Emergency Telephone System Board of DuPage County Monthly Report

October Board Meeting

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

Congratulations on a Job Well Done!

Special Recognition – ACDC **Telecommunicator Erin Vallee, Telecommunicator Robert Nudd, Telecommunicators Joseph Okichich** and **Telecommunicator Tina Cavaligos** received a *Special Thanks* from Wood Dale Fire Protection District Fire Chief Johl for their assistance during the Dive Box Alarm response that proved to be an extended operation over difficult terrain, requiring coordination with multiple agencies. The prompt and professional response while maintaining focus during the evening was noted. Chief Johl recognized everyone's efforts during this incident, which ultimately resulted in the successful recovery of a victim.

Certification – ACDC **Director Marilu Hernandez** & **Deputy Director Eric Burmeister** completed the 5-day NENA Center Management Certification (CMCP). The certification is designed to equip supervisors with tools needed to manage the agency effectively through a rigorous 40-hour course of lecture and lab-based education. CMCP also serves to fill in gaps and strengthen core competencies required in communications center management.

Appointment – ACDC **Deputy Director Eric Burmeister** was appointed as a member of the APCO Cybersecurity Committee; there are only 35 members on the committee.

Promotion – Congratulations to ACDC **Telecommunicator Benjamin Koechling** on becoming the ACDC Professional Standards Coordinator.

Welcome to Jennifer Jager, the new Motorola Radio Service Manager. She has hit the ground running! She has been with Motorola for 6 years.

ADMINISTRATION

Ad Hoc Finance Committee

The meeting of the Ad Hoc Finance Committee for August 13 at 8:00am was cancelled in order to hear the Treasurer's presentation of the ETSB financial position and to discuss policies related to the budget at the Board meeting. On the agenda this month for Ad Hoc and ETSB is the Appropriation Resolution for the FY26 Budget. There is a supplemental memorandum.

911 Services Advisory Board (SAB) and 911 Legislation:

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

The next meeting will be on October 22 at the close of the ITPSA Conference, time to be determined.

Discussion continued around finalizing the Administrative Rules, more specifically Part 1325. Comments are due to the Chair October 6. The 8 large counties teleconferenced on September 26

and will again meet telephonically on October 3 to finalize any comments to the SAB Chair. Much of that discussion centered around the reporting requirements.

Also, ISP continues to investigate the surcharge discrepancies and reported that one large carrier had some distribution errors in the collar counties. They are working through a reimbursement schedule and will report when the full review is completed. The Chair cautioned that there are rising costs as well as this issue.

In light of this information and concerns about recession, the 9-1-1 Board voted to allocate $5M for consolidation grants for the next fiscal year. The previous year it was $7.5M. Concerns were expressed regarding rising costs and the duty to fund 9-1-1 Systems first. The Board was reminded that reimbursement grants are available.

Policy

Policy 911-005.8: DEDIR System Subscriber Unit Requirements - Informational

Per the ETS Board, this policy allows the Executive Director to update attachments and equipment without bringing this policy to the Board. New accessories have been added. An update of the policy is attached at the end of this report and will be distributed to the agencies. This update was reviewed by PAC.

Compensation Structure and Wage Adjustment Guidelines

On the agenda this month is a resolution approving a 3% cost of living adjustment for ETSB staff that was incorporated into the FY26 budget. The COLA will be considered for approval by the County Board on November 25, 2025 to be effective at such time as authorized by the DuPage County Board for other County employees.

Procurement / Major Contracts

Change Orders

PURVIS Systems Inc.: Purchase Order 924025/7298-1 Change Order 7

The Winfield Fire Protection District completed their new fire Station #31 and have requested additional equipment for their operations in the amount of $4,740.00. The Itasca Fire Department is in the process of building fire Station #67 and is requesting an exchange/addition of equipment to their build in the amount of $145.00. Both agencies have previously signed an MOU with ETSB financially obligating their individual agency to the portion of this change order as listed on their quote. While the additions are within the Executive Director's signing authority, the request is coming before the Board because it is a change to a large contract. Request for approval of Change Order #7 to PURVIS Systems Incorporated P0924025/7298-1 to add Quotes PC2026-100 and PC2026-148 for additional optional equipment and to document the revised milestone schedule for payment and accounting of contractual obligations.
Total amount of $4,885.00 for a new contract amount of $702,805.00.

Voiance Language Services: Purchase Order 924001/6848-1 Change Order 4

Interpretation Services are used by 9-1-1 telecommunicators when receiving 9-1-1 calls from individuals that do not speak English. Based on current usage at the time of approval of the purchase order, the estimated cost of this contract at a rate of $0.69 per minute used is approximately $50,000.00. The Public Safety Answering Points (PSAPs) have seen an increase in usage. This increase has led to higher monthly invoices than previously accounted for. The last rolling 12 months have seen a usage of 42,397 minutes or a monthly average of 3,533 minutes. For comparison, usage in 2018 was 14,685 minutes and in 2023 was 33,511 minutes.
The total amount of $17,000.00, for a new contract total of $67,000.00.

Motorola Inc.: Purchase Order 921054/5522-1 Change Order 7
This item was discussed and received consensus at the September ETS Board meeting.
This purchase is made through the IL State Master Contract STARCOM21, IL CMT2028589. This request is to provide portable radio units and accessories to be used on the DuPage Emergency Dispatch Interoperable Radio System on STARCOM21. Agencies have been submitting tickets since the first change order for equipment made in August 2023 for equipment based on their budgets and operational needs. This purchase will also restock the ETSB cache. The change order costs will be invoiced separately from the larger financing package. This means that as the equipment is received, funds will be transferred from 54199: Capital Contingency into 54110: Other Capital Equipment and Machinery in FY25-26. A memorandum detailing this purchase has been disseminated to the Board. Additionally, the County Board had questions about the County APX4000 replacements and a memorandum was provided. The Executive Director was available to answer questions at the September 9 County Board Finance meeting.
The total amount of additional capital costs is $4,870,737.99 (County $1,883,819.49; ETSB $2,986,918.50), for a new contract total of $42,281,102.42.

Motorola Solutions, Inc.: Change Order #3 for 920153/4951-1
This change order will true up the number of radios covered under the contract for FY25. The APX7000 series radios were end of life/end of support as of June 30, 2023, meaning the radios could no longer be sent into the depot for repair as part of this contract. The APX4000/6000/8000 series radios will remain in this contract resulting in an adjusted count of 674, for an amount of $16,176.00, for December 1, 2024 through November 30, 2025.
This is a non-monetary change order. This contract expires on November 30, 2025. In early 2026, staff will decrease and close any remaining funds within this contract to release said funds into the ETSB account.

Contracts under $15,000 (Within the Executive Director's Signing Authority)
CDW Government: Purchase Order 924033/7914-1
Recommendation for approval of a one (1) year renewal of ExaGrid maintenance and support, for a period of October 2, 2025 through October 1, 2026. ExaGrid is a network storage solution that works with Veeam to provide backups of CAD data in case of a primary system failure or ransomware attack. This renewal was made utilizing the Sourcewell - State of IL R-257160 (25-448DOIT-TELEC-P-80070). This renewal was made at the same cost as FY25.
Total amount not to exceed: $9,436.00.

Cellco Partnership dba Verizon Wireless: Purchase Order 925036
This request is for an ongoing utility service for wireless connectivity through Verizon for the use of data cards for DU-COMM and ETSB staff. The monthly charges are guaranteed through the master contract CMS793372P at a fixed rate and include the ability to upgrade equipment every ten months. This is for 14 units at an approximate monthly cost of $36 per unit/month.
Total amount of request: $6,100.00.

Contracts over $15,000 (Requiring Board Approval)
Insight Public Sector, Inc.: Purchase Order 925035
This request is for a renewal of SolarWinds Observability, DameWare Mini Remote Control, Engineer's Toolset, and Security Event Manager for a period from October 13, 2025 through October 13, 2028. The SolarWinds Observability license provides the ability to monitor hardware components for troubleshooting and advanced alerting. Security Event Monitoring is a software that is currently being

use for CAD, Absolute Secure (formerly NetMotion) and other ETSB 9-1-1 systems to notify IT staff of various security related issues (unauthorized logins attempts, AD objects creation/modifications, suspicious traffic activity, etc.). This software works in conjunction with Network Performance Monitor and allow preventative action to be taken before a system failure. Two other quotes were requested, one from CDW-G ($123,516.00) and the other from SHI International Corp. ($113,106.06), purchasing through Insight offered the lowest cost. This renewal is being made through the OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES (#23-6692-03) contract.
Total amount of $101,444.89.

ABeep LLC: Purchase Order 925029
This purchase was discussed and received consensus at the September ETS Board meeting.
Recommendation for approval of Purchase Order 925029 to ABeep, LLC, a Tait Communications rep, to provide 594 Tait 9900 series mobile radio units to replace end of support equipment used on the DuPage Emergency Dispatch Interoperable Radio System on STARCOM21. On July 22, the ETSB Podcast included an in-person request for fire agencies in which ASA Winistorfer was also present via Zoom. The purpose was to have the ability to see the two possible replacement models and meet with manufacturers reps who would answer technical questions. A poll was taken after the manufacturer reps were excused and all the fire agencies present preferred the Tait 9900. The police agencies with mobiles were undecided. There are 83 police mobiles. There are approximately 110 ETSB purchased APX8500 mobiles that are deployed in various fire apparatus, for a total of 193, as well as a number of agency owned APX8500 mobiles. A total of 594 Tait 9900 mobile radios and associated accessories, warranties, and services are being purchased through ABeep to replace the 603 Motorola APX8500 mobile radios.
Total amount of $3,909,700.04.

Motorola Inc.: Purchase Order 925037
This purchase is made through the IL State Master Contract STARCOM21, IL CMT2028589. Recommendation for approval of Purchase Order 925037 for a GovWorx Replay, Monitor and Tagging API Access Fee and one (1) year of maintenance post warranty for the CommsCoach interface to the Eventide recorder as requested by DU-COMM. The status of this project can be found under CAD Interface Projects.
Total amount of $15,079.93.

Budget Transfers
Customer Premise Equipment Maintenance: Requested transfer of funds for FY25 from 4000-5820-54107 (Capital Software) to 4000-5820-53806 (Software & Maintenance) for maintenance on the Customer Premise Equipment (CPE) Vesta phone system in the ACDC and DU-COMM PSAPs in the amount of $607,000.00. A supplemental memorandum has been disseminated to the Board.
Total amount of requested transfer: $607,000.00 for a new account total of $3,491,318.00.

Annual Contract Payment #4 for Radio Contract: Requested transfer of funds for FY26 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in preparation for the fourth and final annual lease payment to Motorola Solutions Credit Company, Contract #680-0025142-000, for the DEDIRS radio replacement project PO 5522-1. This is in preparation for the invoice which is due on December 1 in the amount of $6,651,399.48.
Total amount of requested transfer: $6,651,400.00 for a new account total of $6,873,460.00.

Mobile Radio Purchase: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) in preparation for a 50% payment due upon execution for the ABeep Tait mobile radio replacement Purchase Order 925029. The ETS Board would need to approve this transfer if it approves ABeep Purchase Order 925029 on the October agenda under resolution #ETS-R-0051-25.
Total amount of transfer: $1,954,851.

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.

Bills List FY25
External Payments FY25
Total for Fund 5820 for October 8 meeting: $305,206.80.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $1,128,664.82.
The May surcharge was received on September 10 in the amount of $1,128,664.82.

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. 356 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 reassignment. A resolution for the sale to Vermillion/Livingston County Consortium will finalize the transaction. There are four agencies participating in the Vermillion/Livingston County Consortium purchase.

Also on the surplus list are the Motorola MCC7500 consoles from both PSAPs. The MCC7500s were replaced with the AXS consoles which went live in June 2025.

Sale of Surplus Assets: On this agenda is a resolution for the sale of surplus assets. 248 of the legacy APX7000XE VHF portable radios and 104 APX7500 mobile radios are requested for a joint purchase by the Livingston County Mutual Aid Association, Pontiac Fire Department, Streator Fire Department, and Vermilion Valley Regional Emergency Communications Joint Authority, at a cost of $400.00 each. Because the total value of the sale is over $25,000, approval of four (4) of the seven (7) sales contracts for portable radios and batteries will go on the DuPage County Finance Committee agenda under one

resolution for recommendation to the County Board on October 14, after approval at the ETS Board on October 8. 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: $125,400.00

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events:
There were no On-Call Events for the month of September 2025. Woo hoo!

Priority Dispatch / Emergency Medical Dispatch (EMD):
ProQA Recap. On September 10, ETSB was made aware of an issue that impacted the ProQA system and the FirstWatch data sending out to the vendor. Below is a recap and timeline.

9/10: Received an email from FirstWatch reporting no Fusion data since 9/6. Upon investigation, ETSB found that the Fusion client was not running. Attempts to restart it were unsuccessful. ETSB contacted Eric Roberts at DU-COMM for further assistance.

9/11: Ryan Miller opened a ticket noting that AQUA was not receiving any tickets for the medical alias. After investigating, ETSB discovered that calls were not being written to the medical database file. Connecting this issue with the Fusion problem, it was suspected that there was corruption in the medical database.

- ETSB contacted Priority Dispatch, who confirmed the database was likely corrupted and advised creating a new one.
- ETSB created a new medical database and manually copied over as many settings as possible from the test site.
- ETSB emailed Amanda Schretter and Ryan Miller to review the configuration and identify any missing settings.
- Additionally, ETSB restored a backup of the medical database from 9/5 and set it up as the medical-old alias, allowing them to import historical calls into AQUA.

9/12: Eric Roberts called to report that Ryan Miller was having difficulty with ProQA settings. ETSB contacted Priority Dispatch again, and after some investigation, they directed us to the correct settings file. ETSB restored the settings from the 9/5 backup. Upon completion of the restore everything is functioning correctly.

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: DU-COMM is ready to proceed.
Pending on availability dates from vendors.

DuPage Justice Information System (DuJIS)

CAD Focus Group. Next meetings are September 9 and 23 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

CAD/MPS Focus Group:

Agency Members	9/9/2025	9/23/2025	ACDC Members	9/9/2025	9/23/2025
DC James Fitzgerald, Westmont FD	A	A	Lindsay Bukovic	A	A
Sgt. Will Fuentes, Addison PD	A	A	Kristina Iazzetto	A	A
DC Jose Gonzalez, Addison PD	A	A	Ben Koechling	A	A
DC Scott Gray, Lisle-Woodridge FPD	A	A	Abby Medina	A	A
Ofc. Robyn Lyons, Wood Dale PD		A	David Dobey		
BC Joe Ostrander, Tri State FPD	A	A	Christopher Norton	A	A
Chief Steve Riley, Westmont FD			Christopher Willadsen	A	A
Ofc. Marcus Rivera, Addison PD	A	A	Marilu Hernandez	A	A
Sgt. Dan Taylor, Lisle PD	A	A	Mike Sampey		
DC Rachel Bata, Roselle PD			Eric Burmeister		
			Michele Beebe	A	A
DU-COMM Members	9/9/2025	9/23/2025	**ETSB Members**	9/9/2025	9/23/2025
Tyler Benjamin			Gregg Taormina		
Steve Pirog	A		Kris Cieplinski		
Eric Roberts	A		Prithvi Bhatt		
Jessica Robb	A	A	Linda Zerwin	A	A
Amanda Schretter	A	A			
Ryan Miller					

The CAD Focus Group met on the 9th and 23rd. The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration. See the System Memos section for current status.

