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

Congratulations on a Job Well Done!

Congratulation! After months of preparation including more than 23 hours of project management education and a 150-question certification exam, ETSB's **Administrative Assistant Andres Gonzalez Di Maso** has earned the **Certified Associate in Project Management** from the Project Management Institute. This globally recognized credential certifies his knowledge in project management fundamentals, predictive and agile methodologies, and business analysis frameworks. The skills gained through this program will allow him to contribute more strategically to ETSB projects.

Speaking of Certifications: Congratulations to **Deputy Director Tyler Benjamin, Technical Services Manager Erik Maplethorpe, Training Manager Amanda Schretter, Quality Assurance Manager Ryan Miller** and **Operations Manager MJ Martin** of DU-COMM who earned their **Emergency Number Professional (ENP)** certifications. This nationally recognized achievement demonstrates their high knowledge, expertise and excellence in 9-1-1 operations, leadership in public safety leadership and awareness of current issues in the field. This certification as been earned by 1,800 of the 102,700 emergency telecommunicators in the United States and Canada. Earning the ENP is no small feat, passing a 150 question exam requires a comprehensive understanding of technology, operations, management, and policy in our industry.

Performance of Duty – Congratulations to **TL Mardula, TC Bukovic, & TC Vertucci who** received a Performance of Duty Memo for their collaboration during a potential arson. On May 16th, multiple 911 calls simultaneously came in for a man with a gas can starting vehicles on fire. TCs processed calls expeditiously, keeping all responders updated, and prioritizing this event as an active incident with the alleged offender still on scene. Shortly after, the alleged offender was apprehended without incident. The manner in which this incident was handled shows dedication to the ACDC Mission and demonstrates the ability to work as a team, the ability to communicate, and provide responder safety.

ADMINISTRATION

Ad Hoc Finance Committee
The meeting of the Ad Hoc Finance Committee for August 13 at 8:00am will be cancelled in order to hear the Treasurer's presentation of the ETSB financial position and to discuss policies related to the budget at the Board meeting.

911 Services Advisory Board (SAB) and 911 Legislation:
August 18 (Monday)
September 15 (Monday)

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October 22 (Wednesday)
November 17 (Monday)
December 15 (Monday)

State 9-1-1 Administrator: The new State 9-1-1 Administrator was introduced at the July 14 SAB meeting. The ETS Board has received meeting notes from that meeting.

Administrative Rules Review:
On July 25, the 8 Largest Counties Representatives spent 3.5 hours reviewing administrative rules per the request of the Chair.   The comments were sent to the Chair on August 5.   There were no additional comments on Admin Rules 1324 and 1326 during the review period. The Board has received the comments on Admin Rule 1325.

Addition to the ETSB Monthly Report
Included at the end of this report is the ACDC monthly report. The Executive Director has been receiving this report, and with the permission of ACDC, is including it for ETS Board information.

Policy
Based on the discussion at the July meeting, the following policies will be on the August agenda for discussion: Policy 911-010: Expenditure Policy, Policy 911-013.1: CAD Interface Access and Fees and Policy 911-018:   System Administration because they are companion policies to the topic of 9-1-1 System Design, Expenditures and access to the system. The edits submitted by Member Robb have been inserted into appropriate policies.   A memorandum detailing the changes and recommendations is posted with policy 911-010: Expenditure Policy.

Policy 911-010: Expenditure Policy
This policy had been in draft form since its original approval in 2009 but changes did not move forward. This policy received clean based on the current statute and ordinance changes, reference to other policies and definitions. The policy formalizes the County process, the Ad Hoc Finance Committee and incorporates some of Member Robb's language with adjustments that have been detailed in a longer memorandum.

Policy 911-013.1: CAD Interface Access and Fees
This policy will be on the agenda after a request to table to the August meeting by Member Robb. Member Robb submitted her recommended changes for Board review to Chair Schwarze, ETSB staff and ASA Winistorfer on Tuesday, August 5 at 10:00 am. They are currently under SAO review. They will be posted to the agenda along with SAO/ETSB edits and a memorandum.

Policy 911-018: System Administration
This policy received clean based on the current statute changes, number of PSAPs, current staffing, Monday.com, help desk email addresses and the insertion of a section title: Financial Obligations. The Emergency Law Enforcement Protocols were deleted. ETSB does not own this product. It was in the original contract but DU-COMM decided it did not want to deploy this protocol so a change order was issued with the vendor.

FINANCIAL

Budget Transfers
There are no budget transfers for the August agenda.

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

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY25 Motorola	$ 75,000.00	$ 25,076.10	$ 49,923.90

Payment of Claims:
On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY25.

Bills List FY25
External Payments FY25
Total for Fund 5820 for August 13 meeting: $221,050.33.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $5,060,973.86.
The March surcharge was received on July 15 in the amount of $1,144,685.51.

PRMS Reimbursement: The Finance Department has completed an interdepartmental transfer of funds for contract cost sharing for FY24 in the amount of $780,310.30 for the following:
RMS Maintenance 7/1/23-6/30/24 $ 623,361.00
Hexagon RSA Services $ 149,806.50
Shared County Licensing $ 7,139.80

NG911 Withholding Revenue: The distribution of unused funds back the 9-1-1 systems, pursuant to Sections 30(b)(1.5)(A) and (B) of the Emergency Telephone Systems Act, was received on July 9 in the amount of $1,614,314.27.

It should be noted that this is $839,696.33 less than the previous year which was $2,361,360.11 (FY24). In FY22 the amount was $2,348,343.23 and in FY23 the amount was $2,261,360.11. The drop is due in part to the costs associated with deployment of Text to 9-1-1 and there is some service duplication between the NG9-1-1 network and legacy system during the transition.

Grant Reimbursement: A reimbursement from the Illinois State Police for the SFY23 NG9-1-1 Expenses Grant Program #23-NG-484-0043-110 was received on July 3 for the total Grant Award amount of $1,521,663.78.

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9-1-1 CORE SYSTEM MANAGEMENT

Logger:
On June 20, 2025, a Severity 1 ticket was opened due to connectivity issues with the primary Eventide recorder at DU-COMM. A support technician arrived on-site at approximately 10:45am. Upon investigation, it was determined that the primary recorder had suffered database corruption, requiring a full restoration.

During the period when the primary system was inaccessible, there was no loss of radio or phone recordings. ETSB confirmed that ACDC successfully captured DU-COMM's IP radio traffic, and all VHF audio was also recorded. The backup system operated as expected, ensuring uninterrupted capture of all phone and radio audio.

The database rebuild was completed on June 21, 2025, after which the restoration of the archived data to the primary system began. However, the initial attempt to restore the archive revealed that the current recorder software version did not support the restoration process. Following agreement from both DU-COMM and ACDC, the system was upgraded to version 2025.1 on June 25, 2025.

After the upgrade, the archive restoration proceeded and was successfully completed on June 30, 2025 at approximately 6:09pm. Throughout this timeframe, there was no loss of analog, radio, or Vesta IP call recordings, as all data remained available on the backup system hosted at ACDC.

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: There are two remaining punch list issues: One issue involves the Voiance language line services and does not impact 9-1-1 service and the other the Genovation keypad. AT&T and Motorola have provided ETSB with the software update version 8.4 that contains the Genovation Keypad resolution. ETSB is currently working with AT&T to schedule the update. This is expected to be completed at ACDC the week of August 27, 2025. After this update has been installed at ACDC and appears to have no issues, the update will be scheduled at DU-COMM.

CPE XSTL Configuration Parsing Task:
ACDC: Completed April, 2025
DU-COMM: ETSB again reached out to DU-COMM in July to move the file implementation forward. DU-COMM would like to continue wait until all of the remaining AXS Radio Console items have been resolved and closed prior to moving forward with this. DU-COMM is experiencing issues that do not appear at ACDC.

DuPage Justice Information System (DuJIS)
CAD Focus Group.   Next meeting is August 12 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

The CAD Focus Group met on July 29. The following System Memos were discussed.
The following System Memos have been added to the dashboard for discussion on configuration.
See the System Memos section for current status.

Memo #133: CAD Config CAD Notes Chronology Cluttered
Memo #134: CAD Config Call Stacking Functionality for Fire Dispatch
Memo #135: CAD MPS Config Closest Unit Dispatching
Memo #136: CAD MPS Config Copying Events to Another Town

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Memo #137: CAD Config   Hidden Pup Up Messages
Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently
Memo #139: CAD MPS Config Ability to Run LEADs Number Independently
Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

CAD/MPS Focus Group: (Members in Blue were absent)

DC Rachel Bata, Roselle PD
DC James Fitzgerald, Westmont FD
Sgt. Will Fuentes, Addison PD
DC Jose Gonzalez, Addison PD
DC Scott Gray, Lisle-Woodridge FPD
Ofc. Robyn Lyons, Wood Dale PD
BC Joe Ostrander, Tri State FPD
Chief Steve Riley, Westmont FD
Ofc. Marcus Rivera, Addison PD
Sgt. Dan Taylor, Lisle PD
 DU-COMM
Tyler Benjamin
Steve Pirog
Eric Roberts

ACDC:
Lindsay Bukovic
Kristina Iazzetto
Ben Koechling
Abby Medina
Christopher Norton
Christopher Willadsen
Marilu Hernandez
Mike Sampey
ETSB
Gregg Taormina
Kris Cieplinski
Prithvi Bhatt
Linda Zerwin

It should be noted that this meeting was also during the APCO national conference which was attended by some PSAP personnel.

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

Closed Memos:
Memo 134: Fire Dispatch Call Stacking Functionality. During the discussion with the CAD/MPS Focus Group, ETSB communicated that the system currently is configured to support call stacking for both Police and Fire. ACDC uses this functionality during "surge events" (major storms etc). DU-COMM felt this may be a potential training issue within the operations centers. In addition, the Fire Chiefs that were present for the discussion were opposed to utilizing this functionality. They prefer to leave the events in pending to allow for self-dispatch during high volume events. The group recommended no procedural changes and a consensus decision to close this memo.

Pending Research:
Memo 127: MFA in CommandCentral Aware. The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user IDs created for each user of the application. This solution will potentially be a bit administrative intensive, initially. There is also an additional dynamic of allowing the Real Time Crime Center (RTCC) outside of the PSAP access the application. Depending on the number of users and the turnover of those users will determine how much time will be spent creating new users and removing old users from the system. There will be further discussion, and this has been a discussion point for PAC.

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Memo 128: MFA Infrastructure implementation. ETSB, in participation with the PSAPs, is in the process of implementing individual user ID accounts for all of the CAD workstations. During the July 2025 patching cycle, ETSB has been rolling out the individual user ID accounts to the centers. ACDC has been completed and DU-COMM is expected to complete on August 4, 2025.

Memo 135: Closest Unit Dispatching. ETSB communicated that the CAD system is capable of dispatching closet unit via street mapping as opposed to beat based. At the end of the discussion the group agreed that implementation was not recommended and a consensus decision to not move forward with this memo. Referred to Fire Standardization Focus Group as part of the LiveMum discussion.

Memo 137: Hidden Pop-Up Messages. The current CAD functionality has a two-minute timer when entering a CAD event. If the event is not acted upon within two minutes a pop-up box will appear on the screen. This pop-up is tied to the primary configured screen and will typically be hidden behind any windows that are currently open. This can be difficult to locate within multiple screens, and it will freeze CAD functionality until acknowledged. This presents an issue for the TCs working across multiple events. In addition, it was identified that improper screen-clearing practices are happening that also trigger the screen freezing issue. TCs are not clearing screens properly and the CAD system identifies an improper screen clear, and the system believes the screen is still active which is also triggering the two-minute pop-up window to appear. The original intent of the pop-up (added in 2019) was a safety net to ensure the TCs acknowledge and complete the event entry. Suggest solution from the group was to educate TCs on proper screen clearing procedure and suppress the two-minute pop-up window but maintain critical pop-up messages for officer emergencies. Pending additional configurations within the CAD system and follow-up on training.

Memo 138 & 139: Ability to run handicap placard and LEADS numbers independently via MPS. The Hexagon CAD system supports this capability via Informer and Command Line. The officers in the field would like to have the ability to run these independently from their MDT devices. ETSB is currently looking into this as a configuration change via a form within MPS, prior to reaching out to Hexagon for a potential enhancement. Pending research.

Memo 140: Unit Status only Displays Vehicle Location. The current status within MPS will only display the location of the officer's vehicle, and this can be problematic during foot pursuits and prolonged scenes. The Emergency Communication Centers have the ability to access Command Central Aware that is a utility that tracks the radios. This allows the centers to know where that officers are at all times. During the discussion, it was mentioned that there may be labor agreement barriers to this from the MPS side and officer tracking may conflict with union contracts. This will need to be investigated. An additional suggestion was to investigate the potential of Command Central Aware integration into the map with filtered data to avoid map clutter. This is pending research related to the potential integration and the reliability of GPS data.

