTC -5)

CommandCentral unplanned outage:

Services down: Apr 14, 2026 - 08:50 CDT

Services restored: Apr 14, 2026 - 09:42 CDT

SmartConnect Patches: There were none last month.

Radio Central Patches: RadioCentral was updated to SR2026.1 on March 19. No service interruptions were anticipated from this update.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:

One radio remains outstanding to be transitioned to the new Radio Central. This radio is pending installation of an update.

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

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

**Meetings:**

PAC Meeting: Monday, April 6, 2026

ETSB Podcast: Tuesday, April 14, 2026

**Training:** None

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Grade of service report:

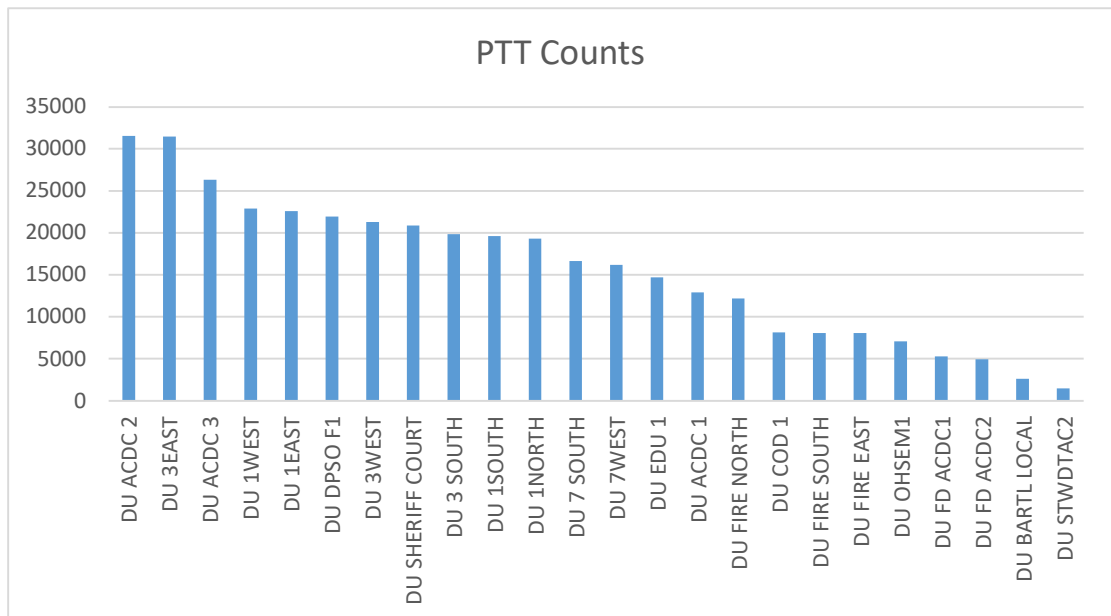
March 2026 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	24.02	4.08	6.32	31.00	2931.19	14698.71	5.01	0.00	0.00	0.00
1:00:00	0.00	21.09	3.58	6.82	31.00	2417.45	12904.03	5.34	0.00	0.00	0.00
2:00:00	0.00	17.08	2.90	7.50	30.00	2016.57	10454.87	5.18	0.00	0.00	0.00
3:00:00	0.00	14.95	2.54	7.86	31.00	1702.32	9150.10	5.38	0.00	0.00	0.00
4:00:00	0.00	14.42	2.45	7.95	31.00	1669.06	8822.26	5.29	0.00	0.00	0.00
5:00:00	0.00	14.36	2.44	7.96	31.00	1652.32	8786.77	5.32	0.00	0.00	0.00
6:00:00	0.00	15.59	2.65	7.75	31.00	1805.23	9539.61	5.28	0.00	0.00	0.00
7:00:00	0.00	23.45	3.99	6.41	31.00	2775.42	14350.87	5.17	0.00	0.00	0.00
8:00:00	0.00	30.87	5.25	5.15	31.00	3614.45	18895.00	5.23	0.00	0.00	0.00
9:00:00	0.00	34.84	5.92	4.48	31.00	4116.10	21322.90	5.18	0.10	2.26	23.33
10:00:00	0.00	35.54	6.04	4.36	31.00	4239.97	21748.16	5.13	0.00	0.00	0.00
11:00:00	0.00	33.38	5.67	4.73	31.00	3958.94	20428.32	5.16	0.00	0.00	0.00
12:00:00	0.00	35.37	6.01	4.39	31.00	4199.35	21646.90	5.15	0.13	0.16	1.25
13:00:00	0.00	35.58	6.05	4.35	31.00	4175.94	21777.90	5.22	0.00	0.00	0.00
14:00:00	0.00	34.73	5.90	4.50	31.00	4166.39	21254.45	5.10	0.03	0.06	2.00
15:00:00	0.00	36.57	6.22	4.18	31.00	4418.39	22382.42	5.07	0.00	0.00	0.00
16:00:00	0.01	35.67	6.06	4.34	31.00	4285.06	21830.71	5.09	0.29	2.26	7.78
17:00:00	0.00	33.85	5.75	4.65	31.00	4050.48	20716.77	5.11	0.00	0.00	0.00
18:00:00	0.00	33.39	5.68	4.72	31.00	3956.13	20436.94	5.17	0.00	0.00	0.00
19:00:00	0.00	31.80	5.41	4.99	31.00	3842.77	19461.81	5.06	0.00	0.00	0.00
20:00:00	0.00	31.42	5.34	5.06	31.00	3828.06	19227.61	5.02	0.00	0.00	0.00
21:00:00	0.00	29.72	5.05	5.35	31.00	3660.61	18190.74	4.97	0.00	0.00	0.00
22:00:00	0.00	27.42	4.66	5.74	31.00	3417.23	16779.16	4.91	0.00	0.00	0.00
23:00:00	0.00	26.85	4.56	5.84	31.00	3316.29	16429.55	4.95	0.03	1.32	41.00



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3/31/2026 – 4/27/2026

Group Alias	PTT Count
DU 3EAST	31474
DU ACDC 2	31528
DU ACDC 3	26326
DU 1WEST	22903
DU 1EAST	22597
DU 3WEST	21299
DU DPSO F1	21932
DU 3 SOUTH	19856
DU SHERIFF COURT	20886
DU 1NORTH	19319
DU 1SOUTH	19596
DU 7WEST	16172
DU 7 SOUTH	16624
DU EDU 1	14686
DU FIRE NORTH	12178
DU ACDC 1	12920
DU FIRE EAST	8048
DU COD 1	8129
DU FIRE SOUTH	8056
DU OHSEM1	7078
DU FD ACDC1	5272
DU FD ACDC2	4929
DU BARTL LOCAL	2600
DU STWDTAC2	1480



911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Closed
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed
21	03/02/20	FSA	Additional Goals	Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed
36	05/27/20	TECH	Wmware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Closed
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed
67	07/30/20	CAD	Adjust name and tx field	Add field for alalrm and to companies that doesn't impact LOI	Closed
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021
70	08/04/20		Monday.com	Online project management tool	Closed
71	08/04/20	TECH	Vmware upgrade	Upgrade to VMware version 6.7	Closed
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percatages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight displatching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed

911 System Design Standardization Memos

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

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

For (Call Origin)

Creation Date: 05/01/2026 08:30:20 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 04/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	70,473	22,082	48,391	0	955	18,166	2,592	129	240	0	1,547	00:00:04
	Internal	3,911	0	3,911	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	17,287	0	17,287	0	0	0	0	0	0	17,287	0	00:00:00
	<b>Total</b>	91,671	22,082	69,589	0	955	18,166	2,592	129	240	17,287	1,547	00:00:04
<b>Total</b>		91,671	22,082	69,589	0	955	18,166	2,592	129	240	17,287	1,547	00:00:04

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

For (Call Origin)

Creation Date: 05/01/2026 08:42:49 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	227,935	89,329	138,606	0	2,721	72,041	13,557	207	803	0	8,477	00:00:06
	Internal	40,617	0	40,617	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	56,904	1	56,903	0	0	0	0	0	0	56,904	0	00:00:00
	<b>Total</b>	325,456	89,330	236,126	0	2,721	72,041	13,557	207	803	56,904	8,477	00:00:06
<b>Total</b>		325,456	89,330	236,126	0	2,721	72,041	13,557	207	803	56,904	8,477	00:00:06

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/01/2026 08:29:12 AM

Grouping: Site & Call Origin

Date Range: 04/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	24,983	6,048	18,935	0	497	4,735	740	25	51	4,675	425	00:00:04
<b>Total</b>	24,983	6,048	18,935	0	497	4,735	740	25	51	4,675	425	00:00:04

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/01/2026 08:40:40 AM

Grouping: Site & Call Origin

Date Range: 04/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	85,158	23,529	61,629	0	666	19,165	3,469	42	187	14,986	2,363	00:00:06
<b>Total</b>	85,158	23,529	61,629	0	666	19,165	3,469	42	187	14,986	2,363	00:00:06

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

For (Call Origin)

Creation Date: 05/01/2026 08:31:07 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	3,524	3,524	0	0	54	3,002	467	1	0	0	0	00:00:04
<b>Total</b>	3,524	3,524	0	0	54	3,002	467	1	0	0	0	00:00:04

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

For (Call Origin)

Creation Date: 05/01/2026 08:44:15 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	10,287	10,287	0	0	92	9,456	739	0	0	0	0	00:00:06
<b>Total</b>	10,287	10,287	0	0	92	9,456	739	0	0	0	0	00:00:06

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/01/2026 08:26:54 AM

Grouping: Site & Call Origin

Date Range: 04/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	904	904	0	0	11	765	128	0	0	0	0	00:00:04
<b>Total</b>	904	904	0	0	11	765	128	0	0	0	0	00:00:04

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/01/2026 08:42:15 AM

Grouping: Site & Call Origin

Date Range: 04/01/2026 12:00:00 AM - 04/30/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,742	2,742	0	0	17	2,535	190	0	0	0	0	00:00:06
<b>Total</b>	2,742	2,742	0	0	17	2,535	190	0	0	0	0	00:00:06

**Motorola Monthly Incident Report  
April 2026**

Incident Number	Site	Status Text	Ticket Open Date	State Reason	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003985156	DuComm Dispatch CTR	Pending	3/13/2026 10:49:37 AM	Pending Problem Management Activities	AXS radio console logged off and unable to log back in, even after rebooting the computer.	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: AXS radio console logged off and unable to log back in, even after rebooting the computer. Sent for RCA PRB0000056793		
INC0004012458	DuComm Dispatch CTR	pending	3/18/2026 9:36:29 AM	Pending Problem Management Activities	Point-of-Contact for ticket	Good morning, Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly. The following troubleshooting steps have been completed: Verified all cable connections are secure Rebooted the radio console Rebooted both the CCGW and radio console simultaneously Confirmed audio settings are correctly configured in Windows and within the AXS software Assigned to T2. Will need to create a PRB for Root Cause after the logs get pulled back.		
INC0004062073	Addison Consolidated Dispatch Center	Closed	3/27/2026 11:58:39 AM	Completed	SZ01401D47-Problematic issues require AXS logout and computer reboot. 3/26- Tx on FD ACDC 2 was NOT being heard by portables in the field. After extensive troubleshooting, a reboot resolved the issue. 3/27- IFERN audio not heard on MON1 speaker. FD ACDC 1 Rx audio not heard on UNSEL speaker. Reboot resolved the issue. Opening ticket...	Subject: Radio-19 problematic site ID : sz 01401d47 3- medium priority Problematic issues require AXS logout and computer reboot. 3/26- Tx on FD ACDC 2 was NOT being heard by portables in the field. After extensive troubleshooting, a reboot resolved the issue. 3/27- IFERN audio not heard on MON1 speaker. FD ACDC 1 Rx audio not heard on UNSEL speaker. Reboot resolved the issue. Opening ticket... DS created incident. DS dispatched via MOSS. Need the Specific times of these issues. to review the logs. As it stands not this is just a general complaint and can not be root caused. Based on the number of complaints about op19 at NMD 47, I would suggest rebuilding op19 from the OS up.	4/23/2026 1:05:00 PM	No Specific times of these issues to review the logs. As it stands this is just a general complaint and can not be root caused. Based on the number of complaints about op19 at NMD 47, I would suggest rebuilding op19 from the OS up. Actions Taken: Agent arrived onsite and verified the issue where field units were not hearing dispatch audio. It was noted that a nearby dispatcher was hearing OP19 TX audio in her unselect speaker. The operator was rebooted, and the issue has not recurred since. Logs from OP19 and LAN capture data were pulled and uploaded for further analysis. The ticket was escalated to Tier 2 for root cause investigation.
INC0004106453	Addison Consolidated Dispatch Center	Closed	4/6/2026 11:22:49 AM	Completed	Subject: sz 01401d47 medium priority OP 18 Radio Rx audio is not coming into headset of left and right jack while in IDLE state. Tx audio from left and right kack is faint on portable radio rebooted PC, same results. OP is out of service	Subject: sz 01401d47 medium priority OP 18 Radio Rx audio is not coming into headset of left and right jack while in IDLE state. Tx audio from left and right kack is faint on portable radio rebooted PC, same results. OP is out of service DS created inc and dispatched inc via MOSS. Per SC, DS set a reminder for 60 minutes to contact Sean Higgins if no acknowledgement. DS replied back to email.	4/28/2026 4:13:24 PM	F50 tested removing cable connection from Vesta SAM module to phone interface port 9 of CCHUB. With this removed, SELECT radio audio started routing to headset as it should. Rebooted SAM Vesta Phone module and reconnected to AXS CCHUB, tested good now. Keith/customer gave ok for closure.
INC0004182261	Addison Consolidated Dispatch Center	Resolved	4/21/2026	Completed	OP#4 clock is 90 seconds behind	Keith Marc/Customer /Addison Consolidated Dispatch Center/630 693 7519 called to open a p3 case.OP#4 clock is 90 seconds behind.DS dispatched via MOSS Call Summary: Customer contacted the agent to report an issue with a clock being 90 seconds behind at a specific site. The agent confirmed the site details, gathered necessary information, and successfully opened a ticket for the issue. The agent provided the customer with the ticket number for reference.	4/28/2026	OP4 w32tm /query /peers command returned 10.1.233.88, 89 and 90. Should be showing z001dc01 for primary ntp. stopped/started NTP then did a w32tm /resync and now showing z001dc01 for primary NTP and correct time.OP24 windows time was not even running. Started this, then ran OS reconfigurator with NTP info, rejoined to domain and now showing correct time and w32tm /query /peer returns correct results with z001dc01 as primary ntp source.Verified closure with Keith/cust.