9-1-1 System Memos:

New Memos:

None in the past month.

Closed Memos:

Memo 133: CAD Config CAD Notes Chronology Cluttered.

Status: Closed

The goal of this request is to reduce the amount of redundant information in the call chronology for better operational efficiency. Some of the suggestions from the group are as follows:

1. Remove “New Comment” lines to minimize unnecessary vertical space -

   HxGN Response- This might be feasible if the goal is simply to remove the "New Comment" string.

Discussed with the group. If Hexagon can remove the wording "New Comment" that may help with the clutter. ETSB has sent communication to Hexagon to clarify that their response was to remove the wording “New Comment”.

2. Eliminate assigned unit counters since totals are already shown in the header.

   HxGN Response - It may be possible, but the effort required is significant.

   Group agreed that this is not that important, and this recommendation can be closed by consensus.

3. Suppress repeated address information during unit status changes (enroute/dispatched).

   HxGN Response- Removing address information from all Unit Action entries is feasible with minimal effort. However, if the goal is to exclude address details from only certain Unit Action entries, this would require moderate effort and a custom converter.

   Group agreed that this information must stay and cannot be removed, and this recommendation was closed by consensus.

4. Streamline station dispatch info by omitting non-essential origin details.

   HxGN Response - Could you clarify which details they want omitted? Is it the station or other items?

   Members did not recall what their request was here. They will look at this again and get back to the group at the next CAD Focus Meeting.

5. Consider removing Informer query results (officer names/plates) to ease FOIA redactions and reduce clutter.

   HXGN Response - Unfortunately, this is not possible.

   CAD Members agreed by consensus to close the request.

Pending Research:

Memo 127: MFA in CommandCentral Aware.
Status : Under Discussion.
The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user IDs created for each user of the application. Additional discussions are taking place with the team members in the upcoming meetings. The scope of this project is broadening to other systems and applications within the environment. Once the team members come to a consensus of the in-scope systems and in-scope user accounts an overall plan will be established to begin the implementation.

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: Configuration, testing and training.

In 2019, Public Safety Answering Points (PSAPs) requested activation of a Hexagon CAD feature that triggers a two-minute timer popup for new calls that remain unacknowledged or inactive for two minutes. This feature was intended as a safeguard to ensure telecommunicators properly engage with and complete event entries. However, operational challenges have emerged. The popup window, which displays on the workstation's primary monitor, is frequently obscured by other CAD event/unit monitors or external applications. Depending on the telecommunicator's workflow, the popup may be inadvertently sent to the background, requiring manual effort to locate and acknowledge it. While the popup is active, CAD functionality is temporarily reduced, which can give the impression that the system is frozen.

Extensive investigation has revealed that improper screen-clearing practices are contributing to the issue. When screens are not cleared correctly, the CAD system interprets the event as still active, thereby triggering the two-minute popup unnecessarily.

The original intent of this feature was to serve as a safety net—not a disruption. To address the issue, the working group has proposed the following recommendations:

- User Education: Reinforce proper screen-clearing procedures among telecommunicators to prevent unnecessary popup triggers.
- Feature Adjustment – Suppress Non-Critical Popups: Consider suppressing the two-minute popup for non-critical events while retaining essential alerts (e.g., officer emergency notifications). Note: This recommendation did not receive unanimous support.
- Feature Adjustment – Extend Timer Duration: Explore increasing the popup timer beyond the current two-minute threshold to reduce false positives. Note: This recommendation also lacked unanimous consensus.

ETSB continues to work with Hexagon on a potential solution that will allow the operations to have less of an impact when the dialog box appears. The CAD members have made a couple suggestions that have been brought back to Hexagon for review:

- Change the pop-up timer from 2 minutes to 5 minutes.
- Make the pop-up window always on top of other windows so it does not get hidden and is easily located for acknowledgement.
- Educate TCs on proper procedure for screen clearing to also eliminate the false frozen screen issues.

<u>Memo 138 & 139: Ability to run handicap placard and LEADS numbers independently via MPS</u>.
Status: Testing
ETSB CAD Administrator was successful and updating the forms within the MPS system that will allow for the Handicap Placard and the LEADS numbers to be run independently within MPS. Memo 138 (Handicap Placard) was successfully tested by the Roselle Police Department, and this Memo can now be closed out. Memo 139 (LEADS) this was final tested by ETSB the week of September 22 and will be communicated at the next CAD Focus meeting for agencies to perform testing.

<u>Memo 140: Unit Status only Displays Vehicle Location.</u>
Status: Pending Additional Research.
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.

ETSB has reached out to Motorola for feedback on the ability of CommandCentral Aware to feed GPS data into the CAD system. Motorola has responded back that the application does not have this capability to send that GPS data to CAD. However, they did recommend reaching out to our CAD vendor to determine if the use of the Converged API would provide us with the ability to achieve the goal of obtaining the GPS data into the CAD based upon the officer's actual location if they are not within the vehicle.
ETSB has also reached out to our Hexagon vendor for information and details surrounding the Converged API usage within the CAD environment.

Enhancement Request:
Memo 136: Copying Events to another Town.
Status: Pending demo of an alternative.
The ability to copy an event from one town to another is not a seamless process. The group would like to see if there is a possibility to configure the system to support copying events with a simplified process.

- The CAD Focus Group recommendation is to have a dropdown that could auto-populate group information to reduce the need to remember or manually look up the information.

HxGN Response – While we currently do not have the capability to auto-populate these items, we can improve the form by modifying the gadgets for Agency and Group to be drop-lists. This change would enable users to select values from a list, streamlining the process and reducing the need for manual lookups.

The CAD Focus Group asked if it was possible to Hexagon demo what they are proposing. ETSB has reached out to Hexagon to see if it is possible for them to demo their proposal. Pending response.

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	423	377	269	205
CAD	516	516	446	488	223	188
Total	1140	1140	869	865	492	393

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
26	21	1	7	5	0	3	4	1	2	3

CAD Ticket Reporting:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
23	18	8	10	0	5

CAD Manager:

Database Management:

Retrieved data from the database to support state and federal agencies with LEADS hit inquiries. Modified the AXON BWC report that retroactively captures a 3-month window, enabling a police agency to backfill its AXON database.

CAD Configuration:

- Administered user accounts within CAD, including onboarding and deactivation as needed.
- Uploaded Preplans to CAD across multiple agencies.
- Delivered comprehensive CAD support, including direct user engagement and troubleshooting.
- Integrated additional units into the CAD system to expand operational capabilities.

CAD Issue Resolution:

Collaborated with Barlett PD to diagnose AXON BWC (Body Worn Camera) data import failures—this was ultimately traced to Bartlett IT infrastructure issue. Conducted similar troubleshooting with Wheaton PD, identifying a local IT-side issue. Resolved a persistent ticketing error caused by packet loss from an agency's independent NetMotion setup, which prevented CAD from receiving the MPS clear unit packet.

System Development and Deployment:

Enhanced MPS LEADS and Handicap Placard form to include LEADS & Handicap Placard Number functionality, enabling individual LEADS & Handicap Placard number queries. Form and backend coding are complete; currently in field testing phase to validate screen resolution compatibility.

Successfully executed a second map roll to the TEST CAD environment—now prepared for production deployment.

Collaboration and Meetings:

ETSB staff to present a search functionality issue in I/Netviewer to Hexagon.

Continuing joint efforts between ETSB and Hexagon to diagnose Forest Preserve MPS anomalies, likely stemming from COM port configuration on local laptops transmitting GPS data to MPS.

Met with DU-COMM staff member to provide training ProQA translation updates.

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
As reported last month, DU-COMM originally requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). On the agenda this month is the amended application from DU-COMM for this interface.
ETSB Estimated Cost: $4,508.00
Motorola API Interface Quote: $15,079.93

ProQA Version v5.1.152.1 Logic Version 8.0.838
Current Status: Notification June 6, 2025 of issue.
ACDC: Complete. ACDC testing was completed on June 20, 2025.
DU-COMM: DU-COMM to provide translations.

Network

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	97	94	227	215

Past Month						
Totals			Categories of Open Tickets			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
31	31	0	12	19	0	0

ETSB Network – Absolute Secure**:**
ETSB reports no issues reported for the month of September 2025.

Comcast Maintenance/Trouble Tickets:
No trouble tickets were opened for this network in the month of September 2025, and no maintenance was scheduled.

ETSB performed a few Web Filter entries along with some ACL updates in the system.

Windows Patching:
No patching updates for the month of September 2025. Quarterly patching updates will be performed in October 2025.

Absolute Security Upgrade:
Status: Completed
The NetMotion upgrade has been successfully completed. There have been no issues reported and individuals that had devices that were outdated and not in use provided ETSB the information needed to either remove the devices from NetMotion or updated the devices.

ETSB currently has 980 licenses in use.

VMware Maintenance:
No maintenance updates were performed in September 2025. ETSB is planning for the upcoming maintenance on the SQL servers. Waiting for Hexagon to provide details. ETSB has reached out for an update from Hexagon as the SQL updates were originally planned for the month of September.

Tech Focus Group:

County IT	9/8/2025	9/22/2025	**ACDC Members**	9/8/2025	9/22/2025
Don Ehrenhaft			Mike Sampey		
			Keith Marc		
			Jim Connolly		
Sheriff IT	9/8/2025	9/22/2025			
Jason Snow	A	A			
DU-COMM Members	9/8/2025	9/22/2025	**ETSB Members**	9/8/2025	9/22/2025
Erik Maplethorpe	A	A	Gregg Taormina		
Eric Roberts	9/8/2025	9/22/2025	Kris Cieplinski	9/8/2025	9/22/2025
			Prithvi Bhatt		
			Jerry Furmanski		

Discussion Topics:
UPS Battery Replacements Project: Vendor has advised that ship date for the Enersys batteries is October 10, 2025. The current plan is to ship all the batteries to the sites after October 10 and then the replacement schedule will be completed shortly after the delivery date. This will allow for a shorter time window that the batteries will need to be stored at the site.

Purvis Central Server Upgrade: Purvis expected to complete windows and security patching week of September 1, 2025. All security updates and patching have been completed by the Purvis Team. One of the central servers has been moved to ACDC for redundancy. Purvis is now working on mapping out an installation schedule and once ETSB receives that information it will be shared with Fire Standardization Group.

Radio Console Updates: Communicated to focus group members that Motorola continues to work through the resolution of the outstanding issues identified.

Access Interface Requests: ETSB continues to work with Axon as needed to complete the implementation of Oak Brook and Downers Grove RMS projects.

Tech Focus Meeting this month: September 8 and September 22.
September 8: Team reviewed outstanding initiatives noted in the discussion topics above. No new topics were requested by the members.
September 22: Additional updates on the discussion topics above were provided. No new topics were requested by the members.

Fire Station Alerting System (FSAS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	141	120	147	140

Past Month						
Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
12	12	9	0	3	0	1

Purvis Ticket Status Update:

Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
2025-08-11	2025-09-03	Du-Comm PSAP	DM Console	Customer Restarted CAD Services
2025-08-14	2025-09-05	Warrenville Fire Station 11	Existing Amplifier	Non-Purvis Issue
2025-08-19	2025-09-02	Lisle-Woodridge Fire Station 55	Turn-out Timer, Grid Connect	Replaced Component
2025-09-02	2025-09-11	Bloomingdale Fire Station 23	RTS	Replaced Component
2025-09-04	2025-09-16	Glenside Fire Station 58	Message Board	Replaced Component
2025-09-08	2025-09-12	Carol Stream Fire Station 29	Non-FSAS Issue	Non-Purvis Issue
2025-09-08	2025-09-08	Wheaton Fire Station 39	LogicSupply	Restart/Power Cycle
2025-09-10	2025-09-10	Bloomingdale Fire Station 23	Reader Board	Restart/Power Cycle
2025-09-11	2025-09-22	Lombard Fire Station 45	Non-FSAS Issue	Non-Purvis Issue
2025-09-11	2025-09-11	York Center Fire Station 77	LogicSupply	Configuration Push
2025-09-26	2025-09-30	Lisle-Woodridge Fire Station 55	Non-Customer Hardware Task	Non-Purvis Issue
2025-09-30	2025-09-30	Addison Fire Station 73	Message Board	Restart/Power Cycle

Projects:

Fire Station Alerting System-wide Upgrade:
Status: In-Progress
Security updates and patching on the central servers were completed on schedule. Purvis is in the process of preparing the message board module rollout schedule. Once Purvis provides the initial plan, the proposed schedule will discussed at the Fire Standardization Group meeting.

Message Board Task:
Status: In-Progress
ETSB supplied a Monday.com board with selection dropdowns for each station to select their preference for the Idle Screen Layout and the Alert Screen Layout. All agencies have completed their selections, and the data has been supplied to Purvis for the configuration of the message board modules. Pending update from Purvis of the completion.

Itasca Fire Protection District New Station #67:
Status: Pending Delivery of Equipment
ETSB participated in the station review meeting held on September 2, 2025. ETSB obtained the requested information from the Purvis Project Manager and supplied those results. ETSB has communicated with the Purvis PM that they should be working directly with the Itasca Fire project team and with the CommZone project team.

Purvis advised the ETSB that the Itasca Fire Protection District would like to make a change to the initial hardware design. This will include the removal of two doorbells, and the addition of a speaker horn that will be installed on the back patio area. ETSB advised Purvis and Itasca that the change order would need to be submitted no later than September 30, if they would like this to be on the agenda for the October 8 Board Meeting. The change order was supplied to ETSB on September 29 and is on the agenda for approval.

Fire Standardization Focus Group (FSA):
The meetings for this month: September 11 and September 25 (Informational).

Talk Group	Focus Group Members		Also Attending:
ACDC 2	Chief Patrick Johl, Wood Dale FPD	Co-Chair	**ACDC:**
Fire South	Chief Scott Spinazola, Downers Grove FD	Co-Chair	Eric Burmeister
ACDC 1	Chief Patrick Brenn, Tri-State FD		Michele Beebe
Fire North	Chief Richard Cassady, Glenside FPD		David Dobey
Fire North	Chief Chris Clark, Glen Ellyn VFC		Abby Medina
Fire East	Chief Dick Dufort, Elmhurst FD		Marilu Hernandez
Fire West	Chief Eric Fors, Hanover Park FD		**DU-COMM**
Fire West	Chief William Gabrenya, Bartlett FPD		Tyler Benjamin
ACDC 2	Chief Brock Herion, Addison FPD		Steve Pirog
Fire South	Chief Jimmy Lahanis, Darien-Woodridge FPD		Jessica Robb
ACDC 1	Chief Steve Riley, Westmont FD		**ETSB**
Fire East	Chief Richard Sanborn, York Center FD		Gregg Taormina
			Linda Zerwn

Fire Station Alerting System Enhancements: ETSB has been working with Purvis Systems on the windows updates and security updates of the new Central Servers and message board module

installations at the stations. All of the updates to the central servers have been completed. The agencies completed their alert screen and idle screen layout preferences selections and that information has been communicated to the Purvis project team. Purvis is now mapping out an installation schedule based upon geography. Once that has been completed, ETSB will bring the proposal to the Fire Standardization Group for final discussions, updates/changes prior to moving forward with the installations.

