



Emergency Telephone System Board of DuPage County Monthly Report

**November
Board
Meeting**

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

Wall of Life – Chain of Survival – CPR On August 25, 2025, **DU-COMM Telecommunicator Samantha Doron** answered a 911 call from a male subject who reported finding an individual lying unconscious on a sidewalk and immediately recognized the situation as a life-threatening emergency. Within 39 seconds, you had the call fully initiated and began assessing the patient's breathing and determining the need for CPR.

Guiding a caller through CPR is always challenging, and even more so when the patient and caller are complete strangers. Your calm, confident instructions gave the caller the courage to act. You guided him step by step, ensuring continuous care until police arrived and assumed responsibility.

Throughout the call, you remained calm and professional. You assured the caller that help was on the way and provided those reassurances multiple times when appropriate. That level of care, for both the patient and caller, demonstrates exemplary customer service and compassion.

You were an essential link in the "Chain of Survival." You delivered life-saving instructions until emergency medical professionals could take over. This patient ultimately survived because of the continuous care provided by you, bystanders, emergency responders, and the hospital staff.



The family reached out to Villa Park PD and that email is included below:

Thank you so very much for your phone calls today and for ALL that you and your team did to save my dad's life. There is no way that we can put into words the gratitude that we have – it is only because of your heroic efforts that we have my dad still here today with us. Here is a picture of him last night at Marianjoy Rehabilitation Hospital, where he is ready to watch Da Bears. Please pass on with our permission to all that was involved in my dad's care on that day. With immense gratitude to infinity and beyond. (daughter)

Accolades – Congratulations to Addison **IT Manager Mike Sampey** on completing his ENP certification!

Wall of Life – Chain of Survival – CPR On June 29, 2025, **DU-COMM Telecommunicator Cara Payne** took a call from an upset female reporting that a 4-year-old boy had been found in a pool. You quickly confirmed that the child had been removed from the water and the caller advised that CPR was in progress. You initiated the call within 45 seconds and promptly began verifying the effectiveness of the CPR being performed.



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Congratulations on a Job Well Done! (continued)

Throughout the call, you remained calm and professional. You assured the caller that help was on the way and provided those reassurances multiple times when appropriate. You ensured that the father was still providing care until responders were right with the patient. You completed the call by letting the caller know that they had played an important roll by calling and listening to instructions. That level of care, for both the patient and caller, demonstrates exemplary customer service and compassion.

You were an essential link in the "Chain of Survival." You delivered life-saving instructions until emergency medical professionals could take over. This patient ultimately survived because of the continuous care provided by you, bystanders, emergency responders, and the hospital staff.

ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

November 17 (Monday)

December 15 (Monday)

The October 22 was held at the close of the IPSTA Conference. Approval of draft Admin Rules 1324 and 1326 was complete and a page-by-page review of 1325 was completed. Several items required legal review and a final draft is expected for the November meeting. There were over 100 people in the audience for this meeting.

Ad Hoc Finance Committee

The Ad Hoc Finance Committee voted to recommend approval of the draft FY26 budget to the ETS Board. Votes: Yes 5, No 1

Along with this recommendation, the Committee was in consensus to amend the Expenditure Policy to include language for use of the NG9-1-1 Withholding, annual one-time disbursement from the 9-1-1 Fund.

Dissolution of the Ad Hoc Finance Committee

With the approval of the FY26 budget, this committee is to be released and discharged from all further authority, duties, responsibilities, and obligations related to and arising from and in connection with the ETSB FY2026 Budget.

Policy

Policy 911-10: Expenditure Policy

Per the ETS Board consensus at the October meeting, this policy is on the November agenda for Board consideration and approval. This policy is being amended with language to provide guidance for the use of the NG9-1-1 Withholding disbursement. A redline version of changes is included on the agenda.

2026 Meeting Calendars

On this agenda are the calendars for the PAC and the ETS Board meeting dates for 2026. The PAC calendar was recommended for approval by the PAC on November 3, 2025. PAC is also



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recommending a change in the time of the meeting from at 8:15 am to 2:00 pm. The meetings will continue to be on first Monday with the exception of September because of the holiday.

Procurement / Major Contracts

Change Orders

AT&T, Inc.: Change Order #6 for 922020/5866-1

An extension on the Avaya maintenance on the CPE installed in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs will keep the 24x7 maintenance coterminous with the new CPE contract PO 922020/5866-1 for one (1) year at the same rate it is today. The ETSB is investigating replacement systems so continued maintenance is required. The maintenance period will run November 25, 2025 through November 24, 2026.

Total amount of change order is \$16,131.24, for a new contract amount of \$5,469,971.10.

Contracts under \$15,000 (Within the Executive Director's Signing Authority)

None for the past month.

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

Environmental Systems Research Institute, Inc. (ESRI): Purchase Order 925039

Recommendation for a one (1) year renewal in service of ArcGIS Desktop Advanced software maintenance. ArcGIS software is used to edit and manage geographical data and includes advanced analysis and cartography tools. At the recommendation of the County GIS Manager, one (1) secondary license was removed as no longer necessary for ETSB operations. ESRI has provided a quote at the same cost as our current licenses. This renewal period will run January 1 through December 31, 2026.

Total cost of the renewal: \$17,155.00.

Alliant Insurance Services, LLC: Purchase Order 925026

This request is for insurance services for one (1) year. The policy period runs from December 19, 2025 to December 19, 2026. Alliant Insurance Services continues as the insurance broker for the County and ETSB and has made recommendations for the upcoming year based on the current state of the Market. Alliant representatives will be available via Zoom to answer questions.

Total Amount: \$123,052.00.

Property/Equipment/General Liability: The VFIS (Volunteer Firemen's Insurance Services, Inc.) policy covers equipment, property, portable equipment, general liability, management liability, and umbrella insurance coverage through National Union Fire Insurance Company of Pittsburgh, PA for a cost of \$102,729.00. There is an increase of \$22,967 in cost commensurate with the increased value of radio equipment. The deductible for property and lost/broken radios remains at \$2,500 per claim.

Cybersecurity: The cybersecurity application was sent to eight (8) carriers. The cybersecurity proposal obtained through the current carrier, Hudson Specialty Insurance Co., increased by 20%, with no change in terms, whereas Lloyd's of London (CFC) presented a proposal which reflects a decrease of \$201 over FY25, with enhancements not provided by Hudson. The premium for cybersecurity coverage through CFC is \$20,323.00.

RapidSOS LLC: Purchase Order 925041

The RapidSOS Communicator Module is a language translation service requested by the PSAP Directors to assist with on-going issues with the unavailability of a live translator via phone or the delay in connection during a 911 call. This voice, text, and video channel module will significantly reduce call



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processing time and frustration associated with current voice only translation services. The Communicator Module was recommended for approval by the Ad Hoc Finance Committee during the October 8 meeting. Communicator will be added to the existing portal in the ACDC and DU-COMM PSAPs for an initial two (2) year term with option to renew for three (3) twelve-month periods. There will be a window 90 days prior to the renewal date for the Board to consider continuing with this product beginning in year three. A similar process is in place for Smart911 renewals. The initial two (2) year term will run November 12, 2025 through November 11, 2027.

Total amount for the initial term is \$255,904.00, and a total contract amount of \$664,876.60.

Budget Transfers

There is one budget transfer of the capital costs associated with the Motorola PO 921054/5522-1 Change Order #7 executed on the October 10 board. Shipments of radios and accessories have been arriving and this transfer from 54199: Capital Contingencies to 54110: Capital Equipment will allow for payment of the invoices as they come in.

Total amount of transfer: \$2,840,000.00.

Open Purchase Orders for FY2026

There is one open purchase order on the agenda for FY2026 for Motorola. The open purchase order format was recommended by the Auditor's Office in 2010 as the proper process to allow staff to purchase small consumable replacement parts and equipment necessary for daily operations in a timely manner. The request is for thirteen (13) months, from December 1, 2025 through December 31, 2026, to allow for overlap into the next fiscal year to avoid a gap in purchasing ability.

Motorola Solutions, Inc.: Purchase Order 925042 Blanket Purchase Order

This request is for a thirteen (13) month blanket PO which will allow ETSB to service and maintain the portable radios and radio consoles in the DEDIR System. There is no change in the amount of the value as the police radios are now three years in service and requests for replacement radio cords and other items is increasing. ETSB will be utilizing the IL STARCOM Master Contract CMT2028589.

Total Authorized Amount: \$75,000.00.

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	\$ 42,187.46	\$ 32,812.54

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.



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Bills List FY25

Internal Payments FY25

The November Bills list will also include the interdepartmental transfer from ETSB to various County departments for cost sharing purposes and copy paper charges through the Mailroom. The amount of the transfer is: \$233,157.78.

Amount	Department	Services
\$57,500.00	Finance / CPA	Accounting Services
\$25,000.00	Finance / A/P	Accounting Services
\$36,000.00	County Auditor	Audit Review
\$60,000.00	State's Attorney's Office	Legal Services
\$10,000.00	County Information Technology	Network/DuJIS
\$36,000.00	County Information Technology	NG911 GIS Support
\$77.78	Mailroom	Copy Paper
\$8,580.00	Facilities Management	IGA/Shelter Lease

External Payments FY25

Total for Fund 5820 for the November 12 meeting: \$5,800,102.94.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,157,735.81.

The June surcharge was received on October 8 in the amount of \$1,128,059.57. With one month remaining in the FY25 fiscal year, the monthly Equalization 9-1-1 surcharge revenue is: \$12,173,767.46 from the projected \$14.1M.

Pleasantview Fire Protection District Membership: \$28,485.24

The annual payment was received from Pleasantview Fire Protection District on October 27 for their DEDIR System membership fee.

Surplus Assets

On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. Per CB-O-0002-24 County Ordinance Section 20-40:(4)(c)(iv) all assets purchased with 9-1-1 surcharge are property of DuPage County. 393 7000XE radios from 2011, listed on Attachment A, are being declared as surplus to allow for their sale to agencies outside of the DEDIR System. The 9-1-1 System Manager recommends these be declared as surplus to allow for sale and has been approved by the County Chief Finance Officer per county ordinance. A resolution for the sale to Adams County will finalize the transaction.

Sale of Surplus Assets: On this agenda is a resolution for the sale of surplus assets. 90 of the legacy APX7000XE VHF portable radios and 22 APX7000 7/800 VHF portable radios are requested by Adams County at a cost of \$500.00 each. Because the total value of the sale is over \$25,000, this resolution will go on the DuPage County Finance Committee evening meeting agenda for recommendation to the County Board on November 12, after approval at the ETS Board on the morning of November 12. Since the surplus radios were purchased with surcharge funds, which is restricted revenue, the remittance will be deposited into ETSB account 47105: Proceeds for sale of assets, per the Finance Department.

Total Contract value: \$56,000.00.



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9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events: October 2025

Agency	Date	Description if Issue	Resolution
ACDC PP Agency	10/9/25	MPS Unit screen not showing any data.	Restart services.
Central DuPage Hospital	10/12/25	Need Help with installing for MPS	Work him and help user to install MPS.
Oak Brook Fire	10/21/25	MPS Unit screen not showing any data.	Restart services.
DU-COMM	10/25/25	Need Help reset password for on-call.	This call was for RMS team.
DU-COMM	10/27/25	Lombard Officer need help with MPS.	Work with Officer to resolve this issue. User was not able to login in MPS.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: There are two remaining punch list issues:

1. Voiance Language Line Services Issue: Still researching, does not impact 9-1-1 service.
2. Genovation Keypad Issue:
 - ACDC: Update Complete.
 - DU-COMM: Scheduled November 10.

CPE XSTL Configuration Parsing Task:

- ACDC: Completed April 2025.
- DU-COMM: Scheduled November 18.

DuPage Justice Information System (DuJIS)

CAD Focus Group. Next meetings are November 4 and 18 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

Agency Members	10/7/25	10/21/25	ACDC Members	10/7/25	10/21/25
DC James Fitzgerald, Westmont FD			Lindsay Bukovic	A	
Sgt. Will Fuentes, Addison PD	A		Kristina Iazzetto	A	
DC Jose Gonzalez, Addison PD	A		Ben Koechling		
DC Scott Gray, Lisle-Woodridge FPD	A		Abby Medina	A	
Ofc. Robyn Lyons, Wood Dale PD			David Dobey		
BC Joe Ostrander, Tri State FPD			Christopher Norton	A	
Chief Steve Riley, Westmont FD			Christopher Willadsen	A	
Ofc. Marcus Rivera, Addison PD	A		Marilu Hernandez		
Sgt. Dan Taylor, Lisle PD	A		Mike Sampey		
DC Rachel Bata, Roselle PD	A		Eric Burmeister		
			Michele Beebe	A	



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DU-COMM Members	10/7/25	10/21/25	ETSB Members	10/7/25	10/21/25
Tyler Benjamin			Gregg Taormina		
Steve Pirog			Kris Cieplinski		
Eric Roberts			Prithvi Bhatt		
Jessica Robb			Linda Zerwin	A	
Amanda Schretter	A				
Ryan Miller					

The CAD Focus Group met on October 7 & 21 (Informational). The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration. The October 21 meeting was *Informational* because of the number of Focus Group members that were at the IPSTA Conference in Springfield. See the System Memos section for current status.

9-1-1 System Memos:

New Memos: None in the past month.

Closed Memos:

Memo 133: CAD Config CAD Notes Chronology Cluttered

Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently

Pending Research:

Memo 127 & 128: MFA in CommandCentral Aware/MFA Infrastructure & Applications.

Status : Under Discussion.

The Tech Focus Group has discussed the planning of implementing MFA within the ETSB infrastructure. The group has agreed to roll out each of the initiatives in a phased approach. The first phase will address AD/Domain Administrative accounts, the second phase will address Local Administrative accounts and phase three will address web-based applications.

Memo 135: Closest Unit Dispatching.

Status: Referred to Fire Standardization Focus Group (FSA).

FSA continues to review this memo and during the last discussion agreed to put this item on hold until all the fire radios have been distributed to the agencies.

Memo 137: Hidden Pop-Up Messages.

Status: In-Progress

In discussions with Hexagon this month, ETSB provided additional details and screenshots of the pop-up message. Hexagon is now looking into the possibility of this image to always be on top and not hidden behind additional screens

Memo 139: Ability to run LEADS numbers independently via MPS.

Status: Testing

The ETSB CAD Administrator was successful and updated the forms within the MPS system that will allow LEADS numbers to be run independently within MPS. Memo 139 (LEADS) this was final tested by ETSB and will be communicated at the next CAD Focus meeting for agencies to perform testing.

Memo 140: Unit Status only Displays Vehicle Location.

Status: Pending Additional Research.



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ETSB has reached out to our Hexagon vendor for information and details surrounding the Converged API usage within the CAD environment.

The current officer status within MPS will only display the location of the officer's vehicle, and this can be problematic during foot pursuits and prolonged scenes.

Enhancement Request:

Memo 136: Copying Events to another Town.

Status: Pending demo of an alternative.

HxGN reached out with some additional information. Within the CAD system it is inherent to the system's functionality and cannot be altered. However, if you can hard code the agency and dispatch group for the copied event, you can create commands or buttons that facilitate copying without any prompts, but it must always involve the same agency and group. ETSB is discussing this additional feedback from HxGN.

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

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	456	406	314	241
CAD	516	516	499	534	253	207
Total	1140	1140	955	940	567	448

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
45	36	8	7	12	1	4	3	2	3	5

CAD Ticket Reporting:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
30	19	16	12	0	2

CAD Manager:

Database Management:

Developed a query to export Axon BWC data for Lombard PD, supporting Axon-specific data retrieval needs.