Rave 9-1-1 Suite

2026										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	28,197	66,263	49	8.66%	100	1,465	0	0	33	21,694
February	28,257	66,404	60	8.68%	102	1,434	0	0	32	20,076
March	28,330	66,576	73	8.70%	166	1,601	0	0	45	23,820
April	28,370	66,670	40	8.71%	119	1,926	1	1	32	24,211
May										
June										
July										
August										
September										
October										
November										
December										
<b>2026 Totals</b>	28,370	66,670	<b>222</b>	8.71%	<b>487</b>	<b>6,426</b>	<b>1</b>	<b>1</b>	<b>142</b>	<b>89,801</b>



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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

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

TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: April 29, 2026  
RE: DuJIS RMS Monthly Update

---

### **Status:**

- OCR 10.0/MFR project will not proceed.
- OCR 3.7 version upgrade will take place.
- PRMS Oversight Committee voted on March 25th, 2026 to advance to contract negotiation with Mark43 .

### **Action Items:**

- RMS RFP Process
  - Continue conducting customer site visits.
  - Begin contract negotiations with Mark43.
- OCR 3.7 (current production version)
  - Testing OCR version 3.7 software update.
  - Engage with Hexagon on delivering next NIBRS version to address numerous bugs.
- NetRMS
  - Preparation for NetRMS data migration is underway.

### **Customer Support Collaboration:**

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

### **Next Month's Actions Items:**

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



# Hexagon Monthly Report

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

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	2	P2	1	P2	0
Below target	<input type="checkbox"/>	P3	15	P3	6	P3	0
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending April 30, 2026	
<b>GREEN</b>	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.</p>

Support Activities	
<b>Objectives Completed This Period</b>	
1. Weekly meetings were held. No Onsite meetings were held this month.	
2. 8_support tickets were resolved in the month of April 2026.	
3. CAD Side call with Hexagon support is ongoing.	
4. RMS Side call with Hexagon support is ongoing.	
<b>Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the coresponding #</b>	
<b>Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)</b>	
1. Focus and continued resolution on existing support SRs.	

Change Orders	Date	Status	Description

**Notes From Above Activites:**

FEBRUARY 2026



# ACDC MONTHLY REPORT

PREPARED BY:  
DIRECTOR MARILU HERNANDEZ

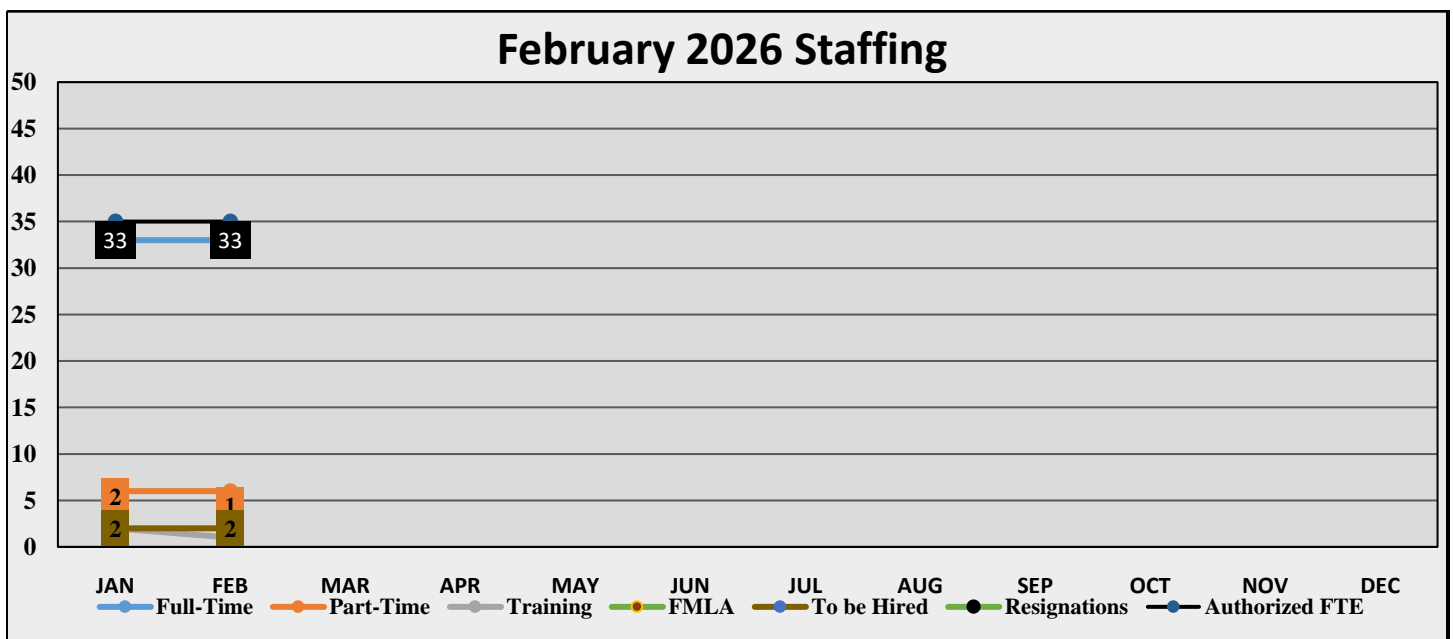


# STAFFING

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

## FEBRUARY:

- One police Probationary Telecommunicator (PT) is assigned to Day Shift with a CTO to finalize call-taking phase and moves to the shadow phase at the end of the month.
- Two new hires scheduled to commence, Monday, March 2



## RESIGNATION

N/A

## RECOGNITION

**Congratulations TC Na’Jae Oliver!** On New Year’s Day, 2026, TC Na’Jae Oliver demonstrated the profound impact a skilled dispatcher has on human life. At 1454, she answered a high-priority 911 call regarding a choking female in Westmont. With exceptional efficiency, she generated CAD within 22 seconds, and EMD instructions began just 34 seconds later.

Faced with a highly panicked caller and family, TC Oliver immediately took command. Her calm, steady presence stabilized the chaos. When the caller reported the patient had stopped breathing, TC Oliver seamlessly transitioned to CPR instructions—a critical pivot that is notoriously difficult under high stress.

Through her precise leadership and unwavering composure, the caller was able to perform CPR effectively. By 1457 —just three minutes after the initial call—the patient regained consciousness and began breathing on her own.

TC Oliver’s professionalism and expert use of EMD protocol, directly saved a life. Her ability to remain focused and compassionate during this crisis reflects the highest standards of our profession. Thank you, TC Oliver, for your lifesaving work and for embodying the vital mission of public safety.

## TRAINING

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

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

- 35 TCs participated in this month's HRLF training. The results for the choking call show we need to focus on this particular type of event.

HRLF Scenario 26-02 Scenario #1 Bensenville Armed Robbery		
Category	Question	Yes %
HRLF Scenario Basics	Created CAD properly?	94.29
	CAD created with two letter town code?	34.29
	CAD created within the time standard?	94.29
HRLF Scenario Goals	Address verification with technology?	94.29
	Say "Tell me exactly what happened"	97.14
	Weapons?	97.14
	Toned?	82.86
	Du-Flash broadcast?	82.86
	Obtained Description of Gun?	68.57
	Subject leaving description?	97.14
	Vehicle description?	100.00
	Updates Given Over the Air	91.43
	Injury?	97.14
HRLF Scenario Summary	Advised caller help was on the way?	94.29
	Used calming techniques/empathy?	91.43
	Completed on first attempt?	100.00
	Serious attitude towards training?	100.00
	Positive attitude towards training?	100.00
HRLF Tracking	Instructed witnesses to stay at the scene?	14.29
	Scene preservation instruction given?	17.14

Coach Comments Summarized: TCs stumbled through the tone/Du-Flash process on the radio console. TCs showed critical thinking and asked about number of occupants in the vehicle, time of occurrence, and location of the offender.

### HRLF Scenario 26-02 Scenario #2 Bloomingdale Choking

Category	Question	Yes %
<b>HRLF Scenario Basics</b>	CAD created within the time standard?	100
	Nature of the call determined?	100
	Created CAD properly?	97.14
	CAD created with two letter town code?	25.71
<b>HRLF Scenario Goals</b>	Address verification with technology?	88.57
	Used common place for address	37.14
	Say "Tell me exactly what happened"	65.71
	Used the Echo Fast Track for complete obstruction - choking?	74.29
	Choking verified question asked / do not slap him/her on the back	34.29
	Navigate EMD correctly?	71.43
	Read EMD script as written?	82.86
	<b>HRLF Scenario Summary</b>	Advised caller help was on the way?
Used calming techniques/empathy?		85.71
Completed on first attempt?		85.71
Serious attitude towards training?		97.14
Positive attitude towards training?		97.14
<b>HRLF Tracking</b>	Transferred to another agency?	0
	Toned?	0
	Call taker dispatched?	2.86

Coach Comments Summarized: TCs coached on the use of Echo Fast Track, Choking Verification questions and instructions, and navigating EMD.

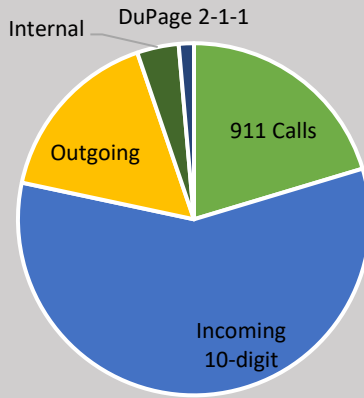
## Additional Training

- Two CTOs renewed CTO APCO certification
- One TC, one OM, and the PSC attended the UAV Part 107 Test Prep course and certified as Drone Pilots via the FAA
- The DD attended the online APCO PST renewal training
- One TC attended the in-person 3SI Security Training
- Three TCs attended the MABAS Training Summit 2026
- Special thanks to all the member agencies for the abundance of TC ride alongs for both police and fire

## PHONE CALLS ANSWERED

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
911 Calls	5,663	4,964											10,627
Incoming 10-digit	18,413	11,858											30,271
Outgoing	4,686	3,898											8,584
Internal	1,007	989											1,996
DuPage 2-1-1	460	267											727
<b>Total</b>	<b>30,229</b>	<b>21,976</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>52,205</b>

### ACDC YTD Phone Calls

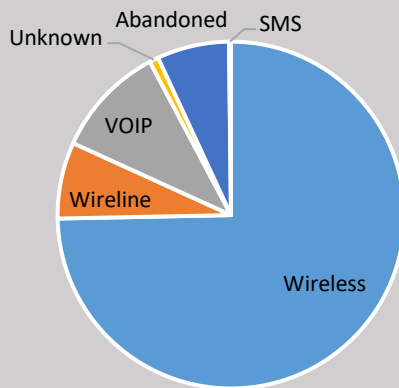


■ 911 Calls ■ Incoming 10-digit ■ Outgoing ■ Internal ■ DuPage 2-1-1

## 911 CALLS & TEXT-TO-911

911 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Wireless</b>	4,510	3,737											<b>8,247</b>
<b>Wireline</b>	430	533											<b>963</b>
<b>VOIP</b>	631	629											<b>1,260</b>
<b>Unknown</b>	51	43											<b>94</b>
<b>Abandoned</b>	406	342											<b>748</b>
<b>SMS</b>	11	22											<b>33</b>
<b>Total</b>	<b>6,039</b>	<b>5,306</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11,345</b>