Enhancement Request:
Memo 133: CAD Config CAD Notes Chronology Cluttered. The goal of this request is to reduce the clutter and redundant information in the call chronology for better operational efficiency. Suggestions from the group are as follows:
- Remove "New comment" lines to minimize unnecessary vertical space.

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- Eliminate assigned unit counters since totals are already shown in the header.
- Suppress repeated address info during unit status changes (e.g., en route/dispatched).
- Streamline station dispatch info by omitting non-essential origin details.
- Consider removing Informer query results (officer names/plates) to ease FOIA redactions and reduce clutter.

ETSB will be pulling together a scope that will be provided to Hexagon for discussion and recommendations.

Memo 136: Copying Events to another Town. The item was brought up by the TCs within the centers that the process to copy an event is a complex process and requires the TCs to maintain knowledge of agency specific beats and group assignments within the CAD system. A recommendation was to potentially have a dropdown menu that could auto populate group information to reduce the need to remember or manually look up the information. Members of the CAD/MPS Focus team are reaching out to the TCs to obtain additional information and at that time, ETSB will prepare a scope to provide Hexagon as this would be an enhancement request within the current system.

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

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	348	302	205	162
CAD	516	516	337	311	160	140
Total	1140	1140	685	613	365	302

MPS Ticket Reporting:

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
36	29	8	7	8	0	2	3	4	1	3

CAD Ticket Reporting:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
16	14	0	14	0	2

CAD Manager:
Database Management:
Completed the buildout of the new views for Oak Brook and Downers Grove AXON interface projects.

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CAD Configuration:
The CAD Administrator extensively worked with Hexagon and County GIS to resolve the MSS database issues. See the additional details under GIS.

CAD Issue Resolution:
ETSB CAD Administrator assisted Bloomingdale with an AXON BWC download issue. This is resolved.

System Development and Deployment:
None this month.

Collaboration and Meetings:
ETSB had two members of the team participate in Hexagon hosted MPS Administration Training the week of July 28, 2025

CAD Interface Projects:
Axon Addison Project: Project started on February 24, 2025. Ticket # 8044
Current Status: In Testing
ETSB has confirmed with Axon that all of the views that have been provided are completed. Addison is now running off the new views and ETSB is ready to assist if Axon reaches out for assistance. Project will close once confirmation has been received from Axon and Addison that all data points and configuration are working as expected.
Estimated cost: $3,877.47

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136
Current Status: In Process
ETSB supplied the new view data point configuration to Axon. This implementation will begin once the Oak Brook project has moved into the testing phase.
Estimated Cost: $3,947.32

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108
Current Status: In Process
ETSB supplied new views required for Oak Brook to Axon. Axon is in the process of implementing the views and configuration. Testing will begin within the next few weeks.
Estimated Cost: $3,947.32

Flock Drone Oak Brook Police Department: Project started on February 21, 2025, Ticket #16109
Current Status: Pending MOU
MOU sent to Oak Brook – Pending response from Oak Brook.   Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.
ETSB Estimated Cost: $4,508.00
Hexagon Quote Xalt Interface: $28,204.40

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730
Current Status: Pending MOU, MOU sent to DU-COMM in July
DU-COMM requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI).   This would interface would be with the logger. DU-COMM is assuming the

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cost for the software. Eventide, along with Motorola, have provided ETSB the quote for the API (Application Programming Interface) implementation to the logger. Because the logger was not represented in the ETSB security policy, changes need to be made to incorporate it. Those changes are before the Board. The costs for ETSB staff are based on the fact that this will not be an ETSB owned software, the ETS Board has not previously authorized expenditure of 9-1-1 funds for the interface of this software, and ETSB staff will still have maintenance and implementation obligations for its connection to the core 9-1-1 equipment.
ETSB Estimated Cost: $4,508.00
Motorola API Interface Quote: $15,079.93

ProQA Version v5.1.152.1 Logic Version 8.0.838
Current Status: ACDC testing was completed on June 20, 2025. DU-COMM testing in process.
Priority issued a critical bulletin update notification on June 6, 2025, and ETSB installed the update on the test workstations at ACDC and DU-COMM on June 10, 2025. This is currently being tested by the PSAPs and thus far all testing seems to be good. ACDC has communicated that they have completed testing. DU-COMM reported they are in the final stages of their test plan and are completing an internal approval process. DU-COMM has communicated they will be ready in August 2025 to move forward at that time.

Network

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	64	63	164	152

Past Month						
Totals			**Categories of Open Tickets**			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
164	35	32	2	32	0	1

ETSB Network – Absolute Secure:
ETSB reports no issues for the month of July 2025. System had approximately 920 devices registered.

Comcast Maintenance/Trouble Tickets:
No trouble tickets were opened in the month of July 2025, and no maintenance was scheduled.
Windows Patching:
ETSB July 2025 patching has completed at ACDC. Patching at DU-COMM will be completed by August 8, 2025.

Network Projects:
Absolute Security Upgrade: June 17, 2025
Status: Planning Stage
The current version requires a security upgrade as communicated by Absolute. ETSB is reviewing the update to determine if downtime will be required. There will be a complete review after the July 2025 patching cycle is done.

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CAD Workstation Individual ID Logon: July 28, 2025
Status: Planning Stage
ETSB, in participation with the PSAPs, are in the process of converting the CAD workstations to individual auto-logins. ACDC has been completed and ETSB is working through DU-COMM in conjunction with the patching updates for July.

VMware Maintenance:
No maintenance updates for July 2025.

Tech Focus Group:
The ETSB Technical Focus Group meets on a bi-weekly basis to review and discuss topics related to system security, infrastructure enhancements, and proposed projects that may impact the current 911 system. These meetings ensure that all initiatives are evaluated for technical feasibility, security implications, and overall integration with existing infrastructure according to policy.

Discussion Topics from the Most Recent Meeting:
- UPS Battery Replacements Project
- Purvis Central Server Upgrade
- Workstation User ID and Password Security
- Radio Console Updates
- Access Interface Requests

Each project or scope of work is reviewed in detail, with all members encouraged to provide input, share concerns, and offer implementation recommendations. The group collaborates to assess the scope of each project, and members are given the opportunity for input with respect to configuration, operations, deployment/implementation schedules. Final decisions on whether a project moves forward are determined by a consensus. Tech Focus also reviews access requests to the system per Policy 911-013.

Tech Focus Group:

ETSB	ACDC	DU-COMM	County IT	Sheriff IT
Gregg Taormina	Mike Sampey	Erik Maplethorpe	Don Ehrenhaft	Jason Snow
Prithvi Bhatt	Jim Connolly	Eric Roberts		
Krzysztof Cieplinski	Keith Marc			
Jerry Furmanski				

Fire Station Alerting System (FSAS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	104	89	117	110

Past Month				
Categories of Open Tickets				
Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
19	21	16	3	0

Purvis Ticket Status Update:

Ticket created - Date	Ticket resolved - Date	Location Common Name	Component	Resolution
7/4/2025	7/4/2025	Winfield Station 31	FSCU	Restart/Power Cycle System
6/23/2025	7/7/2025	Roselle Station 64	Station Hardware Turn-out Timer,Grid Connect	Replaced Component
7/9/2025	7/9/2025	Roselle Station 64	Purvis Reporting Capability Question	Question Answered
6/25/2025	7/14/2025	Addison Station 1	Configuration Update	Tier1 Configuration Change
7/10/2025	7/14/2025	Wheaton Station 39	Station Hardware Reader Board, Ethernet Module, Power Supply	Replaced Component
7/7/2025	7/16/2025	Roselle Station 64	Station Hardware Turn-out Timer, Grid Connect	Replaced Component
7/8/2025	7/16/2025	Villa Park Station 81	Station Hardware LED Night Light	Plugged in Component
7/14/2025	7/16/2025	Bensenville Station 107	General Audio Issue	Wire Pull
7/16/2025	7/17/2025	Elmhurst Station 89	Station Hardware Message Board	Non-Purvis Issue
7/17/2025	7/18/2025	Itasca Station 66	Station Hardware UPS_CyberPower	Non-Purvis Issue
7/15/2025	7/22/2025	Lombard Station 45	Station Hardware Turn-out Timer, Grid Connect	Replaced Component
7/21/2025	7/23/2025	Addison Station 71	Station Hardware Turn-out timer, Grid Connect	Replaced Component
7/24/2025	7/24/2025	Carol Stream Station 29	Station Hardware Message Board	Non-Purvis Issue
7/24/2025	7/25/2025	Warrenville Station 11	Station Hardware Station Control Unit	Cycled Component
7/21/2025	7/28/2025	Addison Station 73	Station Hardware Turn-out timer, Grid Connect Power Supply	Replaced Component
7/24/2025	7/28/2025	Tri-State Station 109	Customer Network/Circuit Issue	Non-Purvis Issue
7/7/2025	7/29/2025	Wheaton Station 38	Station Hardware RTS	Replaced Component
7/24/2025	7/29/2025	Downers Grove Station 53	Station Reported Down	Restart/Power Cycle System
7/15/2025	7/30/2025	Hanover Park Station 15	Station Hardware Message Board, HDMI Extender	Replaced Component
7/16/2025	7/30/2025	Wheaton Station 38	Non-FSAS Issue Existing Light Control	Ticket Cancelled
7/25/2025	7/31/2025	Warrenville Station 11	Station Reported Down	Services Restarted

Projects:

Fire Station Alerting System-wide Upgrade:

Status: Planning Stage for Implementation

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

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Message Board Project:
Status: Completed
This project was necessary as part of the overall Purvis system upgrade.

Purvis FSA IP Information Request:
Status: Completed
This information was needed for the overall Purvis system upgrade.

RIU: DU-COMM project
Status: Completed
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.

Itasca Fire Protection District New Station #67:
Status: Pending Delivery of Equipment
The ETS Board approved the costs for this project in July. ETSB is in contact with the Purvis Project Manager to begin the kickoff and planning of the new station tasks.

Fire Standardization Focus Group:
The Fire Standardization Group meets bi-weekly to discuss topics related to Fire Station Alerting, ongoing project updates, and potential new features that could operationally enhance a station's ability to serve the community effectively.   The Focus Group is made up of Fire Chiefs or Deputy Chiefs. ETSB facilitates this meeting like the other Focus Groups. ETSB, ACDC and DU-COMM personnel attend to provide technical system information, answer questions and take tasks from the meeting. Over the past two meetings, the group has focused on the following key initiatives:

- **Fire Station Alerting System Enhancements:** Discussions centered on the central server upgrades and the installation of new message board modules. These modules will enable stations to customize their monitors with various widgets and display configurations, tailored to the specific information station personnel wish to view. The module IP configuration has been completed, and the central server upgrades are now underway.

- **LiveMUM Application:** The group also reviewed the LiveMUM application, which supports automated gap coverage when stations are committed to extended calls. The focus has been on optimizing the application to ensure effective countywide coverage and exploring configurations that incorporate mutual aid resources from surrounding agencies. Collaboration with the vendor is ongoing to enhance the application's capabilities.

Talk Group	Focus Group Members		Also in attendance:
ACDC 2	Chief Patrick Johl, Wood Dale FPD	Co-Chair	**ACDC:**
Fire South	Chief Scott Spinazola, Downers Grove FD	Co-Chair	Eric Burmeister
ACDC 1	Chief Patrick Brenn, Tri-State FD		Michele Beebe
Fire North	Chief Richard Cassady, Glenside FPD		David Dobey
Fire North	Chief Chris Clark, Glen Ellyn VFC		Abby Medina
Fire East	Chief Dick Dufort, Elmhurst FD		Marilu Hernandez
Fire West	Chief Eric Fors, Hanover Park FD		**DU-COMM**

Fire West	Chief William Gabrenya, Bartlett FPD	Tyler Benjamin
ACDC 2	Chief Brock Herion, Addison FPD	Steve Pirog
Fire South	Chief Jimmy Lahanis, Darien-Woodridge FPD	Jessica Robb
ACDC 1	Chief Steve Riley, Westmont FD	**ETSB**
Fire East	Chief Richard Sanborn, York Center FD	Gregg Taormina
		Linda Zerwin

Geographic Information Systems (GIS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	324	271	398	298

Past Month									
Totals					**Categories of Open Tickets**				
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
39	0	161	132	110	17	15	4	3	0

GIS Map Roll:
ETSB met with Hexagon and County GIS to resolve the MSS database issues. After the discussion, the issue was identified and corrected within the system. This issue involves moving to the formal Hexagon process. Over time, the first ETSB GIS Manager created specialized processes that were conflicting with the current GIS process. During the week of July 28, 2025, ETSB successfully completed a map roll in the training environment and performed some initial map validations that proved to be accurate. ETSB is pushing the map updates out to ACDC training workstations for additional testing and validation. Once completed, ETSB will push the map updates out to the training workstations at DU-COMM for validation and testing. Once completed, the team will perform the production map roll to all workstations in the environment.

GIS Redistricting Annual Status:
No new projects in July.