CAD Configuration:

- Administered user accounts within CAD, including onboarding and deactivation as required.
- Uploaded PrePlan to CAD across multiple agencies to enhance situational readiness.



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- Provided comprehensive CAD support through direct user engagement and issue resolution.

CAD Issue Resolution:

- Collaborated with Hexagon to diagnose and address an unresponsive popup issue within the CAD Workstation.
- Resolved issue with Addison Fire Deployment plan, where it did not want to log on Addison units with the correct beat.

System Development and Deployment:

- Refactored the MPS LEADS form for improved layout and usability, incorporating the LEADS Number functionality developed last month. The updated form is now ready for testing.
- Successfully executed a map roll to the PRODUCTION CAD environment, ensuring seamless deployment.

Collaboration and Meetings:

- Continued joint efforts with ETSB staff to support MPS users and troubleshoot field-level anomalies.
- Partnered with Deccan International to resolve Livemum connectivity issues and configure the application to run as a service using custom software provided by Deccan.
- Engaged with two fire departments to discuss ImageTrend integration for EMS reporting workflows

CAD Interface Projects:

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136

Current Status: Expected Go-Live April 30, 2026

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 has been working with Oak Brook, Axon and DU-COMM to resolve the network issues of Oak Brook accessing the secondary archive system. On August 27, ETSB advised DU-COMM that there are firewall rules that may not be in place to allow access to the ETSB network. DU-COMM and Oak Brook are currently working together to resolve that issue. 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: On Hold per 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's original request was an asynchronous interface for CommsCoach. On May 15, 2025, DU-COMM requested a change to an API. The cost was approximately \$15,000 for the API. The three vendors involved came to an impasse which led to Motorola withdrawing the cost for the interface but also



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limiting support. This limitation was conveyed to DU-COMM by ETSB indicating a need to have a joint meeting. DU-COMM met with the CommsCoach vendor separately and on November 5, 2025, requested a return to the asynchronous interface configuration. ETSB staff has not yet met with the vendors and is uncertain whether this is the most appropriate connection for this software.

Additionally, ACDC has now expressed an interest in this software in which case, would it be a more beneficial use of tax payer money to have ETSB purchase this software for both PSAPs?

ETSB Estimated Cost: \$4,508.00

Motorola API Interface Quote: \$15,079.93 withdrawn

Tablet Command LSI Integration: Project started on October 16, 2025 Ticket #19916

Current Status: Pending Approval

Bartlett Fire has requested to modify their CAD interface to include the Location Services Information (LSI) Data into Tablet Command. The interface shall query for LSI data based upon the creation/update of CAD Event record and incident location. The results of the LSI/Special Situations query will be provided as text records via JSON payload.

Hexagon Interface Quote: \$15,734.40

ProQA Version v5.1.1.53 Logic Version 14.0.467

Current Status: Notification October 24, 2025 of release notes

ACDC: Pending Review

DU-COMM: Pending Review

Network

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	98	95	229	231

Past Month						
Totals			Categories of Open Tickets			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
2	18	16	10	8	0	0

ETSB Network – Absolute Secure:

ETSB reports no issues reported for the month of October 2025.

Comcast Maintenance/Trouble Tickets:

ETSB experienced one incident during the month of October. Comcast incident INC008845276, damaged fiber that impacted ACDC. Impact lasted eight hours and was isolated to internet access only. There was no impact on the CAD system or the ability to service 911 calls.

Windows Patching:

Quarterly patching updates will be performed in October 2025. Completed successfully.



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Absolute Secure:

ETSB currently has 980 licenses in use.

VMware Maintenance:

No maintenance updates were performed in October 2025. ETSB is planning for the upcoming maintenance on the SQL servers. Originally planned for the month of September. ETSB pending update from Hexagon on SQL server updates.

Tech Focus Group:

County IT	10/6/2025	10/20/2025	ACDC Members	10/6/2025	10/20/2025
Don Ehrenhaft			Mike Sampey		
			Keith Marc		
			Jim Connolly		
Sheriff IT	10/6/2025	10/20/2025			
Jason Snow	A	A			
DU-COMM Members	10/6/2025	10/20/2025	ETSB Members	10/6/2025	10/20/2025
Erik Maplethorpe	A		Gregg Taormina		
Eric Roberts			Kris Cieplinski		
			Prithvi Bhatt		
			Jerry Furmanski		

Tech Focus Meeting this month: October 6 and October 20.

October 6: Team reviewed outstanding initiatives noted below. No new topics were requested by the members.

October 20: Additional updates on the discussion topics above were provided. No new topics were requested by the members.

Access Interface Requests:

No requests for the month of October 2025.

Purvis Central Server Upgrade:

Discussed with the group members the next step in the upgrade. Purvis and ETSB will begin the server migration process after November 12, 2025. Once we have outlined all the tasks, this will be communicated to the focus group members for additional discussion and review.

UPS Battery Replacements Project:

ACDC: Completed

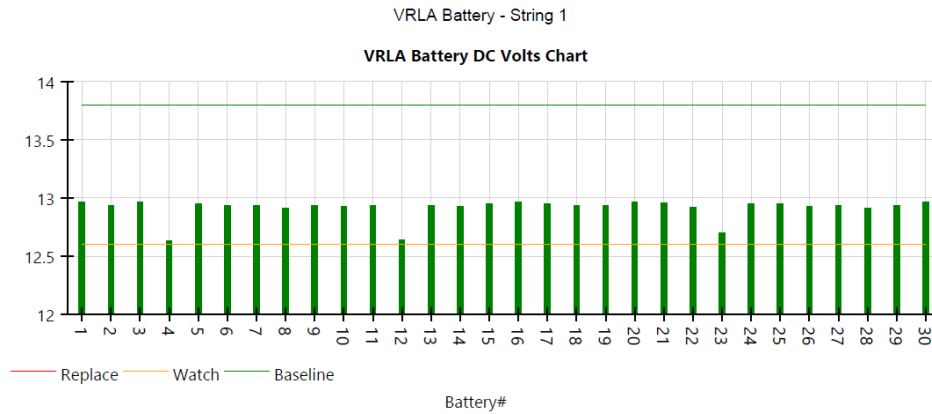
DU-COMM: Completed

All battery replacements were completed at both centers during the week of October 21, 2025. Next scheduled replacements will be in 3 years. ACDC advised that they were concerned about the initial voltage readings that were provided by Eola. They did not appear to be consistent across all banks. ETSB has reached out to Eola for additional information.



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Fire Station Alerting System (FSAS):

	Year to Date 2024	
Category	Opened	Closed
FSA	221	221

2024 Same Month Comparison		Year to Date 2025	
Opened	Closed	Opened	Closed
161	138	153	149

Past Month						
Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
6	9	6	2	1	0	0

Purvis Ticket Status Update:

Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
9/22/25	10/17/25	Warrenville Station 11	Existing Amplifier	Non-Purvis Issue
9/25/25	10/1/25	Station 94	Message Board	Replaced Component
9/30/25	10/1/25	Oakbrook Terrace Station 49	Reader Board	Restart/Power Cycle
10/9/25	10/21/25	Lombard Station 44	Hardware/RTS	Replaced Component
10/9/25	10/22/25	Hanover Park Station 15	Hardware/Reader Board/Ethernet Module	Replaced Component
10/17/25	10/17/25	Addison Station 72	Hardware/Message Board	Restart/Power Cycle
10/27/25	10/27/25	ACDC	DM Console Unresponsive	Non-Purvis Issue
10/28/2025	10/30/2025	Downers Grove Station 101	Station 101 - Speakers	Non-Purvis Issue
10/29/2025	10/29/2025	ACDC	DM Console Down at ACDC PSAP	Non-Purvis Issue



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Projects:

Fire Station Alerting System-wide Upgrade:

Status: In-Progress

ETSB and Purvis have established the server migration plan.

The Migration process:

DU-COMM: Bringing the new central server online at DU-COMM with a temporary IP, executing a controlled failover to ACDC, decommissioning the legacy DU-COMM server and then bringing the new central server online and re-IPing the new server with the legacy server IP address.

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

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

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

Message Board Task:

Status: In-Progress

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

Itasca Fire Protection District New Station #67:

Status: Pending Delivery of Equipment

Equipment wiring has been roughed in and the ceiling grid has been installed. The device installation is scheduled to begin on November 10, 2025. Purvis devices will be installed in the rack location with the additional radio and networking equipment.

The builder is confirming whether a house light controller exists for Purvis integration at the station, and update will be provided once this has been confirmed.

Fire Standardization Focus Group (FSA):

The meetings for this month: October 9 (Informational) and October 23.

Focus Group Voting Members	10/23/25	Talk Group
Chief Johl, Wood Dale FD Co-Chair		ACDC 2
Chief Spinazola, Downers Grove FD Co-Chair		Fire South
Chief Brenn, Tri-State FD	A	ACDC 1
Chief Riley, Westmont FD		ACDC 1
Chief Cassidy, Glenside Fire		Fire North



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

LiveMUM Application:

ETSB and Deccan have scheduled a workshop meeting for the December 4, 2025 Fire Standardization meeting, the items below will be covered during the workshop:

Agenda:

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

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

Action Items:

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



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missing units that need to be added and or removed.

- Incident Types – Review all incident types in the system to ensure nothing is missing, in addition determine if there are incidents that should automatically trigger move ups if a unit is on it.
- System Configured ETBs – From the spreadsheet provided, the items that are highlighted will trigger a long call (and possible move up). Review what will cause a long call and determine if a change is needed. Please note, three things can trigger moves: the combo of unit type (so long calls can be unique for engine, truck, and medic capabilities), unit status, and inc type. As those change, so will the ETB. If an agency wants different move-ups, special unit types can be configured so specialized ETB's can be utilized.
- Review the list of special stations in the application. If the units are in garage, they will not provide coverage in LiveMUM and will not be in the depths. If the units are in Perk, they do not exist in the depths, but if a unit happens to be in that station, it provides bonus coverage, and no move is needed.

Geographic Information Systems (GIS):

	Year to Date 2024	
Category	Opened	Closed
GIS	612	612

2024 Same Month Comparison		Year to Date 2025	
Opened	Closed	Opened	Closed
445	337	520	302

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
78	2	126	96	96	28	19	7	5	0

GIS Map Roll:

ETSB, in collaboration with County GIS, performed map roll in production map roll during the week of October 7, 2025. ETSB is now planning an additional test map roll for the week of November 3, 2025. Once completed and validated, the production map roll will follow prior to December 1, 2025.

GIS Redistricting Annual Status:

No new projects in October.

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. Darien-Woodridge reached out to County GIS on



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August 22, requesting a version of the map that contained current zones/beats, 4, 6, 8 & 9 minute travel time rings for each station in a PDF format and shapefile format. County GIS provided the additional files on August 26, and currently pending response from Darien-Woodridge.

Completed Projects:

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

NG9-1-1 GIS Mapping:

Database Version and Updates: Work continues on clean up.

DPSO Project: The Sheriff's Department, via IGA with the City of Wheaton, will assume the east portion of the County Campus for 9-1-1 calls. ETSB and County GIS are working on implementing the changes for the December 1 cutover.

School Critical Incident Mapping:

DuPage School Critical Incident Mapping Task Force (DuSCIM):

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

DuJIS PRMS:

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

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

AXS Consoles:

Status: In-Progress

Current Open Items: 27 Closed Items: 2 in October

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

Incident Number	Site	Ticket Open Date	Description	Updates
INC0002772156	ACDC	7/18/25	Lost all communication on STARCOM	FSO attempted to reproduce on 9/22/2025 Check with Ted
INC0002903122	DU-COMM	8/14/25	CSEASTRO-3925 - We have 5 consoles log out on their own and are locked out.	Fix identified. New software expected Nov/Dec Keep the case open



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INC0002940242	ACDC	8/21/25	On 8/20 at 16:02 CST they had emergency alerts created by Westmont portable radio in which they had to knock the emergency alert down at all 37 OP's individual	FSO was not able to reproduce. on 9/18/2025. Engineering wants to look at the logs from the testing. Pulling the logs back from op 5 at ACDC and posting for engineering.
INC0002976535	DU-COMM	8/28/25	DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	Fix identified. New software expected Nov/Dec
INC0003033859	DU-COMM	9/10/25	OP 22: CRITICAL MALFUNCTION: CONSOLE	Engineering investigating Same cause as INC0003057075 INC0003024584
INC0003050072	ACDC	9/12/25	Previous closed inc#: INC0003013659 New Install CCGW-DCG9000 - having issues with outbound audios - assistance required.	Engineering investigating. DFSI ISSUE
INC0003057075	ACDC	9/15/25	Op1 not connected. as of 9/12/2025 00:37:12 am	Engineering investigating. This issue is a duplicate of INC0003033859 INC0003024584
INC0003068101	ACDC	9/17/25	Op 29 stopped working 9/16/2025 17:50 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect.	Logs collected. Will be escalating to Engineering. Pop up has shown at both centers
INC0003087544	DU-COMM	9/21/25	Pos 30 Unselect speaker had no volume at all	After reboot audio was working but 15 mins later continued having issues with radio Audio and unselect/select speakers. Cable issue, waiting on new cable. Motorola ordered.
INC0003092574	ACDC	9/22/25	Speakers are DEAD	Will need logs gathered. also need to verify if the issue was before or after the reboot for patching installs.
INC0003024584	ACDC	9/8/25	AXS Console log out OP 19	Engineering investigating. This issue is a duplicate of INC0003033859, INC0003057075
INC0003098713	DU-COMM	9/23/25	OP position 5 random logout. "Authentication Error, You have been logged out, please log in again".	Gathering Data for Escalation
INC0003115971	DU-COMM	9/26/25	Console logged out with a pop-up window in the top center of the screen. Unfortunately, the TC clicked okay before we could see what the box said	Gathering Data for Escalation
INC0003154761	DU-COMM	10/5/25	DU-COMM Dispatch – Site OP04 Auto-logged off	Gathering Data for Escalation
INC0003166453	DU-COMM	10/7/25	On 10/7/2025 I arrived for duty at 0600, no one had been sitting at Positions 33 and 34. I was advised around 07:40 that the AXS radios at those positions had been logged out.	10/9 Logs from OP33 show similar sequence of messages I saw on OP5 from Sept 22
INC0003179755	ACDC	10/9/25	Intermittent problem with Fire layouts.	Investigating
INC0003180202	DU-COMM	10/9/25	Console 27 logged off	Gathering Data for Escalation
INC0003182936	ACDC	10/10/25	Console reboot OP 4	Gathering Data for Escalation
INC0003190956	DU-COMM	10/12/25	Radio at position 18 that logged itself out	Gathering Data for Escalation



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INC0003198995	DU-COMM	10/14/25	All Channels on FD Tab began disconnecting in rapid succession, followed by an error message on the screen stating, "No Connection"	Need LAN Captures and sysinfo. Ted to do on 10/15/2025
INC0003205353	DU-COMM	10/15/25	Position 23 auto logged off while TC was working.	New Incident no update yet
INC0003208294	DU-COMM	10/15/25	It was noticed around 15:30 that the position 22 had logged itself out.	New Incident no update yet
INC0003220290	ACDC	10/17/25	OP 4 logged out of AXS session	Computer was investigated and it was determined several kernel errors were present. Motorola recommend to replace the computer.
INC0003221760	DU-COMM	10/17/25	OP 6 will not transmit via desktop paddle or foot peddle. We can receive radio traffic but not transmit.	New Incident no update yet
INC0003222665	DU-COMM	10/18/25	OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	New Incident no update yet
INC0003231397	DU-COMM	10/20/25	OP position 8 no record audio	New Incident no update yet
INC0003231566	DU-COMM	10/20/25	OP 9 random log off radio	New Incident no update yet

Firmware Update:

Firmware - Police: Jennifer Jager, the Radio System Manager, is preparing a firmware update. This was reviewed at PAC on Monday, November 3. Slides will be sent to remind each agency of the procedure when the firmware is ready to be released. This does not affect fire agencies. Please update the firmware prior to your agency's encryption on-site visit. We plan to begin these visits in December.