LiveMUM Application: Deccan staff participated in the August 14, 2025 Fire Standardization meeting and covered the below items:

- High Level Overview of how LiveMUM functions
- Review of each item from the system memos created
    - Memo 85 LiveMUM MAF Station Add
    - Memo 90 Change LiveMUM ETB for Arrive Danger to match Arrive
    - Memo 95 Cross Staffed Apparatus in LiveMUM
    - Memo 97 Pre-Planned Relocations in LiveMUM

Deccan provided an overview of how LiveMUM works for the members and hit the key points on how LiveMUM makes recommendations for unit moves. As discussed, how LiveMUM makes unit move recommendations is fully customizable by us, as that is driven by the rules within the MUM engine that we have configured currently, which is to manage Engine, Truck and Medic gaps. All the gaps that MUM identifies are driven by station depths and Estimated Time Back (ETBs). The goal is to provide the most efficient move of units not only based upon the unit depths, but to also understand the types of calls each unit is on and the ETB of those units so the MUM engine does not create unnecessary unit move recommendations.

Certain call types/status can be configured in LiveMUM to have default values. One of those items discussed was Arrive Danger (AD). This call type can have a default value that does not necessarily have to have a long ETB, it can have a short ETB so that the AD status never triggers a unit move recommendation based upon certain CAD types only.

Based upon Memo 85, Deccan recommended that adding mutual aid stations to LiveMUM would not be the ideal solution as this would only benefit DuPage unless we were using a CAD-to-CAD setup. Adding stations to LiveMUM has an associated cost. The recommended suggestion would be to add units to LiveMUM in a garage status since there is no way to know if they are available for coverage as that does not cost anything.

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
- 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 ETB's: 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.

- Special Stations: 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
373	285	442	300

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
36	2	223	219	155	19	11	3	3	0

GIS Map Roll:
During the week of September 15, 2025, ETSB in collaboration with County GIS, performed another map roll in the test environment. ETSB reached out to each PSAP to perform additional validations within the test system. ACDC has advised that the testing performed on their side showed the mapping to be working as expected. DU-COMM also confirmed and ETSB will be preparing for the production map roll during the week of October 7, 2025.

GIS Redistricting Annual Status:
No new projects in September.

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 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.

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. This position is now being filled by Jennifer Jager with transition assistance from Fabian Otalvaro.

AXS Consoles:
ETSB continues to work with Motorola and PSAPs to resolve the open issues with AXS consoles. 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
INC0002551262	DU-COMM	6/3/2025 12:36:13 PM	When pressing button for OP14 the AXIO all town request times out	Waiting for recurrence to get Site Ian Captures and sysinfo and config checkers.
INC0002772156	ACDC	7/18/2025 9:40:44 AM	Lost all communication on starcom	FSO attempted to reproduce on 9/22/2025 **Check with Ted**
INC0002903122	DU-COMM	8/14/2025 11:15:09 AM	CSEASTRO-3925 - We have 5 consoles position log themselves out on their own and are locked out.	Fix identified. New software expected Nov/Dec Keep the case open
INC0002923289	DU-COMM	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 u	Waiting for recurrence to get Site Ian Captures and sysinfo and config checkers. **individual ops losing certain functions- the reboot fixes certain one offs and notice it more during patching week**
INC0002940242	ACDC	8/21/2025 8:49:16 AM	On 8/20 at 16:02 CST they had emergency alerts created by westmont portable radio in which they had to knock the emergency	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.

			alert down at all 37 OP's individual	
INC0002954745	DU-COMM	8/25/2025 9:25:59 AM	DU-COMM Dispatch - SZ01401D48 - OP15 Street Units Could Not Hear Dispatch	Can not find evidence that were was ever a call. Could not validate the call data so could not be found in the logs. Can not investigate further on this one.
INC0002976535	DU-COMM	8/28/2025 12:54:16 PM	CSEASTRO-3965 - SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off	Fix identified. New software expected Nov/Dec
INC0002854831	DU-COMM	8/5/2025 11:08:00 AM	SDM GPIO Modules Red X on all the AXS Consoles	Waiting for recurrence to get Site Ian Captures and sysinfo and config checkers. **Can wait til OCT 8th to close if issue does not occur agian per call 9/24/2025**
INC0003033859	DU-COMM	9/10/2025 4:39:02 AM	CSEASTRO-3983 - SZ01401D48:OP 22:CRITICAL MALFUNCTION:CONSOLE	Engineering investigating Same cause as INC0003057075 INC0003024584
INC0003050072	ACDC	9/12/2025 4:19:27 PM	Previous closed inc#: INC0003013659 New Install CCGW-DCG9000 - having issues with outbound audios - assistance required.	Engineering investigating. DFSI ISSUE
INC0003057075	ACDC	9/15/2025 9:26:58 AM	CSEASTRO-3984 - Op1 not connected. as of 9/12/2025 00:37:12 a	Engineering investigating. This issue is a duplicate of INC0003033859 INC0003024584
INC0003068101	ACDC	9/17/2025 9:05:33 AM	op 29 stopped working 9/16/2025 1750 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	9/21/2025 3:13:56 PM	Pos 30 Unselect speaker had no volume at all	Need System info and config checker logs generated. Will pull backall other logs and prep for excilation. **Ted is going onsite to look into this issue- per call 9/24/2025** **Erik is confirming if audio is working after reboot 9/24/2025** **after reboot audio was working but 15 mins later continued having issues with radio Audio and unselect/select speakers**

INC0003092574	ACDC	9/22/2025 2:23:52 PM	speakers are DEAD	Will need logs gathered. also need to verify if the issue was before or after the reboot for patching installs. **Ted is going onsite to look into this issue- per call 9/24/2025** **Ducomm also expierenced this issue and plug speakers directly into the PC**
INC0003024584	ACDC	9/8/2025 2:47:41 PM	AXS Console logouts NMD47 OP 19	Engineering investigating. This issue is a duplicate of INC0003033859, INC0003057075
INC0003098713	DU-COMM	9/23/2025 2:39:14 PM	SZ01401D48- OP position 5 random logout. "Authentication Error, You have been logged out, please log in again".	Under Investigation
INC0003104391	ACDC	9/24/2025 12:28:31 PM	SZ01401D47- Radio Op 9, Right headset jack cannot Tx or Rx audio for Phone and Radio	ticket closed
INC0003115971	DU-COMM	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	Under Investigation -- Logs are being pulled by Motorola

APXNext XN:

The following the updated schedule for deployment to date.

	Certification	Fleet Map	IGA Received	IGA Approved	Deployed
Agencies that **do** need an IGA					
Bartlett FPD	X	X	X	September 17	August 29
Bloomingdale FPD	X	X	X	September 17	October 9
Carol Stream FPD	X	X	X	September 17	August 21
Clarendon Hills FD	X	X	X	September 17	Waiting on confirmation
Darien-Woodridge FPD	X	X	X	September 17	October 7
Downers Grove FD	X	X	X	September 17	October 7
Elmhurst FD	X	X	X	September 17	October 9
Glen Ellyn VFC	X	X	X	September 17	October 17
Glenside FPD	X	X	X	September 17	October 9
Hanover Park FD	X	X	X	September 17	October 6
Hinsdale FD		X		-	TBD
Lisle-Woodridge FPD	X	X	X	September 17	October 16

Lombard FD	X	X	X	September 17	October 6
Oak Brook FD	X	X	X	September 17	Waiting on confirmation
Oakbrook Terrace FPD	X	X	X	September 17	Waiting on confirmation
Roselle FPD	X	X	X	September 17	September 11
Villa Park FD	X	X	X	September 17	October 6
Warrenville FPD	X	X	X	September 17	August 25
West Chicago FPD	X	X	X	September 17	October 6
Wheaton FD	X	X	X	September 17	October 10
Winfield FPD	X	X	X	September 17	October 10
York Center FPD	X	X	X	September 17	October 17
Total	21	22	21	21	

Agencies that had an IGA					
Addison FPD	X	X	N/A	2022	September 12
Bensenville FPD	X	X	N/A	2022	August 28
Itasca FPD	X	X	N/A	2022	September 2
Pleasantview FPD	X	X	N/A	2022	September 3
Tri-State FPD	X	X	N/A	2022	September 4
Westmont FPD	X	X	N/A	2022	August 26
Wood Dale FPD	X	X	N/A	2022	August 25
Total	7	7		7	Complete
Grand Total	**28**	**29**	**21**	**18**	**12**

Police agencies that have submitted the Certification/IGA as of 09/30/2025:

	Certification	Fleet Map	IGA Received	IGA Approved	IGA Status
Agencies that **do** need an IGA					
Bartlett PD	X	X			
Burr Ridge PD		X			
Carol Stream PD					
Clarendon Hills PD	X	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					
Villa Park PD					
Warrenville PD	X	X			
West Chicago PD	X	X			
Wheaton PD					
Willowbrook PD		X			

Winfield PD	X	X			
Woodridge PD					
Total	8	11	0		
Agencies that have an IGA					
Addison PD	X		N/A	2022	
Bensenville PD			2022		
Bloomingdale PD			2022		
DuPage County Forest Preserve			2022		
Glendale Heights PD			2022		
Itasca PD			2022		
Westmont PD			2022		
Wood Dale PD			2022		
DuPage County Sheriff	X	X	2022		
Total	2	1	9		
Grand Total	**10**	**12**	**0**		

APX8500 Mobile Replacement: ETSB staff and ASA Winistorfer are working out the procurement details to present a purchase recommendation to the ETS Board. There was a supplemental memorandum provided to the Board regarding this swap in September. A purchase order is on the October agenda for the replacement device as noted previously in this report.

CommandCentral Aware: As reported last month, Motorola gave a presentation on CommandCentral Aware. ETSB is finalizing agency interest and will be working with Motorola on this licensing. This project is in process pending fire radio rollout.

APX4000. An emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. The following agencies have been reached out to to schedule their APX4000 radios for program updates. The update will take about 15 minutes.

Wheaton PD 1

PAC Focus Groups

The Police Focus Group did not meet in August; no September meeting is scheduled as of the writing of this document.

The Fire Focus Group met on September 24. The following is a summary of the meeting submitted by Chief Clark.

1. Portable Radios
   a. Status of Roll-out
      i. Waiting for approval of the DU-COMM IGA and then should be ready to begin roll-out to remaining DU-COMM agencies. ETSB can generally handle two agencies per day.
   b. Any outstanding issues?
      i. There have been reports of the Emergency Button operating differently on the new radios compared to the old ones on conventional channels. More research is needed.
      ii. Some RSMs were discovered defective “out of the box” ETSB replaced them on the spot.
      iii. Battery life may be compromised because the batteries are two years old.

iv. Request to consider defaulting Bluetooth to off on power up to extend battery life.

v. Two departments requested consideration of reducing the minimum volume level on non-hazard zone channels. New radios are considerably louder than the old ones and potentially disruptive during meetings. Group reviewed the reason the level was set: If a firefighter is operating in the Hazard Zone mode there would be a tendency to turn the volume knob to its minimum setting. If the firefighter then switched to a non-Hazard Zone channel like a dispatch channel, the volume would be so low that traffic could be missed. The group will consider a change after the roll-out is complete based on programming capabilities.

vi. A department requested changes to some channel and talkgroup names and ViQi names to better identify their purpose. Group reviewed that channel and talkgroup names were chosen to comply with standards and the name the channels' owners use to reduce potential confusion. For example, 7AG88D is intended for helicopter use, but that is not obvious to the DuPage radio user. However, if the name was changed to "Helicopter" that would cause confusion for the helicopter crew as any of their available channels could be designated as Helicopter.

2. Mobile Radios
   a. Status of purchase
      i. Purchase will use Sourcewell pricing so it will not need to go out for bid.
   b. Configuration options
      i. Control head
         1. The slightly larger control head with two knobs was chosen and recommended by the group.
         2. All radios are basically the same, but remote and dual head radios include additional parts. Radios can be readily reconfigured in the field.
         3. Due to the reduced footprint of the main radio body, dash mounting may be an option for some applications that could not accommodate the APX 8500 in a dash mount configuration. Agencies may want to reconsider dash configuration for some of their units.

      ii. Antennas
         1. Tait radios have a single mini-uhf antenna port
         2. A triband mobile antenna will be supplied with each mobile radio. Some group members observed a similar antenna mounted on an Addison Fire vehicle. The antennas a shorter and more slender than the multiband antennas provided with the 8500's.
         3. If an agency wants to use separate monoband antennas they will need a diplexer.

      iii. Wifi Puck
         Tait radio will include a wifi "puck" to connect for programming. That unit will connect to the accessory plug on the back of the radio and will also include a breakout connector for interface with vehicle headsets.

c. Availability timeframe
   i. Director Zerwin would like to get the purchase approval on the October ETSB board meeting agenda to keep the project moving forward.
   ii. The current lead time in the equipment indicates delivery in January or February. If the purchase approval is delayed, the factory holiday shut-down would add up to two months to delivery time.
   iii. The group discussed equipment testing and ultimately agreed to support an October purchase approval.
   iv. After ordering, the group will work with Tait on programing options to be ready to program quickly upon receiving the equipment.

Policy Advisory Committee (PAC)
The next meeting is October 6 at 8:15 am.

At the PAC September 8 meeting, the PAC approved a modification to the Hinsdale Township High School District access application. This is an update to their existing, approved application based on the policy changes authorized by the ETS Board. It does not require Board approval.

The PAC is discussing Policy 911-005.6: DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Use of Emergency Button. This is one of the original policies created by the Radio Steering Committee Policy subgroup as one area that should be a standard response. It was Chief Clark's recommendation that this policy update be put on hold until the APXNext XN radios are operational in order to look at the functionality and compare it to the policy.

Policy 911-005.8: DEDIR System Subscriber Unit Requirements was also on the agenda. This policy allows for ETSB staff to update the policy with any accessory changes for the radios in the fleet without it being brought back to the ETS Board. The changes were noted at the PAC meeting and are posted on the Monday.com policy board. It was also distributed with September 16 Podcast notes.

PAC DEDIR System Monthly Summary
Motorola Wednesday Morning Status Call – September 3, 2025
AXS: 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 our technical support teams to the weekly calls to help answer questions as to what fixes are being worked on for the logging out and speaker issues we continue to face.

DFSI: DFSI has been installed at ACDC but we have a few punch list items we are working to resolve for Jim Connolly. Mainly alias naming and audio levels. The audio level issues points to a limitation in the equipment. Matt Downer is working with the product team to get additional assistance to see if it can be resolved and adjusted.

Encryption: Matt Downer is finalizing the testing of the methods for encryption implementation and applying those to the final plan to be presented to ETSB. We are working to schedule the final review of the encryption plan at the end of September.

Motorola Wednesday Morning Status Call – September 10 , 2025 – no call

Motorola Wednesday Morning Status Call – September 17, 2025

AXS Consoles: No current updates at this time. On Thursday 8/14 both DuPage and ACDC had 6 positions log out and they were unable to log back in, even after restarting the position. In working with technical support, it seems that there was an update at the core and the ZDS router was down for reboot. This caused the consoles to drop off and made them unable to log back in. We are currently working to get additional information as to why this occurred. At this time we also have internal escalation calls to address the ongoing issues that have been seen at DU-COMM with the consoles. I am hoping to have more information on this soon.