GIS Projects:
Darien-Woodridge Fire Protection District Redistricting
Project started: June 3, 2025 Ticket #17456
Current Status: In Process
Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS compiled and sent a large format PDF map on July 17, 2025, of Darien-Woodridge's jurisdictional boundary for Darien-Woodridge to mark up their new fire district boundaries to then send back to GIS. One hour was spent in GIS compiling this PDF map. GIS has not received follow up from Darien-Woodridge as of August 4, 2025.

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Completed Projects:

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

NG9-1-1 GIS Mapping:
Database Version and Updates:
County GIS has successfully geocoded the ALI AT&T dataset containing approximately 200,000 records. The majority of these records have been matched, with just over 2,000 initially unmatched entries.

From those 2,000 unmatched records, County GIS has now resolved most, leaving only 43 remaining. Upon investigation, these final 43 entries appear to be outdated phone numbers with no valid address information.

With the next processing run, County GIS is confident they will achieve the targeted 98% match rate for the ETSB data on the State system.

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

The Task Force has had two demonstrations from vendors. First was "CRG (Critical Response Group)" and the second was with "911infrom". We will be conducting one coming up with Centegix.

ETSB On-Call Summary:

Agency	Date	Time	Description of Issue	Resolution
DU-COMM	7/4/2025	4:16 PM	Purvis Disconnect	ETSB walked Wheaton Station 39 through an SCU reboot which solved the issue.
DU-COMM	7/16/2025	7:24 PM	Tornado Siren Down	ETSB advised that issue is handled via the City of Wheaton
DuPage Sheriff	7/24/2025	10:50 AM	Unit Screen Down	MPS Services were restarted
DU-COMM	7/24/2025	10:15 PM	Lisle-Woodridge Fire Station 53 is hearing all traffic on their in-house speaker for all of fire south	VGA extender issue. Tech re-seated the cable and rebooted all devices.

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

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DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

APXNext XN: For the July 22 podcast, Fire Agencies were asked to attend in person to review the APXNext XN radio procedures, receive training, and collect two (2) test radios per agency. There will be a two-week testing period in which agencies are asked to approve their template and/or note any functional issues or errors. A total of 27 out of 29 agencies attended the podcast in person, where they picked up their test radios and National Night Out handouts. The remaining agencies collected their test radios between July 23 and 25.

Most Fire Agencies also picked up their accessories on July 22, while the remaining agencies collected their accessories throughout the week. As of now, only Oak Brook Fire is still pending accessory pickup.

Radio Testing Feedback: Configuration related concerns were submitted during the initial testing period by Glen Ellyn Fire, West Chicago Fire, and Roselle Fire. These included minor codeplug issues, certain channels not receiving, transmitting, or announcing correctly in the NEW FIRE MAIN zone and discrepancies with Hazard Zone activation on specific talkgroups. In addition, Tri-Com channels were incorrectly labeled using VHF names instead of the intended STARCOM21 identifiers. These matters have been reviewed and addressed by the Radio System Manager to ensure alignment with the approved radio programming standards.

During the first week of fire radio testing by participating agencies, the following comments were submitted regarding Talkgroup Naming and Reassignment. These changes were previously agreed upon and discussed by the Fire Focus Group and are documented in detail in Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System, which was disseminated to all agencies. The following summarizes the feedback received for PAC review and discussion.

From Deputy Chief Brandon Mitsuka via Monday.com (Villa Park Fire) – 7/23/2025
1. Clarification Requested: The NEW FIRE ALT template lists FD OPS 1, FD OPS 3, FD OPS 2; however, in the actual radios these appear as 31, 22, 21. A clear mapping of old vs. new OPS channel assignments is requested.
2. Channel Identity Questions:
   o 9-DPSO F1 – Is this the same as the former ACDC 5?
   o 10-PD 1 – Should be labeled as ACDC 1
   o 11-PD 2 – Should be labeled as ACDC 2
3. ACDC 3 & ACDC 5 Clarification: Who are the current users of these channels? Additional detail requested to define their intended use and user base.
- From Chief Kevin Fleege via Zendesk #18319 (Oak Brook Fire) – 7/31/2025
1. Helicopter Channel Naming (7AG88D):
   o ViQi reportedly confuses 7AG88D with 7AG80D.
   o Suggestion to rename or alias 7AG88D to something more intuitive (e.g., "Helo") so that voice assistant and screen labels are clearer for users.
2. FD1 and FD2 Labels: Suggest updating to ACDC FD1 and ACDC FD2 to help field personnel immediately identify these as ACDC channels.

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3. Naming Alignment for VHF/STARCOM Equivalents:
    o LT FDSP 1 and vFD250 appear to be the same operationally (one on STARCOM, one on VHF).
    o Suggest renaming LT FDSP 1 to FD250 to follow current naming conventions (similar to FDEAST/ vFDEAST pairing).

Summary:
No PAC Action Required:
▪ Deputy Chief Mitsuka was provided with the policy to answer the mapping questions.
▪ The use of ACDC FD1 vs FD1. This is the naming convention that ACDC has chosen.
▪ Fleege #3. These are the naming conventions of LTACC. This will be what the LTACC dispatcher uses to refer to their talk group when assigning.

PAC Action Required: Fleege #1 Helicopter Channel Naming. This will be what the dispatcher uses to refer to the talk group when assigning. However, a ViQi name could be added. What name?

Outcome: PAC discussed this issue at length at the August 4 meeting and determined that the naming convention worked and that under FAQ ETSB could add using individual numbers (ie: saying 8 8 and not 88) for clarity for ViQi.

APX8500 Mobiles: Alternative model options within Motorola have not met the needs of the fire chiefs for all applications. Concurrently, the ETSB, along with two members of the Fire Focus Group, have been testing other manufacturers to determine whether radio issues identified with this model are a benchmark or specific to the APX8500. Two manufacturers, Tait and Kenwood, have mobiles that have completed the drive test and bench test without demonstrating the radio issue of the 8500.

ETSB had demo models for chiefs to see at the "in person" portion of the July 22 podcast. Along with the models, manufacturer reps were available to answer any technical questions about their products for the DEDIR System member agencies present.

After the presentations, manufacturer reps were asked to step out or offline so that agencies could discuss preferences. Of the 20 Police agencies with APX8500 mobile radios, 9 were absent from the July 22 podcast and 8 remained undecided regarding their preferred replacement option. Among the 27 Fire agencies that attended the podcast, 26 indicated a preference for the Tait TM9900 as their replacement mobile radio.

The options below were in the podcast notes, however, in the interest of time, these options were not discussed.

Option 1: Replace the APX8500s deployed in the system and upgrade the APX7500. There are approximately 105 APX8500 mobiles in the DEDIR System. The APX7500 would be upgraded to TDMA and AES encryption. The chosen replacement model would then be provided for new vehicles and/or broken units. There are some logistics challenges with the upgrade of the APX7500 including bringing these models to the current firmware update. These challenges will be discussed at the meeting.

Method A: Remove the mobile from the vehicle and bring it into ETSB for reconfiguration. There are obvious challenges with this method such as a piece of apparatus being without a mobile for several days, uninstall and reinstall time/cost.

Method B: Motorola would come out to each station and do the updates. There are certain challenges with this method including having solid WiFi throughout the process. Because the mobiles are several firmware updates out of date, this process will take 30+/- minutes.

Option 2: Replace all Mobile Radios with the chosen replacement. This would depend on order lead time. The first vehicles to be updated would be those with an APX8500.

CommandCentral Aware
The ETSB repeated the information about CommandCentral Aware from the May 20 podcast. On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies who would like to have a license(s) should submit a Zendesk ticket. Agencies that are interested in learning more, or would like the demonstration for other employees, please submit a Zendesk ticket. If there is enough interest, we will have Motorola repeat the presentation. This was a last call for those interested in licensing.

APX4000. An emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. The following agencies need to schedule their APX4000 radios for program updates. Reminder that walk-in traffic is available Tuesday through Thursday 8:30 to 4:00. The update will take about 15 minutes. The goal is to get this completed during the two-week testing period for the XNs in order to complete this project and to free up the programmers for final programming of XNs.

Elmhurst PD   1
Wheaton PD   1

PAC Focus Groups
The Police Focus Group did not meet in July, no August meeting is scheduled as of the writing of this document.

The Fire Focus Group did not meet in July. The next meeting has not been scheduled.

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call – July 2, 2025
AXS Consoles: All consoles have been installed at both dispatch centers. Motorola is still actively working to resolve the issues we have seen at DU-COMM regarding logouts and speaker mapping. Based on current research by our product team it is tied back to the Moto Patch. There is an additional patch that will be coming out to clear this up and reduce future occurrences. I will also be working with Gregg to ensure all spare equipment has been accounted for that has been used for installation due to equipment issues.

DFSI: Installation is scheduled for ACDC for July 9th. There will be a Motorola team on site the morning of the 9th to start installation and configuration.

Encryption: Motorola is looking to schedule an in person meeting with ETSB to address remaining questions regarding finalizing the encryption consulting plans completion

Motorola Wednesday Morning Status Call – July 9, 2025 no call - ETSB Board meeting.

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Motorola Wednesday Morning Status Call – July 16, 2025

AXS Consoles: Motorola has scheduled to have multiple STs on site the week of July 21 to begin installing the updated patch at both centers. The techs will need to install it at each position individually. We will be starting the patches at DU-COMM and then moving on to ACDC. Installation time is unknown at this moment as work has not begun, but it is expected to take several days to implement. The goal is to eliminate the speaker mapping issue and the logging out issues that have been seen.

DFSI: The Motorola DFSI team was on site last week and was unable to make much progress on installation. There was some confusion on the Moto side with regards to programming that needed to be addressed. We are rescheduling a team to return to start the process again and working with Jim Connelley and his team to meet their expectations.

Encryption: Meeting with ETSB is scheduled for 7/22 to discuss additional details pertaining to the implementation of the encryption consultation project. More details to follow scheduled meeting

Motorola Wednesday Morning Status Call - July 23, 2025

AXS Consoles: Motorola tech team is on site this week working through the installation of the moto patch at each position. As of last evening they have completed 6 confirmed positions at DU-COMM and will continue to work until complete.

DFSI: DFSI Motorola team is back on site this week to work through installation. Progress is being made, but there are a few issues with scope and consolette programming to be addressed. Anticipated installation and cutover by the end of this week

Encryption: Motorola and ETSB met on Tuesday 7/22 to discuss implementation and needs for the encryption project. ETSB provided needed information to Motorola and Matt Downer is compiling remaining information to complete the process for consultation. Prior to full release, Motorola will present to ETSB and discuss any changes or adjustments that might be needed before full release to all.

Motorola Wednesday Morning Status Call – July 30, 2025

AXS Consoles: Last week (July 21st) we had several techs on site to manually push updates to all of the OPs at both DU-COMM and ACDC. These updates are supposed to address the logout issues as well as the speaker mapping issues that we have been seeing at both sites. At this time, we have had one incident, but we will continue to monitor. Matt Downer is planning to come on site at DU-COMM the week of August 18 to change the connections in the switch to finish up the redundancy NICs for the OP positions.

DFSI: Techs were on site at ACDC last week to install and configure the DCGs for the DFSI. The installation was complete but ran into an issue with one of the Tait base stations. Dave Gossage from ABeep is working to get that device fixed. Motorola team will be back on site the week of August 18 to figure configuration, cutover, program consolettes and complete name changes in the provisioning manager.

Encryption: The Motorola team met with ETSB on the week of July 21 to run through the process and gather additional information for the report. Matt Downer is compiling the remaining information for his report and will present it to ETSB once complete.

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Radio Alias List and Templates Updates

This document outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

Documents Submission Status as of June 24 - Complete	
Configuration Completed	29
Total Agencies	**29**
Template Selection	
Option 1 Current Template No HZ	2
Option 2 with HZ in Selectable Channels	6
Option 2 NO HZ in Selectable Channels	21
Total	**29**

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MOTOROLA *SOLUTIONS*   **ST★RCOM21**

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: July 31, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

<u>Projects:</u>

<u>DEDIR System Radio Replacement</u>
APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. There are 3 agencies/9 radios that remain to be programmed. (Elmhurst/1, Lombard/7, Wheaton/1). ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates. APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500 Mobile: Alternate options to the APX8500 are being considered.

APXNext XN Portables: Fire agency test radios were provided on Tuesday 7/22/25. The radios will tested by the agencies and if issues are found in the programming they will be submitting change requests via Zendesk tickets. Testing is scheduled to be completed 8/5/25. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and have been applied to the Master for Fire agency testing.

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

<u>Programming – Projects</u>
<u>Code plug updates:</u> There were none last month.

<u>Codeplug Creation:</u> No additional code plug creation outside of the project.

<u>Consolidations:</u> There were none last month.

<u>Radio Alignment:</u>
There were none last month.