APXNext XN:

Deployment: Complete

Fire radio deployment was completed on October 24, 2025. Yea! Thank you to the fire agencies that provided breakfast, beverages or treats (depending on the time of day) to ETSB staff and OHSEM volunteers who deployed radios on site. We appreciate the hospitality and the assistance on location, and in having all your equipment ready and firefighters to haul boxes of equipment for us.

NWCD Encryption Cutover:

NWCD went live on October 15 with their encryption plan for fire. Certain DEDIR System fire agencies that work daily with NWCD fire agencies experienced some disruption of service because NWCD patched their clear and encrypted talk groups together. When the patch was removed, those agencies with the clear channel in their user select bank had to locate the encrypted talk group in their other radio banks.

Testing the new XN radio with NWCD is an operational issue with each Chief taking the lead. Some agencies chose to have the clear talk group in their user select bank or didn't realize that there were two options. ETSB asked fire agencies that wanted to move the encrypted talk group to their user select banks to submit a Zendesk ticket to ensure ETSB staff documented all changes so that on the following day, when NWCD finished their cutover changes could be pushed to the radio.



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Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. Please make sure you complete this update so that the firmware update can be deployed. 209 radios need to complete this update. See the attached list below.

Fire Ground update: Once the NWCD update has been complete. A second update will be pushed to correct certain fire ground talk groups that have been set for low power. Low power is a setting used for the mobiles only.

Agency	% Complete	# Pending Update
Hanover Park FD	100%	0
Roselle FD	100%	0
Wheaton FD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Addison FPD	80%	15
Bartlett FPD	93%	4
Bensenville FPD	97%	1
Bloomingtondale FPD	60%	23
Carol Stream FPD	97%	2
Clarendon Hills FD	87%	3
Darien-Woodridge FPD	82%	5
Downers Grove FD	65%	14
Elmhurst FD	77%	7
Glen Ellyn FD	67%	18
Glenside FPD	77%	6
Hinsdale FD	94%	1
Itasca FPD	50%	12
Lisle-Woodridge FPD	74%	14
Lombard FD	85%	11
Oak Brook FD	91%	3
Oakbrook Terrace FPD	59%	9
Villa Park FD	79%	5
Warrenville FPD	45%	18
West Chicago FPD	73%	15
Winfield FPD	97%	1
York Center FPD	70%	7
Tri-State FPD	84%	8
Pleasantview FPD	73%	7

Encryption:

ETSB staff continue to work on an encryption plan. Goal: Q1 of 2026.

Between November 1 and November 17, all agencies should submit any alias updates and any *user select zone* changes. There will be a *freeze* on these requests so that the code plugs can be adjusted. The *freeze* will begin close of business 11/17/25 – no exceptions – all changes submitted after 11/17/25 will be held until encryption is complete. The Podcast, which was designated *Informational* because of



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the Thanksgiving holiday, was sent out the afternoon of November 3 after the PAC meeting. A calendar invite was sent out for Friday, November 14 as a reminder to DEDIR System POCs.

A schedule for Police Agencies' First Touch for encryption will be posted on Monday.com. See the chart for the estimated time at your agency; dates are to be determined.

During these visits:

- The radios will be checked for the firmware update.
- A new police battery will be swapped during the encryption touch.
- Any remaining APX7000s, chargers, etc will be picked up at that time. A list will be sent to the agency for checkoff.
- ETSB owned APX4000s will not be updated at this time.
- Any agency owned radios must have a Zendesk ticket submitted to ensure they are part of the encryption plan. Aiming for no surprises. Agencies should ensure all radios are available on the date of the site visit. After the location visits, a list will be run to determine if there are any radios that have not been updated. If there are radios, those agencies will be contacted and will have to bring their radios to ETSB to complete the First Touch.
- The chart below was provided to give agencies and idea of how long the System Manager would be at their location.

Agency	Total	Hours per Site
Addison PD	75	6.3
Bartlett PD	68	5.0
Bensenville PD	59	4.9
Bloomington PD	52	4.2
Burr Ridge PD	29	2.3
Carol Stream PD	75	5.8
Clarendon Hills PD	17	1.2
Darien PD	48	3.0
Downers Grove PD	102	6.0
Elmhurst PD	98	6.8
Forest Preserve PD	26	2.2
Glen Ellyn PD	49	4.1
Glendale Heights PD	67	5.3
Hanover Park PD	86	7.2
Hinsdale PD	29	2.1
OSHEM	14	0.2
Itasca PD	26	2.0
Lisle PD	43	3.1
Lombard PD	79	5.8
Oak Brook PD	58	4.4
Oakbrook Terrace PD	22	1.8
Roselle PD	46	3.2
Sheriff	448	13.9
Sheriff DCHD	5	0.0
SAO	20	0.3
Villa Park PD	56	4.1



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Warrenville PD	40	2.8
West Chicago PD	52	4.2
Westmont PD	43	3.5
Wheaton College	5	0.0
Wheaton PD	106	6.0
Willowbrook PD	31	2.3
Winfield PD	19	1.6
Wood Dale PD	42	3.3
Woodridge PD	59	4.3

Mobile Deployment:

The purchase order for new mobiles was approved at the ETSB October Board meeting. ETSB staff are working with the Tait vendor to begin the replacement process pending arrival of the equipment. Installed 8500 mobiles will be returned to Motorola when a replacement is received.

CommandCentral Aware:

This policy was on the PAC agenda for discussion. Issues: Outside agency participation, DEDIR System intra-agency participation, visibility of investigators and other sensitive assignments. More information from participating Chiefs is needed. Staff are working on a survey or similar document to collect data.

APX4000:

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

Wheaton PD

PAC Focus Groups

The Police Focus Group met on October 1; no November meeting is scheduled as of the writing of this document.

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

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – October 1, 2025

AXS: Motorola is pursuing additional product team involvement to address issues we are seeing with logouts. Dan Tipton was not able to join the call last week to address the tickets and the ongoing process, but we hope to have him on the next call to discuss the standing of these issues and where Motorola stands with the troubleshooting.

DFSI: Matt worked with our product team to look for methods of adjusting audio levels to meet issues we are seeing. There are some potential fixes. We have made changes to the KenComm system to see if this adjustment will help with the audio levels. We are currently working to test this adjustment to see if it is successful and if so we can push this adjustment to the ACDC system.

Additional update on Alias adjustments, we have the list of information on making changes to the alias and are meeting with Jim and Keith this Friday 10/3 to discuss making alias changes.



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Encryption: Scheduled review with ETSB on 10/2 in the AM to review plan and updates.

Motorola Wednesday Morning Status Call – October 8 , 2025 – no call

Motorola Wednesday Morning Status Call – October 15, 2025

AXS: We are continuing to see logout issues at both centers. We are working to resolve the issues with our engineering and product teams. Currently they believe they have a fix for the issue that will result in a software update. Waiting on information to come down so we can get installation and implementation information.

DFSI: Jordan is working to resolve items that ACDC is asking for regarding documentation and port information. He will provide that to Jim by the end of the week for review.

Encryption: Matt Downer is still revising the documentation on the encryption plan based on the additional details and steps as requested in the previous meeting. This report should be completed in the next few days, at which time I will forward it to Linda for review.

Motorola Wednesday Morning Status Call - October 22, 2025

AXS: Continuing to see logout issues. Had Dan and Mark on from Motorola to address tickets open and the potential software patch to resolve these logouts. They stated that the software update should be available next week, and we can look to install it on two positions. Keith said he was good and would pick two positions for testing. We will provide information on installation once available.

DFSI: Jim had some items on his list of documentation that needed to be updated and addressed. We set up a call with Jordan Worobey and Matt Downer for the end of the week to run through the issues so we can get them resolved. I will invite Gregg to attend as well for any clarification he may need.

Encryption: Matt will send out the revised encryption plan this afternoon so Linda has an opportunity to review it. He has completed his changes at this time.

Motorola Wednesday Morning Status Call - October 29, 2025

AXS: The software updated is supposed to be ready as of 10/31. Motorola has an internal meeting on Friday to discuss the update further with engineering and product group to get a full understanding of implementation. We plan on looking to install at ACDC next week based on the engineering recommendation for number of positions and versions. I will follow up with ACDC and ETSB once I have the final review from the engineering team.

DFSI: Following the call with Jim, Matt and Jordan last week, Jordan and Matt worked to complete the items that Jim had outstanding on his list. At this time all has been completed outside of the block diagrams, which Matt Cragg is working to provide. I am following up with Jordan this afternoon (10/29) to make sure he provides Jim with the updated documentation as promised.

Encryption: Encryption plan is complete, but Linda has suggested that she would like to run the plan similar to how NWCD did their encryption change. Motorola is gathering information on the NWCD plan so that we can compare if and how the plan would work for DuPage. Current status is that we are working to get this information and review as quickly as possible. More information to follow once we have had a chance to review.



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

Police agencies that have submitted the Certification/IGA as of 10/31/25:	Certification	Fleet Map	Letter of Intent	IGA Received	IGA Status
<u>Agencies that do need an updated IGA</u>					
Bartlett PD	X	X			
Burr Ridge PD	X				



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Carol Stream PD					
Clarendon Hills PD	X				
Darien PD					
Downers Grove PD	X	X			
Elmhurst PD					
Glen Ellyn PD					
Hanover Park PD		X			
Hinsdale PD	X	X			
Lisle PD					
Lombard PD	X	X			
Oak Brook PD					
Oakbrook Terrace PD					
Roselle PD	X	X			
Villa Park PD					
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD					
Willowbrook PD		X			
Winfield PD	X	X			
Woodridge PD					
Total	10	10	0	0	
Agencies that have an IGA					
Addison PD	X	X	N/A	X	
Bensenville PD			N/A	X	
Bloomington PD			N/A	X	
DuPage County Forest Preserve			N/A	X	
Glendale Heights PD			N/A	X	
Itasca PD			N/A	X	
Westmont PD			N/A	X	
Wood Dale PD			N/A	X	
DuPage County Sheriff	X	X	N/A	X	
Total	2	1		9	
Grand Total	12	11	0	9	



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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola System Manager
DATE: October 27, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables:

All 29 agencies have now been deployed. Users are continuing to test and submit Zendesk tickets for any requested changes.

APX Next Police Portable:

The ADP to AES encryption plan is currently under discussion. Motorola Solutions held a meeting with ETSB and provided an initial draft of the plan. After review, more detail was added and an updated plan provided to ETSB. However, changes to the existing plan are also being discussed looking into the possibility of patching talkgroups temporarily to simplify the transition for the users. A follow-up meeting is being planned within the week.

APX 4000 Portable:

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

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile:

Alternate options to the APX8500 are being considered. APX8500s will be returned to Motorola Solutions, Inc.

APX7500 Mobile:

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

Encryption:

The APX4000 channel limitation evaluation has been submitted to the Motorola encryption team. The APX4000s owned by ETSB will be replaced with APXNext. The Service Manager will have to work with agencies on the agency owned APX4000s for the transition.

ETSB and Motorola are finalizing the schedule for the first phase of encryption for police radios which will be site visits to touch the radios.

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Programming – Projects

Codeplug updates: Fire agencies were sent updates for two changes: NWC FD channels 1-4 have been updated to point to NWCD's new encrypted talkgroups. Second, both vFD3 and vFD3 Direct frequencies were updated. These changes have been sent to the fire radios and are being installed as user's accept the updates on the radio.

Codeplug Creation: As part of the APXNext XN deployment, nine MERIT radio code plugs were created and applied for the Fire EMTs that participate in MERIT.

Radio Alignment: There were none last month.

Service Tickets

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

The month of October was not available at the time of posting.

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								
APX Next (PD)								
APX NextXN (FD)								
APX 8500 (mobile)								
APX4000								
Total								

STARCOM21 Scheduled Maintenance:

System Maintenance:

Core patching was skipped in October due to unrest in Broadview, IL

System Patches:

IL STARCOM Monthly Application of Windows Motopatch 2025.9 – Patching 10/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

There was none last month.

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SmartConnect Patches:

Canada/United States maintenance windows:

Start: 15/Oct/2025 @ 11:30 PM CDT (UTC -5) End: 16/Oct/2025 @ 5:30 AM CDT (UTC -5)

Start: 22/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 22/Oct/2025 @ 9:30 AM CDT (UTC -5)

Start: 23/Oct/2025 @ 3:30 AM CDT (UTC -5) End: 23/Oct/2025 @ 9:30 AM CDT (UTC -5)

During this time, users should not have experienced any operational impact. However, inactive SmartConnect sites may have triggered alerts on UEM.

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. 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. The current target firmware for Fire Agencies is R09.40 with most devices being on this version which was released 6/2025. Most Police radios are currently on firmware R06.40 which was released 6/2024. The Service Manager is preparing a firmware update. The Service Manager will review the changes and discuss any recommended training that may be needed. The Police firmware as there are minor fixes and enhancements to improve radio performance as we move into 2026.

The hosted DMS Radio Management Server was updated to R37.00.00 to support new radios being returned from the Depot.

STARCOM21 Unscheduled System Outages:

There was a South Cook Tollway outage reported the morning of Monday October 6 which affected some users. The issue was reported resolved as of 3:49pm CT the same day.

Meetings: Police Focus Group Wednesday October 1st

Training: There were none last month.

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Grade of service report:

The August GoS Report was not available at the time of posting for the October PAC and ETS Board meetings. August and September reports for DuPage County are provided for this report.