DFSI: Jordan is still planning on being at ACDC the week of 8/18 to finish installation and cutover for the DFSI at ACDC. We have worked with Jim Connolley to ensure all pieces of the system will be updated and addressed according to his concerns, including programming consolettes. This work is anticipated to be complete by the end of next week.

Encryption: The next meeting with Motorola and ETSB is scheduled for 8/25 where we will review the changes and updates from our last meeting. This will allow ETSB to address any concerns or changes they need made prior to rolling out the plan.

Subscribers: I was contacted by Chris Chisnell this week about returning a large number of mobile and portable radios. I am currently working with our returns team to organize the return of this equipment. I should soon have shipping labels and will work with our logistics team to have them picked up. As soon as I have more information on this I will share and continue to work with Andy S and ETSB to return the items as planned.

Motorola Wednesday Morning Status Call - September 24, 2025

AXS: Motorola is pulling in additional technical support to address issues with consoles. There were updates done two weeks ago that have helped with some of the issues. There was a patch pushed out the week of 9/15 and we have seen some positions have logging off issues. Please ensure that all PCs get restarted to fully apply patch. Additionally, Motororla invited two new people to the weekly calls to address the open tickets and what steps are being done to get those issues resolved and how to prevent them from happening in the future. This additional support will continue on the calls as needed.

DFSI: Motorola has pulled audio packets and sent them for analysis to see if the audio issues we are seeing at ACDC can be resolved. At first level review, there does not appear to be a resolution, but we are asking for this review to be pushed to higher level engineers to get full information. We are still waiting on a response from that team.

Encryption: Motorola and ETSB have scheduled the final review of the encryption plan for 9/30. At that time Matt Downer will provide the full plan with procedures and address any remaining DuPage County questions.

MOTOROLA SOLUTIONS STARCOM21

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

TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Jager, Motorola Starcom Field Service
DATE: September 30, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB. A meeting for the review of a possible encryption plan has been scheduled for October 2, 2025.

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/396 radios have been programmed. There are 2 agencies/2 radios that remain to be programmed. (Elmhurst/1, Wheaton/1). 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

APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

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

APXNext XN Portables: Fire agency test radios were provided on Tuesday 7/22/25. The radios are being tested by the agencies and if issues are found in the programming, they will be submitting change requests via Zendesk tickets. Testing was scheduled to be completed 8/5/25. All 29 Fire Agency specific Main, Alt, Tac, and User Selects are completed and have been applied to the Master for Fire agency testing. As of 9/26/25, 11 agencies have been deployed and 18 agencies are ready once all paperwork is completed.

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

Programming – Projects

Code plug updates: None outside of the deployment projects.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

Service Tickets

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

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	64	55	4	2	0	0	2	2
APX Next (PD)	94	71	18	5	0	12	3	3
APX NextXN (FD)	70	32	27	5	0	11	3	13
APX 8500 (mobile)	13	7	1	0	0	0	0	1
APX4000	23	13	2	1	0	0	1	1
Total	264	178	52	13	0	23	9	20

STARCOM21 Scheduled Maintenance:

System Maintenance: There was none last month.

System Patches:

The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 9/10 and 9/11. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, September 11, 2025
8:45 am- Site Trunking Event (~5 Minute Event). Red X's on Consoles for 5 Minutes as well
10:40 AM to 1:55 PM Duration: 3.25 Hours - SmartConnect LTE and the WAVE application were unavailable
2:45 pm - Site Trunking Event (~5 Minute Event). Red X's on Consoles for 5 Minutes as well

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

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

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

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

- APX CPS and RM feature release 37.00.00 was released on 9/12/25. This is an optional maintenance release. It includes firmware upgrade restrictions for out of support models which will no longer be able to be firmware upgraded (APX6000AN/XE/Li, APX7000/XE, APX7500, SRX2200AN). Additional information is available in the CPS readme.
- APX Portables and Mobiles Firmware R37.01.00 2025.2 is a maintenance release and was available 9/12/25 (CPS R36.00.01). It included new products and features updates. Application is optional.
- APX NEXT Firmware 37.03.00. Effective this release, the radio's firmware version shall hereby be aligned with the CPS client version across all radio platforms. Users will note upon upgrading the radio firmware that the version for this release will be indicated as R37.03.XX. This change standardizes our software versioning system. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.13 April 2025 may improve charging efficiency and capacity reporting. Update is optional.

STARCOM21 Unscheduled System Outages: There were none last month.

Command Central Aware Outage Sep 19, 2025:
Sep 19, 08:58 CDT: LMR Radio locations are not displaying in CommandCentral Aware
Sep 19, 09:09 CDT: Full functionality has been restored to CommandCentral Aware.

SmartConnect (United States) Outage Sept 4, 2025:
Sep 04, 2025 - 09:11 CDT: Users may observe site link alarms for the inactive site on UEM. Site alarms can be ignored as the SmartConnect call processing service remains operational at active sites.

Sep 04, 2025 - 11:23 CDT: SmartConnect functionality has been restored. Inactive regions may still experience connection issues until 12:30 PM CDT.

Meetings: Fire Focus meeting 9/24/25

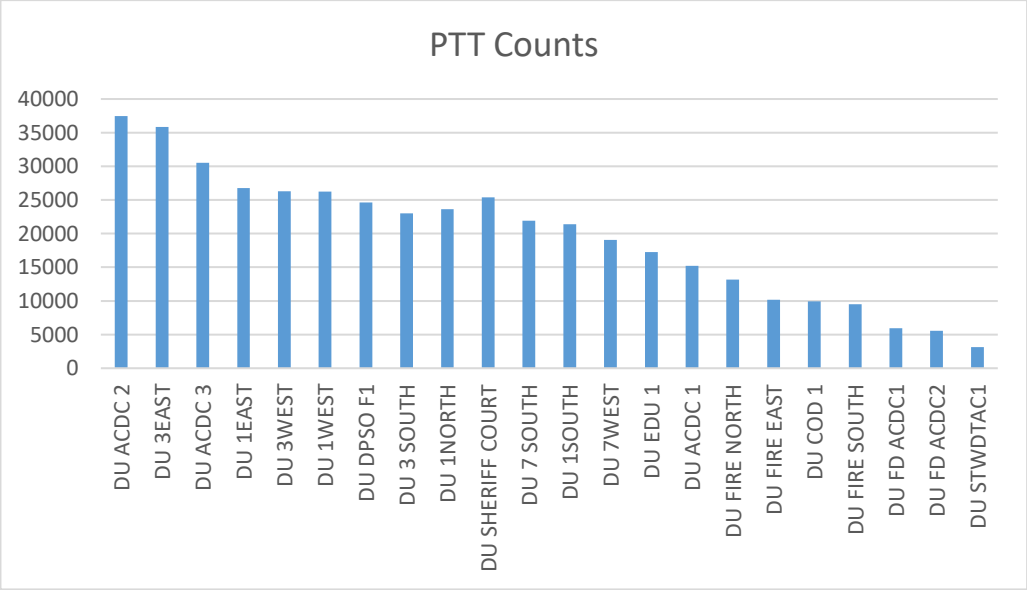
Training: There was none last month.

Grade of Service Reports:

July 2025 Starcom21 GoS Report												
	GoS Calculations					PTT and Busy Data						
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	23.85	4.05	6.35	31.00	2953.19	14593.90	4.94	0.00	0.00	0.00
1:00:00	0.00	20.70	3.52	6.88	31.00	2515.97	12665.61	5.03	0.00	0.00	0.00
2:00:00	0.00	16.94	2.88	7.52	31.00	2017.16	10370.10	5.14	0.00	0.00	0.00
3:00:00	0.00	13.81	2.35	8.05	31.00	1608.94	8451.74	5.25	0.00	0.00	0.00
4:00:00	0.00	13.13	2.23	8.17	31.00	1517.13	8035.58	5.30	0.00	0.00	0.00
5:00:00	0.00	14.16	2.41	7.99	31.00	1662.00	8664.10	5.21	0.00	0.00	0.00
6:00:00	0.00	15.64	2.66	7.74	31.00	1855.35	9574.35	5.16	0.00	0.00	0.00
7:00:00	0.00	22.73	3.86	6.54	31.00	2654.90	13907.71	5.24	0.00	0.00	0.00
8:00:00	0.00	30.73	5.22	5.18	31.00	3646.42	18806.39	5.16	0.00	0.00	0.00
9:00:00	0.01	35.82	6.09	4.31	31.00	4299.52	21919.23	5.10	0.23	5.10	22.57
10:00:00	0.00	37.02	6.29	4.11	31.00	4482.13	22657.03	5.05	0.16	20.77	128.80
11:00:00	0.00	34.68	5.90	4.50	31.00	4174.58	21224.52	5.08	0.03	0.13	4.00
12:00:00	0.01	34.68	5.90	4.50	31.00	4211.06	21226.19	5.04	0.48	2.77	5.73
13:00:00	0.00	37.14	6.31	4.09	31.00	4494.06	22727.03	5.06	0.00	0.00	0.00
14:00:00	0.02	36.86	6.27	4.13	31.00	4486.35	22558.06	5.03	0.97	9.39	9.70
15:00:00	0.12	39.34	6.69	3.71	31.00	4811.35	24073.48	5.00	5.55	26.97	4.86
16:00:00	0.03	39.11	6.65	3.75	31.00	4767.29	23934.10	5.02	1.39	14.00	10.09
17:00:00	0.00	37.23	6.33	4.07	31.00	4549.00	22785.71	5.01	0.03	1.32	41.00
18:00:00	0.00	34.46	5.86	4.54	31.00	4203.68	21091.26	5.02	0.00	0.00	0.00
19:00:00	0.00	33.78	5.74	4.66	31.00	4160.52	20676.26	4.97	0.00	0.00	0.00
20:00:00	0.00	31.62	5.38	5.02	31.00	3969.77	19351.65	4.87	0.00	0.00	0.00
21:00:00	0.00	32.62	5.55	4.85	31.00	4113.23	19965.71	4.85	0.00	0.00	0.00
22:00:00	0.00	29.97	5.09	5.31	31.00	3826.42	18340.45	4.79	0.00	0.00	0.00
23:00:00	0.00	26.87	4.57	5.83	31.00	3373.42	16444.87	4.87	0.00	0.00	0.00

August 2025 Starcom21 GoS Report												
	GoS Calculations					PTT and Busy Data						
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	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

Group Alias	PTT Count
DU ACDC 2	37474
DU 3EAST	35862
DU ACDC 3	30519
DU 1EAST	26777
DU 3WEST	26290
DU 1WEST	26235
DU DPSO F1	24643
DU 3 SOUTH	23007
DU 1NORTH	23607
DU SHERIFF COURT	25401
DU 7 SOUTH	21900
DU 1SOUTH	21414
DU 7WEST	19085
DU EDU 1	17240
DU ACDC 1	15207
DU FIRE NORTH	13161
DU FIRE EAST	10185
DU COD 1	9926
DU FIRE SOUTH	9502
DU FD ACDC1	5920
DU FD ACDC2	5544
DU STWDTAC1	3115



911 System Design Standardization Memos

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

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed
67	07/30/20	CAD	Adjust name and tx field	Add field for alalrm and to companies that doesn't impact LOI	Closed
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021
70	08/04/20		Monday.com	Online project management tool	Closed
71	08/04/20	TECH	Vmware upgrade	Upgrade to VMware version 6.7	Closed
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed
80	10/30/20	TECH	Power Supply	Procure redundant power supllies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research
128	7/11/2024	Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulavard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Opened
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	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
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened
			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 10/01/2025 12:28:41 PM **Grouping: Site & Call Origin**

Date Range: 01/01/2025 12:00:00 AM - 09/30/2025 11:59:59 PM **Filter Criteria: Please, refer to the last page.**

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	174,166	54,886	119,280	0	2,344	45,983	5,839	197	523	0	3,723	00:00:04
	Internal	9,660	0	9,660	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	43,328	0	43,328	0	0	0	0	0	0	43,328	0	00:00:00
	Total	227,154	54,886	172,268	0	2,344	45,983	5,839	197	523	43,328	3,723	00:00:04
Total		227,154	54,886	172,268	0	2,344	45,983	5,839	197	523	43,328	3,723	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 10/01/2025 12:37:22 PM **Grouping: Site & Call Origin**

Date Range: 01/01/2025 12:00:00 AM - 09/30/2025 11:59:59 PM **Filter Criteria: Please, refer to the last page.**

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	550,971	219,741	331,230	0	8,602	175,755	32,393	504	2,487	0	21,984	00:00:06
	Internal	98,573	0	98,573	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	136,748	1	136,747	0	0	0	0	0	0	136,748	0	00:00:00
	Total	786,292	219,742	566,550	0	8,602	175,755	32,393	504	2,487	136,748	21,984	00:00:06
Total		786,292	219,742	566,550	0	8,602	175,755	32,393	504	2,487	136,748	21,984	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 10/01/2025 12:27:58 PM **Grouping: Site & Call Origin**

Date Range: 09/01/2025 12:00:00 AM - 09/30/2025 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	25,491	6,083	19,408	0	385	4,990	635	16	57	4,643	400	00:00:04
Total	25,491	6,083	19,408	0	385	4,990	635	16	57	4,643	400	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 10/01/2025 12:34:49 PM **Grouping: Site & Call Origin**

Date Range: 09/01/2025 12:00:00 AM - 09/30/2025 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	86,657	25,377	61,280	0	957	20,445	3,609	57	309	14,500	3,080	00:00:07
Total	86,657	25,377	61,280	0	957	20,445	3,609	57	309	14,500	3,080	00:00:07

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 10/01/2025 12:29:21 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 09/30/2025 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	8,500	8,500	0	0	272	7,180	1,043	5	0	0	0	00:00:04
Total	8,500	8,500	0	0	272	7,180	1,043	5	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 10/01/2025 12:38:37 PM **Grouping: Site & Call Origin**

Date Range: 01/01/2025 12:00:00 AM - 09/30/2025 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	25,471	25,471	0	0	304	23,567	1,526	74	0	0	0	00:00:06
Total	25,471	25,471	0	0	304	23,567	1,526	74	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 10/01/2025 12:26:37 PM

Grouping: Site & Call Origin

Date Range: 09/01/2025 12:00:00 AM - 09/30/2025 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	956	956	0	0	19	803	134	0	0	0	0	00:00:04
Total	956	956	0	0	19	803	134	0	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 10/01/2025 12:36:23 PM

Grouping: Site & Call Origin

Date Range: 09/01/2025 12:00:00 AM - 09/30/2025 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	2,748	2,748	0	0	32	2,557	159	0	0	0	0	00:00:06
Total	2,748	2,748	0	0	32	2,557	159	0	0	0	0	00:00:06