### 911 Calls Received YTD

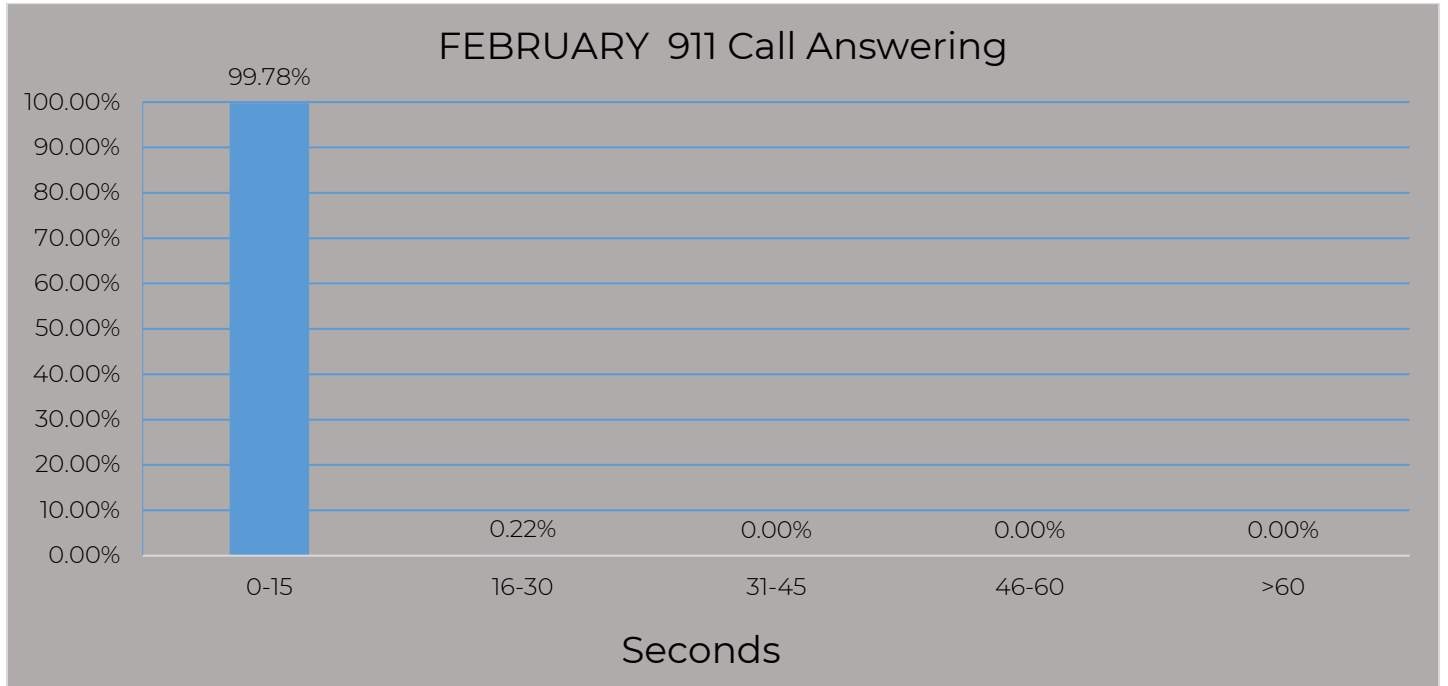


■ Wireless ■ Wireline ■ VOIP ■ Unknown ■ Abandoned ■ SMS

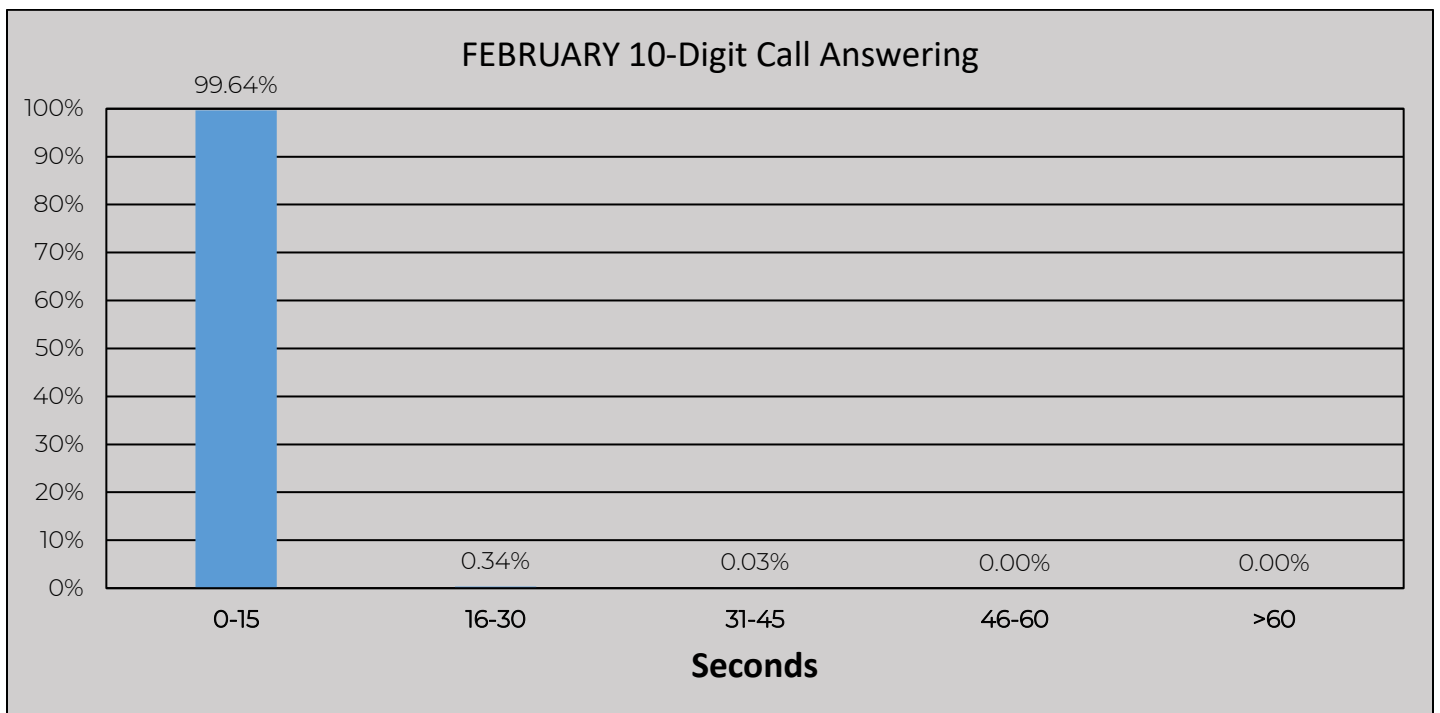
# NENA 911 Call Answering Standard

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

## 911 CALL ANSWERING



## 10-DIGIT CALL ANSWERING



# TOP *Call Takers*

## FEBRUARY 2026

### 911 & Non-Emergency Calls:

KURASZ - 1007  
OLIVER - 922  
MINOR - 899  
MARDULA - 881  
MAYFIELD - 867  
WILLADSEN - 820  
KOLBERG - 792  
VALDEZ - 752  
LEATH - 743  
SZCZEPANIAK - 718

### 911:

KURASZ - 336  
OLIVER - 237  
KOLBERG - 223  
MARDULA - 221  
MEDINA - 220  
LEATH - 213  
VALDEZ - 208  
NUDD - 178  
ALVAREZ - 174  
MINOR - 170

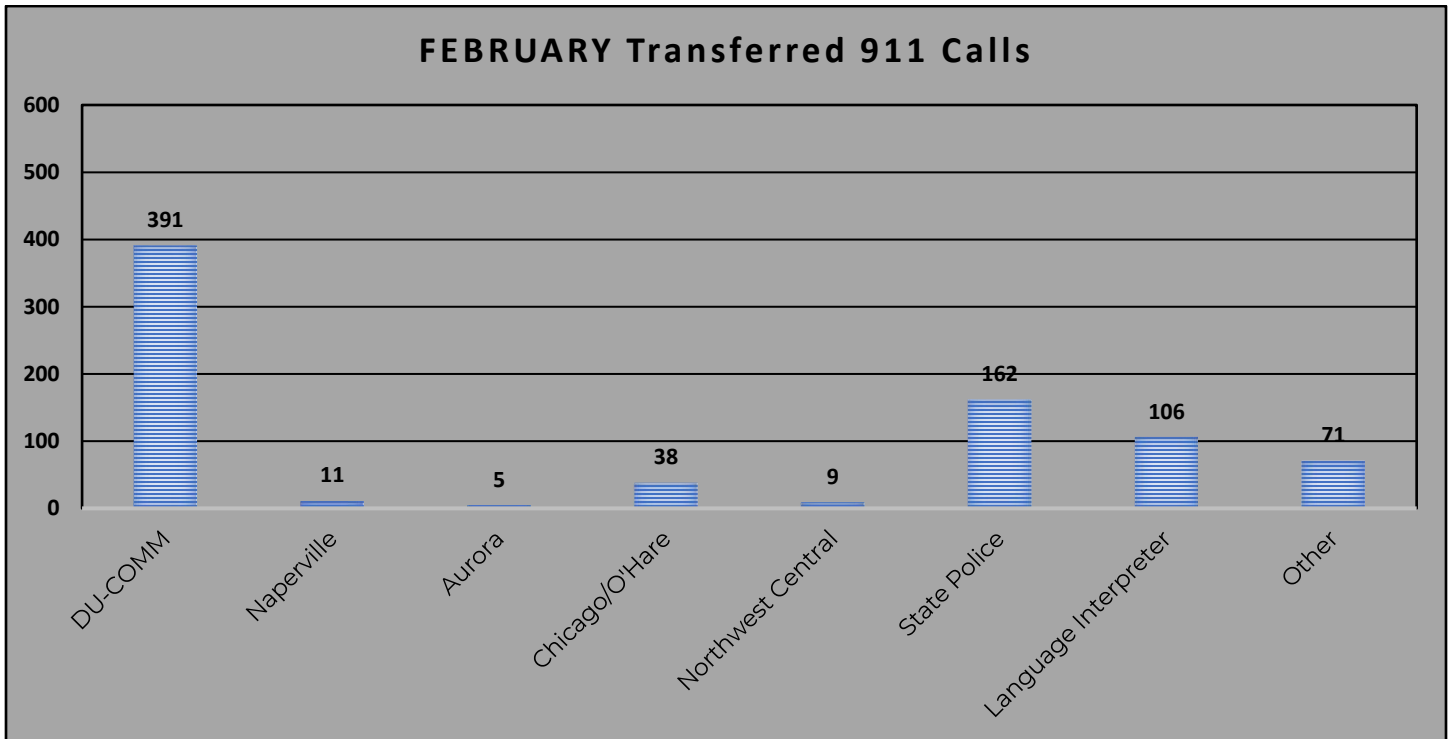
### NON-EMERGENCY:

MINOR - 729  
MAYFIELD - 700  
OLIVER - 685  
KURASZ - 671  
MARDULA - 660  
WILLADSEN - 651  
SZCZEPANIAK - 649  
KOLBERG - 569  
VALDEZ - 544  
LEATH - 530