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Service Tickets

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

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	58	53	1	0	0	0	1	2
APX Next (PD)	75	66	12	11	1	7	0	4
APX NextXN (FD)	21	14	7	3	0	2	0	5
APX 8500 (mobile)	11	6	1	0	0	0	0	1
APX4000	18	12	2	2	0	2	0	0
Total	**183**	**151**	**23**	**16**	**1**	**11**	**1**	**12**

STARCOM21 Scheduled Maintenance:

System Maintenance:
- STARCOM21 planned maintenance was performed on 7/8/2025. Motorola Starcom team performed an update to the Edge routers on all zones. The activity lasted from 10:30 AM to 1:00pm PM. Some disruptions to voice and data call could have occurred during this time.

System Patches:
- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 7/9 and 7/10. These patches caused an impact to the system in all Zones.
  It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

  Thursday, 7/10/25
  8:45 am- Site Trunking Event (~5 Minute Event)
  Red X's on Consoles for 5 Minutes as well
  2:45 pm - Site Trunking Event (~5 Minute Event)
  Red X's on Consoles for 5 Minutes as well

2

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- IL STARCOM Monthly Application of Windows Motopatch 2025.06 – Patching 7/18/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
There was none last month.

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 20/Jul/2025 @ 9:30 PM CDT (UTC -5)
End: 21/Jul/2025 @ 5:30 AM CDT (UTC -5)

Radio Central Patches:
There were none last month.

Radio Management CPS Patches:
There were none last month.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

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

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.

- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

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STARCOM21 Unscheduled System Outages:

- Service outage with CommandCentral Aware, Aware for 911, SmartTranscription, CommandCentral DEMS, Responder, Records, and Admin.When attempting to log in, users receive an error message or a statement that the service is unavailable. Users who were already logged in were redirected to an error screen. 7/25/25 9:34:00am CDT Full functionality was restored to all CommandCentral and Cirrus applications and users were able to log in without issue. 7/25/25 10:15am CDT

Meetings: Fire and PD Podcast July 22nd.

Training: There was none last month.

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Grade of service report:

	GoS Calculations					PTT and Busy Data					
						June 2025 Starcom21 GoS Report					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.87	3.72	6.68	30.00	2718.43	13386.90	4.92	0.00	0.00	0.00
1:00:00	0.01	18.83	3.20	7.20	30.00	2294.37	11523.13	5.02	0.17	0.90	5.40
2:00:00	0.00	15.89	2.70	7.70	30.00	1896.90	9727.13	5.13	0.00	0.00	0.00
3:00:00	0.00	12.99	2.21	8.19	30.00	1501.97	7948.40	5.29	0.00	0.00	0.00
4:00:00	0.00	11.80	2.01	8.39	30.00	1354.03	7223.50	5.33	0.00	0.00	0.00
5:00:00	0.00	13.38	2.27	8.13	30.00	1519.83	8186.83	5.39	0.00	0.00	0.00
6:00:00	0.00	15.57	2.65	7.75	30.00	1807.30	9531.23	5.27	0.00	0.00	0.00
7:00:00	0.00	21.98	3.74	6.66	30.00	2542.63	13454.43	5.29	0.00	0.00	0.00
8:00:00	0.00	29.30	4.98	5.42	30.00	3419.90	17929.17	5.24	0.00	0.00	0.00
9:00:00	0.00	33.82	5.75	4.65	30.00	4040.67	20697.23	5.12	0.10	2.83	28.33
10:00:00	0.00	33.54	5.70	4.70	30.00	4017.57	20526.53	5.11	0.10	20.07	200.67
11:00:00	0.00	32.80	5.58	4.82	30.00	3936.73	20071.93	5.10	0.00	0.00	0.00
12:00:00	0.00	32.96	5.60	4.80	30.00	3913.10	20173.60	5.16	0.00	0.00	0.00
13:00:00	0.00	34.86	5.93	4.47	30.00	4139.23	21333.30	5.15	0.03	1.37	41.00
14:00:00	0.00	34.77	5.91	4.49	30.00	4185.63	21276.80	5.08	0.10	29.73	297.33
15:00:00	0.00	35.92	6.11	4.29	30.00	4343.73	21983.83	5.06	0.17	1.83	11.00
16:00:00	0.00	35.77	6.08	4.32	30.00	4325.40	21891.57	5.06	0.10	5.73	57.33
17:00:00	0.00	34.15	5.81	4.59	30.00	4138.00	20899.43	5.05	0.03	0.20	6.00
18:00:00	0.00	32.99	5.61	4.79	30.00	3955.53	20192.90	5.10	0.00	0.00	0.00
19:00:00	0.00	32.31	5.49	4.91	30.00	3963.10	19775.93	4.99	0.00	0.00	0.00
20:00:00	0.00	31.35	5.33	5.07	30.00	3870.53	19186.17	4.96	0.00	0.00	0.00
21:00:00	0.00	31.12	5.29	5.11	30.00	3851.07	19046.07	4.95	0.00	0.00	0.00
22:00:00	0.00	28.32	4.81	5.59	30.00	3595.20	17333.97	4.82	0.00	0.00	0.00
23:00:00	0.00	25.61	4.35	6.05	30.00	3208.23	15671.57	4.88	0.00	0.00	0.00

Group Alias	PTT Count
DU 3EAST	37775
DU ACDC 2	38166
DU ACDC 3	32434
DU 1EAST	27343
DU 3WEST	26165
DU 1WEST	25764
DU DPSO F1	25274
DU 3 SOUTH	23400
DU SHERIFF COURT	25345
DU 1NORTH	22058
DU 1SOUTH	21606
DU 7WEST	18956
DU 7 SOUTH	20121
DU ACDC 1	16142
DU EDU 1	15310
DU FIRE NORTH	12957
DU FIRE EAST	10726
DU FIRE SOUTH	10398
DU FD ACDC1	7194
DU FD ACDC2	6195
DU COD 1	5315

PTT Counts

6

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 Verifiation 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	Elminate 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 infomrer	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 mutiple units	Allow dispatch assign to work with multiple units	Closed

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)
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
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed
67	07/30/20	CAD	Adjust name and tx field	Add field for 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 supllies 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	Analsyis 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 percetages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed

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)
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer 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
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 CADView	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 cybersecuirty	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 boulavard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Opened
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Opened
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Opened
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened
			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/01/2025 08:30:58 AM

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	132,545	41,902	90,643	0	1,683	35,106	4,518	169	426	0	2,887	00:00:04
	Internal	7,504	0	7,504	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	33,344	0	33,344	0	0	0	0	0	0	33,344	0	00:00:00
	Total	173,393	41,902	131,491	0	1,683	35,106	4,518	169	426	33,344	2,887	00:00:04
Total		173,393	41,902	131,491	0	1,683	35,106	4,518	169	426	33,344	2,887	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/01/2025 08:39:51 AM

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	422,079	166,743	255,336	0	6,499	132,836	25,108	389	1,911	0	15,785	00:00:06
	Internal	76,579	0	76,579	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	105,733	0	105,733	0	0	0	0	0	0	105,733	0	00:00:00
	Total	604,391	166,743	437,648	0	6,499	132,836	25,108	389	1,911	105,733	15,785	00:00:06
Total		604,391	166,743	437,648	0	6,499	132,836	25,108	389	1,911	105,733	15,785	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/01/2025 08:29:54 AM

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	28,980	7,068	21,912	0	260	6,060	665	13	70	5,650	491	00:00:04
Total	28,980	7,068	21,912	0	260	6,060	665	13	70	5,650	491	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/01/2025 08:38:32 AM

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	99,728	28,301	71,427	0	1,006	23,153	3,760	68	314	17,704	3,147	00:00:07
Total	99,728	28,301	71,427	0	1,006	23,153	3,760	68	314	17,704	3,147	00:00:07

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/01/2025 08:32:16 AM

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	6,553	6,553	0	0	231	5,528	790	4	0	0	0	00:00:04
Total	6,553	6,553	0	0	231	5,528	790	4	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/01/2025 08:43:05 AM

Date Range: 01/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	166,743	166,743	0	0	6,499	132,836	25,108	389	1,911	0	15,785	00:00:06
Total	166,743	166,743	0	0	6,499	132,836	25,108	389	1,911	0	15,785	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/01/2025 08:28:58 AM

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	1,041	1,041	0	0	27	911	103	0	0	0	0	00:00:04
Total	1,041	1,041	0	0	27	911	103	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/01/2025 08:41:04 AM

Date Range: 07/01/2025 12:00:00 AM - 07/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	28,301	28,301	0	0	1,006	23,153	3,760	68	314	0	3,147	00:00:07
Total	28,301	28,301	0	0	1,006	23,153	3,760	68	314	0	3,147	00:00:07

Rave 9-1-1 Suite

2025											
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,876	65,509	1,035	8.56%	1,091	11,878	7	2	309	161,966

Motorola Monthly Incident Report
July 2025

Incident Number	Site	Status Text	Ticket Open Date	Description
INC0002762866	DuComm Dispatch CTR	Closed	7/16/2025 3:25:05 PM	AUX IODSM02 Red X's on all dispatch OP's. Verified resources no longer red x on ops. Erik/customer gave ok for closure.
INC0002772156	Addison Consolidated Dispatch Center	Pending	7/18/2025 9:40:44 AM	Lost all communication on starcom

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: July 30, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
    - Entering Functional Acceptance Testing on 8/5/25.
- RMS RFP Steering committee meeting monthly.
- RMS RFP Evaluation Team Meeting to review RFP Draft.

Action Items:

- RMS RFP Process
    - Finalize RFP for release.
    - Engage Evaluation Group
- OCR 10.0/MFR
    - Complete configuration tasks
- NetRMS/CJIS
    - Move legacy system off of aging hardware to dedicated server.
    - Phase 1: Transition all agencies to new application and disable mainframe application.(Complete)
    - Preparation for phase 2 (NetRMS) is underway.

RSA – Customer Support Collaboration:

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

Next Month's Actions Items:

- Begin Testing Phase of MFR/OCR 10.0 project.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.

July Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	July 31, 2025

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	2	P2	2	P2	0
Below target	☐	P3	21	P3	5	P3	3
Above target	☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending July 31, 2025

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

Support Activities

Objectives Completed This Period

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

2. **18** support tickets were resolved in the month of July 2025.

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

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

5. MR RN Update in progress

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

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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

June 2025

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

Addison Consolidated Dispatch Center (ACDC)

Staffing

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

Currently, we have one Probationary Telecommunicator who has completed the Classroom Phase of training, and training on phones accompanied by a Communications Training Officer on Day Shift. From the most current interviews, we have three potential hires in background. We continue to interview to fill the remaining opening, and the Alarm Board Operator, scheduled to retire July 18th.

2025 Staffing - June
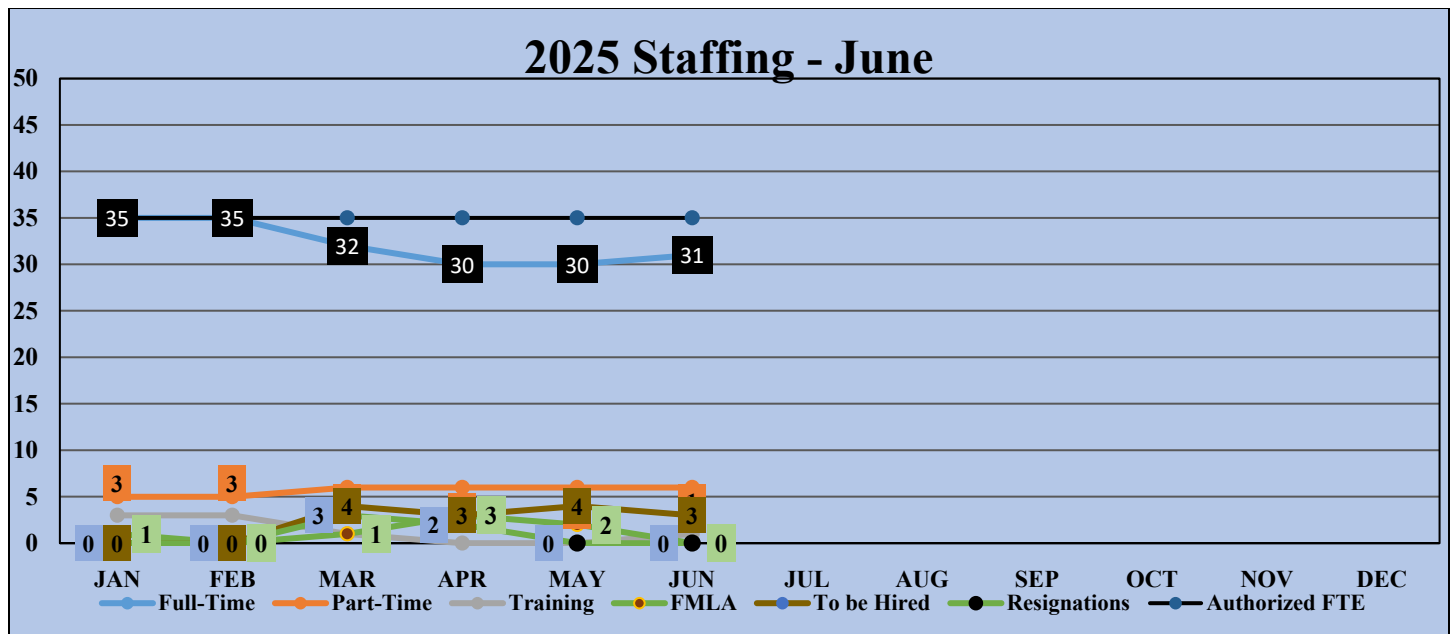
Resignation N/A

Recognition

TL Mardula, TC Bukovic, & TC Vertucci received a Performance of Duty Memo for their collaboration during a potential arson. On May 16th, Multiple 911 calls simultaneously came in for a man with a gas can starting vehicles on fire, TCs processed calls expeditiously, keeping all responders updated, and prioritizing this event as an active incident with the alleged offender still on scene. Shortly after, the alleged offender was apprehended without incident. Congratulations on a job well done. The manner in which this incident was handled shows dedication to the ACDC Mission and demonstrates the ability to work as a team, your ability to communicate, and provide responder safety.