Motorola Monthly Incident Report
September 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Updates	Ticket Resolution Date	Resolution
INC0002613499	DuComm Dispatch CTR	Closed	P3	6/16/2025 9:23:16 AM	OP27 has a possible dead speaker at DU-COMM Dispatch Site SZ01401D48.	No update on this. Will need Field charateration and sysinfo logs and config check logs generated. **Can be closed per call 9/24/2025** Resolved		
INC0002551262	DuComm Dispatch CTR	In Progress	P2	6/3/2025 12:36:13 PM	When pressing button for OP14 the AXIO all town request times out.	Waiting for recurrence to get Site lan Captures and sysinfo and config checkers.		
INC0002772156	Addison Consolidated Dispatch Center	Pending	P3	7/18/2025 9:40:44 AM	Lost all communication on starcom.	FSO attempted to reproduce on 9/22/2025 **Check with Ted**		
INC0002903122	DuComm Dispatch CTR	Pending	P3	8/14/2025 11:15:09 AM	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.	Fix identified. New software expected Nov/Dec Keep the case open		
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.	Waiting for recurrence to get Site lan Captures and sysinfo and config checkers. **individual ops losing certain functions- the reboot fixes certain one offs and notice it more during patching week**		
INC0002929270	DuComm Dispatch CTR	Closed	P3	8/19/2025 11:02:56 AM	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.16:vpm_console_local_aliasing_link_fault:339.1 Summary: DOWN NO STATUS	Should be closed SNOW issue		
INC0002929745	DuComm Dispatch CTR	Closed	P3	8/19/2025 11:52:01 AM	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.36:vpm_console_local_aliasing_link_fault:359.1 Summary: DOWN NO STATUS	Should be closed SNOW issue		
INC0002940242	Addison Consolidated Dispatch Center	Pending	P3	8/21/2025 8:49:16 AM	Keith Marc/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.	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.		
INC0002945142	Addison Consolidated Dispatch Center	Closed	P3	8/22/2025 7:42:39 AM	Access Dispatch Console: one of the pager buttons is giving an error: cannot begin paging not valid pages in queue.	Issue is an operational issue with Dupage county tones. Dupage wants to send the same page twice with a single button push. this is not a supported action. Working on a writeup of the details and how it was worked around in the past. The work around does not work for trunked pages or assignable pages. **Can be closed per call 9/24/205**		
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. Can not find evidence that were was ever a call. Could not validate the call data so could not be found in the logs. Can not investigate further on this one.	Can not find evidence that were was ever a call. Could not validate the call data so could not be found in the logs. Can not investigate further on this one.		
INC0002954695	DuComm Dispatch CTR	Closed	P3	8/25/2025 9:26:22 AM	DU-COMM Dispatch - SZ01401D48 - OP5 Radio Log Off. DS created the INC and dispatched via MOSS.	Need to get the time when the op was logged out. With out that time will need to close. this INC **Can be closed per call 9/24/2025**		

Motorola Monthly Incident Report
September 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Updates	Ticket Resolution Date	Resolution
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.	Fix identified. New software expected Nov/Dec		
INC0002854831	DuComm Dispatch CTR	Pending	P3	8/5/2025 11:08:00 AM	SDM GPIO Modules Red X on all the AXS Consoles	Waiting for recurrence to get Site lan Captures and sysinfo and config checkers. **Can wait til OCT 8th to close if issue does not occur agian per call 9/24/2025**		
INC0003033859	DuComm Dispatch CTR	Pending	P3	9/10/2025 4:39:02 AM	CSEASTRO-3983 - SZ01401D48:OP 22:CRITICAL MALFUNCTION:CONSOLE	Engineering investigating Same cause as INC0003057075 INC0003024584		
INC0003050072	Addison Consolidated Dispatch Center	In Progress	P3	9/12/2025 4:19:27 PM	Previous closed inc#: INC0003013659 New Install CCGW-DCG9000 - having issues with outbound audios - assistance required.	Engineering investigating. DFSI ISSUE		
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	Engineering investigating. This issue is a duplicate of INC0003033859 INC0003024584		
INC0003068101	Addison Consolidated Dispatch Center	In Progress	P3	9/17/2025 9:05:33 AM	op 29 stopped working 9/16/2025 1750 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	DuComm Dispatch CTR	In Progress	P2	9/21/2025 3:13:56 PM	Pos 30 Unselect speaker had no volume at all.	Need System info and config checker logs generated. Will pull backall other logs and prep for excilation. **Ted is going onsite to look into this issue- per call 9/24/2025** **Erik is confirming if audio is working after reboot 9/24/2025** **after reboot audio was working but 15 mins later continued having issues with radio Audio and unselect/select speakers**		
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	Will need logs gathered. also need to verify if the issue was before or after the reboot for patching installs. **Ted is going onsite to look into this issue- per call 9/24/2025** **Ducomm also expierenced this issue and plug speakers directly into the PC**		
INC0003090954	DuComm Dispatch CTR	Resolved	P3	9/22/2025 9:53:37 AM	Assure1 Generated Incident. SiteAlias:SZ01401D48 MSI_ProbeSC:10.1.48.5:vpm_console_fault:328.1 Summary: UNCONFIGURED RESET 2025-09-22 21:15:08 UTC : (Priority: P3) INC0003093170: SZ01401D48:OP 3:UNCONFIGURED:CONSOLE	Can not find evidence that were was ever a call. Could not validate the call data so could not be found in the logs. Can not investigate further on this one.		
INC0003024584	Addison Consolidated Dispatch Center	Pending	P3	9/8/2025 2:47:41 PM	AXS Console logouts NMD47 OP 19 Engineering investigating.	Engineering investigating. This issue is a duplicate of INC0003033859, INC0003057075		
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".			

Motorola Monthly Incident Report
September 2025

Incident Number	Site	Status Text	Priority Text	Ticket Open Date	Description	Updates	Ticket Resolution Date	Resolution
INC0003104391	Addison Consolidated Dispatch Center	Closed	Starcom 21	9/24/2025 12:28:31 PM	SZ01401D47- Radio Op 9, Right headset jack cannot Tx or Rx audio for Phone and Radio.	ticket closed	9/24/2025 12:33:02 PM	Serial cable to right head set Jack disconnected. Customer resolved, verified working after reconnected this cable.
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.			

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 01, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
  - Configuration work and product testing continues.
  - Project timeline being reevaluated.
- RMS RFP Steering committee meeting monthly.
- RMS RFP released on 08/26.
- Upgraded current test environment to newest stable version.

Action Items:

- RMS RFP Process
  - Await proposals.
  - Review proposals.
- OCR 10.0/MFR
  - Complete configuration tasks
- OCR 3.7 (current production version)
  - Test version upgrade.
  - Upgrade to newest stable version.
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1: Transition all agencies to new application and disable mainframe application.(Complete)
  - Preparation for phase 2 (NetRMS) is underway.

Customer Support Collaboration:

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

Next Month's Actions Items:

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

September 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**	**September 30, 2025**

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	5	P2	2	P2	0
Below target	☐	P3	17	P3	6	P3	0
Above target	☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending September 30, 2025

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

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.
2. **10** support tickets were resolved in the month of August 2025.
3. CAD Side call with Hexagon support has been reestablished.
4. RMS Side call with Hexagon support has been established as well.
5. MR RN Update in progress

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

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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

August 2025

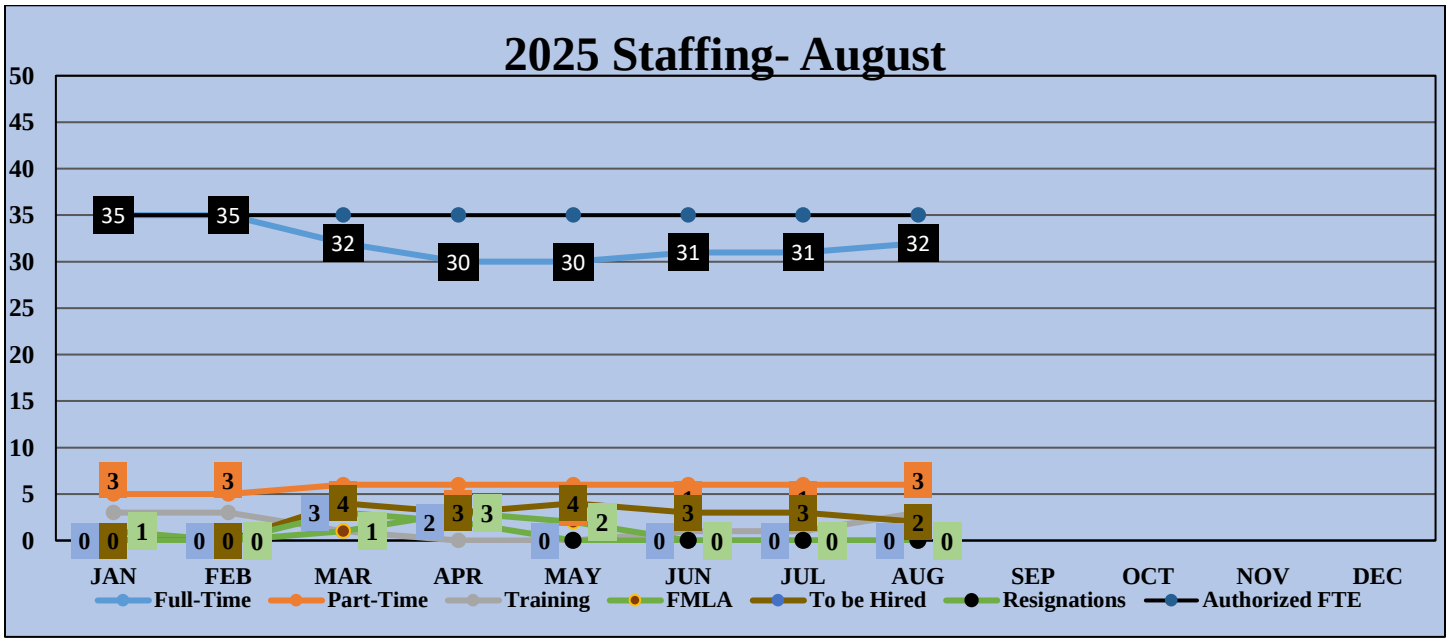
ACDC Monthly Report Prepared by Director Marilu Hernandez

Addison Consolidated Dispatch Center (ACDC)

Staffing

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

- *Currently, one Probationary Telecommunicator (PT) completed the Call Taking Phase, and is in the Solo Call-taking Phase and counts as staff alternating between Day Shift, Afternoon Shift, and Z-Shift.*
- *Two Probationary Telecommunicators (PT) finalized Classroom Training and are in the Call-taking Phase with a Communications Training Officer (CTO); one on Day Shift, and one on the Afternoon Shift.*
- *Two potential new hires are completing the remaining requirements of the final steps for a final offer.*
- *The Alarm Board Operator candidate is scheduled for a sit along on September 15, 2025 at 0700hrs.*



Resignation

N/A

Recognition

TCs Vallee, Nudd, Okichich, & Cavaligos received a *Special Thanks* from Wood Dale Fire Protection District Fire Chief Johl for their assistance during the Dive Box Alarm response that proved to be an extended operation over difficult terrain, requiring coordination with multiple agencies. The prompt and professional response while maintaining focus during the evening, was noted. Chief Johl recognized everyone's efforts during this incident, which ultimately resulted in the successful recovery of a victim.

Director Hernandez & Deputy Director (DD) Burmeister completed the 5-day NENA Center Management Certification (CMCP). The certification is designed to equip supervisors with tools needed to manage the agency effectively through a rigorous 40-hour course of lecture and lab-based education. CMCP also serves to fill in gaps and strengthen core competencies required in communications center management.

DD Burmeister was appointed as a member of the APCO Cybersecurity Committee, only 35 members on the committee. *Thanks for representing ACDC!*

Training

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

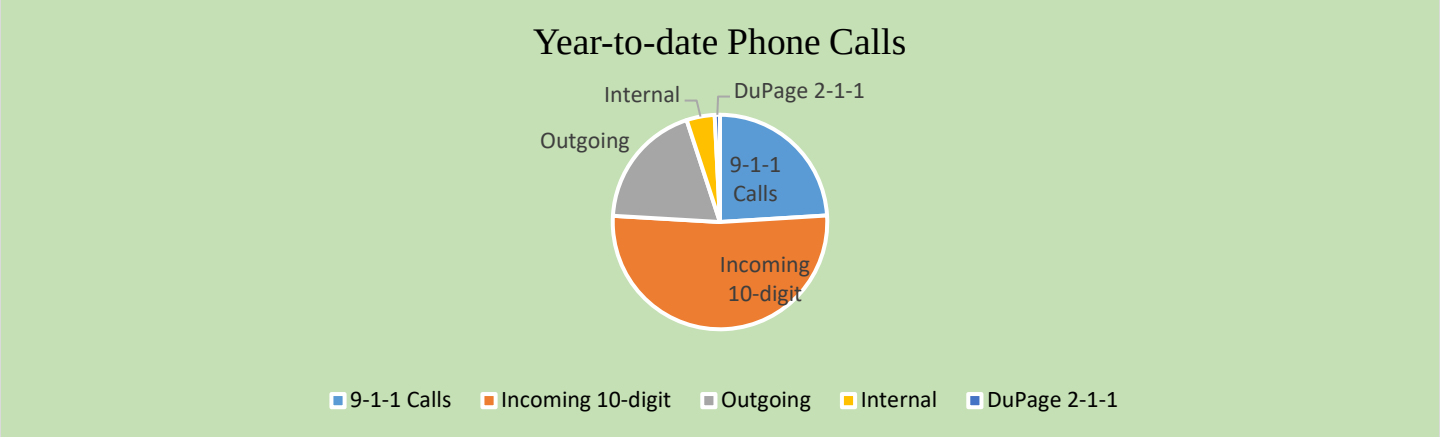
The High-Risk, Low Frequency (HRLF) training scenarios for August: *Canceled*

Additional Training

- The PSC, DD, and Director attended the CALEA Conference in Little Rock
- One TC, recertified as an APCO Communications Training Officer
- One PT attended the AHA BLS Provider CPR training in Elmhurst
- One TC attended the ICS 300 course
- One OM attended the Compass – Priority Dispatch Event
- Two TCs attended the IEMA – *How to Achieve Interoperable Communications*
- One OM attended the Flock Admin Update Webinar
- PSC attended the CALEA Post-Conference Webinar
- Six TCs attended the RTIC Phase 1 Training

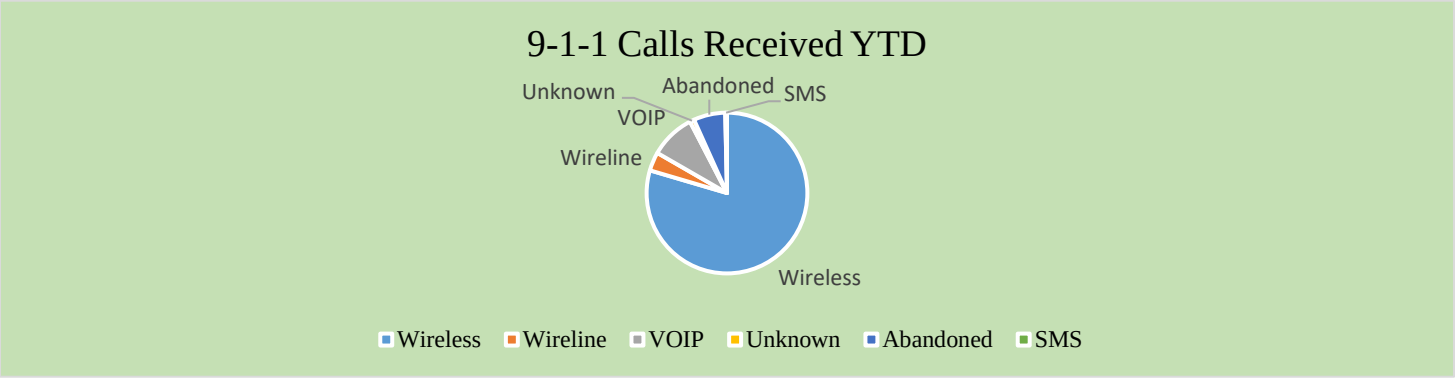
Phone calls answered, outgoing calls, & ACDC internal calls