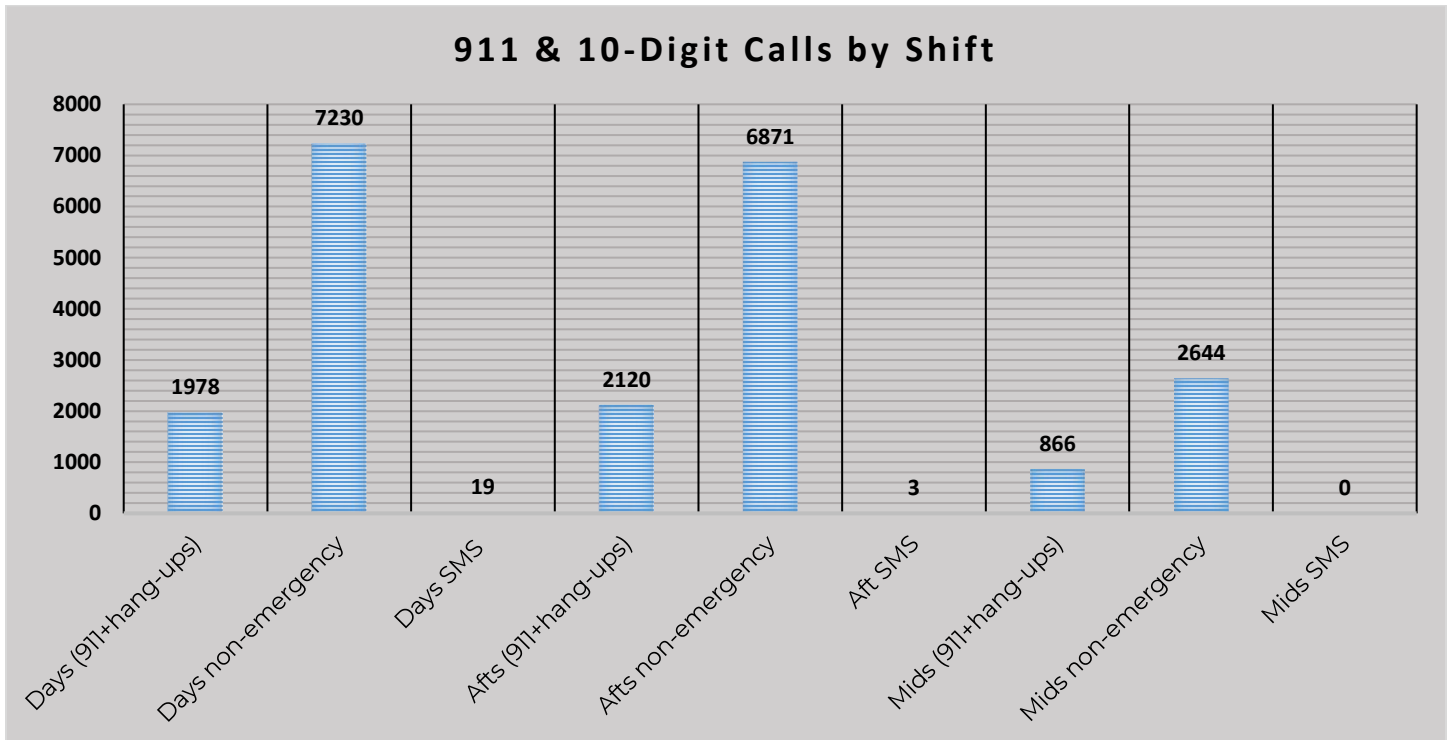
### 211 CALLS:

OLIVER - 24  
KURASZ - 19  
WILLADSEN & MINOR - 16  
MOOTREY - 13  
MILNES & KOLBERG - 12

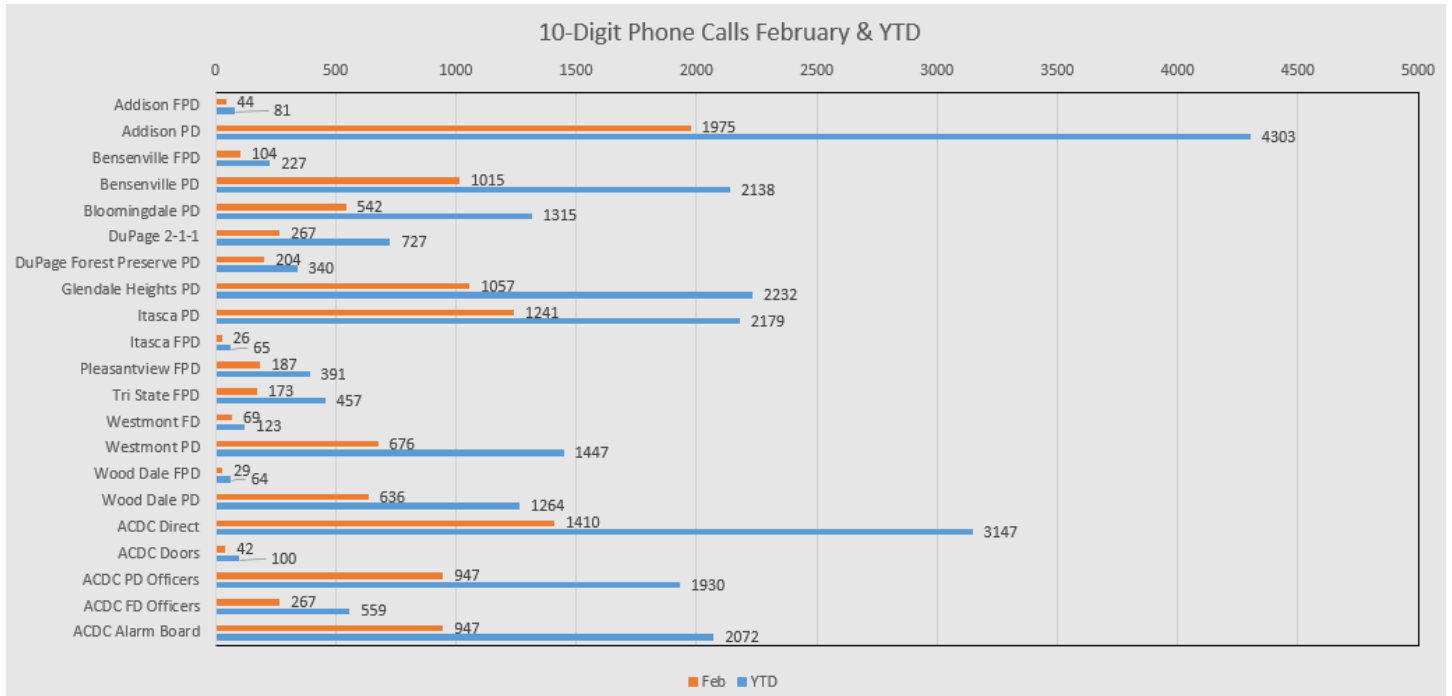
# TRANSFERRED 911 CALLS



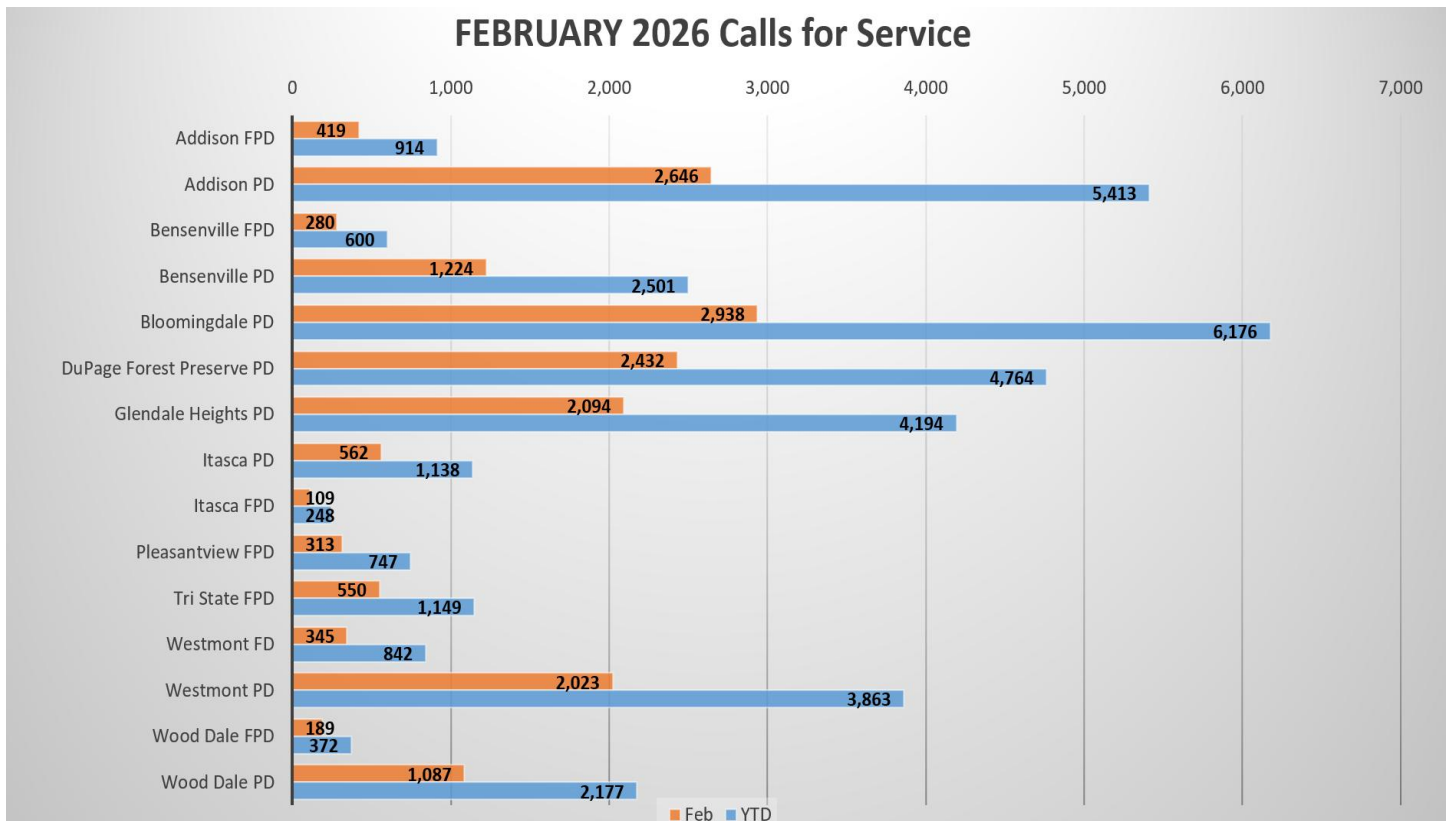
# CALLS & SMS BY SHIFT – FEBRUARY



# MEMBER AGENCY & Misc. 10-DIGIT PHONE CALLS

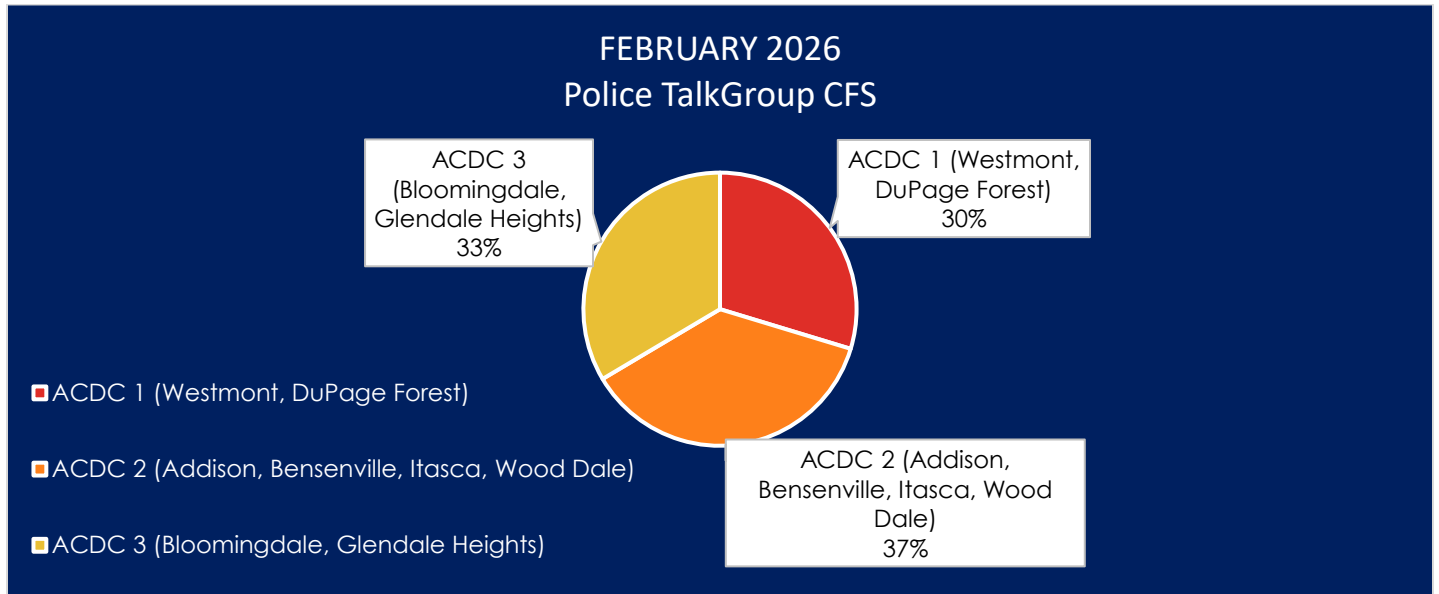


# CALLS FOR SERVICE (CFS)



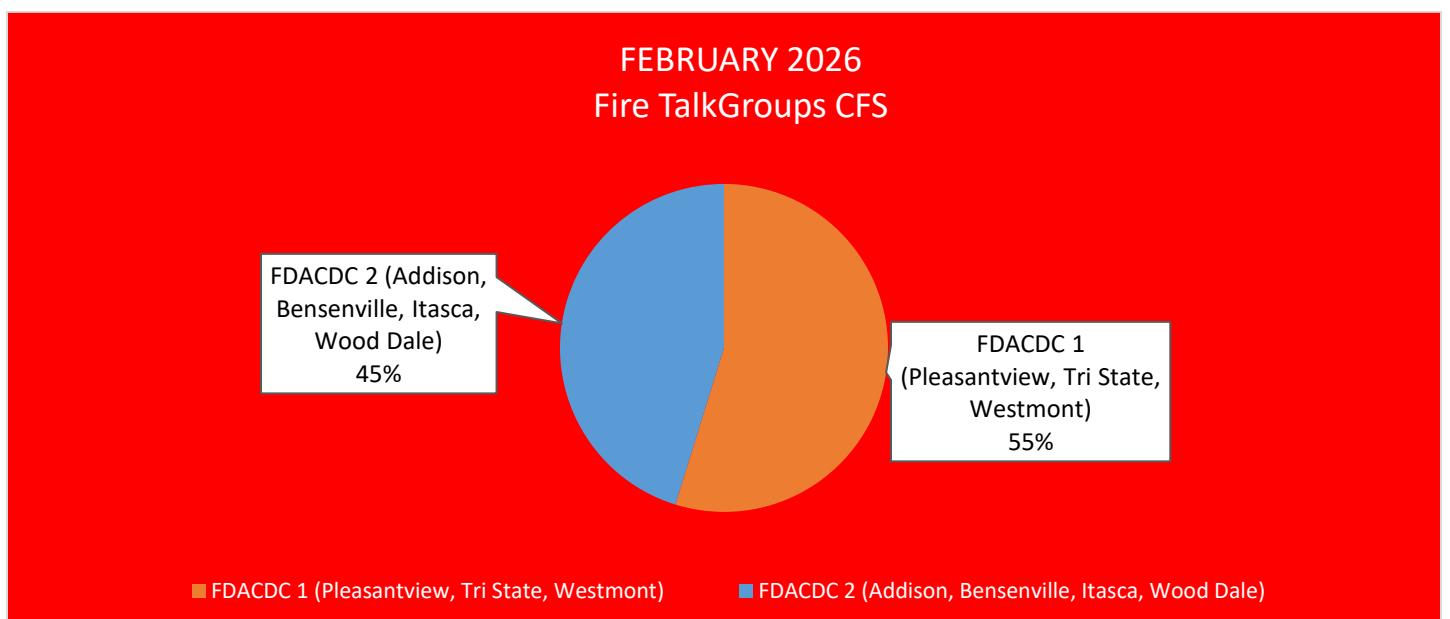
## POLICE Calls for Service by Talk Group – FEBRUARY

ACDC 1 (Westmont, DuPage Forest)	4,455
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	5,519
ACDC 3 (Bloomingdale, Glendale Heights)	5,032



## FIRE Calls for Service by Talk Group – FEBRUARY

FDACDC 1 (Pleasantview, Tri State, Westmont)	1,208
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	997



# MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/23/2026	Westmont	Structure	504 N Richmond AVE
2/27/2026	Tri-State	Brush	Waterfall Glen
2/27/2026	Lyons	Investigator	8329 44th ST

## STRUCTURE FIRE REVIEW – YTD

2026 Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	4								
Bensenville	0								
Itasca	0								
Pleasantview	0								
Tri State	1								
Westmont	5								
Wood Dale	6								
Other FD Agency	1								
<b>Total Reported Fires</b>	<b>17</b>	<b>10</b>	<b>7</b>	<b>0</b>	<b>59%</b>	<b>100%</b>	<b>54</b>	<b>1</b>	<b>0</b>
<b>Actual Fires</b>	<b>8</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>88%</b>	<b>100%</b>		<b>0</b>	<b>0</b>
<b>Actual fires: % under 61 seconds. Goal is 90% under 60 seconds</b>		<b>87.5%</b>							
<b>Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds</b>			<b>100.0%</b>						
<b>Actual fires: % over 106 seconds. Goal is 0%</b>				<b>0.0%</b>					
<b>Actual fires delayed by caller or Other PSAP</b>	<b>0</b>								
<b>Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)</b>	<b>0.0%</b>	<b>0.0%</b>							
<b>Actual fires received as fire alarm</b>	<b>1</b>								
<b>% actual fires received as fire alarm</b>	<b>13%</b>								

## PERFORMANCE MEASURES

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

### POLICE:

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

#### 30 Calls Reviewed – FEBRUARY

Policy Violations	Violation <ul style="list-style-type: none"> <li>• Failure to broadcast on DU FLASH</li> <li>• Failure to use alert tone</li> <li>• Delay on asking weapons</li> </ul>
Error in Accuracy	Violation <ul style="list-style-type: none"> <li>• Address error</li> </ul>
Performance Issue	Violation <ul style="list-style-type: none"> <li>• Inattention to detail</li> <li>• Misuse of Advised Event</li> </ul>
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> <li>• Medics request for wrong address</li> </ul>

### FIRE:

General Alarm Review

#### 4 Calls Reviewed – FEBRUARY

Policy Violations	Violation <ul style="list-style-type: none"> <li>• Delay on dispatch</li> </ul>
Error in Accuracy	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Performance Issue	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> <li>• Delay</li> </ul>

## COMPLAINTS/REQUESTS for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Addison Fire	Dispatched FD per policy after receiving both a fire alarm & supervisory alarm		Non-Bonafide
Addison Fire	Failed to follow fire north COQ policy with regards to moving ACDC companies prior to contacting outside agencies		Bonafide

## COLLABORATION: Committees/Focus Groups/Misc.

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

**This section will highlight topics of interest.**

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

- Proposal via system memo for mutual aid police units display on same call as home agency units - In-progress.

**Podcast date: March 17, 2026.**

Did you know?

MDT Support Process -- Reminder

Last month on the podcast, ETSB asked agencies to try the following process in an effort to streamline the resolution process of certain MDT-related support tickets where the issue existed at the agency level, not the ETSB.

The Process:

When an MDT user experiences an issue:

1. Network connectivity:

- Local network: The user should first contact their agency's IT support staff to troubleshoot the problem.
- PSAP network: If your agency network is connecting, check with your PSAP on their network connection status.
- ETSB network: If the problem persists, then contact the ETSB on-call, because the problem is likely then systemic.

2. If the local IT staff determines the issue cannot be resolved locally and requires ETSB assistance, they should open a Zendesk ticket with the following details:

- Squad car number.
- Laptop device name.
- User ID of the individual experiencing the issue.
- Unit ID being used within MPS.
- Description of the error (include a screenshot if possible).
- Note whether it appears to be a connectivity issue.

Note: Because ETSB does not have administrative rights to agency laptops, providing complete and accurate information to your local IT in the initial ticket will help minimize delays in resolving the issue.

**Fire Standardization (FSA): a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire**  
February 12, 2026  
Informational agenda distributed.

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

- Staffing update
- Encryption

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

**ACDC Visitors**

- AXON visit
- Itasca PD Sgts Tour of ACDC (multiple)
- DC from Bensenville PD with special recognition for TC (lifesaver)

**Ops Manager and PSC presented at SLEA "Police Communication 911"**

**Community Outreach**

02/04/2026          Itasca Citizen Police Academy

**Task Force / Special Detail Participation**

2/10/2026	Saturation Task Force	Multiple agencies
2/18/2026	Chicago PD w/APD	Addison PD

MARCH 2026



# ACDC MONTHLY REPORT

PREPARED BY:  
DIRECTOR MARILU HERNANDEZ



# STAFFING

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

## MARCH:

- Two new hires joined the team on Monday, March 2
- One probationary released from training to the Afternoon Shift.



# RESIGNATION

N/A

# RECOGNITION

**Congratulations TC Maddie Domino**, for the “Rookie of the Year” nomination. Since joining ACDC in October 2025, Maddie has become an integral member of our team. From the beginning of her training, she expressed a clear commitment to making 911 dispatching a long-term career. Since being assigned as a fire dispatcher, she has excelled and consistently met all agency standards.

With the upcoming implementation of the RapidSOS Communicator software, Maddie was selected as a Subject Matter Expert (SME) to help train staff. Her willingness to assist with training ACDC demonstrates her potential to become a Communications Training Officer (CTO) in the future. Maddie’s dedication, skill set, and positive attitude have set her on the path to a standout career in dispatch.

**Congratulations ACDC staff**, for the “Championship Moment” nomination. ACDC staff was involved in the October 30, 2025, critical incident. During this four-hour and fifteen-minute event, which escalated from a 911 hang-up to an active shooter and SWAT response, our team managed 438 total calls and coordinated complex radio operations across multiple talk groups. Their actions included identifying locations via Phase II/RapidSOS technology, dispatching police and fire responders, initiating CodeRED & IPAWS alerts, clearing airspace of news helicopters, and securing local schools. The staff involved—**Kristina Iazzetto Barounis, Wojciech Mardula, William Kolberg, Abigail Medina, Christopher Willadsen, Joseph Ostrander, John Waterman, Amy Lettenberger, Kyle Ficarrota, Robert Nudd, Karolina Szczepaniak, Erin Vallee, Benjamin Koechling, Grecia Flores, Maggie Check, and Hayden Mootrey**—demonstrated exceptional multitasking and professional standards under extreme pressure. Their coordination was instrumental in the successful apprehension of the offender and the safety of all responders and citizens involved.

**Happy National Public Safety Telecommunicators Week (NPSTW) April 12–18, 2026.**

## TRAINING

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

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

- 31 TCs participated

<b>HRLF Scenario 26-03 Scenario #1 Narcan Fast Track</b>		
<b>Category</b>	<b>Question</b>	<b>Yes %</b>
<b>HRLF Scenario Basics</b>	CAD created within the time standard?	100.00
	Nature of the call determined?	96.77
	Created CAD properly?	77.42
	CAD created with two letter town code?	48.39
<b>HRLF Scenario Goals</b>	Address verification with technology?	70.97
	Say "Tell me exactly what happened"	96.77
	Used the Echo Fast Track for Narcan/Opioid arrest (obvious)?	51.61
	Did NOT ask Fentanyl (question in blue)?	90.32
	Read EMD script as written?	90.32
	Navigate EMD correctly?	45.16
	Injury?	97.14

<b>HRLF Scenario Summary</b>	Advised caller help was on the way?	94.29
	Completed on first attempt?	91.43
	Used calming techniques/empathy?	100.00
	Serious attitude towards training?	100.00
	Positive attitude towards training?	100.00

<b>HRLF Tracking</b>	Call taker dispatched?	9.68
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**Coach Comments Summarized:**

Coach feedback indicates that half of the TCs struggled with the Narcan Fast Track for opioids, specifically requiring assistance with both the process and general navigation.

**HRLF Scenario 26-03 Scenario #2 - Funnel Cloud**

Category	Question	Yes %
<b>HRLF Scenario Basics</b>	CAD created within the time standard?	87.1
	CAD created with two letter town code?	48.39
	Nature of the call determined?	93.55
	Created CAD properly?	96.77
<b>HRLF Scenario Goals</b>	Broadcast weather warning?	96.77
	Demonstrates MPS/FSA message?	83.87
	Address verification with technology?	70.97
	Say "Tell me exactly what happened"	74.19
	Broadcast funnel cloud - citizen sighting?	93.55
	Identified conditions to activate sirens?	93.55
	Chose siren ACDC ex/WM?	61.29
	Displayed knowledge of Weather Checklist?	93.55
<b>HRLF Scenario Summary</b>	Serious attitude towards training?	100
	Positive attitude towards training?	100
	Completed on first attempt?	97.14
	Asked for caller's name and/or phone number?	0
<b>HRLF Tracking</b>	Call taker dispatched?	2.86

**Coach Comments Summarized:**

TCs required coaching on the "Funnel" type code and the correct protocols for siren activation.