August 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.88	3.89	6.51	31.00	2868.45	14001.13	4.88	0.00	0.00	0.00
1:00:00	0.00	19.96	3.39	7.01	31.00	2476.39	12213.52	4.93	0.00	0.00	0.00
2:00:00	0.00	17.56	2.99	7.41	31.00	2126.26	10749.35	5.06	0.00	0.00	0.00
3:00:00	0.00	13.79	2.34	8.06	31.00	1640.45	8438.84	5.14	0.03	0.03	1.00
4:00:00	0.00	13.08	2.22	8.18	31.00	1543.23	8006.71	5.19	0.00	0.00	0.00
5:00:00	0.00	13.43	2.28	8.12	31.00	1579.74	8221.71	5.20	0.00	0.00	0.00
6:00:00	0.00	16.24	2.76	7.64	31.00	1959.81	9940.10	5.07	0.00	0.00	0.00
7:00:00	0.00	23.07	3.92	6.48	31.00	2719.23	14117.16	5.19	0.00	0.00	0.00
8:00:00	0.00	31.83	5.41	4.99	31.00	3692.42	19479.35	5.28	0.16	1.61	10.00
9:00:00	0.00	35.21	5.99	4.41	31.00	4228.90	21548.94	5.10	0.19	10.06	52.00
10:00:00	0.00	36.04	6.13	4.27	31.00	4336.71	22054.97	5.09	0.13	0.61	4.75
11:00:00	0.00	34.79	5.91	4.49	31.00	4155.10	21288.48	5.12	0.03	7.10	220.00
12:00:00	0.00	34.56	5.87	4.53	31.00	4270.58	21148.29	4.95	0.13	0.29	2.25
13:00:00	0.00	34.91	5.94	4.46	31.00	4163.81	21367.03	5.13	0.00	0.00	0.00
14:00:00	0.00	35.07	5.96	4.44	31.00	4264.35	21463.13	5.03	0.00	0.00	0.00
15:00:00	0.01	37.35	6.35	4.05	31.00	4543.19	22855.97	5.03	0.45	5.13	11.36
16:00:00	0.00	37.78	6.42	3.98	31.00	4626.74	23119.03	5.00	0.06	0.26	4.00
17:00:00	0.02	36.58	6.22	4.18	31.00	4456.16	22386.39	5.02	0.97	11.58	11.97
18:00:00	0.00	34.16	5.81	4.59	31.00	4415.16	20903.71	4.73	0.00	0.00	0.00
19:00:00	0.00	33.07	5.62	4.78	31.00	4102.94	20239.52	4.93	0.00	0.00	0.00
20:00:00	0.00	32.86	5.59	4.81	31.00	4101.32	20109.19	4.90	0.00	0.00	0.00
21:00:00	0.00	30.73	5.22	5.18	31.00	3839.35	18804.13	4.90	0.00	0.00	0.00
22:00:00	0.00	27.29	4.64	5.76	31.00	3527.39	16704.52	4.74	0.00	0.00	0.00
23:00:00	0.00	26.21	4.46	5.94	31.00	3310.03	16038.68	4.85	0.00	0.00	0.00



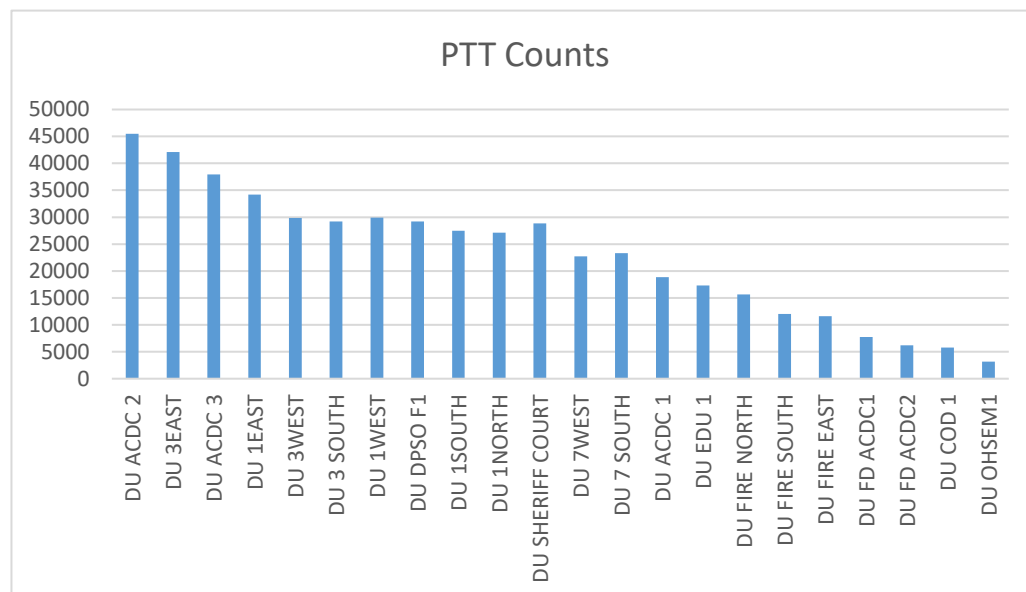
September 2025 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	23.02	3.91	6.49	30.00	2861.90	14089.00	4.92	0.00	0.00	0.00
1:00:00	0.00	18.52	3.15	7.25	30.00	2308.83	11333.53	4.91	0.00	0.00	0.00
2:00:00	0.00	15.84	2.69	7.71	30.00	1907.60	9695.80	5.08	0.00	0.00	0.00
3:00:00	0.00	14.13	2.40	8.00	30.00	1609.53	8645.60	5.37	0.00	0.00	0.00
4:00:00	0.00	13.40	2.28	8.12	30.00	1527.30	8200.50	5.37	0.00	0.00	0.00
5:00:00	0.00	13.83	2.35	8.05	30.00	1598.83	8465.20	5.29	0.00	0.00	0.00
6:00:00	0.00	17.03	2.89	7.51	30.00	1995.87	10420.13	5.22	0.00	0.00	0.00
7:00:00	0.00	25.55	4.34	6.06	30.00	2993.40	15637.80	5.22	0.00	0.00	0.00
8:00:00	0.00	33.88	5.76	4.64	30.00	4030.27	20736.53	5.15	0.13	1.50	11.25
9:00:00	0.00	36.60	6.22	4.18	30.00	4381.57	22398.00	5.11	0.03	1.37	41.00
10:00:00	0.00	36.31	6.17	4.23	30.00	4358.43	22219.87	5.10	0.03	1.33	40.00
11:00:00	0.00	35.15	5.98	4.42	29.00	4210.00	21512.21	5.11	0.00	0.00	0.00
12:00:00	0.01	34.45	5.86	4.54	29.00	4090.38	21081.83	5.15	0.45	7.28	16.23
13:00:00	0.00	35.41	6.02	4.38	30.00	4229.33	21668.37	5.12	0.13	1.00	7.50
14:00:00	0.00	36.03	6.12	4.28	30.00	4355.80	22048.30	5.06	0.00	0.00	0.00
15:00:00	0.00	38.29	6.51	3.89	30.00	4629.40	23432.67	5.06	0.00	0.00	0.00
16:00:00	0.00	38.21	6.50	3.90	30.00	4608.53	23385.43	5.07	0.00	0.00	0.00
17:00:00	0.00	36.15	6.14	4.26	30.00	4344.00	22121.17	5.09	0.00	0.00	0.00
18:00:00	0.00	35.11	5.97	4.43	30.00	4204.73	21484.33	5.11	0.00	0.00	0.00
19:00:00	0.00	33.16	5.64	4.76	30.00	4069.50	20292.60	4.99	0.00	0.00	0.00
20:00:00	0.00	32.17	5.47	4.93	30.00	3948.93	19685.93	4.99	0.00	0.00	0.00
21:00:00	0.00	29.63	5.04	5.36	30.00	3669.80	18135.00	4.94	0.00	0.00	0.00
22:00:00	0.00	27.01	4.59	5.81	30.00	3390.43	16528.83	4.88	0.00	0.00	0.00
23:00:00	0.00	25.70	4.37	6.03	30.00	3203.67	15726.90	4.91	0.00	0.00	0.00



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September 26 – October 27, 2025

Group Alias	PTT Count
DU 3EAST	34931
DU ACDC 2	35256
DU ACDC 3	30084
DU 1WEST	26763
DU 1EAST	25384
DU 3WEST	25575
DU DPSO F1	25164
DU 7 SOUTH	21905
DU 3 SOUTH	21294
DU 1NORTH	21865
DU 7WEST	18620
DU 1SOUTH	19751
DU SHERIFF COURT	21700
DU ACDC 1	16497
DU EDU 1	16596
DU FIRE NORTH	13014
DU FIRE EAST	10006
DU FIRE SOUTH	9023
DU COD 1	6964
DU FD ACDC1	5533
DU FD ACDC2	4703
DU BARTL LOCAL	3726
DU STWDTAC2	2263
DU DWGRV LOCAL	1881
DU WHETN LOCAL	2339



Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Closed		Research	N/A	N/A	N/A	N/A
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed	03/15/22	Consensus	N/A	N/A	N/A	N/A
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed	01/21/21	Consensus	N/A	N/A	N/A	N/A
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
21	03/02/20	FSA	Additional Goals	Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed	01/08/25	Pending	Pending	N/A	N/A	N/A
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus		
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus			
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus		
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus			
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus		
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus		
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus			
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus			
36	05/27/20	TECH	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed	06/22/20		consensus			
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed	01/08/25		Consensus			
38	05/27/20	CAD	9-1-1 Call Flow	Review the 9-1-1 Call flow process	Closed	01/18/22					Consensus
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed	07/21/20	Consensus				
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus				
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus			
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus		
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus			
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus		
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus				
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed	09/15/20	Consensus				
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed		Consensus				
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed	01/08/25	Consensus				
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed		Consensus				
52	07/06/20	CAD	Dispatch Assign	Dispatch assign to work automatically	Closed	12/29/20	Consensus				
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Closed	01/08/25	Consensus				
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed		Consensus				
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed	01/08/25	Consensus				
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed		Consensus				
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus			
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed	01/08/25	Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed	01/08/25	Referred				Pending
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Closed	01/08/25	Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed		Consensus				
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed		Consensus				
67	07/30/20	CAD	Adjust name and tx field	Add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus				
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus			
70	08/04/20		Monday.com	Online project management tool	Closed						
71	08/04/20	TECH	VMware upgrade	Upgrade to VMware version 6.7	Closed	02/22/22		Consensus			
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed		Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21	Consensus				
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed	09/12/20	retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated units	Closed	11/17/20	Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus			

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors				Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus				Pending
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21					Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus		
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus				
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed						
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21	Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus				
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed						
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21	Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed	06/18/21	Consensus				
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22			Consensus		
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22			Consensus		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus		
97	07/12/21	FSA	Pre-planned relays	Add pre-planned relays into LiveMum	Closed	07/28/22			Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percentages	Closed	08/11/22			Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight dispatching	Closed	07/16/21	Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consensus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed		Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22	Consensus				
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus				
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus		
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed	05/02/25	Consensus				
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed			Consensus			
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22					
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed	3-May-25	Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus			
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus				
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23			Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23			Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23			Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23			Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23			Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus			
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed	5-Sep-23					
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus				
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed	26-Mar-24	Consensus				
125	11/9/2023	CAD	Priority Integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus				
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed		Consensus				
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research		Pending				
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSS 911 system	Opened		Pending				
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed	7-Mar-25	Impasse				
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed	27-Aug-24	Consensus				
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloominale from "BL" to "BLD" because of state data	Opened						
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed		Consensus				
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed	7-Oct-25	Consensus				
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed	30-Jul-25	Consensus				
135	6/25/2025	CAD/MPS	Closest 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	Closed	29-Sep-25	Consensus				
139	6/25/2025	CAD/MPS	Run LEADS Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened						
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened						
			In process/Testing								
			Implemented								
			Pending Research								
			Technically Not Feasible								

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:07:45 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	193,545	60,813	132,732	0	2,765	50,803	6,430	219	596	0	4,161	00:00:04
	Internal	10,686	0	10,686	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	48,022	0	48,022	0	0	0	0	0	0	48,022	0	00:00:00
	Total	252,253	60,813	191,440	0	2,765	50,803	6,430	219	596	48,022	4,161	00:00:04
Total		252,253	60,813	191,440	0	2,765	50,803	6,430	219	596	48,022	4,161	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:13:42 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	613,185	244,750	368,435	0	9,484	195,744	36,181	553	2,788	0	24,830	00:00:06
	Internal	109,065	0	109,065	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	151,794	1	151,793	0	0	0	0	0	0	151,794	0	00:00:00
	Total	874,044	244,751	629,293	0	9,484	195,744	36,181	553	2,788	151,794	24,830	00:00:06
Total		874,044	244,751	629,293	0	9,484	195,744	36,181	553	2,788	151,794	24,830	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:06:50 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	25,099	5,927	19,172	0	421	4,820	591	22	73	4,694	438	00:00:04
Total	25,099	5,927	19,172	0	421	4,820	591	22	73	4,694	438	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 11/02/2025 11:12:50 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	87,752	25,009	62,743	0	882	19,989	3,788	49	301	15,046	2,846	00:00:06
Total	87,752	25,009	62,743	0	882	19,989	3,788	49	301	15,046	2,846	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:08:33 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	9,376	9,376	0	0	283	7,932	1,156	5	0	0	0	00:00:04
Total	9,376	9,376	0	0	283	7,932	1,156	5	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:15:53 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	28,269	28,269	0	0	342	26,167	1,686	74	0	0	0	00:00:06
Total	28,269	28,269	0	0	342	26,167	1,686	74	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:05:31 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	876	876	0	0	11	752	113	0	0	0	0	00:00:04
Total	876	876	0	0	11	752	113	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 11/02/2025 11:14:52 AM

Grouping: Site & Call Origin

Date Range: 10/01/2025 12:00:00 AM - 10/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,798	2,798	0	0	38	2,600	160	0	0	0	0	00:00:06
Total	2,798	2,798	0	0	38	2,600	160	0	0	0	0	00:00:06

**Motorola Monthly Incident Report
October 2025**

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0002772156	Addison Consolidated Dispatch Center	Pending	P3	7/18/2025 9:40:44 AM	Lost all communication on starcom	DS dispatched to MOSS Check with Ted		
INC0002903122	DuComm Dispatch CTR	Pending	P3	8/14/2025 11:15:09 AM	CSEASTRO-3925 - 5 consoles position log themselves out on their own and are locked out.	Chris Shanks/Ducomm/2245756136 requested via phone to open a priority P1 dispatch Incident. He stated we have 5 consoles position log themselves out on their own and are locked out. DS created an incident and dispatched via MOSS. FOLLOW UP: Incident to be updated through MOSS.		
INC0002923289	DuComm Dispatch CTR	Pending	P3	8/18/2025 1:52:31 PM	SZ01401D48-the AXS console displayed the error. Of the consoles that have this capability, 13,14,16, and 22 all experienced this issue. 14 was rebooted which ultimately resolved the issue. The other three have been left in that state so it can be observed by Motorola.	DS created incident and dispatched via MOSS.		
INC0002940242	Addison Consolidated Dispatch Center	Pending	P3	8/21/2025 8:49:16 AM	Keith Maro/Customer/Village of Addison/16306937519 called in to open and dispatch a P2 case. He stated - On 8/20 at 16:02 CST they had emergency alerts created by westmont portable radio in which they had to knock the emergency alert down at all 37 OP's individually. On the police layers - lost radio resource upon rebooting.	DS dispatched the incident via MOSS. Check with Ted Issue can possibly be closed per call 9/24/2025		
INC0002954745	DuComm Dispatch CTR	Pending	P3	8/25/2025 9:25:59 AM	DU-COMM Dispatch - SZ01401D48 - OP15 Street Units Could Not Hear Dispatch DU-COMM Technicians performed a reboot of the OP which resolved the issue in the moment.	DS dispatched the incident via MOSS.		
INC0002976535	DuComm Dispatch CTR	Pending	P3	8/28/2025 12:54:16 PM	CSEASTRO-3965 - SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	DS created INC0002976535 and dispatched via MOSS. FSO to take assignment. Setting 60 min reminder per instructions.		
INC0003033859	DuComm Dispatch CTR	Pending	P3	9/10/2025 4:39:02 AM	CSEASTRO-3983 - SZ01401D48:OP 22:CRITICAL MALFUNCTION:CONSOLE	Incident opened from Inbound Incident staging table. Contact = Federos User Contact email = federos.user.com Contact phone = MCN = 1012977114 Customer Name = Site ID = SZ01401D48 Site Name = DuComm Dispatch CTR Serial Number = CI Name = SZ01401D48:OP 22 Product Category Tier 2 =		
INC0003050072	Addison Consolidated Dispatch Center	In Progress	P3	9/12/2025 4:19:27 PM	Previous closed inc#: INC0003013659 incorrectly closed. What issue is the customer is experiencing? having issues with outbound audios When did the issue start? 9/5 Was anything changed prior to that? ~ What is the impact? P2 Model number or version of the equipment: DCG9000	Matthew Downer/Motorola/+15748072316 called in requesting a new inc be reopened as previous closed inc#: INC0003013659 incorrectly closed and stated he iw working with Brandon F/Astro on this. DS created inc and set the status to vendor has acknowledged.		
INC0003057075	Addison Consolidated Dispatch Center	Pending	P3	9/15/2025 9:26:58 AM	CSEASTRO-3984 - Op1 not connected. as of 9/12/2025 00:37:12 am	Per the email DS created a ticket and is dispatching via MOSS		
INC0003068101	Addison Consolidated Dispatch Center	In Progress	P3	9/17/2025 9:05:33 AM	SZ01401D47, P3 and dispatch to FSO. op 29 stopped working 9/16/2025 1750 with a pop-up box opened saying "Disconnected from the system. Attempting to reconnect."	Per the email DS created a ticket and is dispatching via MOSS		
INC0003087544	DuComm Dispatch CTR	In Progress	P2	9/21/2025 3:13:56 PM	Pos 30 Unselect speaker had no volume at all	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Position 30 21 September 2025; Original report of Unselect speaker volume muting out: 1345hrs 21 September 2025; Secondary report of both Select and Unselect volumes not coming through headset: 1419hrs Selected resource at Pos 30: 1-West Channel Description: It was reported that Pos 30 Unselect speaker had no volume at all. Every attempt to increase the volume and it would auto-default to Mute. This was the case for both manually turning it up at the speaker and using the mouse to toggle the volume up. After a shutdown/restart of the computer, it seemed to solve the issue. After approximately 15 minutes, TC then reported that there is no radio audio in the headset, either select or unselect. The Unselect speaker at Pos 30 did continue to work, but the Select speaker is also not transmitting audio. The TC did plug his headset into Pos 32 and was able to utilize the radio/headset combination as intended.		
INC0003092574	Addison Consolidated Dispatch Center	In Progress	P3	9/22/2025 2:23:52 PM	Speakers are not responding. Cannot Rx or Tx audio at Radio Op 20 Reported at 0520 9/21/2022 Have tired the following: rebooted PC rebooted CCHUB receded spkrs USBs receded USB in PC moved USB to different USB port on PC speakers are grayed out in config utility	DS created the INC and dispatched via MOSS.		