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					48,803
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923					105,426
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341					38,685
Internal	1,096	876	898	1,041	1,157	1,166	1,270	1,105					8,609
DuPage 2-1-1	197	151	150	140	230	256	247	237					1,608
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	28,507	0	0	0	0	203,131



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					41,471
Wireline	297	219	233	206	224	244	260	276					1,959
VOIP	717	607	639	151	660	601	665	686					4,726
Unknown	59	47	73	61	65	51	70	40					466
Abandoned	403	320	413	411	442	407	491	436					3,323
SMS	47	42	16	24	17	10	13	12					181
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	7,337	0	0	0	0	52,126



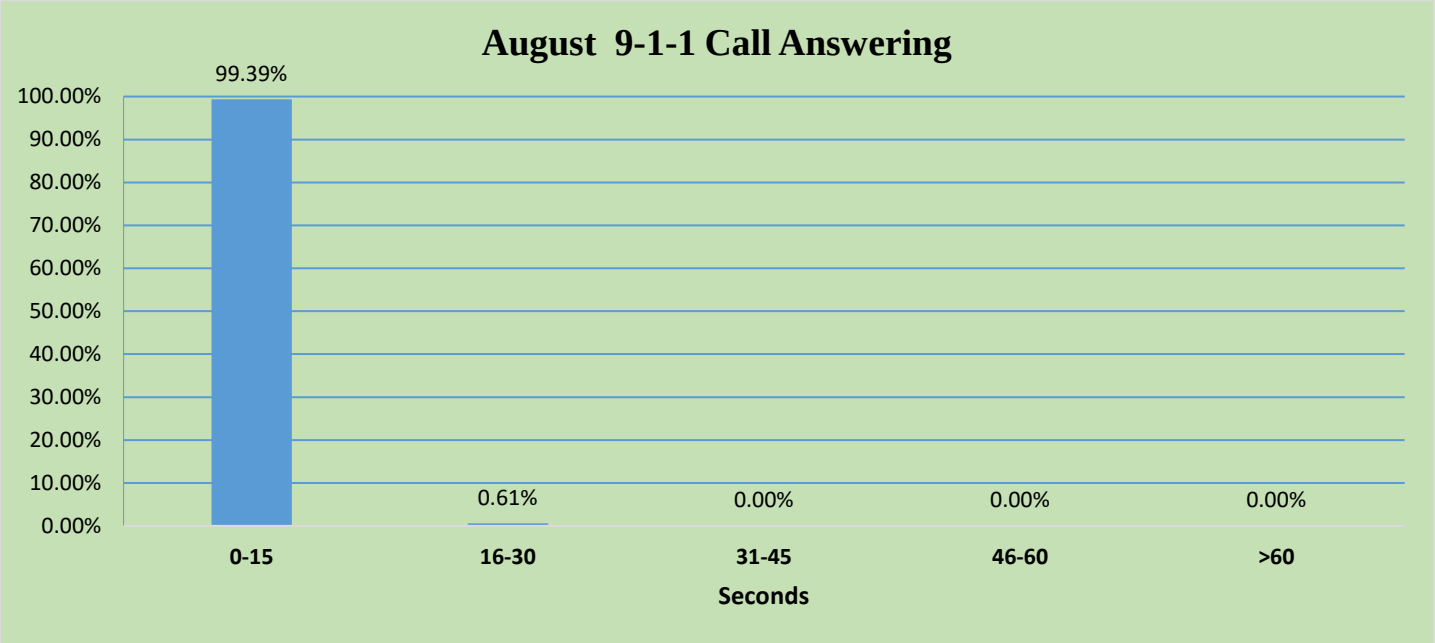
NENA 9-1-1 Call Answering Standard

National Emergency Number Association (NENA):

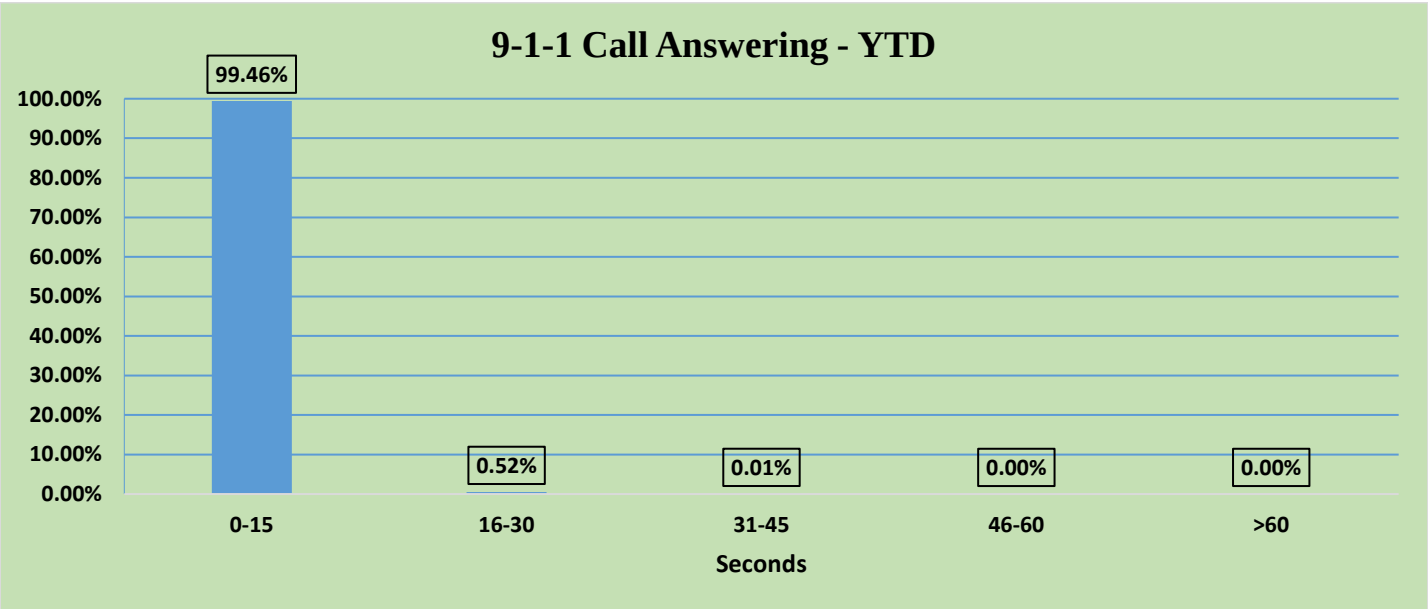
The 9-1-1 Association empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

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.

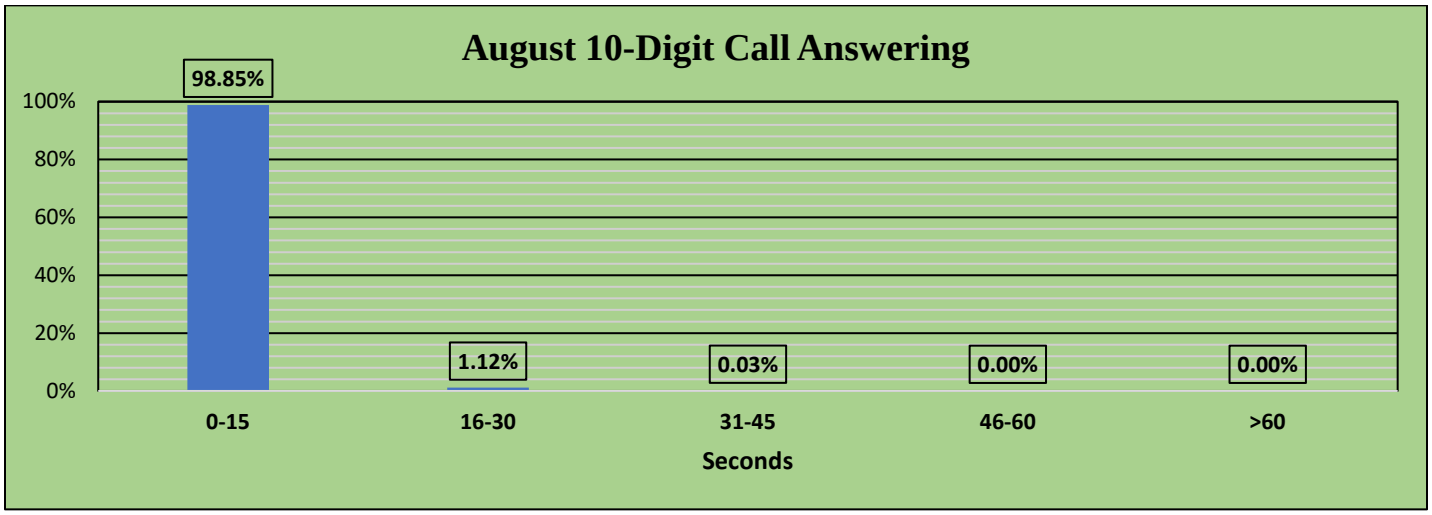
The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls be answered within 15 seconds and 95% of 9-1-1 calls be answered within 20 seconds.



911 Call Answering – YTD



10-Digit Call Answering



TOP Call Takers

AUGUST 2025

TOTAL CALLS

VALLEE - - - 1396
MARDULA - - - 1361
MINOR - - - 1250
WILLADSEN - - - 1191
WATERMAN - - 1059
OLIVER - - - 1007
SZCZEPANIAK - - -967
MILNES - - - 939
MAYFIELD - - - 917
MAHN - - -892

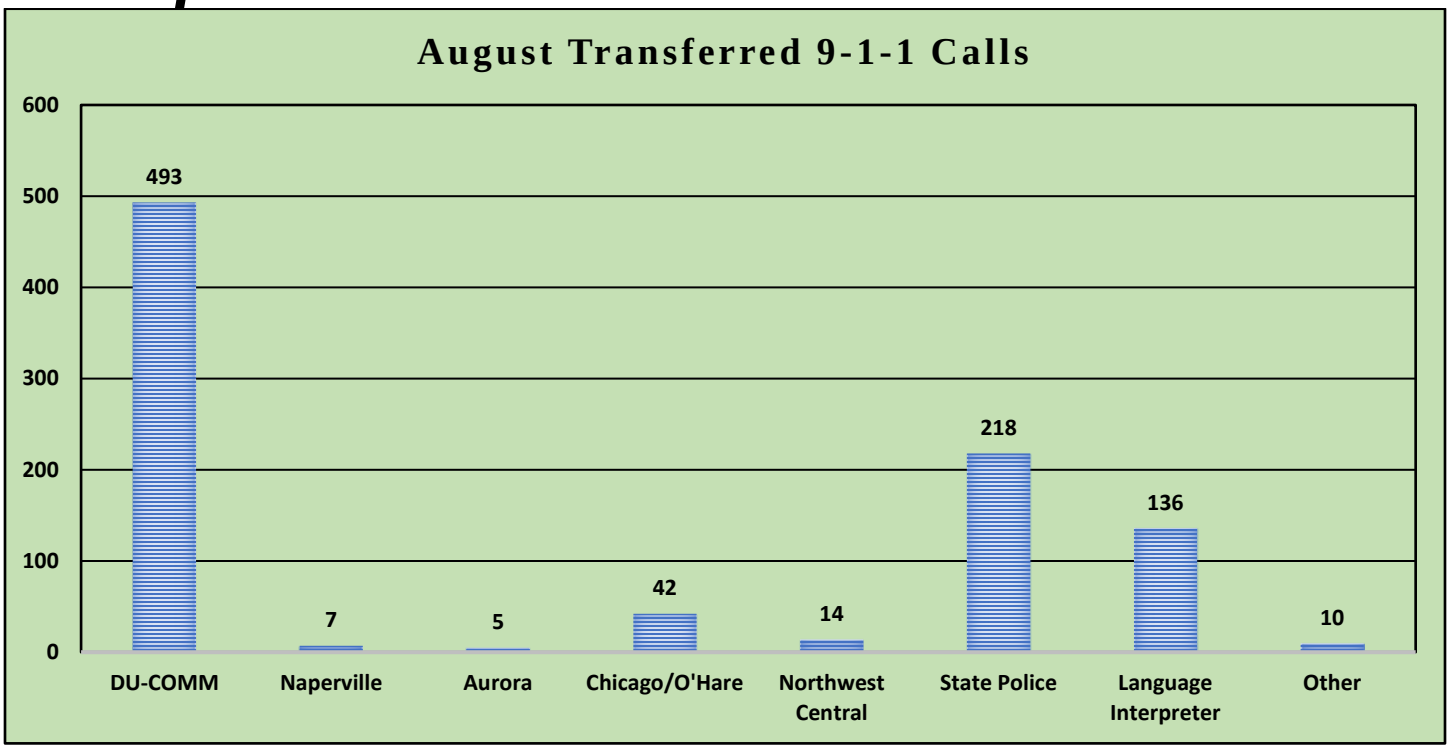
911 CALLS

MARDULA - - - 477
VALLEE - - - 333
WILLADSEN - - -321
OLIVER - - -267
MINOR - - - 265
GODLEWSKI - - - 244
MAHN - - - 240
IAZZETTO - - -233
HAWKINS - - - 233
GRADO - - - 230

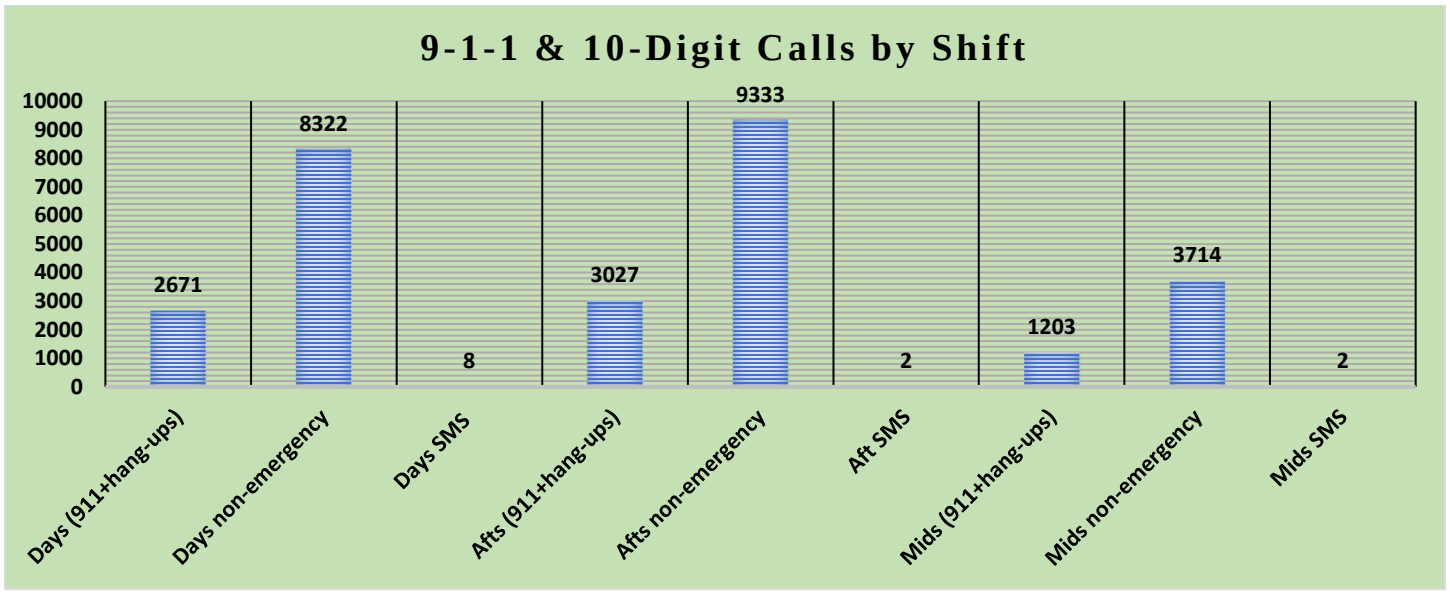
NON-EM

VALLEE - - - 1063
MINOR - - 985
MARDULA - - - 884
WATERMAN - - - 881
WILLADSEN - - - 870
SZCZEPANIAK - - - 826
MILNES - - - 769
VAN ALSTINE - - - 766
OLIVER - - - 740
FICARROTTA - - - 735