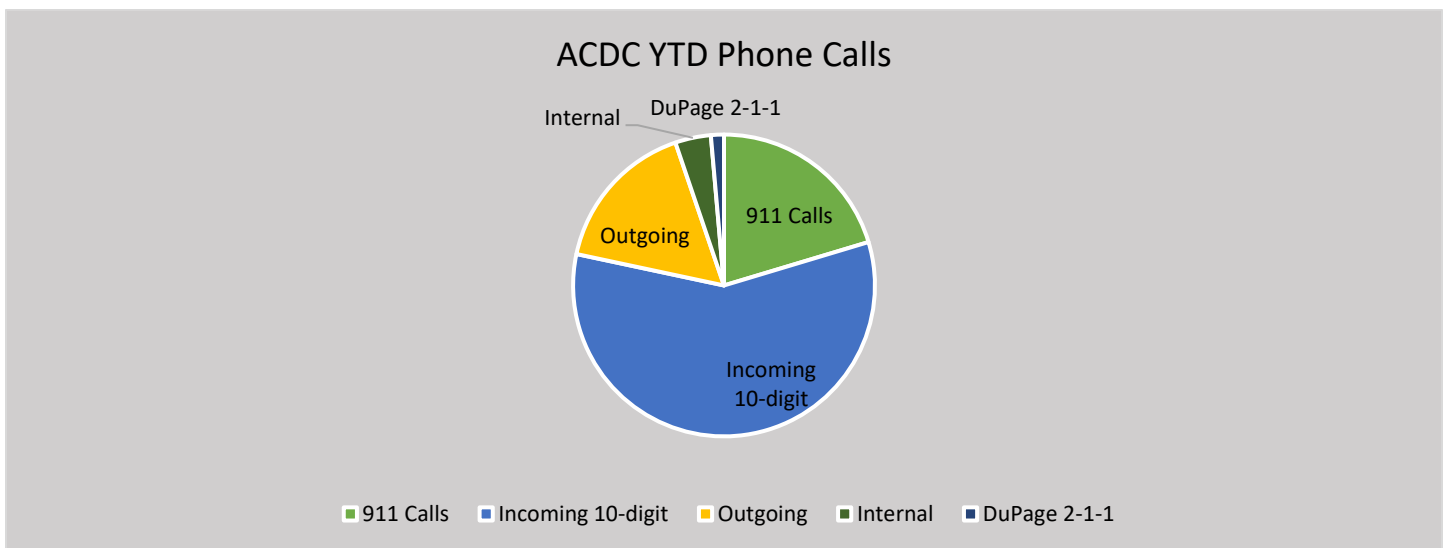
## Additional Training

- One TC attended the Paradigm Pipeline Safety Program: Coordinated Response Exercise
- One TC the UAV Part 107 Test Prep course and certified as Drone Pilots via the FAA
- Five TCs attended the 100 Club of Illinois Frontline Convention 2026
- One Operations Manager enrolled in the Northwestern CPS - Supervision of Police Personnel

- Four TCs attended the IL APCO Spring Leadership Symposium – Telecommunicators
- Six TCs attended the online AHA T-CPR Certification
- Two Team Leads and one OIC attended the IL APCO Spring Leadership Symposium – Supervisors
- The Director, DD, PSC, and OMs attended the IL APCO Spring Leadership Symposium - Directors/Managers
- One TC attended the MABAS Primary Screener Personal Radiation Detector (PRD) training
- The management team attended the LLRMI Conflict Management for Supervisors

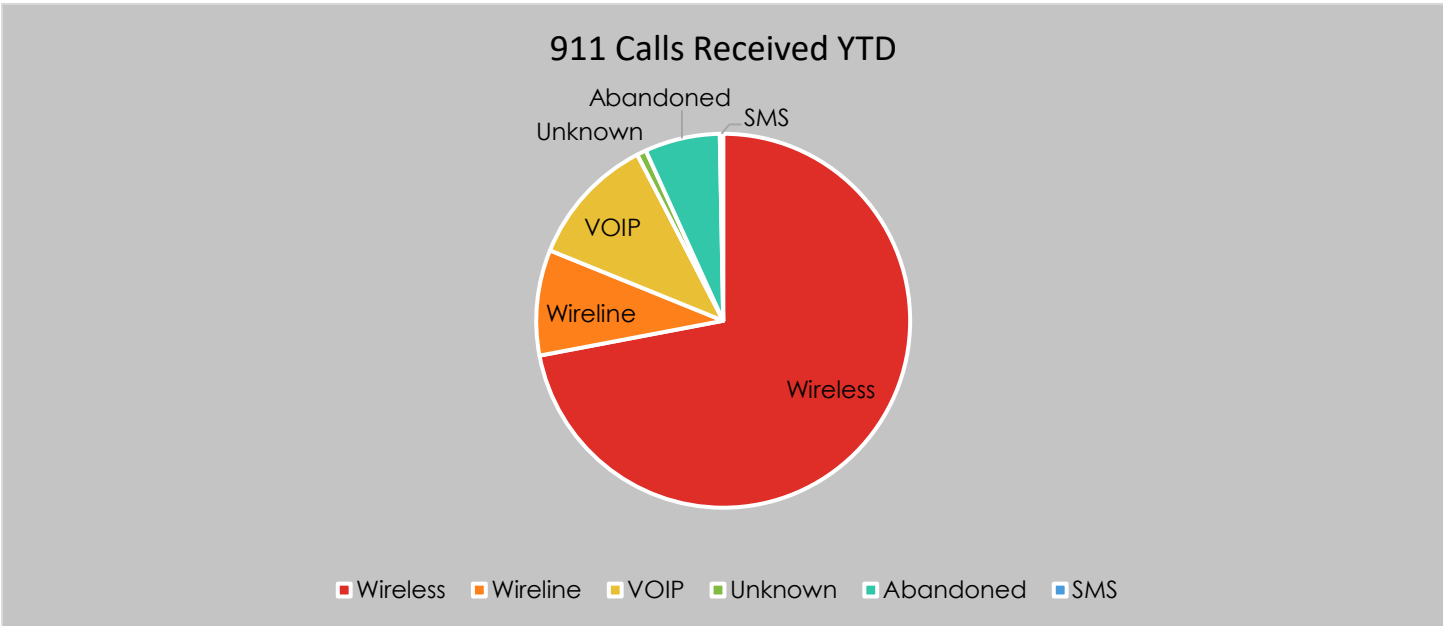
## PHONE CALLS ANSWERED

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
911 Calls	5,663	4,964	5,855										16,482
Incoming 10-digit	18,413	11,858	12,947										43,218
Outgoing	4,686	3,898	4,522										13,106
Internal	1,007	989	1,094										3,090
DuPage 2-1-1	460	267	280										1,007
<b>Total</b>	<b>30,229</b>	<b>21,976</b>	<b>24,698</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>76,903</b>



## 911 CALLS & TEXT-TO-911

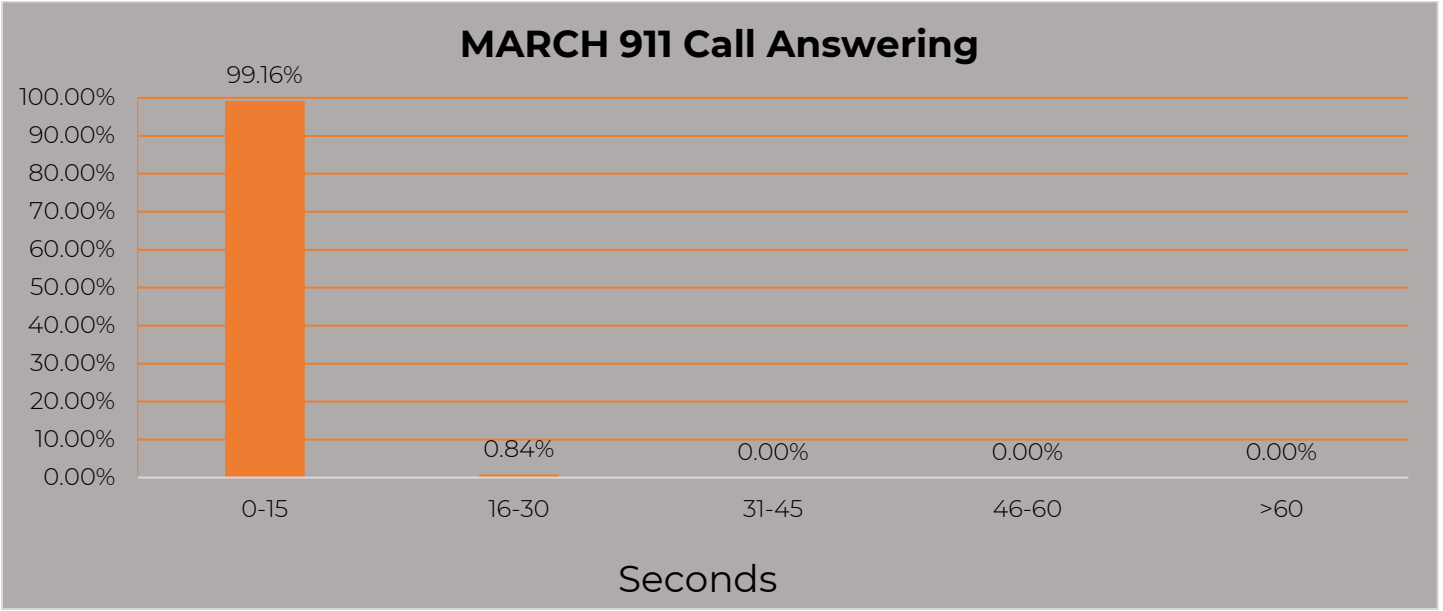
911 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,510	3,737	4,424										12,671
Wireline	430	533	643										1,606
VOIP	631	629	722										1,982
Unknown	51	43	48										142
Abandoned	406	342	396										1,144
SMS	11	22	18										51
<b>Total</b>	<b>6,039</b>	<b>5,306</b>	<b>6,251</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17,596</b>



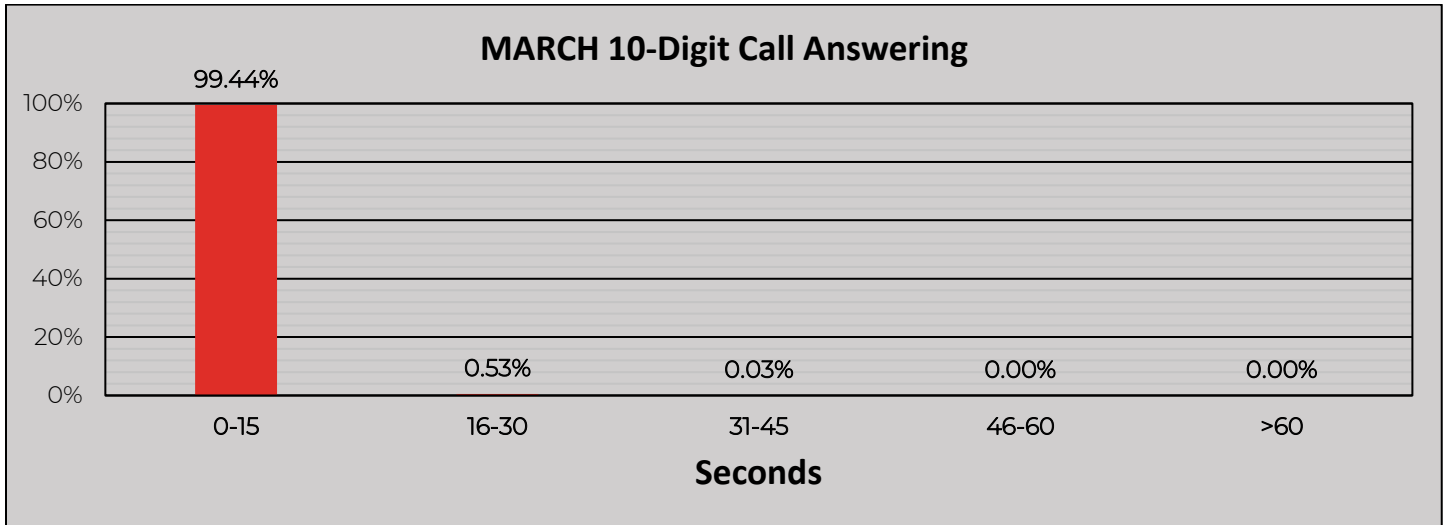
## NENA 911 Call Answering Standard

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

## 911 CALL ANSWERING



# 10-DIGIT CALL ANSWERING



## TOP *Call Takers*

**MARCH 2026**

### 911 & Non-Emergency Calls:

- VALDEZ - 1099
- MARDULA - 1035
- KOLBERG - 1032
- WILLADSEN - 1016
- SZCZEPANIAK - 947
- MAYFIELD - 875
- OLIVER - 837
- IAZZETTO BAROUNIS - 809
- WATERMAN - 805
- GRADO - 797

#### 911:

- VALDEZ - 294
- KOLBERG - 289
- MARDULA - 277
- WILLADSEN - 256
- MAYFIELD - 228
- OLIVER - 223
- MERCADO - 218
- LEATH - 213
- IAZZETTO BAROUNIS - 207
- GRADO - 200