**Motorola Monthly Incident Report
October 2025**

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003024584	Addison Consolidated Dispatch Center	Pending	P3	9/8/2025 2:47:41 PM	AXS Console logouts 9/9/2025 13:50 at NMD47 op 19. Radio console had "logging out" on the screen for 10 min +/- TC did not initiate this. Had to pull up Task Mgr and "end process: to get OP back to being functional.	Per the email DS created a ticket and is dispatching via MOSS		
INC0003098713	DuComm Dispatch CTR	Assigned	Starcom 21	9/23/2025 2:39:14 PM	SZ01401D48- OP position 5 random logout. "Authentication Error, You have been logged out, please log in again".		1012977114	
INC0003115971	DuComm Dispatch CTR	In Progress		9/26/2025 1:28:14 PM	SZ01401D48-Console logged out with a pop-up window in the top center of the screen. Unfortunately, the TC clicked okay before we could see what the box said and was different from the Authentication Error boxes. Upon clicking, the radio screen refreshed to the login in screen. At 07:59:08AM the box was not there and then it appeared at 07:59:09AM. At the time of the logout, the TC was on break with no one was using the radio. Core connected talkgroup resource 1EAST was selected on the OP when the logout occurred.			
INC0003154761	DuComm Dispatch CTR	In Progress	P3	10/5/2025 7:37:20 AM	DU-COMM Dispatch – Site SZ01401D48 – OP04 Auto-logged off Position 4 radio, while being selected to DPOSO F1 Channel, logged itself off, taking user to the log-in screen. Position 4 Occurred 10/05/2025, 0711hrs Channel selected: DPOSO F1 Position radio auto-logged off POC: Erik Maplethorpe, emaplethorpe@ducomm.org, 224.612.0752	DS loaded FSO: T5 DO074 IL and dispatched via MOSS		
INC0003166453	DuComm Dispatch CTR	Resolved	P3	10/7/2025 11:37:04 AM	DU-COMM Dispatch, SZ01401D48 On 10/7/2025 I arrived for duty at 0600, no one had been sitting at Positions 33 and 34. I was advised around 07:40 that the AXS radios at those positions had been auto logged off. I was able to log back in to both positions without issue.		10/27/2025 1:09:42 PM	The Jira issue was closed with the resolution marked as fixed, identified as a duplicate of a known issue.
INC0003177710	Addison Consolidated Dispatch Center	Closed	P3	10/9/2025 10:04:15 AM	10/6 0230 10/6 0352 POS 9 and 18 have external buzzers plugged into CCHUB for alerting the Radio room of Alerts. Audible panic alarms heard at positions 9 & 18 just prior to 0230am. Could not locate what caused the audible activation. No visual indicators were seen on either of the ACDC 2 PD or ACDC 3 PD tabs. Most likely Starcom fault, NOC tickets were generated around this time	DS contacted Keith Marc/Public Safety Systems Administrator/Addison Consolidated Dispatch Center/630-693-7519 to confirm what type of support is needed. He requested Tier 2 assistance, he was being slammed with network failure notifications and wants to investigate that. DS created incident and assigned it to Tier 2	10/9/2025 11:10:51 AM	Actions Taken: The panic alarms at positions 9 and 18 were set off with no Radio ID. Audible alarms were heard, but no visual indicators were seen on the ACDC 2 PD or ACDC 3 PD tabs. It was suspected to be a Starcom fault, and NOC tickets were generated. The Public Safety Systems Administrator requested Tier 2 assistance due to network failure notifications. The incident was created and assigned to Tier 2. The issue was identified as Backhaul problems with Starcom, causing alarms due to zone 1 site 1 bouncing in and out of wide trunking, leading to synchronization issues between the radio and alarm.
INC0003179755	Addison Consolidated Dispatch Center	In Progress	P3	10/9/2025 2:43:09 PM	Select audio on unselect speaker intermittent problem with Fire layouts. While a TC is actively on the phone has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU Samantha Voice and TONES are coming out of UNSEL Speaker not the SEL speaker. This happens randomly and cannot not be duplicated on demand.	DS dispatched the incident via MOSS. FOLLOW UP: Technician to update incident via MOSS.		
INC0003180202	DuComm Dispatch CTR	Resolved	P3	10/9/2025 4:24:18 PM	CSEASTRO-4049 - Console 27 logged off At 05:18:04 on October 9, 2025 console 27 logged off on its own. We had no TC sitting there at the time. When a new TC came in for the afternoon shift, it was discovered the console needed logged in. Manager Bucher logged console 27 in and a TC began sitting there. At the time of this email, there have been no other reported issues. Point of Contact for ticket: Erik Maplethorpe, emaplethorpe@ducomm.org, 224-612-0752	DS dispatched via MOSS	10/27/2025 1:20:28 PM	Actions Taken: The agent observed a token refresh failure in logs from OP27 and noted an error with status 401. Engineering was set to verify the issue. The agent awaited confirmation that the issue was fixed in RFC before closing the Jira. The Jira issue was eventually closed with the resolution marked as fixed, and an RFC was already open for the case. PRB0000052907
INC0003182936	Addison Consolidated Dispatch Center	Pending	P3	10/10/2025 9:46:30 AM	site ID sz01401d47 DU-COMM Dispatch, SZ01401D48 CSEASTRO-4050 - console reboot OP 4 At approx. 2005hrs the radio console at position 4 rebooted with no intervention from the TC occupying the console. Logged back in with no issue.	For this case would you like to create a case to dispatch to the field or you need to create the case to investigate why this issue happened? create the case to investigate		
INC0003190956	DuComm Dispatch CTR	Pending	P3	10/12/2025 12:08:18 PM	RFC_ASTRO_INFRA-1072 - CSEASTRO-4069 - Site SZ01401D48 for the radio at position 18 that logged itself out			
INC0003198995	DuComm Dispatch CTR	Pending	P3	10/14/2025 7:51:14 AM	DU-COMM Dispatch, SZ01401D48 CSEASTRO-4071 - NMD48 OP22 All Channels on FD Tab began disconnecting in rapid succession, followed by an error message on the screen stating, "No Connection. 10/14/2025, 05:30:15. Application was not able to reconnect. Please contact your System Administrator." Position 22, occurred 10/14/2025, at 05:25:00 hours			
INC0003205353	DuComm Dispatch CTR	Pending	P3	10/15/2025 9:10:26 AM	DU-COMM Dispatch, SZ01401D48 CSEASTRO-4073 - Position 23 auto logged off while TC was working.			

**Motorola Monthly Incident Report
October 2025**

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003208294	DuComm Dispatch CTR	Pending	P3	10/15/2025 3:44:24 PM	DU-COMM Dispatch – Site SZ01401D48 CSEASTRO-4070 - It was noticed around 15:30 that the position had logged itself out.			
INC0003220290	Addison Consolidated Dispatch Center	Pending	P3	10/17/2025 12:43:29 PM	RFC_ASTRO_INFRA-1092 - CSEASTRO-4066 - SZ01401D47 - Addison Consolidated Dispatch Center - OP 4 logged out of AXS session			
INC0003221760	DuComm Dispatch CTR	Closed	P3	10/17/2025 8:18:06 PM	DU-COMM Dispatch, SZ01401D48 OP 6 will not transmit via desktop paddle or foot peddle. We can receive radio traffic but not transmit. Someone was sitting at the console on 10/17 until 1100 and then when someone tried to key up just before 1500 nothing happened. So sometime between 1100-1500 on 10/17 the issue started.		10/22/2025 4:07:23 PM	FSO verified loose cable to CCHUB from PTT MIC and foot pedal. Verified working after re-seated cable.
INC0003222665	DuComm Dispatch CTR	Pending	P3	10/18/2025 7:53:09 AM	CSEASTRO-4067 - OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18 DU-COMM Dispatch, SZ01401D48, for the following issue: OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18. Unable to determine exact time of logoff as it was not discovered until the next time the console was attempted to be used and can only narrow it down based on the last known time that it was functioning correctly.			
INC0003230226	Addison Consolidated Dispatch Center	Pending	P3	10/20/2025 1:42:08 PM	Radio log outs 10/20/2025 0756 OP 17 OP logged out of AXS This weekend some time OP 21 Logged out of AXS	DS created case and dispatched via MOSS		
INC0003231397	DuComm Dispatch CTR	Pending	P3	10/20/2025 4:22:03 PM	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: OP position 8 no record audio. It was discovered that at Position 8, the radio audio was not being recorded on the Vesta IRR or the Eventide recorder. Troubleshooting included rebooting the AXS computer, CCHUB, the Vesta Computer and the SAM.	Comment from: Contact email = Contact phone = A technician has taken assignment of this ticket.		
INC0003231566	DuComm Dispatch CTR	Pending	P3	10/20/2025 5:21:50 PM	DU-COMM Dispatch – Site SZ01401D48 – OP 9 random log off radio On October 20, 2025 Position 9 logged itself out while a Telecommunicator was working. She had been using the radio since 1500 and it logged off at 1712. Please open an incident at DU-COMM Dispatch, SZ01401D48 Point-of-Contact for ticket: Erik Maplethorpe, emaplethorpe@ducomm.org, 224-612-0752"			
INC0003246048	DuComm Dispatch CTR	In Progress	P3	10/23/2025 3:45:12 AM	DU-COMM Dispatch – Site SZ01401D48 – OP30 Cannot hear radio transmission from the field At position 30, on 10/23/25 about 0325 hours the TC could no longer hear radio traffic. The headset was working properly, the recording played back on the phone system and the units in the field could hear the TC but the TC could not hear anything on the radio. We tried different radio channels (1E and 1N) and that still didn't work. We also tried rebooting the system, that did not work either.			
INC0003246773	DuComm Dispatch CTR	Closed	P3	10/23/2025 8:16:07 AM	DU-COMM Dispatch – Site SZ01401D48 Console 25 while a TC was actively working shut down to the login screen.		10/27/2025 10:00:39 AM	DS contacted Brianna Harvey for dispatch, who requested the case be assigned to Matt Downer or Chris Severns. DS left voicemails for both Matt Downer and Chris Severns for dispatch. Matt Downer stated the issue has been resolved, and DS is resolving the case.
INC0003247888	DuComm Dispatch CTR	Closed	P3	10/23/2025 10:49:04 AM	DU-COMM Dispatch, SZ01401D48 The left headset jack at op position 28 is not working, no audio in or out. Connection to CCHUB was verified secure. Rebooted both the radio and CCHUB. Right side jack is working properly.		10/23/2025 3:36:08 PM	Contacted Customer, who requested to assign the issue to another team member who would be on-site later. A reminder was set to follow up. The issue was identified with a specific operation position, and logs were pulled to repair the issue. The incident is being resolved.
INC0003263169	Addison Consolidated Dispatch Center	Pending	P3	10/27/2025 8:53:37 AM	OP #4 PC rebooting site id: sz 01401 d47 OP 4 10/26...0625hrs I came in and the position was logged out. Had to login and resynchronize the database. 0650...while sitting here the radio randomly rebooted. 0909- LOGGED OFF RADIO AGAIN			

**Motorola Monthly Incident Report
October 2025**

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003263645	Addison Consolidated Dispatch Center	Closed	P3	10/27/2025 10:08:46 AM	resource: 8PD2-IT_DI Beeping every 10 secs site ID: sz01401d47 On radio AXS consoles and portables tone can be heard. Resource on portables 8ACDC2, tone can be heard. started 10/26/2025 @ 2217 +/- NOTE: This started after an emergency button activation on 8PD2 (in the field) there is a tone/beep every few seconds on the DFSI resource.		10/27/2025 11:46:04 AM	Appears someone turned on the channel marker for the resource in question. The agent emailed the customer a screenshot showing how to turn this off from the operation where it was enabled. The agent spoke with another team member, went to the operation, and changed the icon on the resource to be inactive. This issue seemed to be self-inflicted and will be communicated to the operations team as a learning experience. The agent verified CI instructions and resolved the incident.
INC0003288367	DuComm Dispatch CTR	In Progress	P3	10/31/2025 8:33:32 AM	At about 1815 hours the radio at position 25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic. I closed and reopened the radio application and it logged -in fine and seem to be fine after that.			

Rave 9-1-1 Suite - September

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	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,978	65,748	1,180	8.59%	1,418	17,795	9	2	428	214,091

Rave 9-1-1 Suite - October

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
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September	28,021	65,849	43	8.61%	145	1,909	1	0	71	25,202
October	28,089	66,009	68	8.63%	149	1,798	0	0	53	24,332
November		0		0.00%						
December		0		0.00%						
2025 Totals	28,089	66,009	1,248	8.63%	1,567	19,593	9	2	481	238,423



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: October 29, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
 - Configuration work and product testing continues.
 - Project timeline has been adjusted to accommodate a Q1 2026 implementation date.
- RMS RFP Steering committee meeting monthly.
- RMS RFP proposals received and under review by evaluation team.