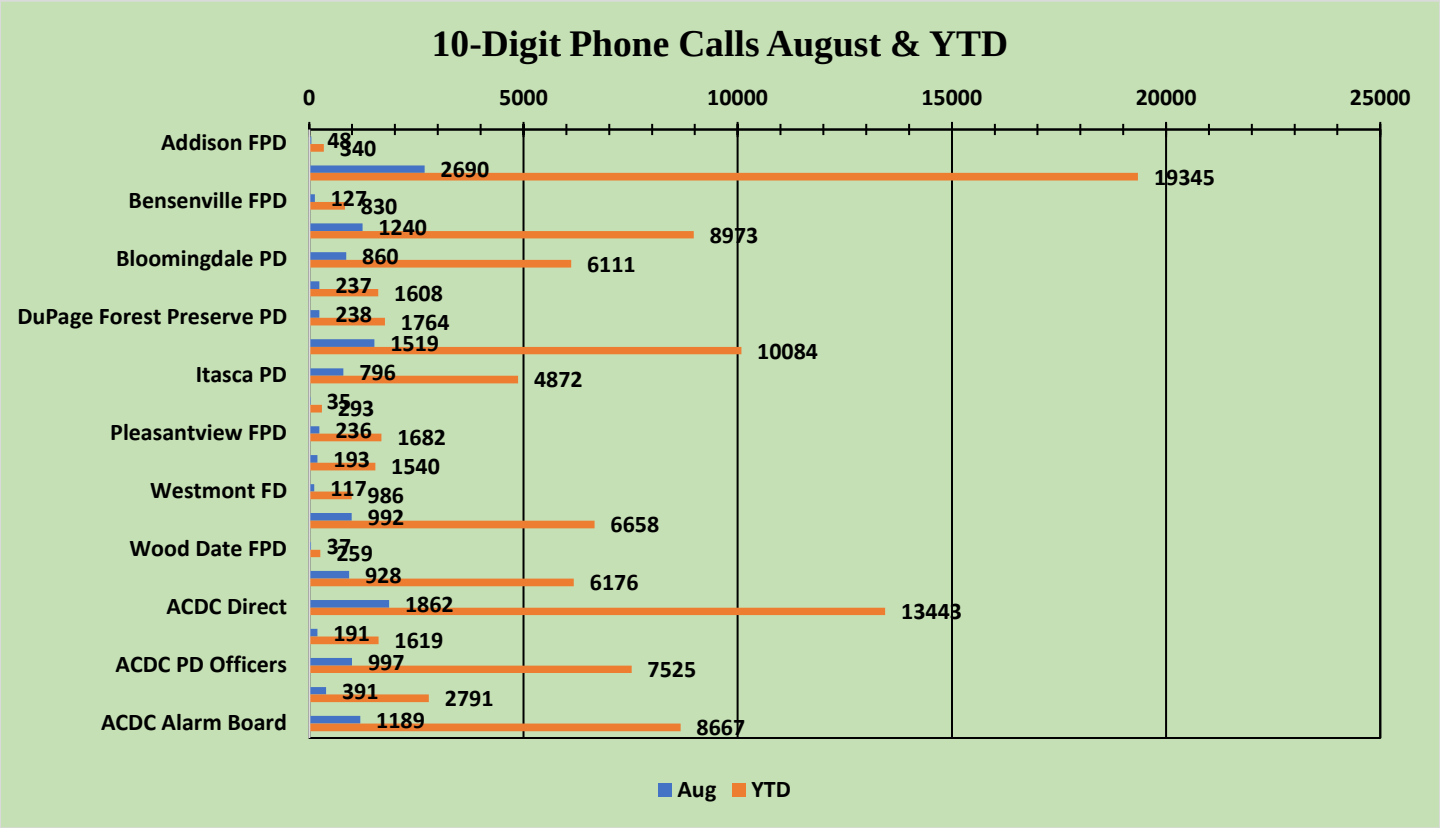
Transferred 911 Calls



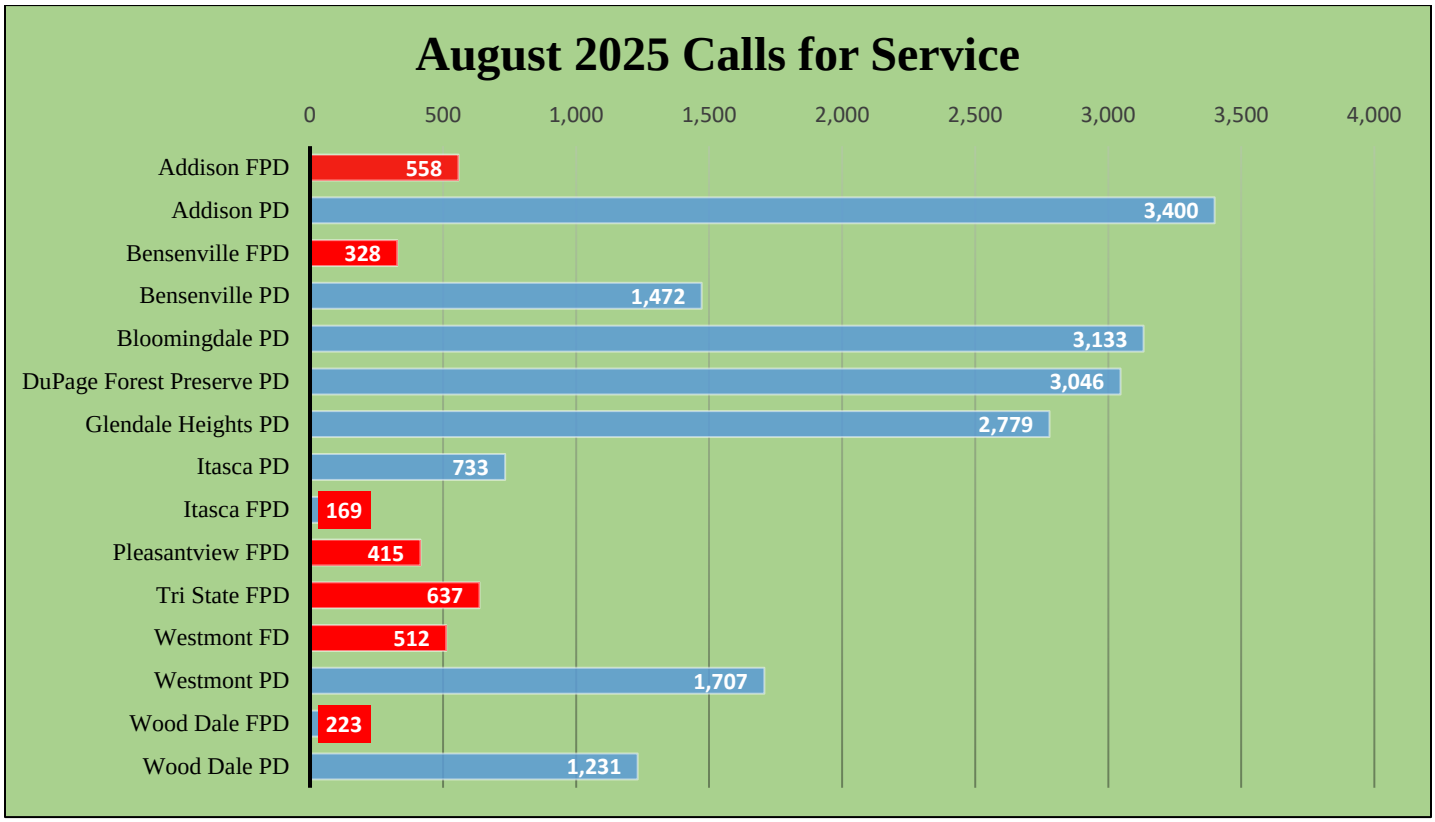
Calls & SMS by Shift – August



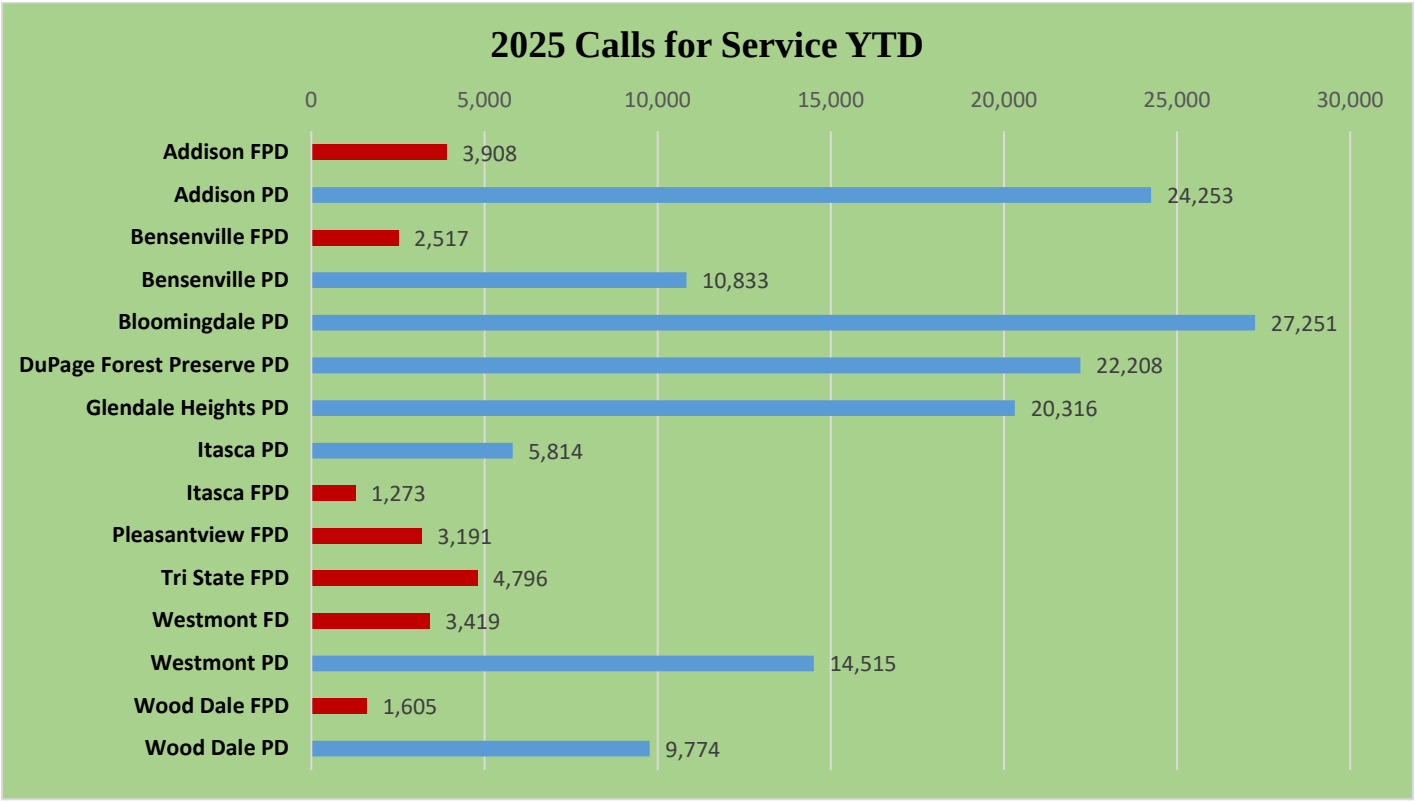
Member Agency & Misc. Phone Calls



Calls for Service-Month (CFS)