2

Training

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

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

HRLF Scenario 25-06 Scenario #1 Drowning

Category	Question	Yes_Percentage
HRLF Scenario Basics	CAD created within the time standard?	100.00
HRLF Scenario Basics	Nature of the call determined?	100.00
HRLF Scenario Basics	Created CAD properly?	100.00
HRLF Scenario Basics	CAD created with two letter town code?	63.16
HRLF Scenario Basics	Verified address of occurrence?	94.74
HRLF Scenario Goals	Advised caller to get the child out of the water, if safe to do so.	94.74
HRLF Scenario Goals	Initiated EMD?	100.00
HRLF Scenario Goals	Navigate EMD correctly?	73.68
HRLF Scenario Summary	Advised caller help was on the way?	100.00
HRLF Scenario Summary	Used calming techniques/empathy?	100.00
HRLF Scenario Summary	Completed on the first attempt?	94.74
HRLF Scenario Summary	Serious attitude towards training?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00

HRLF Scenario 25-06 Scenario #2 PD Radio Active Shooter

Category	Question	Yes_Percentage
HRLF Radio Goals	Notify Sergeant	76.92
HRLF Radio Goals	Hold non-emergency radio traffic	46.15
HRLF Radio Goals	Echoed Locations and descriptions	84.62
HRLF Radio Goals	Mark Time in CAD when entry is made?	92.31
HRLF Radio Goals	Log updates from officers in CAD	100.00
HRLF Scenario Goals	Tones Used	100.00
HRLF Scenario Goals	Broadcast on Duflash w/Proper Channel	92.31
HRLF Scenario Goals	Updates Given Over the Air	100.00
HRLF Scenario Summary	Completed on the first attempt?	100.00
HRLF Scenario Summary	Serious attitude towards training?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00

HRLF Scenario 25-06 Scenario #3 Radio FD MABAS Box Structure Fire

Category	Question	Yes_Percentage
HRLF Radio Goals	Create and Send IAR Message with Box Card Attached	72.73
HRLF Radio Goals	Announced Box Alarm over the radio following MABAS script	100.00
HRLF Radio Goals	Tracked units, confirming all all companies due are responding	72.73
HRLF Radio Goals	Identify correct replacement unit	100.00
HRLF Scenario Summary	Completed on the first attempt?	81.82
HRLF Scenario Summary	Serious attitude towards training?	100.00
HRLF Scenario Summary	Positive attitude towards training?	100.00

Additional Training

- Six TCs recertified CPR certification, training hosted at ACDC
- One TC recertified as an APCO Instructor
- Six TCs attended the AXON Roadshow 2025 hosted by Oakbrook PD
- Two Team Leads initiated the APCO Communication Center Supervisor Course
- One TC viewed the LLRMI – Crisis Communications/Negotiations for Dispatchers webinar
- DD initiated the APCO Communications Center Manager 1st Ed
- Two TCs, two OMs, and the Director attended the NENA Conference
- Two TCs attended the APCO Active Shooter Incidents for Public Safety Communications training
- PSC completed the Lead Instructor Course
- DD completed self-paced APCO Cybersecurity for ECC
- One TC participated in the Full RTF Active Shooter Drill in Western Springs
- PSC certified as an APCO Communication Training Officer – Instructor

Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502							34,834
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874							75,511
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313							27,694
Internal	1,096	876	898	1,041	1,157	1,166							6,234
DuPage 2-1-1	197	151	150	140	230	256							1,124
Total	25,079	20,216	23,591	23,283	26,117	27,111	0	0	0	0	0	0	145,397

Year-to-Date Phone Calls

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

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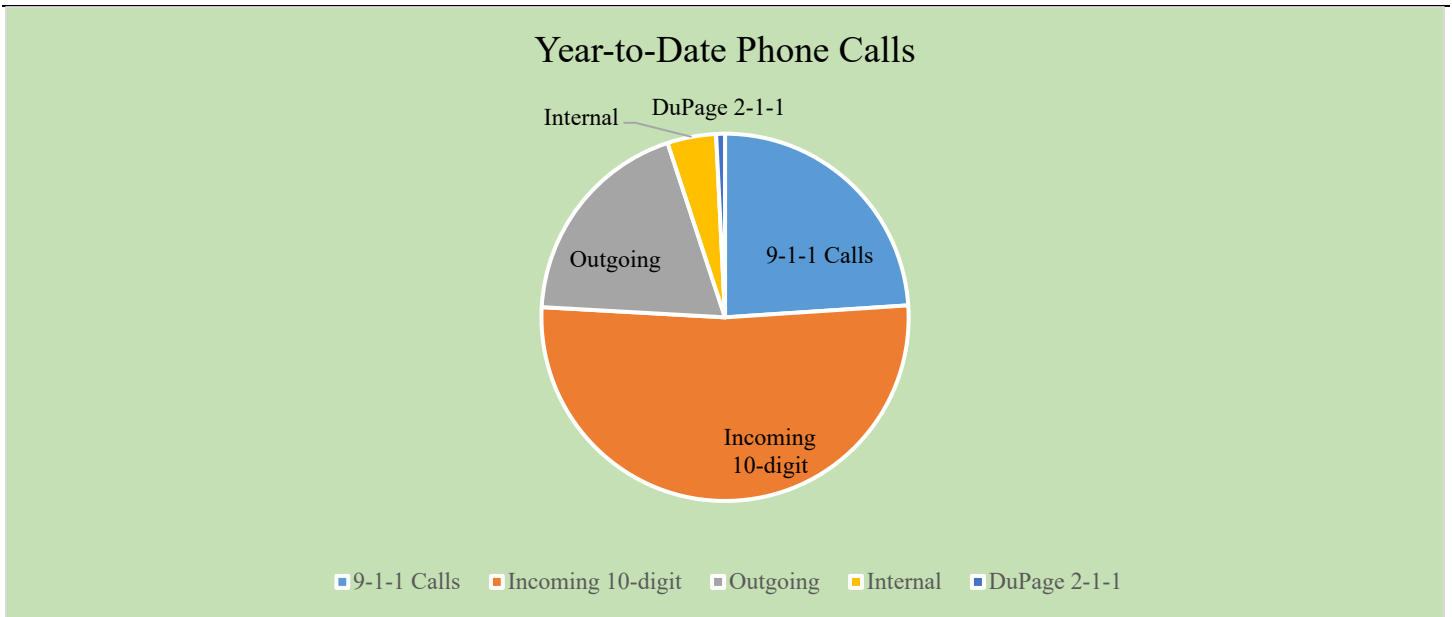
9-1-1 Calls Answered and Text-to-911

9-1-1 CALLS RECEIVED												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596							29,524
Wireline	297	219	233	206	224	244							1,423
VOIP	717	607	639	151	660	601							3,375
Unknown	59	47	73	61	65	51							356
Abandoned	403	320	413	411	442	407							2,396
SMS	47	42	16	24	17	10							156
Total	6,493	5,254	6,016	5,866	6,692	6,909	0	0	0	0	0	0	37,230

9-1-1 Calls Received Y-T-D
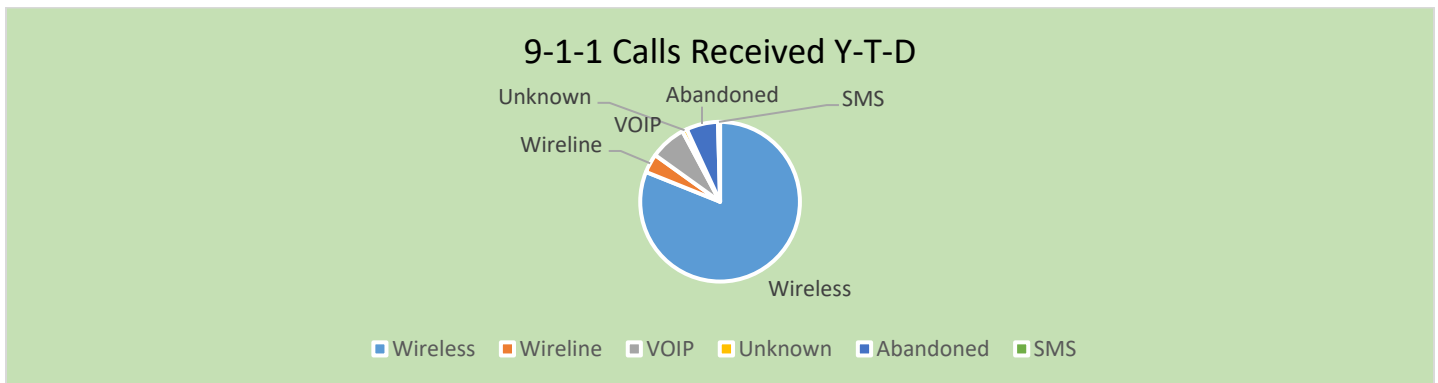
NENA 9-1-1 Call Answering Standard

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

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

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

June 9-1-1 Call Answering

Seconds	Percent
0-15	99.71%
16-30	0.29%
31-45	0.00%
46-60	0.00%
>60	0.00%

5

911 Call Answering – YTD

9-1-1 Call Answering YTD

Chart showing 9-1-1 Call Answering YTD by seconds:
- 0-15: 99.52%
- 16-30: 0.44%
- 31-45: 0.01%
- 46-60: 0.00%
- >60: 0.00%

(x-axis: Seconds)

10-Digit Call Answering

June 10-Digit Call Answering

Chart showing June 10-Digit Call Answering by seconds:
- 0-15: 99.23%
- 16-30: 0.74%
- 31-45: 0.03%
- 46-60: 0.00%
- >60: 0.00%

(x-axis: Seconds)