Action Items:

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

Customer Support Collaboration:

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

Next Month's Actions Items:

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



HEXAGON
SAFETY & INFRASTRUCTURE

October 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	October 31, 2025

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target ☒	P2	5	P2	2	P2	0
Below target ☐	P3	20	P3	7	P3	0
Above target ☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending October 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

- Weekly meetings were held. No Onsite meetings were held this month.
- 15 support tickets were resolved in the month of September 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.
- 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)

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:



September 2025



ACDC Monthly Report
Prepared by
Director Marilu Hernandez



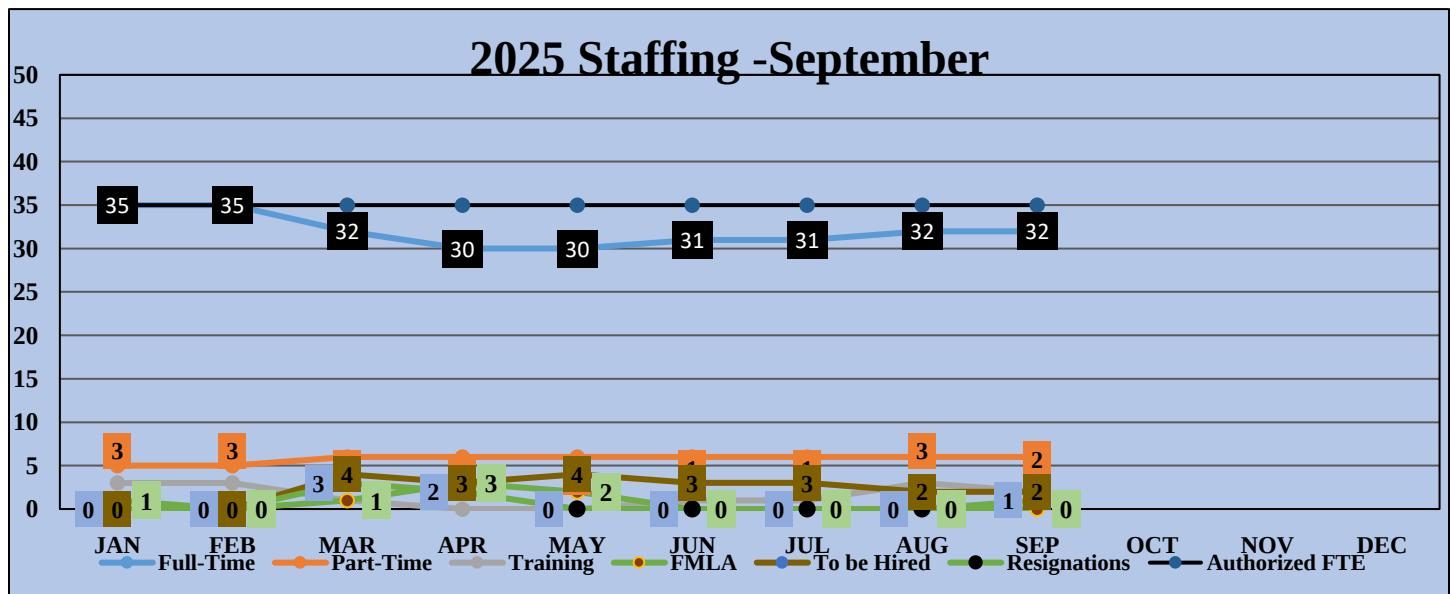
Addison Consolidated Dispatch Center (ACDC)

Staffing

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

In September:

- One Probationary Telecommunicator (PT) completed the Call Taking Phase, and is training on the Fire Desk
- One Probationary Telecommunicators (PT) finalized Classroom Training and is in the Call-taking Phase with a Communications Training Officer (CTO) on Day Shift
- One new hire scheduled start date Monday, October 13th
- One potential new hire, in background
- The Alarm Board Operator PT is scheduled start date Monday, October 13th



Resignation

Date	Years	Reason	Role
09/30/2025	1.5 Months	Performance	Trainee

Recognition

ACDC Thank you for your generosity and kindness. All items collected for “Phil’s Friends”, a local non-profit organization, in the combined efforts to support local families affected by cancer, are greatly appreciated.
#goldlinegiving

Congratulations on your promotion, Professional Standards Coordinator/CALEA Manager Benjamin Koechling. Well-deserved!

Training

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

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

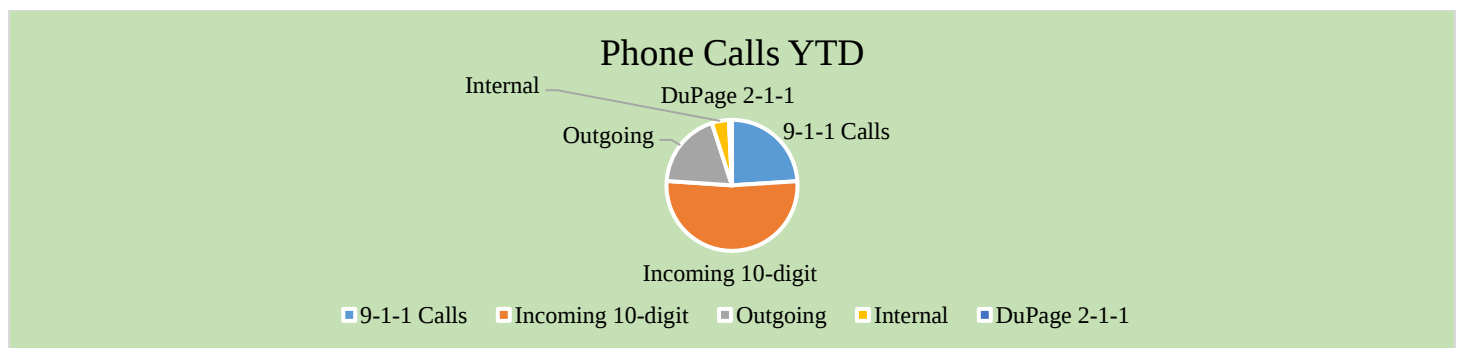
- The HRLF coaches presented TCs with 96 events from 26 different scenarios, using a random list of locations. 70% of the events were handled per policy. The remaining 30% required minor corrections. The focus for September was to process calls using the 5 Ws in the optimum order as efficiently as possible.

Additional Training

- Two TCs attended the in-person CPR re-certification
- Two TCs attended the in-person COML Training
- Two TCs attended the IL APCO IL Fall Seminar: Domestic Violence Awareness
- One TC attended the NIMS ICS 400 training
- Two Operations Managers certified as EMD-Qs
- One Operations Manager attended the Answering the Call for Help webinar
- Three TCs attended the DuPage County Metro Swat Tactical Telecommunicator Mandatory drill training
- One Operations Manager attended the FOIA webinar

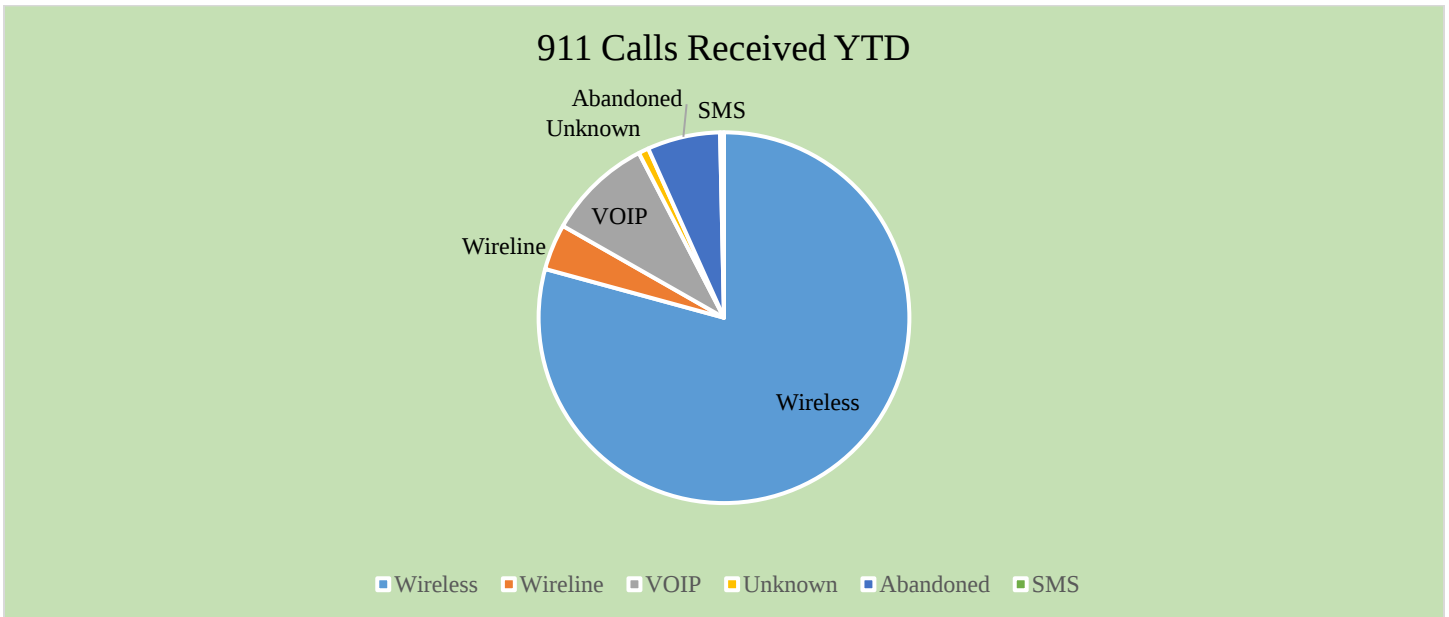
Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083				54,886
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714				119,140
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643				43,328
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051				9,660
DuPage 2-1-1	197	151	150	140	230	256	247	237	154				1,762
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	25,645	0	0	0	228,776



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

9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990				46,461
Wireline	297	219	233	206	224	244	260	276	385				2,344
VOIP	717	607	639	151	660	601	665	686	635				5,361
Unknown	59	47	73	61	65	51	70	40	57				523
Abandoned	403	320	413	411	442	407	491	436	400				3,723
SMS	47	42	16	24	17	10	13	12	16				197
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	6,483	0	0	0	58,609



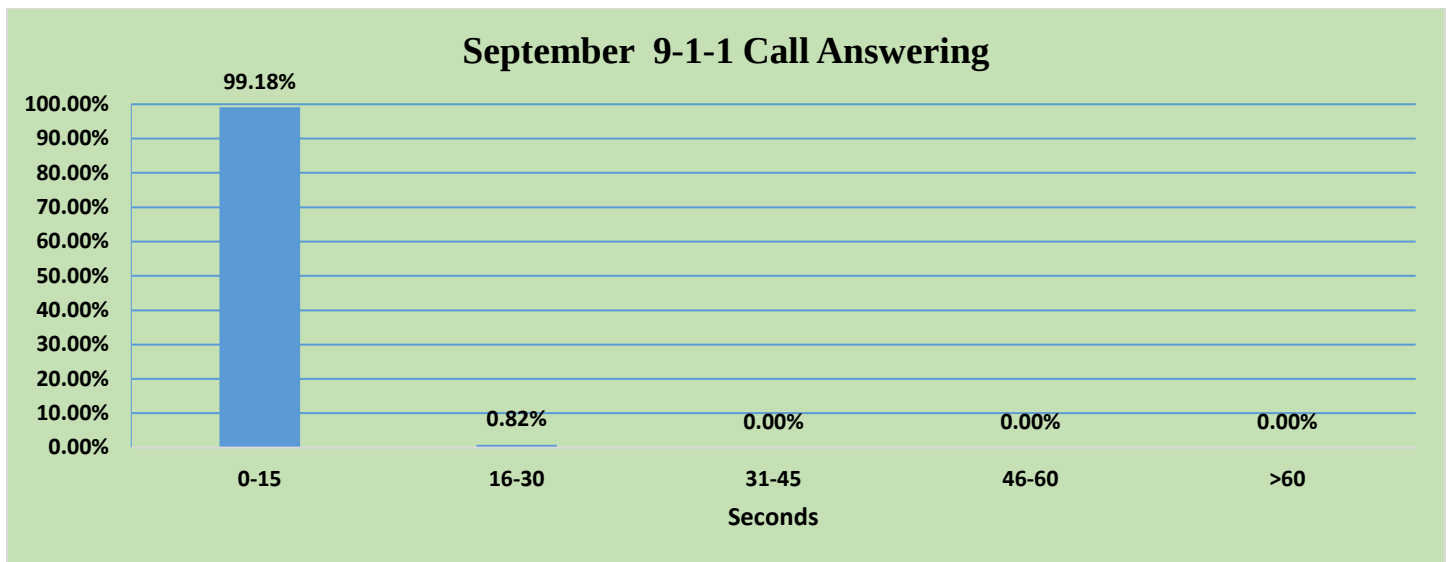
NENA 9-1-1 Call Answering Standard

National Emergency Number Association (NENA):

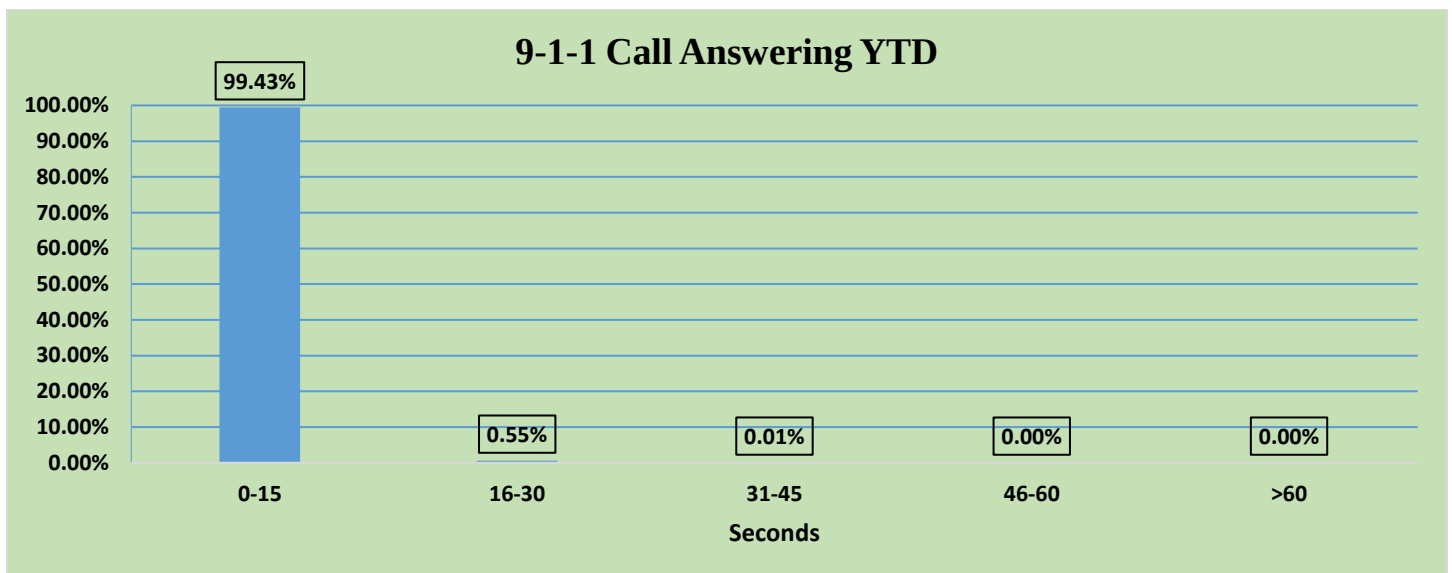
The 9-1-1 Association empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

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

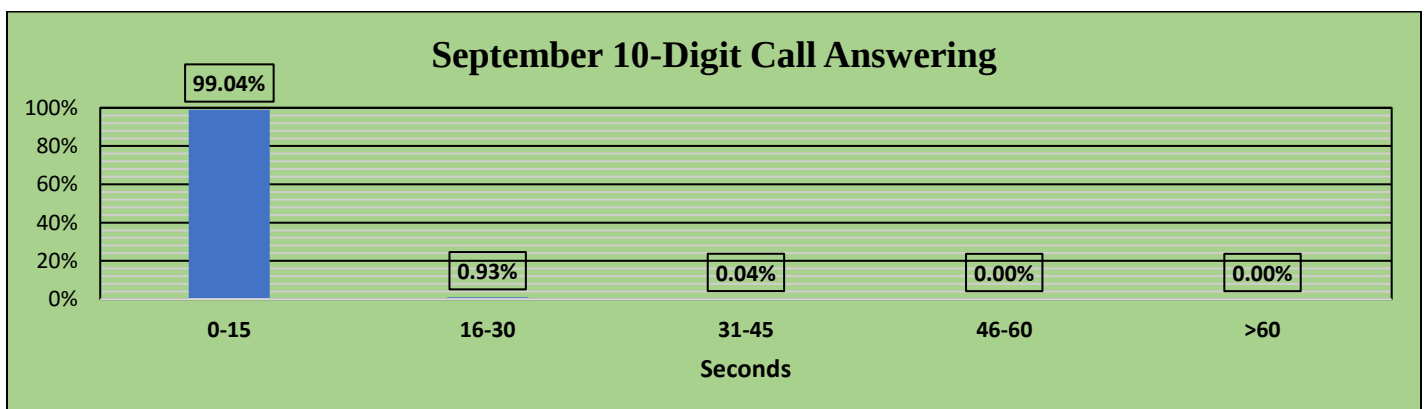
The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls be answered within 15 seconds and 95% of 9-1-1 calls be answered within 20 seconds.