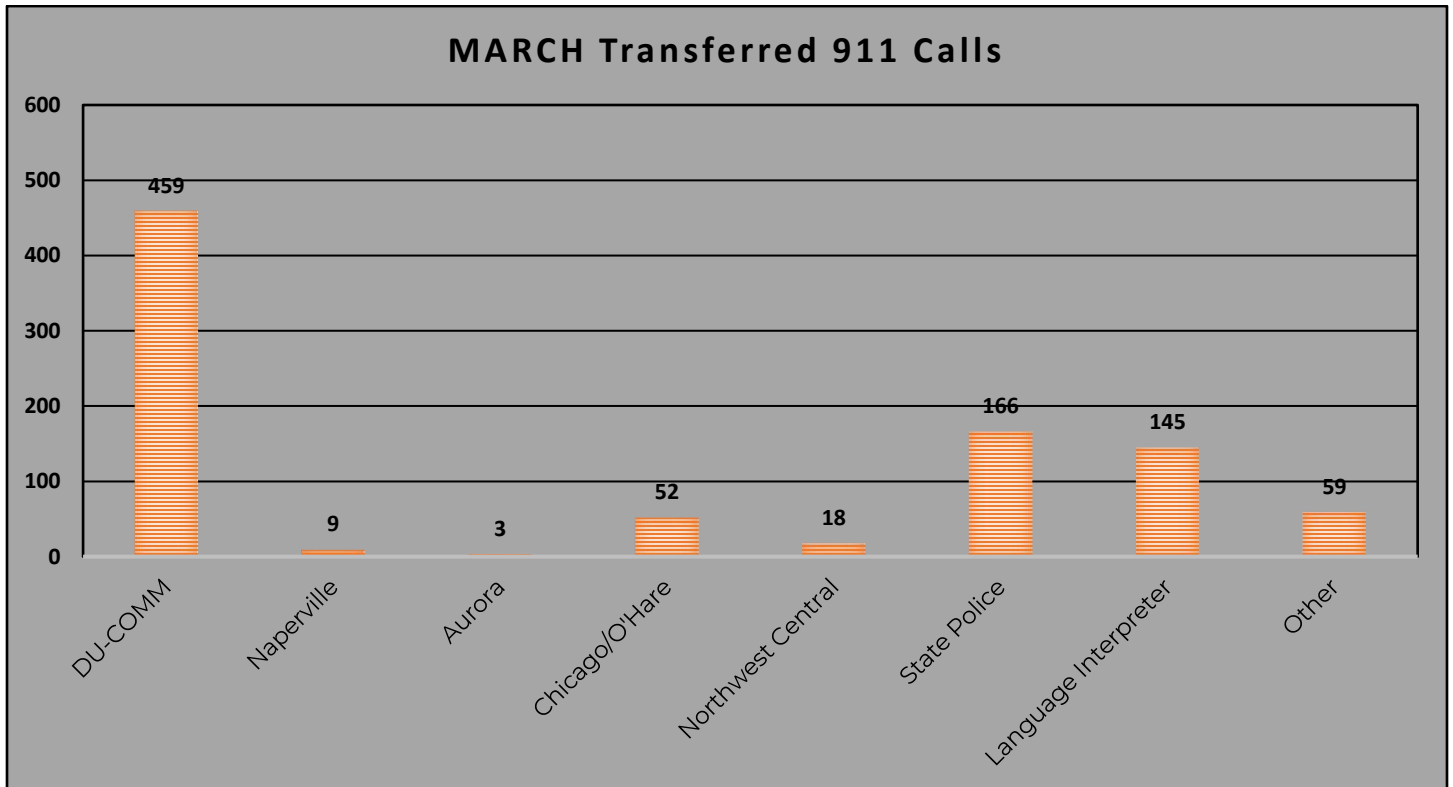
#### NON-EMERGENCY:

- SZCZEPANIAK - 842
- VALDEZ - 805
- WILLADSEN - 760
- MARDULA - 758
- KOLBERG - 743
- WATERMAN - 659
- MAYFIELD - 647
- GONZALEZ - 615
- OLIVER - 614
- IAZZETTO BAROUNIS - 602

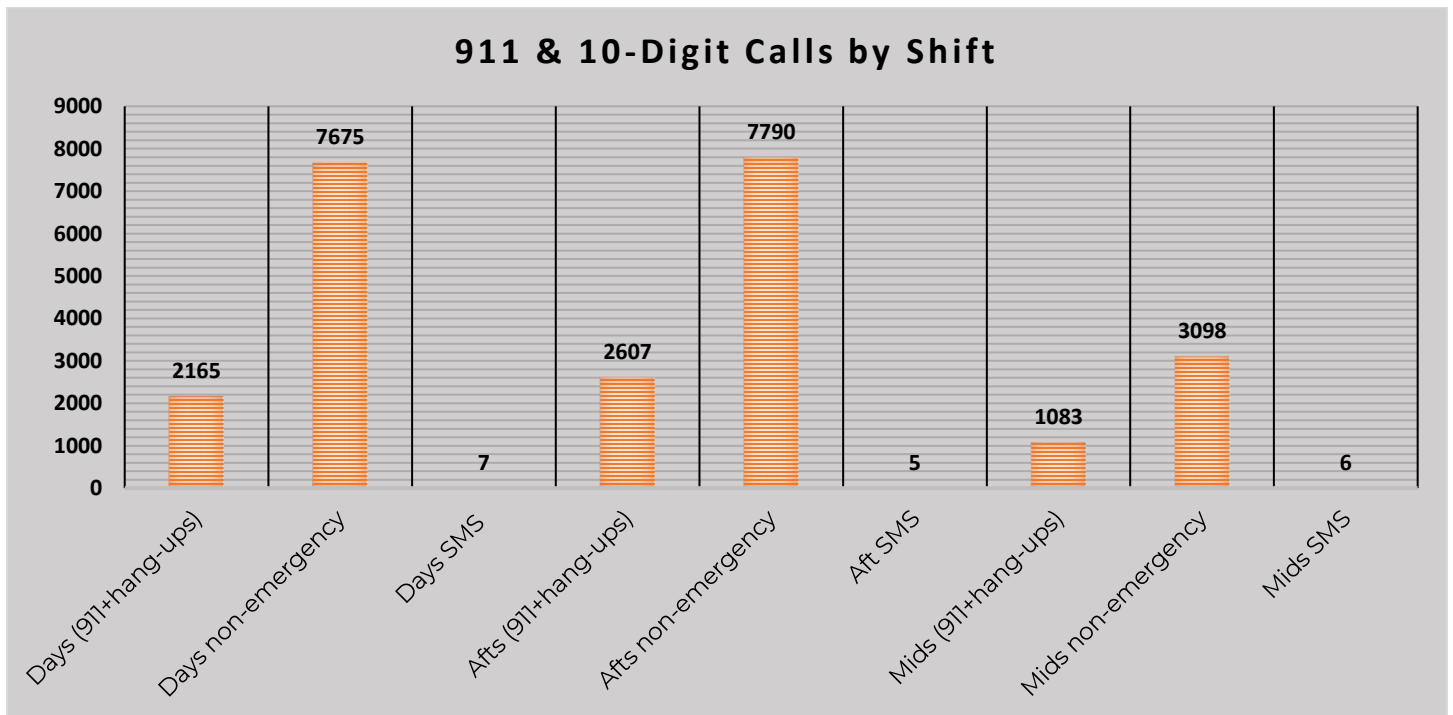
#### 211 CALLS:

- WILLADSEN - 21
- MARDULA } 17
- KOLBERG }
- CHECK } 15
- OLIVER }
- LETTENBERGER } 12
- MERCADO }
- VALDEZ }
- BUKOVIC - 11