6

T O P
Call Takers
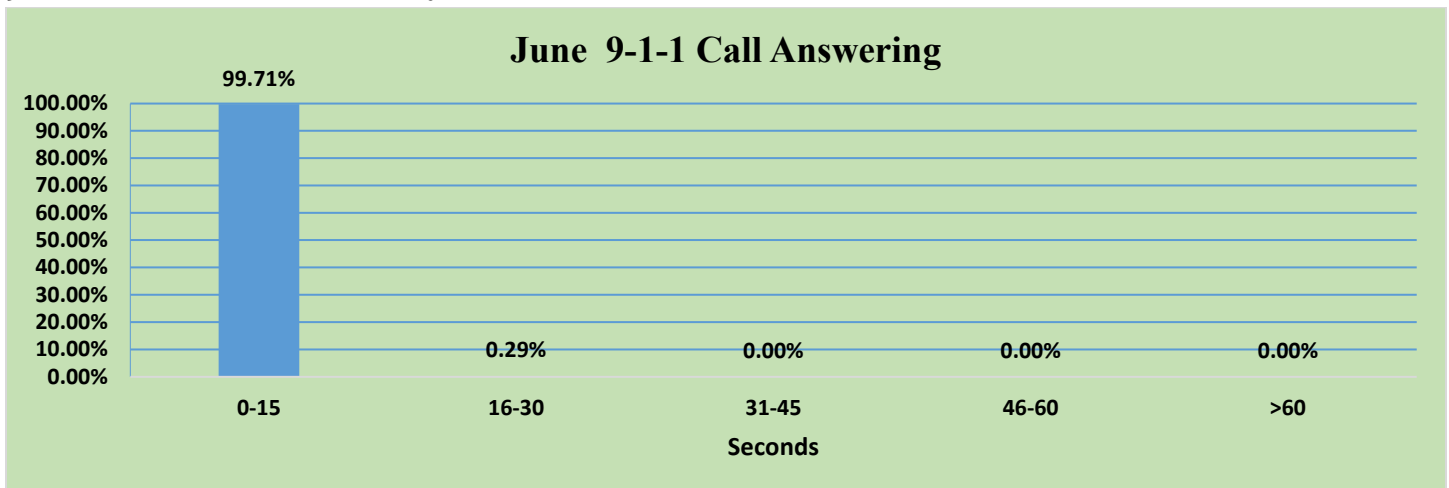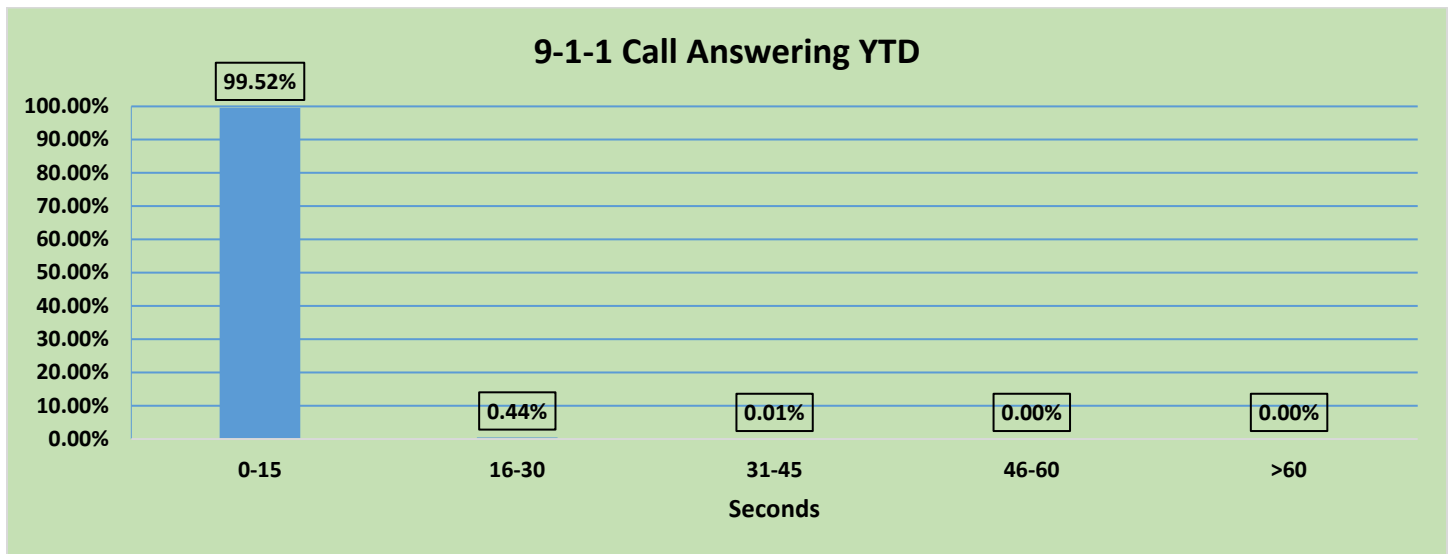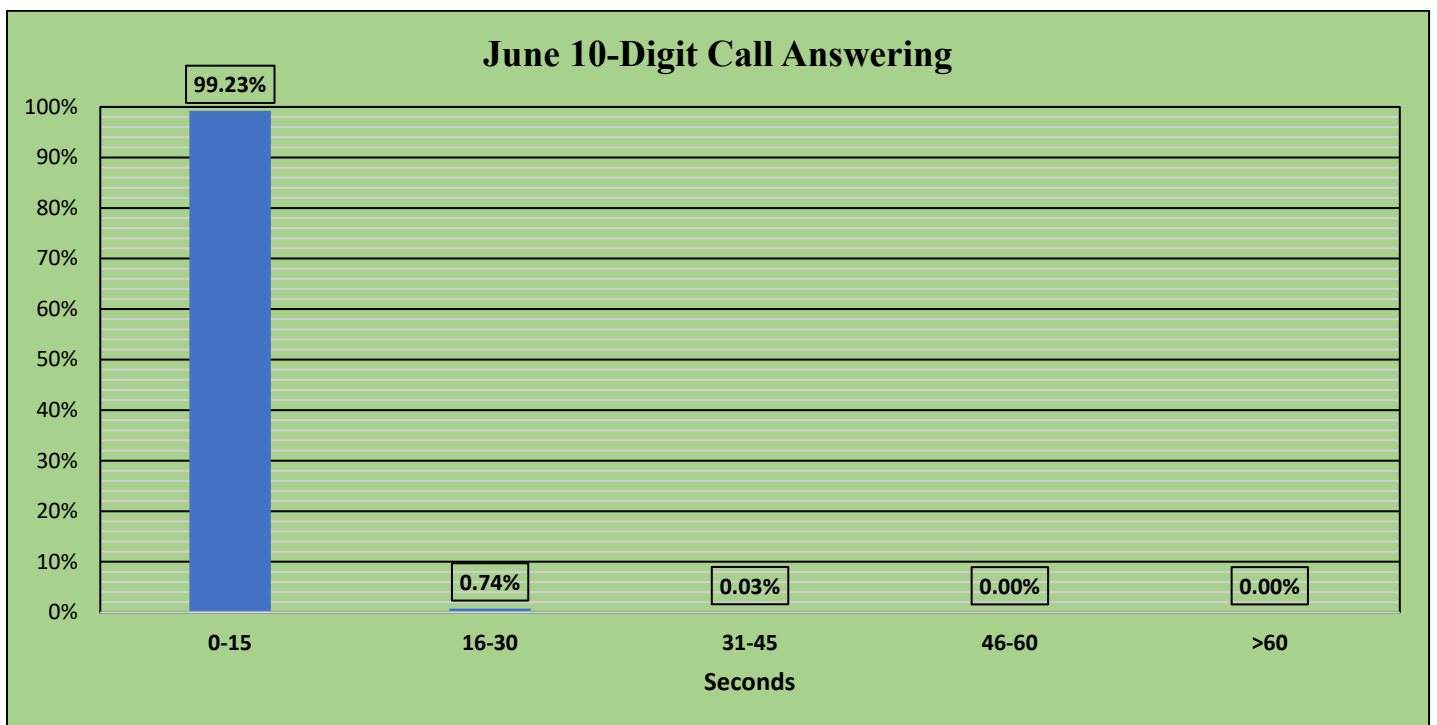
TOTAL CALLS

HAWKINS - - - 1183

WATERMAN - - - 1132

SZCZEPANIAK- - - 1118

VALLEE - - - 1073

GODLEWSKI - - -998

FICARROTTA - - 991

MARDULA - - - 984

MOOTREY - - - 982

CHECK - - - 925

VALDEZ - - -923

911 CALLS

HAWKINS - - -357

GODLEWSKI - - - 296

CHECK - - -283

MARDULA - - -263

VALDEZ - - - 262

MAHN - - - 235

KOECHLING - - - 229

MOOTREY - - -225

OLIVER - - - 221

NUDD - - - 215

NON-EM

SZCEPANIAK- - - 999

WATERMAN - -951

VALLEE - - - 867

HAWKINS - - - 826

FICARROTTA- - -788

MOOTREY - - - 757

MARDULA - - - 721

GODLEWSKI - - - 702

VAN ALSTINE - - - 664

VALDEZ - - - 661

Transferred 911 Calls

June Transferred 911 Calls

Category	Value
DU-COMM	500
Naperville	6
Aurora	5
Chicago/O'Hare	46
Northwest Central	14
State Police	195
Language Interpreter	128
Other	73

Calls & SMS by Shift – June

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

Category	Value
Days (911+hang-ups)	2475
Days non-emergency	8254
Days SMS	4
Afts (911+hang-ups)	2988
Afts non-emergency	8858
Aft SMS	5
Mids (911+hang-ups)	1039
Mids non-emergency	3241
Mids SMS	1

8
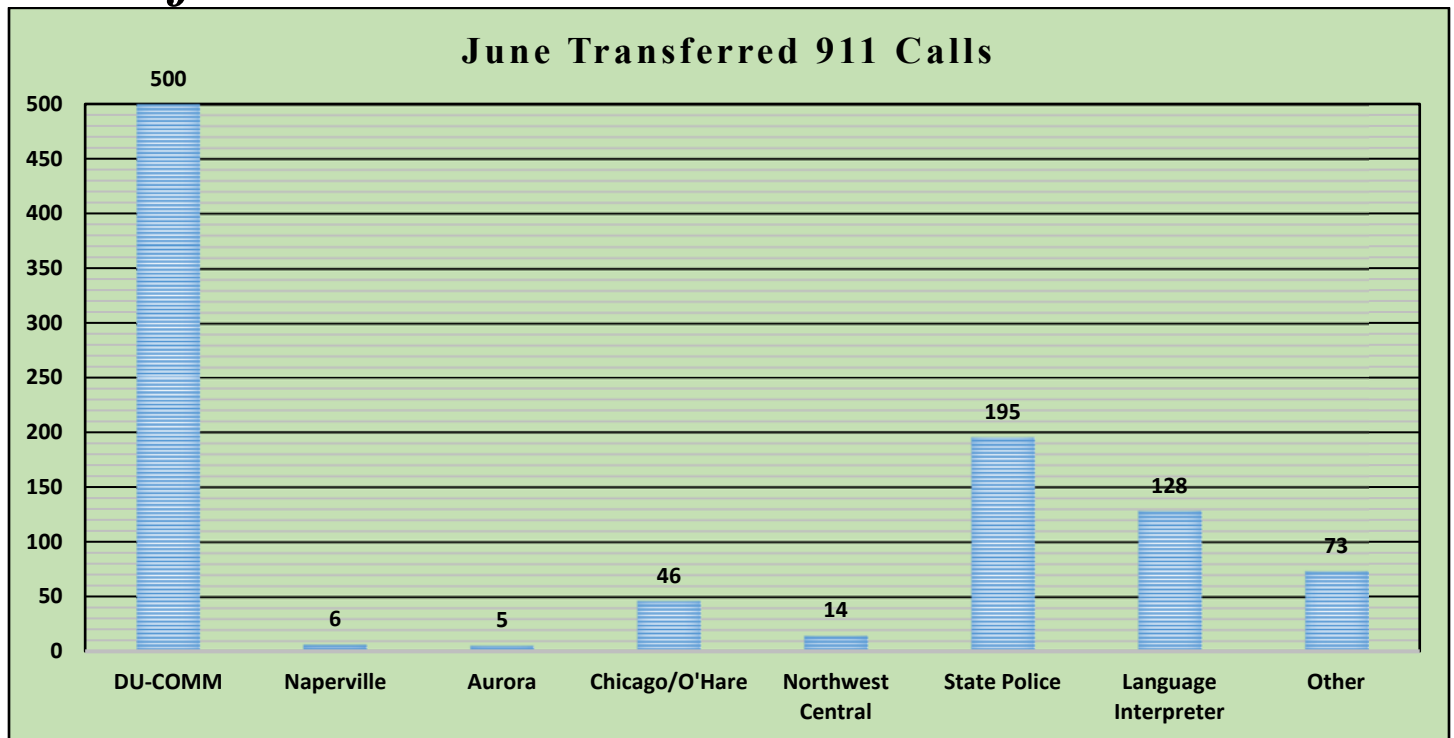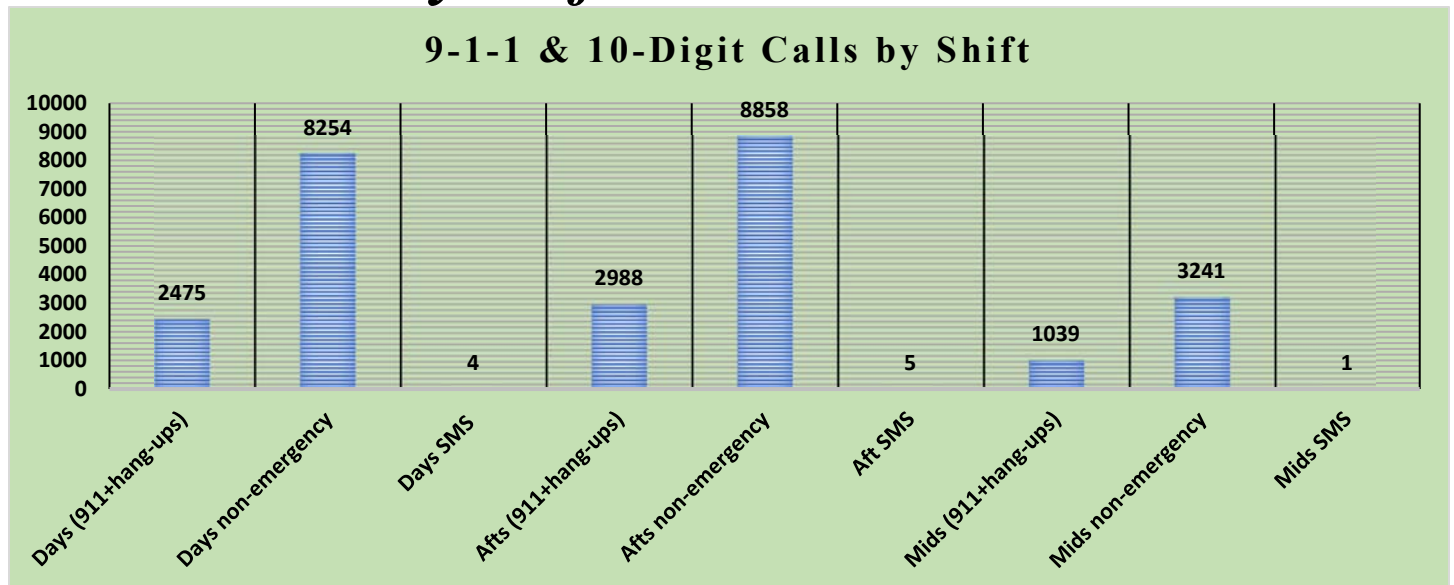
Member Agency & Misc. Phone Calls