911 Call Answering – YTD



10-Digit Call Answering



TOP

SEPTEMBER 2025

Call Takers

TOTAL CALLS

VALLEE - - - 969

WATERMAN - - - 950

MOOTREY - - - 924

VAN ALSTINE - - - 877

MARDULA - - 866

MINOR - - - 861

SZCZEPANIAK - - - 860

MEDINA - - - 840

MAYFIELD - - - 814

911 CALLS

CORIA - - - 784

NON-EM

MEDINA - - - 283

WASHINGTON - - - 277

CORIA - - - 275

VALLEE - - - 240

GODLEWSKI - - - 221

ALVAREZ - - - 219

MOOTREY - - - 213

MARDULA - - - 202

HAWKINS - - - 199

OLIVER - - - 185

VAN ALSTINE - - - 797

WATERMAN - - 780

VALLEE - - - 729

MOOTREY - - - 711

SZCZEPANIAK - - - 693

MINOR - - - 693

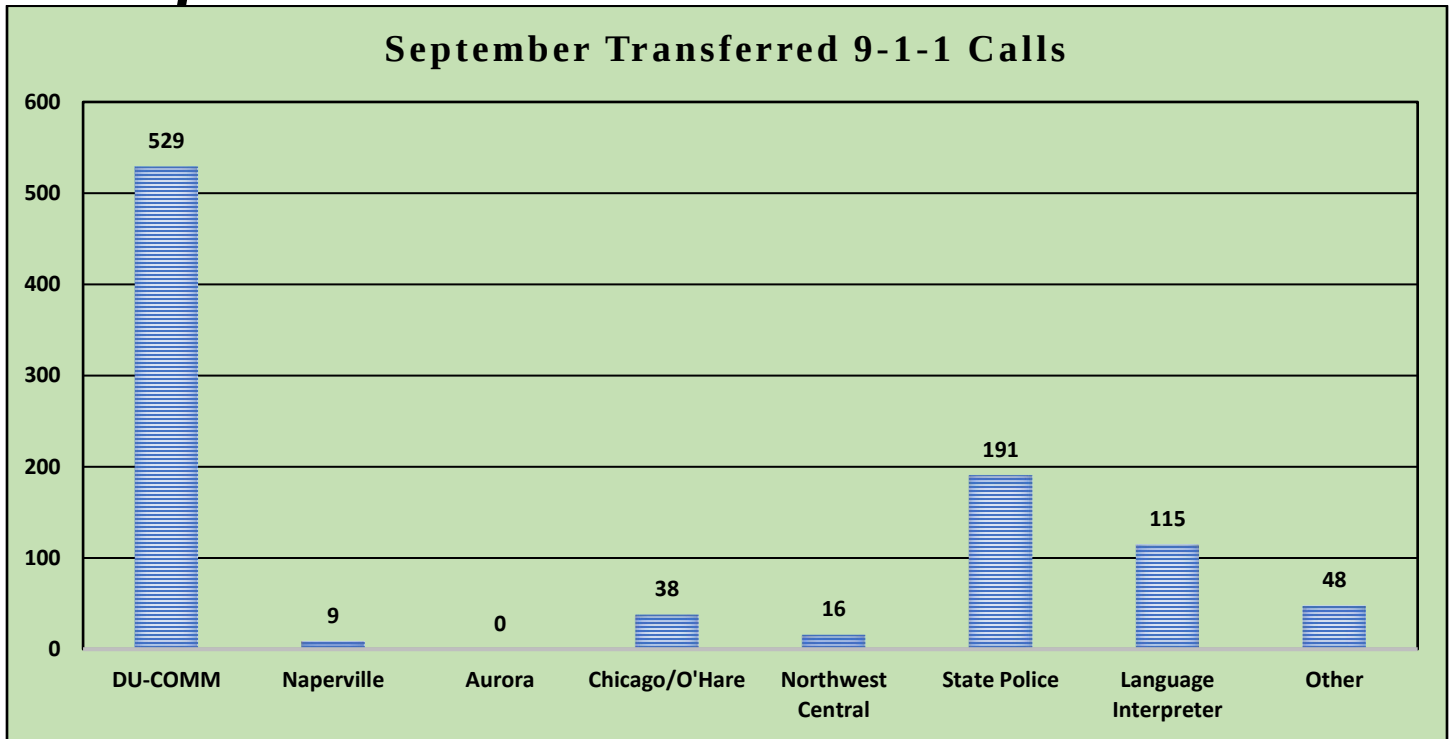
MARDULA - - - 664

MAYFIELD - - - 662

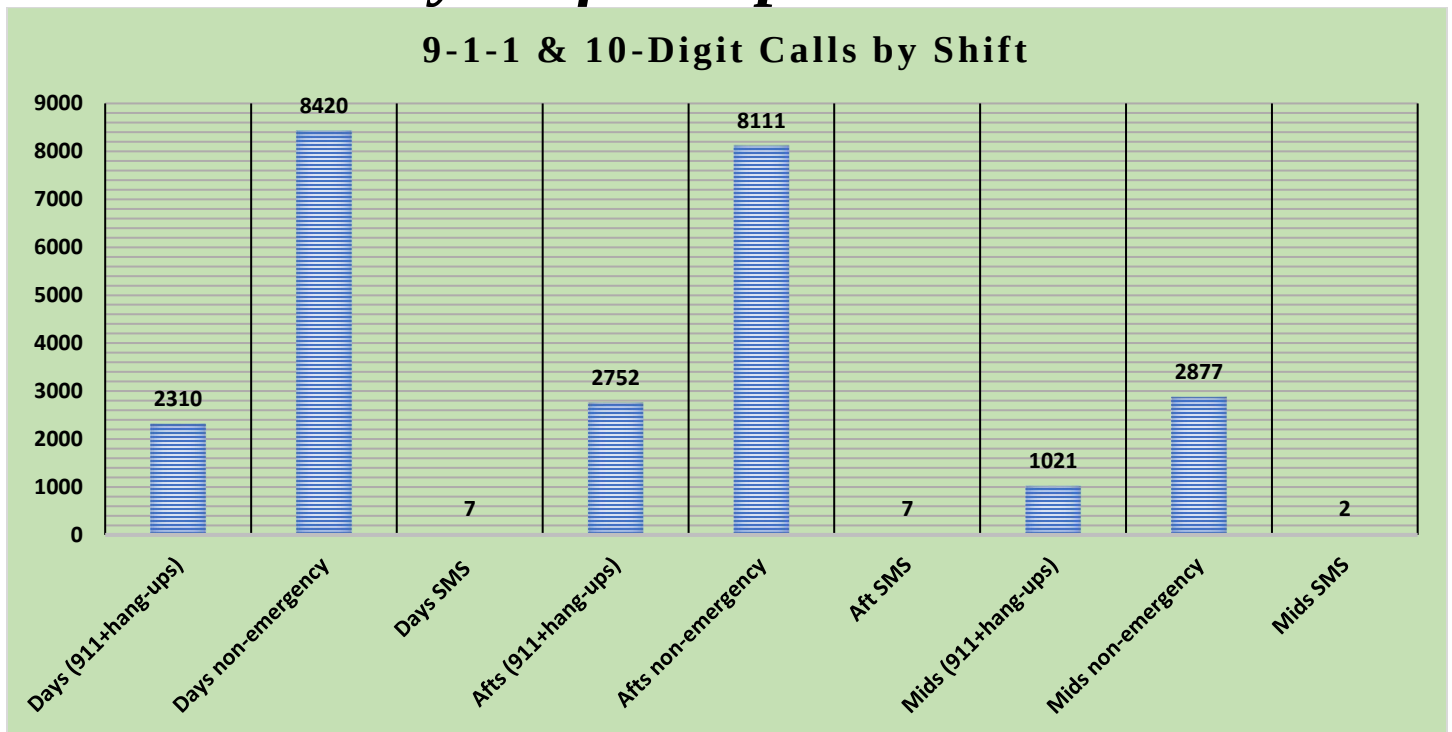
FICARROTTA - - - 613

LETTENBERGER - - - 577

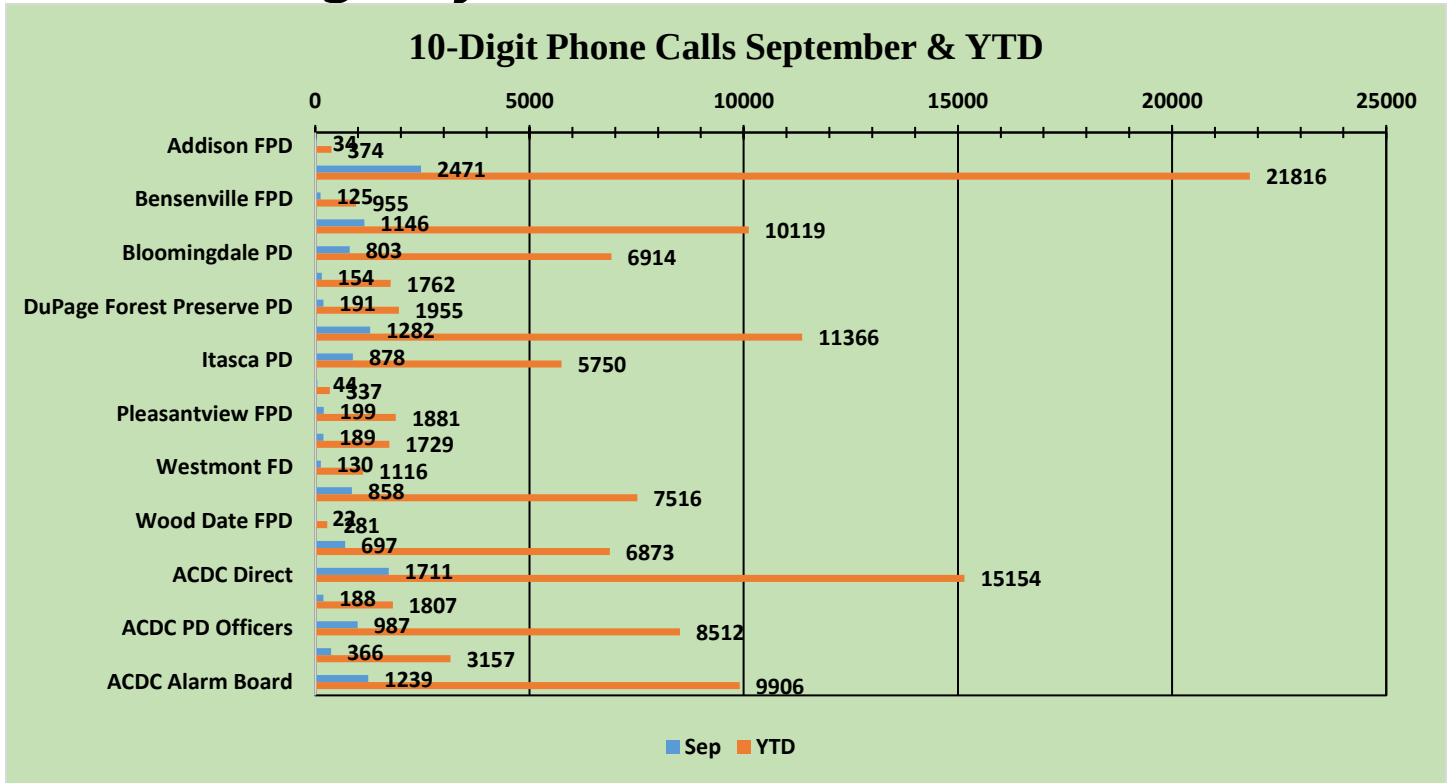
Transferred 911 Calls



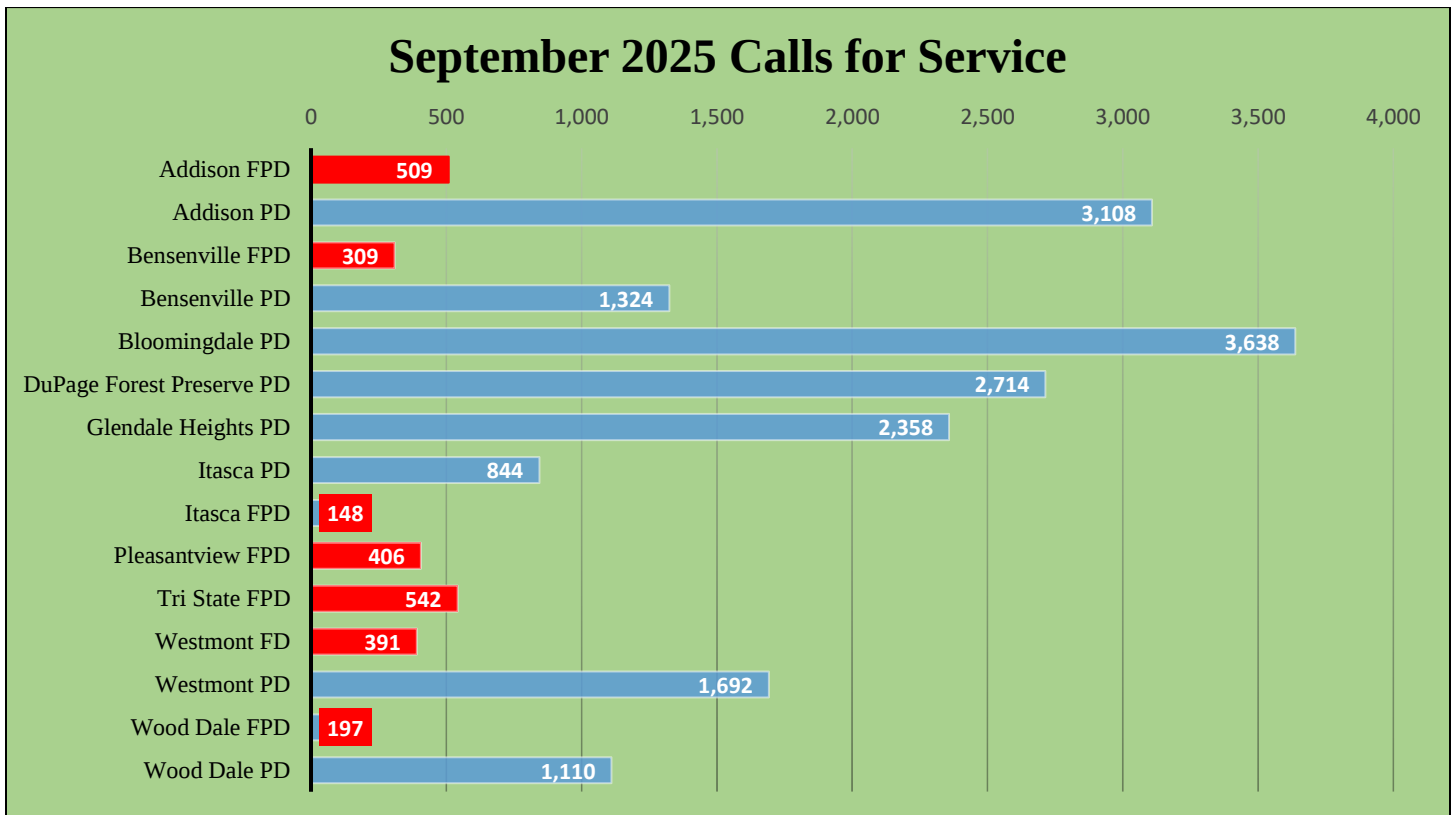
Calls & SMS by Shift – September



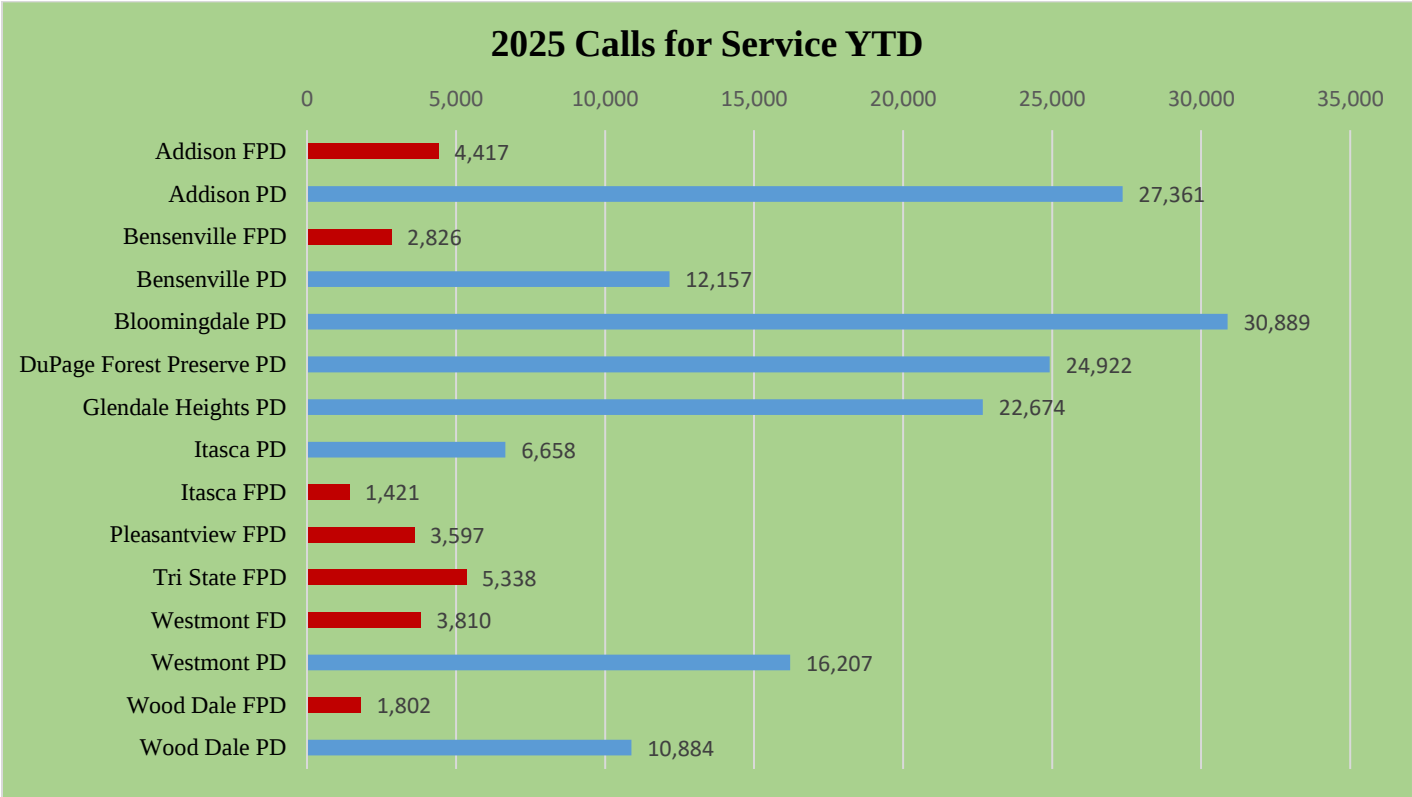
Member Agency & Misc. Phone Calls



Calls for Service-Month (CFS)

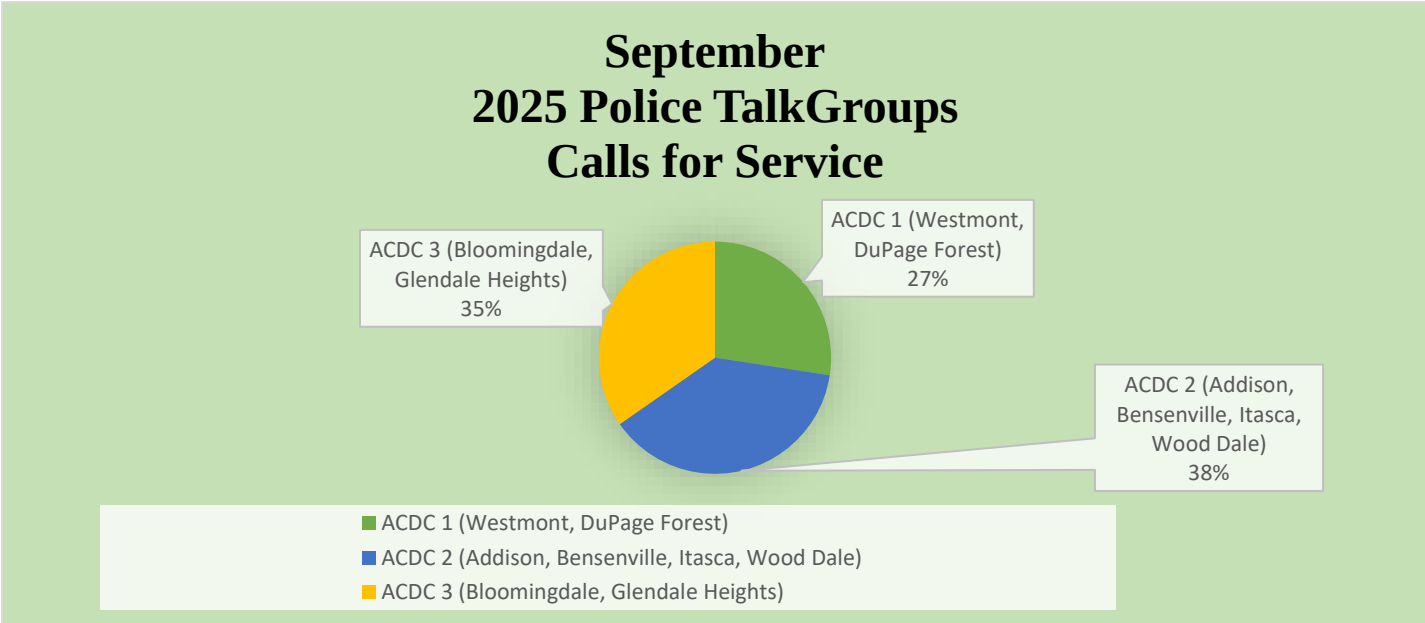


Calls for Service (CFS) - YTD



Police Calls for Service by Talk Group – September

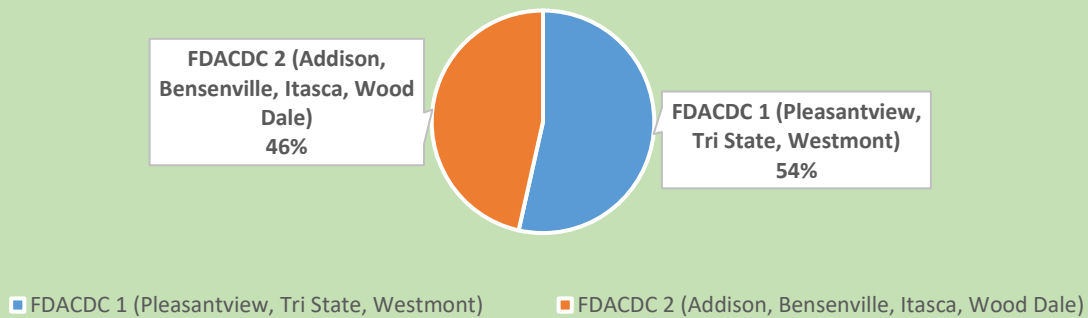
ACDC 1 (Westmont, DuPage Forest)	4,406
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	6,386
ACDC 3 (Bloomingdale, Glendale Heights)	5,996



Fire Calls for Service by Talk Group – September

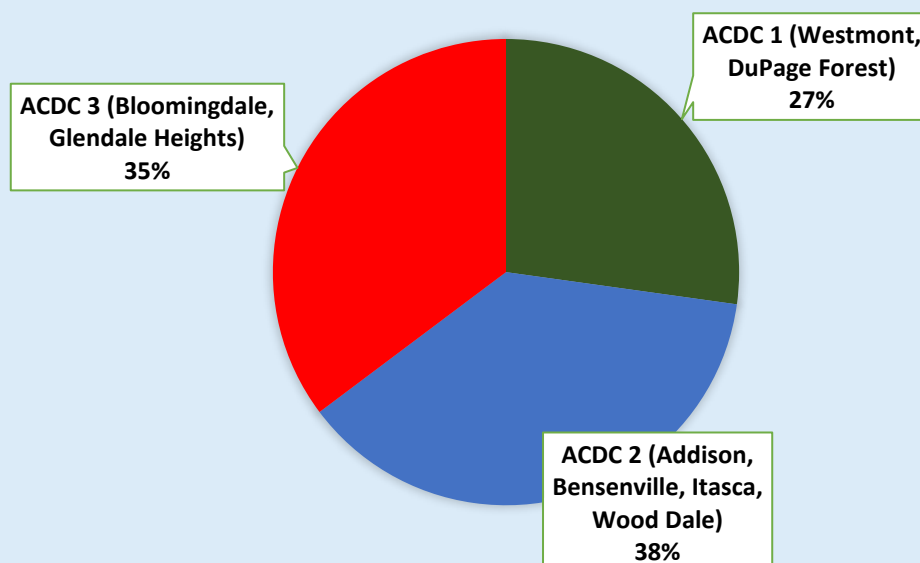
FDACDC 1 (Pleasantview, Tri State, Westmont)	1,339
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,163

September 2025 Fire TalkGroups Calls for Service

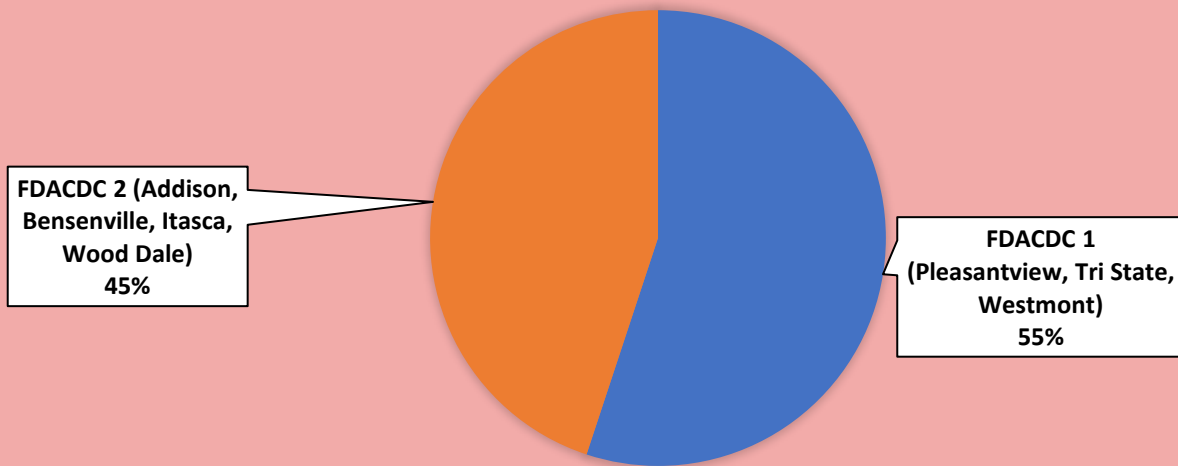


Police & Fire Calls for Service by Talk Group – YTD

2025 POLICE TALKGROUPS CALLS FOR SERVICE YTD



2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD



MABAS Alarms Dispatched -YTD

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

Structure Fire Reviews – YTD

2025									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from TOC to Tone)	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal 95%)	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	23								
Bensenville	22								
Itasca	9								
Pleasantview	18								
Tri State	29								
Westmont	16								
Wood Dale	6								
Other FD Agency	16								
Total Reported Fires	139	65	59	16	47%	89%	70	3	0