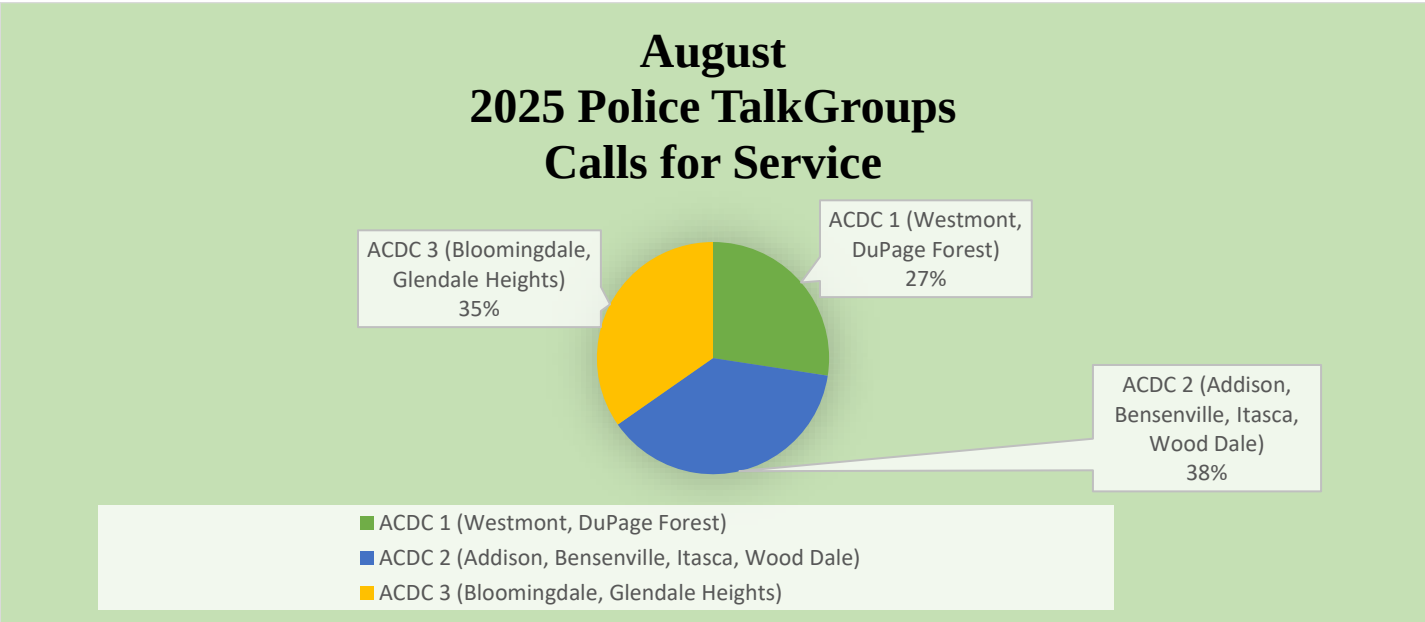


Calls for Service (CFS) - YTD



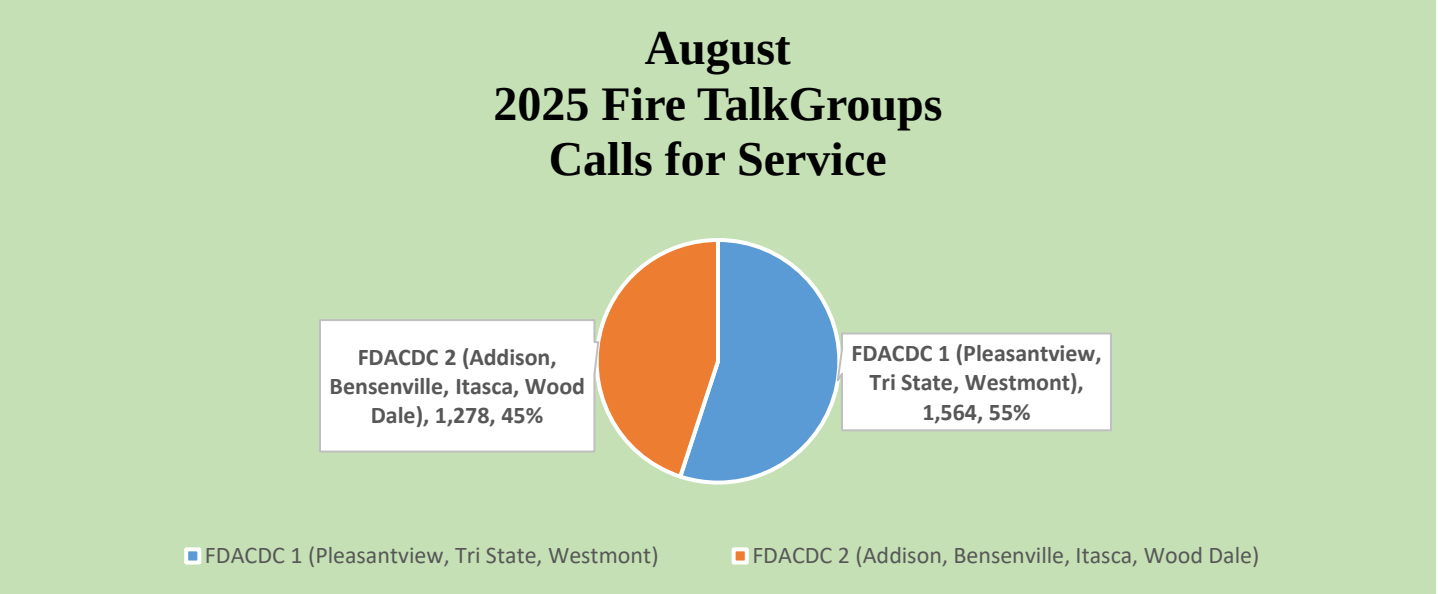
Police Calls for Service by Talk Group – August

ACDC 1 (Westmont, DuPage Forest)	**4,753**
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**6,836**
ACDC 3 (Bloomingdale, Glendale Heights)	**5.912**

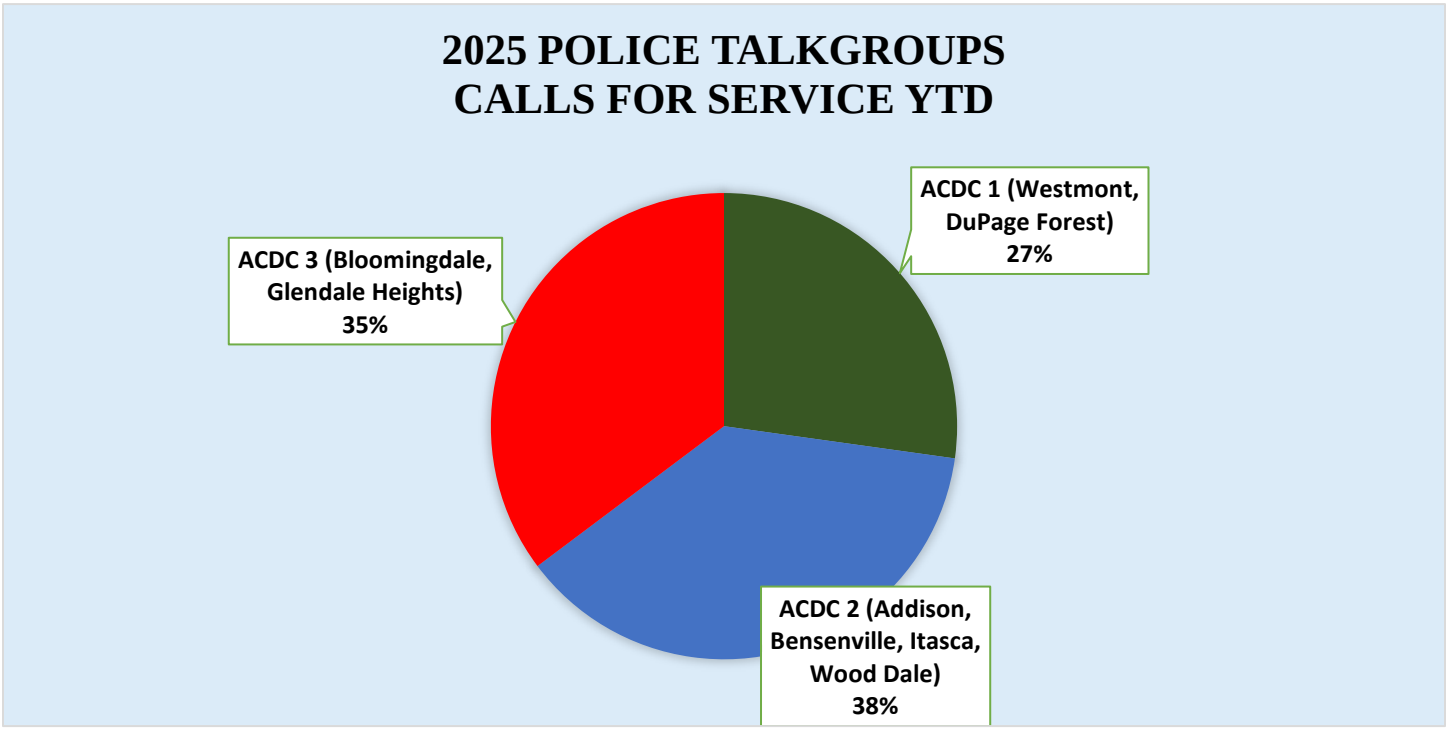


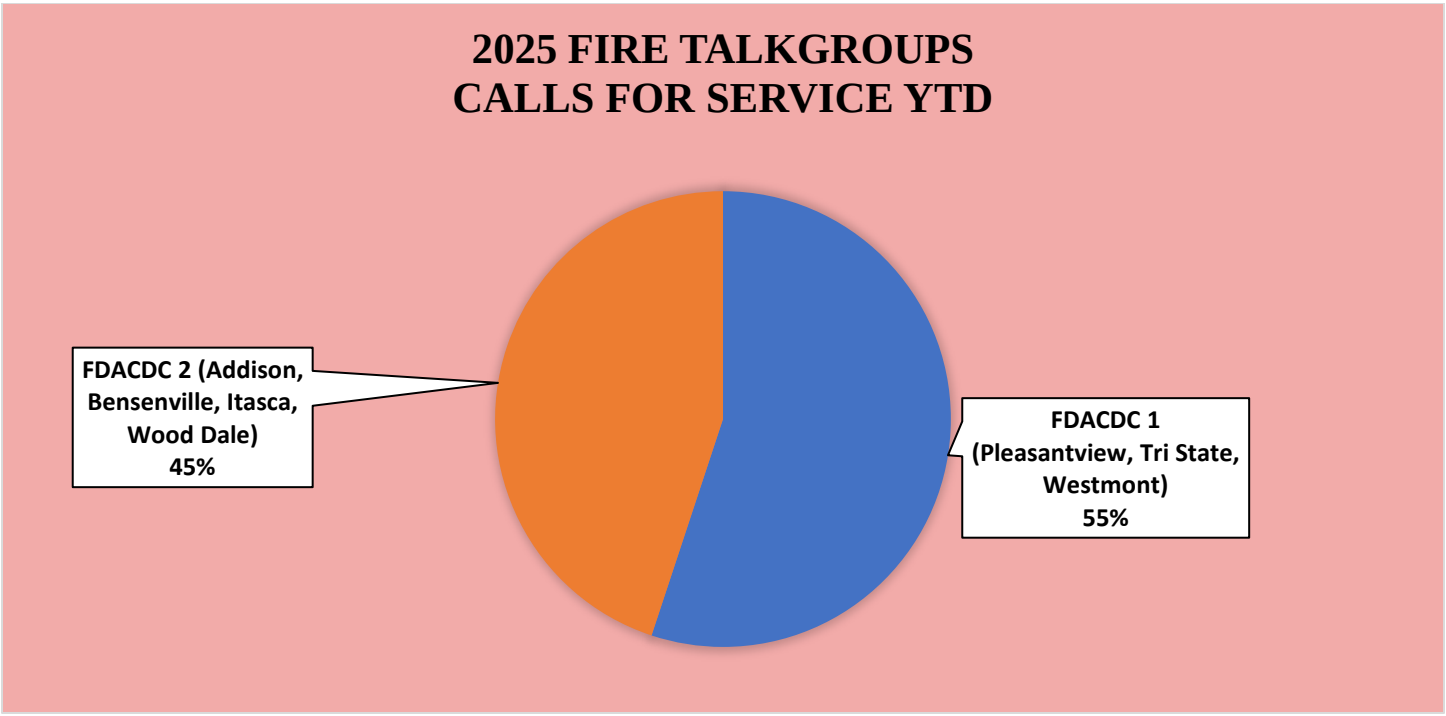
Fire Calls for Service by Talk Group – August

FDACDC 1 (Pleasantview, Tri State, Westmont)	**1,564**
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**1,278**



Police & Fire Calls for Service by Talk Group – 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

Structure Fire Reviews – YTD

2025									
Agency	**Total Generals**	**Within 60 from Time of Call (TOC) to tone**	**Over 60, less than 106 (actual from**	**Over 106 (actual from TOC to Tone)**	**Percent under 60 seconds (goal 90%)**	**Percent over 60 sec, less then 106 (column C/B) (goal**	**Average Total Dispatch Time (seconds)**	**Caller Delayed**	**Entry delayed by Other Agency**
Addison	15								
Bensenville	20								
Itasca	8								
Pleasantview	17								
Tri State	26								
Westmont	16								
Wood Dale	5								
Other FD Agency	14								
Total Reported Fires	121	52	55	15	43%	88%	72	3	0
Actual Fires	**52**	**28**	**22**	**2**	**54%**	**96%**		**0**	**0**
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		**53.8%**							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% ***"includes actual fires under 61 seconds***			**96.2%**						
Actual fires: % over 106 seconds. Goal is 0%				**3.8%**					
Actual fires delayed by caller or Other PSAP	**0**								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of	**0.0%**	**0.0%**							
Actual fires received as fire alarm	**10**								
% actual fires received as fire alarm	**19%**								

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 – August	
Policy Violations	Violations • Failure to use DU FLASH/Activate alert tones • Failure to self-dispatch
Error in Accuracy	
Performance Issue	Violations • Delay in dispatch
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation • Other PSAP generated CAD using wrong address • Incorrect transferred from other PSAP

Fire:

General Alarm Review

16 Calls Reviewed – August	
Policy Violations	
Error in Accuracy	
Performance Issue	Violation • Delay on dispatch by call-taker
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation • Delay by other PSAP

Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Addison PD	Failure to properly dissemination LEADS response	Failure to properly run a license plate caused TC to miss a hit on a potential stolen vehicle, once discovered, TC de-emphasized hit, causing confusion	Bonafide
Westmont FD	Change of Quarters (COQ)	COQ requested during severe storm with multiple fires; DU-COMM had none available	Non-bonafide - medic was advised and told TC no need to keep looking
Wood Dale PD	Officer safety	TC failed to notify responders of potential barricaded-suicidal subject	Non-bonafide – other PSAP requested assistance to evacuate, no mention of barricaded subject
Westmont FD	Failure to contact correct board-up company	TC misunderstood request, failed to call the requested board-up company	Bonafide

Collaboration / Committee's / Focus Groups / Miscellaneous

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

ETSB Podcast - - - Tuesday, October 14 @ 1300 hrs.
DuPage ETSB is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
DuPage ETSB is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://us02web.zoom.us/j/87827314683?pwd=ITKTr3mbj3QLDPhJ8X0clfD6M1tSUx.1

Meeting ID: 878 2731 4683
Passcode: 316891

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

- The Focus Group will begin with a review of these System Memos that prioritizes the memos.

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

- LiveMUM:
  Deccan LiveMUM staff participated in the August 14, 2025, FSA meeting and covered the items listed below:
  1. High Level Overview of how LiveMUM functions
  2. Review of each item from the system memos created
     a. Memo 85 LiveMUM MAF Station Add
     b. Memo 90 Change LiveMUM ETB for Arrive Danger to match Arrive

c. Memo 95 Cross Staffed Apparatus in LiveMUM
d. Memo 97 Pre-Planned Relocations in LiveMUM

- Review Memo-AD Arrive Danger status
- Itasca FD New Station 67
- Review Memo #135 – Closest Unit Dispatching
- DEDIR System Update:
  • Status of the fire radio deployment
  • Encryption
  • Mobiles

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

- CALEA Successful Accreditation
- Request to CC: DD Burmeister and Director Hernandez on emails, for operational changes
- Fire North MABAS at ACDC
- TSF Evacuation Tone
- Emergency Operations (general tone & in-station notification)
- Addition of BCs to all interstate calls
- Radio communication clarifications

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

- PDF Maps of schools and medical facilities to be uploaded in CAD
- TCs will continue to assign officers to assist FD calls, only supervisor can suggest to disregard
- Monday, August 25 scheduled upgrade to ACDC VESTA Phone system
- School Safety presentation, "What to expect when you dial 911"
- RTIC callsign AD99 The ACDC RTIC callsign is Adam99 (AD99), RTIC members providing information via main radio channels and/or DU-FLASH.
- Code Red access

ACDC Visitors

- Four sit-alongs for ACDC applicants
- Glendale Heights Police cadets sit-alongs

Community Outreach

- Addison National Night Out
- Bloomingdale National Night Out
- Itasca National Night Out
- Wood Dale National Night Out
- Henry Hyde Center - End of Summer Bash
- Westmont Fire Cruisin' Night
- Addison Parade
- Addison Rock 'N Wheels

Task Force / Special Detail Participation

- 08/01 Bait Car Detail
- 08/20 Saturation Task Force
- 08/26 Saturation Task Force

Special Events

- Three IL-TERT TCs attended the Prairie Voice Statewide Communications Training drill