10-Digit Phone Calls JUNE & YTD

Agency	Jun	YTD
Addison FPD	50	253
Addison PD	2634	14000
Bensenville FPD	96	580
Bensenville PD	1138	6388
Bloomingdale PD	832	4448
DuPage 2-1-1	256	1124
DuPage Forest Preserve PD	270	1279
Glendale Heights PD	1206	7006
Itasca PD	521	3357
Itasca FPD	49	213
Pleasantview FPD	211	1203
Tri State FPD	206	1095
Westmont FD	196	776
Westmont PD	907	4776
Wood Dale FPD	26	189
Wood Dale PD	896	4374
ACDC Direct	1804	9657
ACDC Doors	172	1201
ACDC PD Officers	905	5398
ACDC FD Officers	401	2002
ACDC Alarm Board	1098	6332

■ Jun ■ YTD

Calls for Service-Month (CFS)

June 2025 Calls for Service

Agency	Calls for Service
ADDISON FPD	498
ADDISON PD	2,947
BENSENVILLE FPD	288
BENSENVILLE PD	1,357
BLOOMINGDALE PD	3,585
DUPAGE FOREST PRESERVE PD	2,812
GLENDALE HEIGHTS PD	2,413
ITASCA PD	734
ITASCA FPD	165
PLEASANTVIEW FPD	412
TRI STATE FPD	582
WESTMONT FD	374
WESTMONT PD	1,812
WOOD DALE FPD	218
WOOD DALE PD	1,235
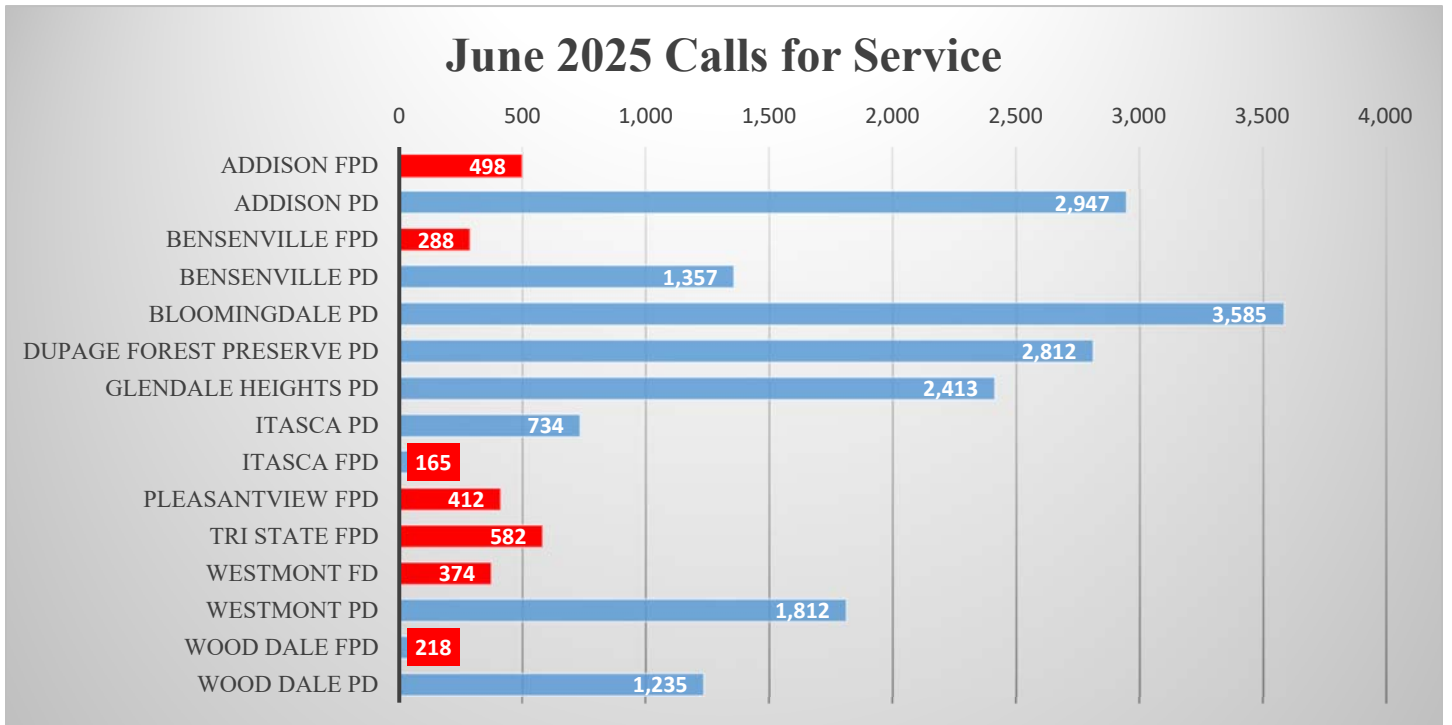
Calls for Service (CFS) - YTD

2025 Calls for Service YTD

Addison FPD	2,800
Addison PD	17,610
Bensenville FPD	1,848
Bensenville PD	7,786
Bloomingdale PD	20,485
DuPage Forest Preserve PD	16,165
Glendale Heights PD	14,933
Itasca PD	4,290
Itasca FPD	897
Pleasantview FPD	2,317
Tri State FPD	3,477
Westmont FD	2,487
Westmont PD	11,028
Wood Dale FPD	1,195
Wood Dale PD	7,313
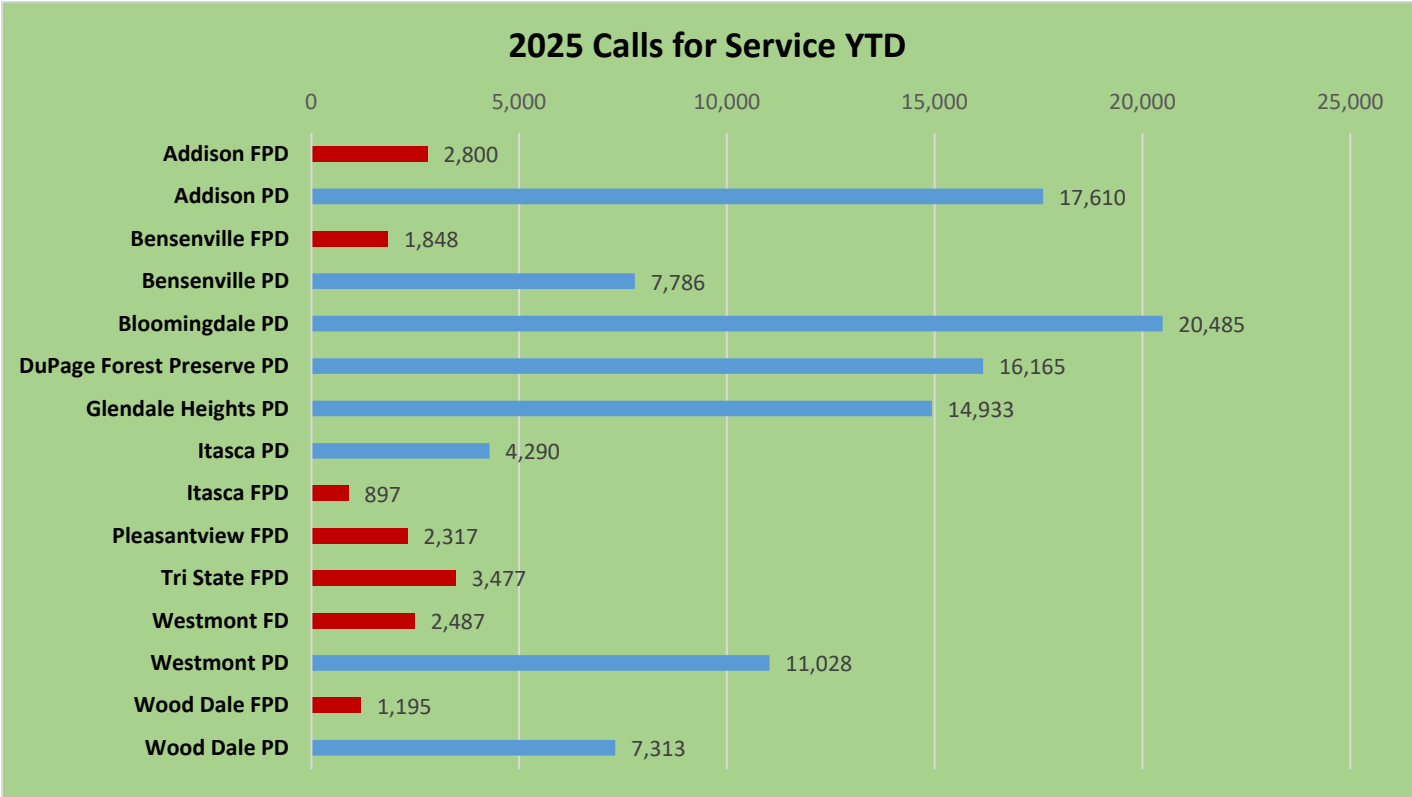
Police Calls for Service by Talk Group – June

ACDC 1 (Westmont, DuPage Forest)	**4,624**
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**6,273**
ACDC 3 (Bloomingdale, Glendale Heights)	**5,998**