Actual Fires	52	28	22	2	54%	96%		0	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		53.8%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% <i>*includes actual fires under 61 seconds</i>			96.2%						
Actual fires: % over 106 seconds. Goal is 0%				3.8%					
Actual fires delayed by caller or Other PSAP	0								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of ACDC)	0.0%	0.0%							
Actual fires received as fire alarm	12								
% actual fires received as fire alarm	23%								

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.

24 Calls Reviewed for – September	
Policy Violations	Violation Failure to use DU FLASH
Error in Accuracy	
Performance Issue	Violation Failure to ask weapons
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation N/A

Fire:

General Alarm Review

13 Calls Reviewed – September	
Policy Violations	Violation N/A
Error in Accuracy	
Performance Issue	Violation Poor customer service
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation N/A

Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
N/A			

Collaboration / Committee's / Focus Groups / Miscellaneous

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

This section will highlight programs or topics of interest.

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

- CAD Focus Zoom Meeting scheduled for September 23, 2025

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

- FSA Information Meeting September 25, 2025, agenda emailed September 19th. *Fire Standardization Focus Group*

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

- PAC Update
- Portable Radios – Connolly update
- LiveMUM
- Alarm Board OOS Policy (ADF & WSF)
- MABAS 12 Backup Box Card status

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

- *Cancelled*

ACDC Visitors

- ACDC applicant sit along
- ACDC Alarm Board Operator candidate sit along
- Glendale Heights New Hires Sit Along X's 2
- Generator Breaker Replacement

Community Outreach

- Willowbrook Police Department Open House
- DuPage County Safety Saturday
- Westmont Fire Department Open House
- Pleasantview Fire Safety Days
- DuPage County Forest Preserve No First Responder Child Left Indoors
- Itasca FD Open House

Task Force / Special Detail Participation

- 09/10 Saturation Task Force
- 09/23 Saturation Task Force

Special Events

- Addison Classic Baseball Game
- Winnebago Elementary School 911 Presentation
- DuJardin Elementary School 911 Presentation
- Westfield Middle School 911 Presentation
- Addison Neighborhood Watch Meeting