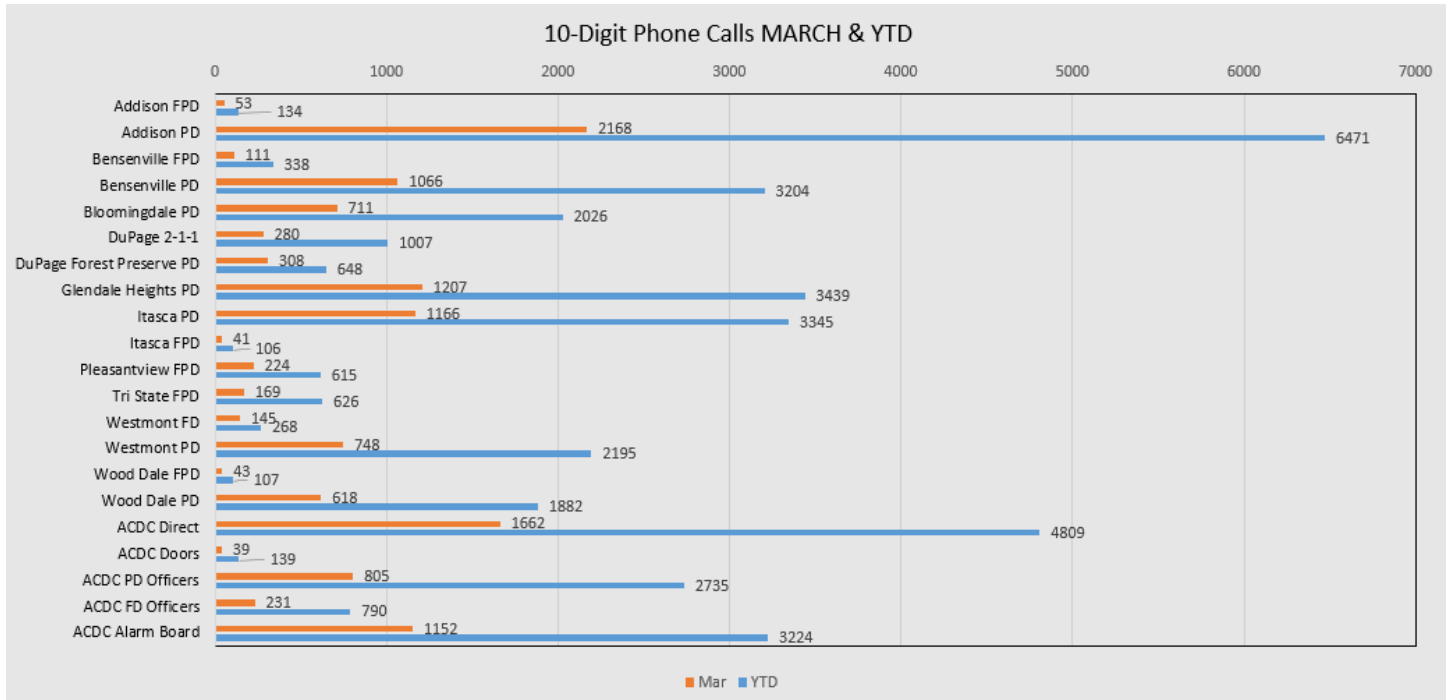
# TRANSFERRED 911 CALLS



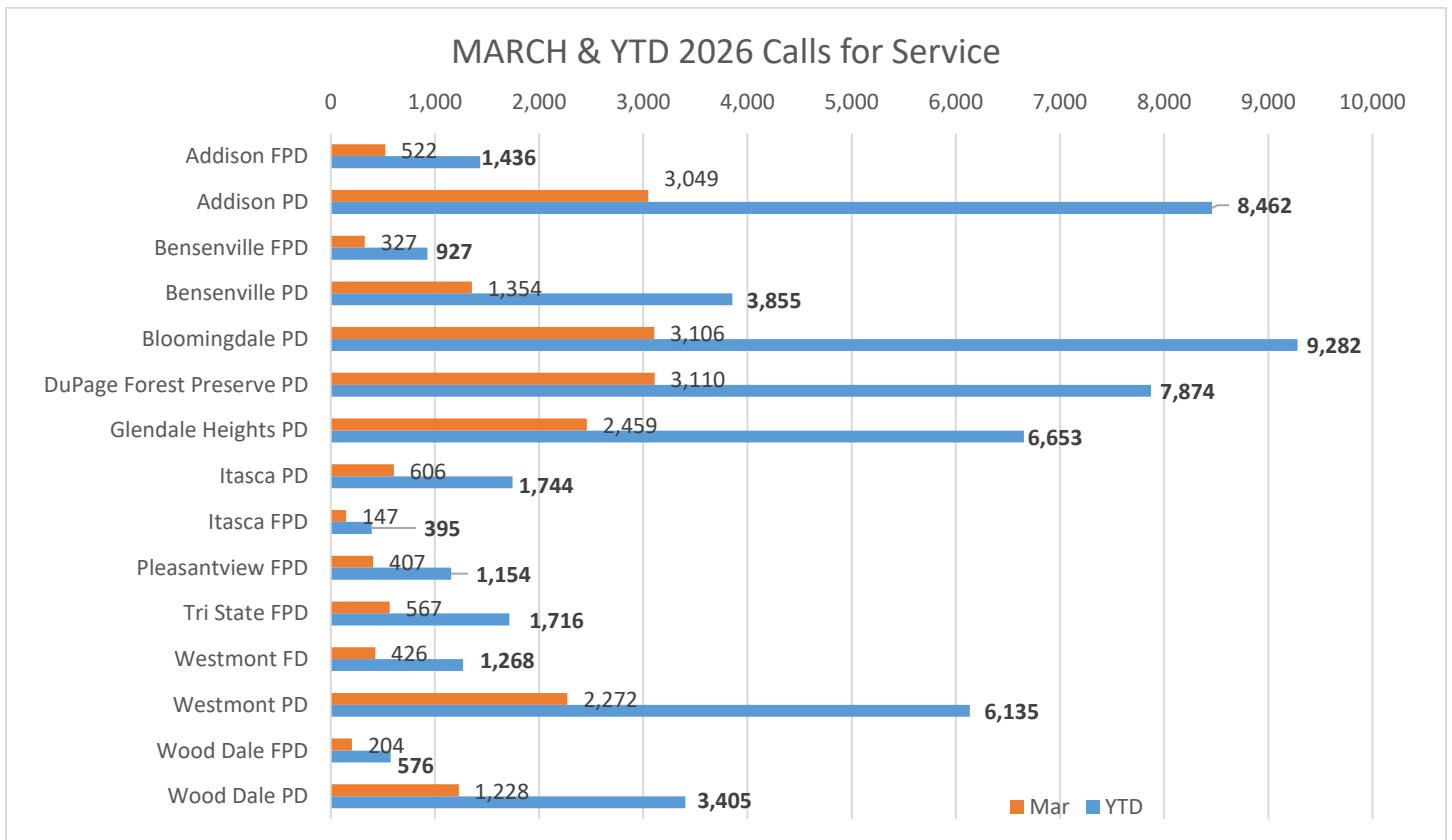
# CALLS & SMS BY SHIFT – MARCH



# MEMBER AGENCY & Misc. 10-DIGIT PHONE CALLS

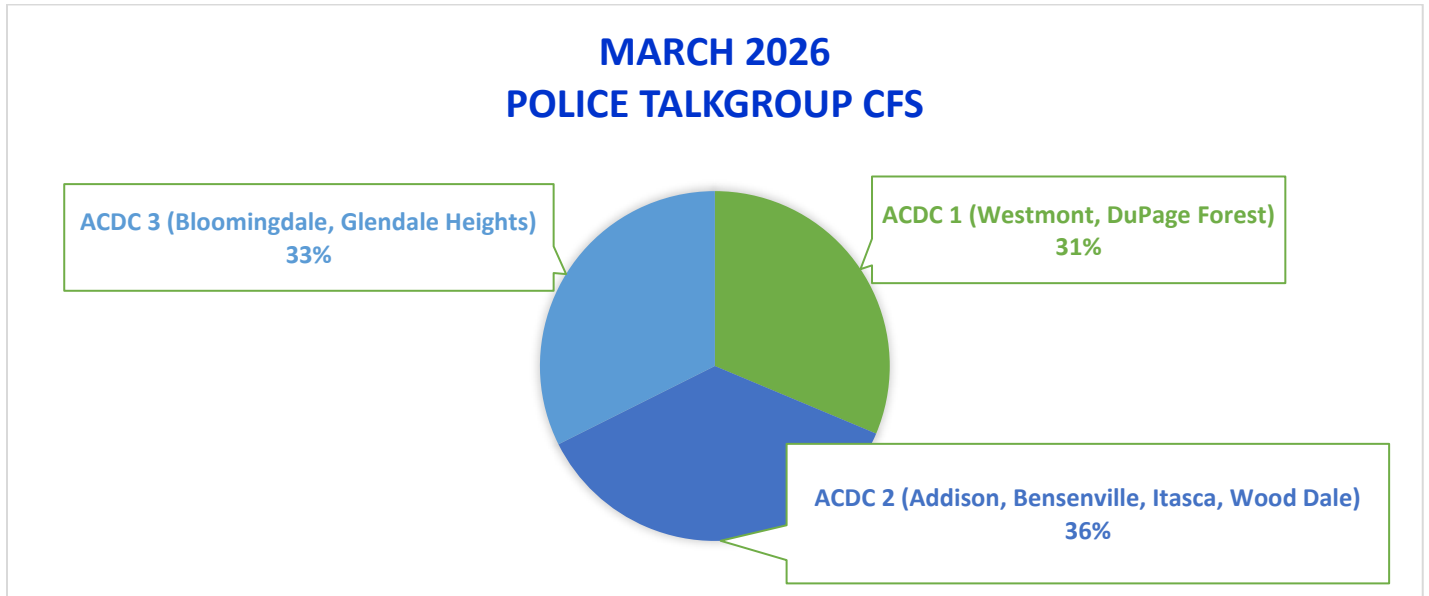


# CALLS FOR SERVICE (CFS)



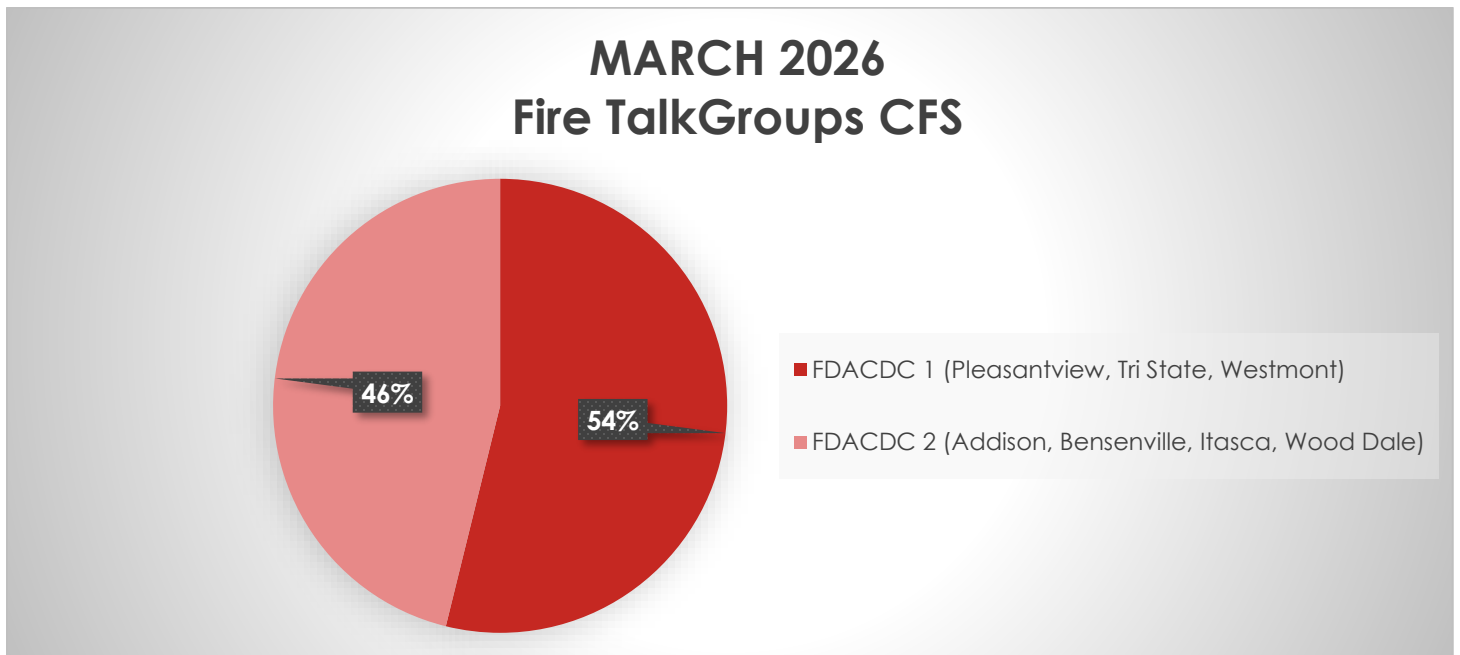
## POLICE Calls for Service by Talk Group – MARCH

ACDC 1 (Westmont, DuPage Forest)	5,382
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,237
ACDC 3 (Bloomingtondale, Glendale Heights)	5,565



## FIRE Calls for Service by Talk Group – MARCH

FDACDC 1 (Pleasantview, Tri State, Westmont)	1,400
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,200



# MABAS Alarms Dispatched -YTD

DATE	TOWN	TYPE	LOCATION
1/23/2026	Westmont	Structure	504 N Richmond AVE
2/27/2026	Tri-State	Brush	Waterfall Glen
2/27/2026	Lyons	Investigator	8329 44th ST

## STRUCTURE FIRE REVIEW – YTD

2026									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	4								
Bensenville	3								
Itasca	0								
Pleasantview	0								
Tri State	2								
Westmont	8								
Wood Dale	8								
Other FD Agency	5								
Total Reported Fires	30	20	10	0	67%	100%	54	1	0
<b>Actual Fires</b>	<b>13</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>92%</b>	<b>100%</b>		<b>0</b>	<b>0</b>
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		92.3%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds			100.0%						
Actual fires: % over 106 seconds. Goal is 0%				0.0%					
Actual fires delayed by caller or Other PSAP	0								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	0.0%	0.0%							
Actual fires received as fire alarm	2								
% actual fires received as fire alarm	15%								

## PERFORMANCE MEASURES

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

### POLICE:

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

<b>21 Calls Reviewed – MARCH</b>	
Policy Violations	Violation <ul style="list-style-type: none"> <li>• Failure to broadcast on DU FLASH</li> <li>• Failure to use alert tone</li> <li>• Failure to launch EMD</li> </ul>
Error in Accuracy	Violation <ul style="list-style-type: none"> <li>• Wrong CAD type code used</li> </ul>
Performance Issue	Violation <ul style="list-style-type: none"> <li>• Inattention to detail</li> </ul>
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> party caller provided incorrect address</li> </ul>

### FIRE:

General Alarm Review

<b>13 Calls Reviewed – MARCH</b>	
Policy Violations	Violation <ul style="list-style-type: none"> <li>• Delay on dispatch</li> </ul>
Error in Accuracy	Violation <ul style="list-style-type: none"> <li>• Mis-coded as structure fire</li> </ul>
Performance Issue	Violation <ul style="list-style-type: none"> <li>• Unnecessary questioning of the caller delayed call entry</li> </ul>
Equipment Malfunctions or CAD Issues	Violation <ul style="list-style-type: none"> <li>• Configuration issue</li> </ul>
Other PSAP or Caller Issue	Violation <ul style="list-style-type: none"> <li>• N/A</li> </ul>

## COMPLAINTS/REQUESTS for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Pleasantview Fire	The TC error occurred when M151 was moved twice using the 'COQ' command due to a CAD error message.		Partial - Bonafide

## COLLABORATION: Committees/Focus Groups/Misc.

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

This section will highlight topics of interest.

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

- In-person CAD focus meeting at DU-COMM training room, CAD demo highlighting the system's ability to manage large-scale events by assigning multiple agencies to a single incident.

**Podcast date: April 14, 2026 @ 1P**

### Did you know?

MDT Support Process -- Reminder

Last month on the podcast, ETSB asked agencies to try the following process in an effort to streamline the resolution process of certain MDT-related support tickets where the issue existed at the agency level, not the ETSB.

The Process:

When an MDT user experiences an issue:

1. Network connectivity:

- Local network: The user should first contact their agency's IT support staff to troubleshoot the problem.
- PSAP network: If your agency network is connecting, check with your PSAP on their network connection status.
- ETSB network: If the problem persists, then contact the ETSB on-call, because the problem is likely then systemic.

2. If the local IT staff determines the issue cannot be resolved locally and requires ETSB assistance, they should open a Zendesk ticket with the following details:

- Squad car number.
- Laptop device name.
- User ID of the individual experiencing the issue.
- Unit ID being used within MPS.
- Description of the error (include a screenshot if possible).
- Note whether it appears to be a connectivity issue.

Note: Because ETSB does not have administrative rights to agency laptops, providing complete and accurate information to your local IT in the initial ticket will help minimize delays in resolving the issue.

**Fire Standardization (FSA): a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire**  
Informational agenda for the March 26, 2026

- LiveMUM Documentation (Monday.com)
  - Two documents requiring checking/updating for each agency – Located on Monday.com is a task labeled “LiveMUM Document Goals”. This document provides details of what each agency should review and provide updates/changes within the below listed spreadsheets.
    - LiveMUM Unit Document
    - LiveMUM Station Document

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

1. Staffing Update
2. CESSA
3. Bi-weekly fire training
4. Special Alarm training
5. TC Week 2026 (April 12-18)
6. Hodgkins & Bensenville Microwave Back-Ups
7. PAC
8. Turning Portables on During Responses (Command Central)
9. CAD Events During COQ

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

1. Staffing
2. CESSA
3. Fest/Parade Season
4. TC Week (April 12-18)
5. Executive Meeting

**ACDC Visitors**

- Addison Fire Sit Along
- AXON Visit
- Glendale Heights JR High Students

**Community Outreach**

03/11/2026 Wood Dale Citizen Police Academy

03/17/2026 Itasca Presentation

**Task Force / Special Detail Participation**

03/10/2026 Saturation Task Force Multiple agencies