**June
2025 police TalkGroups
Calls for Service**

ACDC 3 (Bloomingdale, Glendale Heights) 35%

ACDC 1 (Westmont, DuPage Forest) 27%

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

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

10
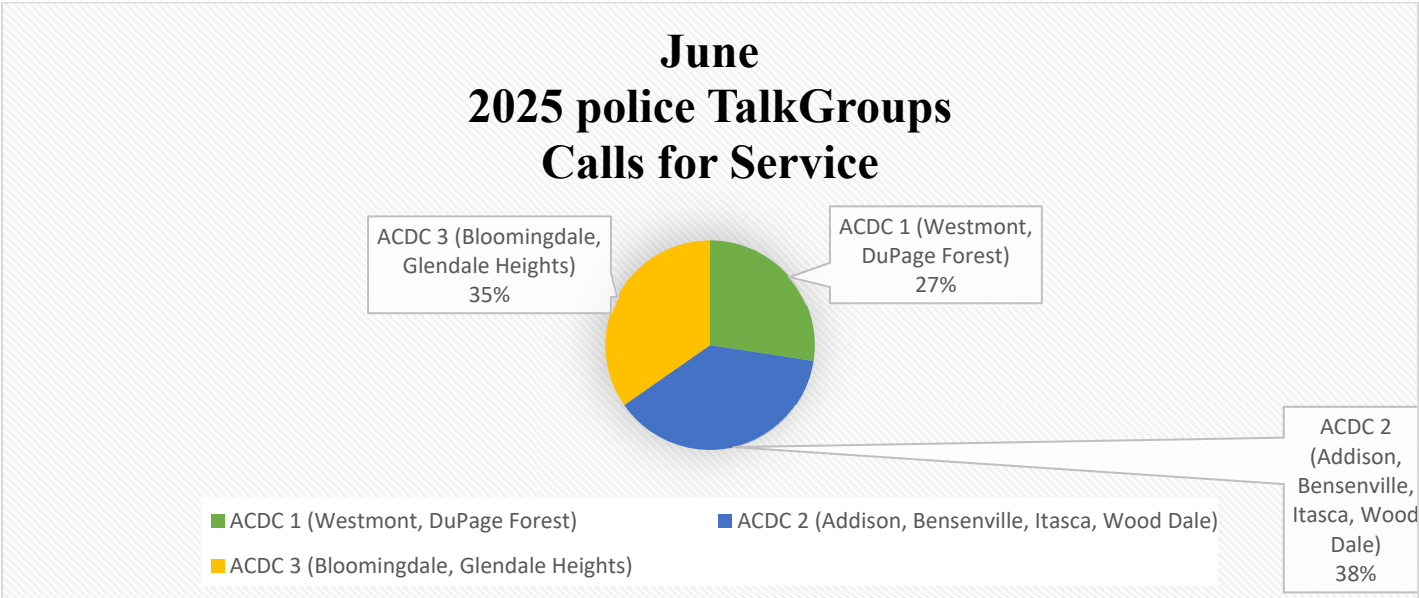
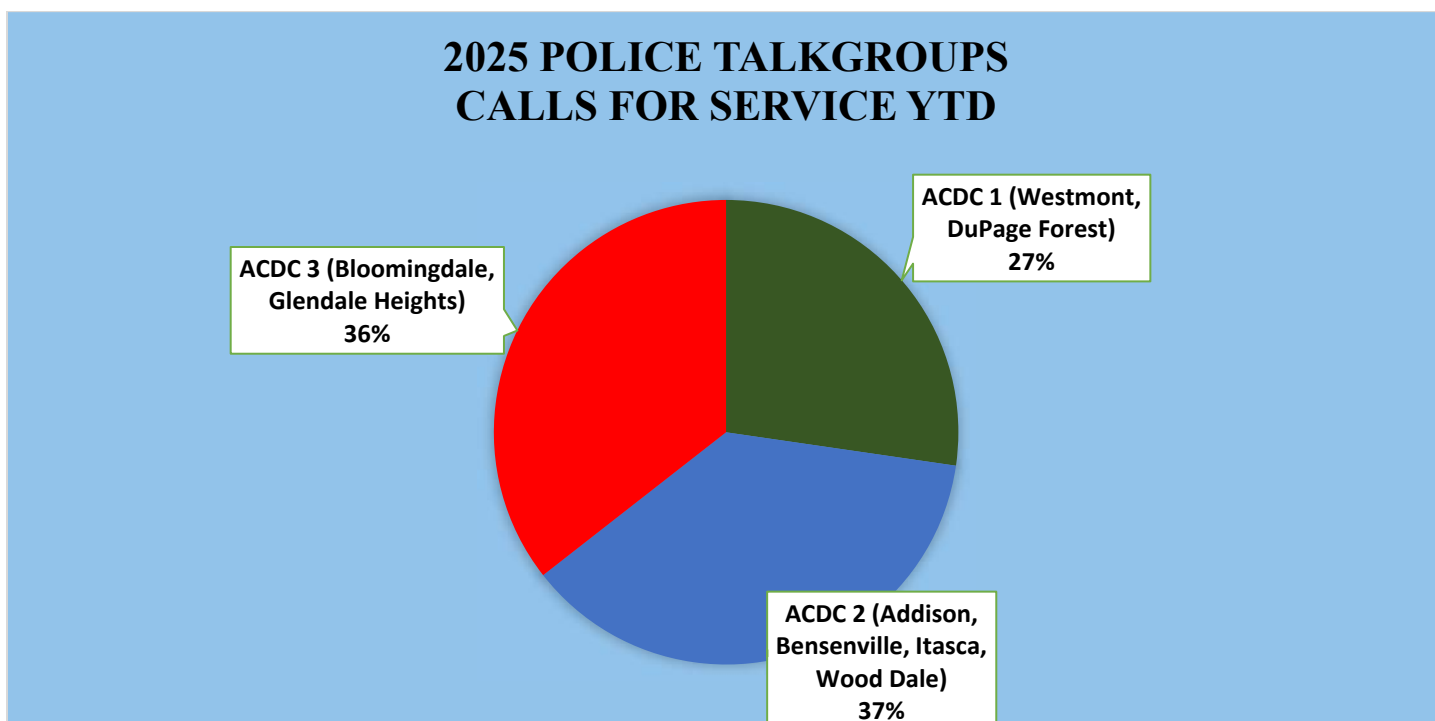# *Fire Calls for Service by Talk Group – June*

FDACDC 1 (Pleasantview, Tri State, Westmont)	**1,368**
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**1,169**

**June 2025 Fire TalkGroups
Calls for Service**

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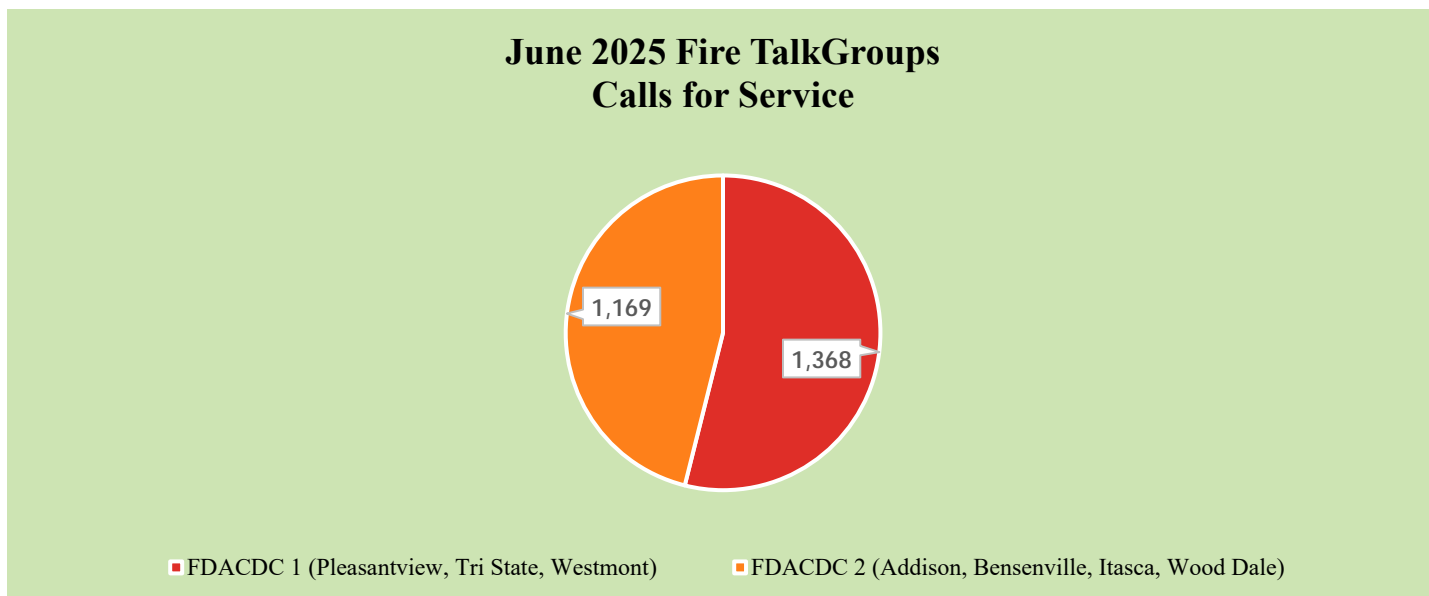
Police & Fire Calls for Service by Talk Group – YTD

**2025 POLICE TALKGROUPS
CALLS FOR SERVICE YTD**

ACDC 1 (Westmont, DuPage Forest) 27%

ACDC 3 (Bloomingdale, Glendale Heights) 36%

ACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 37%

**2025 FIRE TALKGROUPS
CALLS FOR SERVICE YTD**

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

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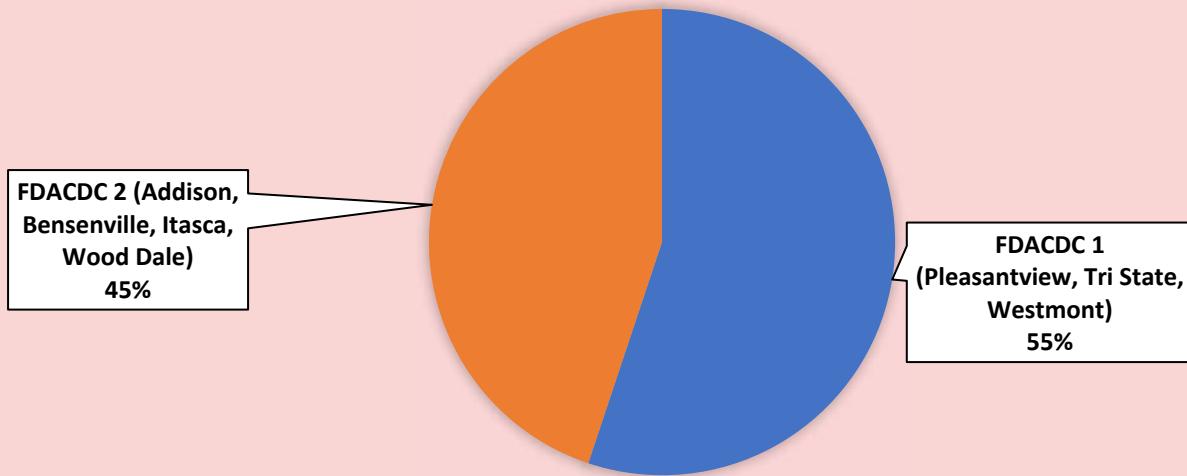
MABAS Alarms Dispatched (YTD)

DATE	TOWN	TYPE	LOCATION
1/24/2025	La Grange Park	Investigators	339 N Ashland
3/15/2025	Brookfield	Investigators	9048 Monroe
3/29/2025	Riverside	Investigators	270 N Delaplaine
4/14/2025	Brookfield	Investigators	3521 Madison
4/24/2025	McCook	Investigators	4908 Grand
5/17/2025	McCook	Fire	4900 S Vernon
5/22/2025	Brookfield	EMS	31st & Hemman
6/15/2025	Hinsdale	Fire	228 S Bruner St
6/27/2025	Burr Ridge	Fire	15W 322 81st

Structure Fire Reviews – YTD

2025 Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less then 106 (column C/B) (goal	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	12								
Bensenville	18								
Itasca	4								
Pleasantview	11								
Tri State	21								
Westmont	11								
Wood Dale	3								
Other FD Agency	10								
Total Reported Fires	90	38	41	12	42%	88%	73	3	0
Actual Fires	**44**	**22**	**20**	**2**	**50%**	**95%**		**0**	**0**
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		50.0%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds*			95.5%						
Actual fires: % over 106 seconds. Goal is 0%				4.5%					
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	**0.0%**	**0.0%**							
Actual fires received as fire alarm	**7**								
% actual fires received as fire alarm	**16%**								

13

Performance Measures

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

Police:

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

23 Calls Reviewed for – June	
Policy Violations	Violations • Failure to verify address per policy • Failure to use DU FLASH • Failure to self-dispatch • Failure to obtain description of gun
Error in Accuracy	Violation • Radio dispatch on wrong channel
Performance Issue	Violations • Delay in dispatch • Delay in asking weapons
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation • Caller provided multiple different locations

Fire:

General Alarm Review

16 Calls Reviewed – June	
Policy Violations	Violations • Failure to transfer to other PSAP, as per policy
Error in Accuracy	Violation • Miscoded CAD event
Performance Issue	Violation • Line of questioning for proper CAD code
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation • Delay by other PSAP • Miscoded CAD event

14

Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Wood Dale PD	Complainant was not met with & CAD cross-referenced	TC advised officer to meet with caller and address was provided, CAD notes did not merge due to failure to use "duplicate" CAD function	Non-Bonafide
Pleasantview	TC failed to upgrade	DU-COMM generated two CADs for UNK Medical, instead of a vehicle fire, ACDC TC failed to upgrade	Bonafide
Westmont FD	Delay on IAR received	IAR message sent out at the time of the incident, but some users reported receiving it the next day	Non-Bonafide
Itasca FD	Active911 failed to send a second notification to members once incident was upgraded	Software error	Non-Bonafide

Collaboration / Committee's / Focus Groups / Miscellaneous

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

ETSB Podcast - - - July 22 @ 1300 hrs.
https://us02web.zoom.us/j/81325428452?pwd=eNTD5Da2eK1GCCbhiWcmOKIsJj0DHB.1

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

- DeltaWRX CAD Steering Committee Presentation and CAD/MPS findings emailed 06/03

Fire Standardization: (FSA is a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire)
- June 19, 2025 informational only

Fire Operations: (Fire Operations is a monthly meeting with fire member agencies discussing operations)
- Recording of firegrounds (vFG RED, vFD WHT, vFG BLU, 7FG GRN)
- Fire North MABAS @ ACDC
  Div. 12 requirements
  DU-COMM requirements

- Tollway Dispatch
- Emergency Operations (general tone)

Police Operations: (Police Operations is a monthly meeting with police member agencies discussing operations)
- Staffing
- RTIC to incorporate monitoring software for Fire Departments, Community Development, Public Works, etc.
- Radio Etiquette on both sides of radio TCs and responders
- E-Bike Ordinance vs State

ACDC Visitors
- RTIC Meeting
- Intern Sit Along
- Dick Buss & Associates cleaned all consoles!! *Thank you!*

Community Outreach
- Addison Rock 'N Wheels
- Wood Dale Public Works Open House
- Westmont Squad Car Night
- Suburban Law Enforcement Academy (SLEA) Presentation at COD

Task Force / Special Detail Participation
- 6/3/2025   Saturation Task Force
- 6/12/2025   Saturation Task Force

Special Events

- 6/14/2025   Addison PD POW! 5K
- 6/18/2025   Glendale Heights PD Special Detail