



Emergency Telephone System Board of DuPage County Monthly Report

**April
Board
Meeting**

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

Congratulations on a Job Well Done!



National Public Safety Telecommunications Week 2026

Congratulations! Each month, the ETS Board has an opportunity to highlight just a few of the many outstanding life saves, baby deliveries and partnerships on critical calls, surveillances and the saturation patrols.

And yet we know that each individual Telecommunicator, Technician and Support person in the DuPage 911 System performs at this level each shift regardless of whether it is officially recognized.

Please know that while TC Week is the official celebration, the ETS Board is grateful every day for all of you who are part of the 9-1-1 system serving DuPage County and parts of Cook County, Kane County and Will County.

A proclamation for National Public Safety Telecommunications Week 2026 will also be presented at the Board meeting.

But wait! There is more!

We are also pleased to acknowledge that both ACDC and DU-COMM have Telecommunicators that have been nominated for Rookie of the Year through APCO International. There are 41 nominations. The profiles for all these nominations are included at the end of this report.

For ACDC: Maddie Domino
DU-COMM: Noel Gurrola

ACDC is also nominated for under the category of Championship Moments through APCO International for the Addison Officer Involved Shooting of October 30, 2025. There are 26 nominations.

Highlighted in this nomination are: TC Wojciech Mardula, TC William Kolberg, TC Abigail Medina, TC Christopher Willadsen, TC Joseph Ostrander, TC John Waterman, TC Iazzetto Barounis, TC Amy Lettenberger, TC Kyle Ficarrota, TC Robert Nudd, TC Karolina Szczepaniak, TC Erin Vallee, Operations Manager (OM) Grecia Flores, TC Maggie Check, TC Hayden Mootrey, TC Ben Koechling.



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ADMINISTRATIVE

911 Services Advisory Board (SAB) and 911 Legislation:

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

April 6

April 20

May 4

May 18

June 15

July 13

August 17

September 14

October 21 (Wednesday)

November 16

December 14

Legislative

At the February ETS Board meeting, Vice Chair Franz requested that the ETSB Executive Director develop a position paper. The position paper and one sheet were discussed at the ETS Board meeting. ETSB staff have not received any comments from ETS Board members regarding these documents.

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

Senator Bill Cunningham, Senator Neil Anderson,

Representative Angelica Guerrero-Cuellar, Representative Michael J. Coffey, Jr.

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

SB2670 9-1-1 Statewide Surcharges

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

05/27/2025 **First Reading**

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

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

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

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

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

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

02/24/2026 Added as Chief Co-Sponsor [Sen. Christopher Belt](#)

02/24/2026 Added as Co-Sponsor [Sen. Patrick J. Joyce](#)

02/26/2026 Added as Co-Sponsor [Sen. Mike Porfirio](#)

03/13/2026 Rule 2-10 Committee Deadline Established As April 24, 2026

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



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Synopsis As Introduced

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

HB4066 9-1-1 Statewide Surcharges

Senate Amendment 1 is the most current language. It is too large to incorporate and will be a separate attachment. The surcharge increase is not included in this amendment.

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

Sen Bill Cunningham, Sen Neil Anderson

Rep Angelica Guerrero-Cuellar, Rep Michael J. Coffey, Jr.

05/23/2025 Filed with the Clerk by [Rep. Angelica Guerrero-Cuellar](#)

05/23/2025 **First Reading**

05/23/2025 Referred to [Rules Committee](#)

12/18/2025 Added Co-Sponsor [Rep. Amy Briel](#)

01/30/2026 Added Chief Co-Sponsor [Rep. Sharon Chung](#)

02/10/2026 Removed Co-Sponsor [Rep. Amy Briel](#)

03/12/2026 Assigned to [Executive Committee](#)

03/25/2026 Added Co-Sponsor [Rep. Anthony DeLuca](#)

03/27/2026 Rule 19(a) / Re-referred to [Rules Committee](#)

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

Synopsis As Introduced

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

SB3798 Mental Health 911 Calls

02/06/2026 Filed with Secretary by [Sen. Robert Peters](#)

02/06/2026 **First Reading**

02/06/2026 Referred to [Assignments](#)

02/24/2026 Assigned to [Health and Human Services](#)

03/03/2026 Postponed - [Health and Human Services](#)

03/06/2026 Added as Chief Co-Sponsor [Sen. Graciela Guzmán](#)

03/06/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Robert Peters](#)

03/06/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)

03/10/2026 Senate Committee Amendment No. 1 Assignments Refers to [Health and Human Services](#)

03/10/2026 Senate Committee Amendment No. 1 Adopted

03/11/2026 Do Pass as Amended [Health and Human Services](#); 010-000-000

03/11/2026 **Placed on Calendar Order of 2nd Reading March 12, 2026**

03/25/2026 Added as Co-Sponsor [Sen. Mattie Hunter](#)

03/25/2026 Added as Chief Co-Sponsor [Sen. Celina Villanueva](#)



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Synopsis as Introduced

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

Senate Committee Amendment No. 1

Replaces everything after the enacting clause. Reinserts the text of the introduced bill with the following changes. In provisions amending the Emergency Telephone System Act, provides that "Statewide behavioral health crisis system" means the core elements or pillars of the crisis system and includes, but is not limited to, Illinois 9-8-8 Lifeline Contact Centers, community crisis services, including mobile crisis teams, and crisis and stabilization facilities and programs, including living room programs. In provisions amending the Community Emergency Services and Support Act, provides that the required coordination between 9-1-1 PSAPS, emergency services dispatched through 9-1-1 PSAPS, and the mobile mental and behavioral health service established by the Department of Human Services may be, but is not required to be, accomplished through the use of Memoranda of Understanding (MOUs) or other similar agreements with the intent of ensuring best practices of interoperability and facilitating interagency cooperation. In provisions concerning the Statewide Advisory Committee, provides that the Statewide Advisory Committee created under the Act shall include 6 (rather than 4) representatives of advocacy organizations either led by or consisting primarily of individuals with intellectual or developmental disabilities, individuals with behavioral disabilities, or individuals with lived experience. In provisions concerning Regional Advisory Committees, provides that any subregional committee formed by a majority vote of a Regional Advisory Committee shall be comprised of at least 25% of individuals with lived experience of a condition commonly regarded as a mental health or behavioral health disability, developmental disability, or intellectual disability; guardians of such individuals; or individuals from mental or behavioral health providers, groups, or networks. Further provides that subregional committees may not develop policies that conflict with policies of the Regional Advisory Committee. Makes other changes.



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HB5107 School Safety Panic Alert Systems

02/05/2026 Filed with the Clerk by [Rep. Nabeela Syed](#)
2/10/2026 **First Reading**
01/27/2026 Referred to [Rules Committee](#)
03/18/2026 Assigned to [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#)
03/24/2026 Added Co-Sponsor [Rep. Sue Scherer](#)
03/25/2026 Do Pass / Short Debate [Elementary & Secondary Education: Administration, Licensing & Charter Schools](#); 006-003-000
03/26/2026 Placed on Calendar 2nd Reading - Short Debate

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

HB5468 Mental Health 911 Calls

02/06/2026 Filed with the Clerk by [Rep. Kelly M. Cassidy](#)
02/13/2026 **First Reading**
02/13/2026 Referred to [Rules Committee](#)
03/18/2026 Assigned to [Mental Health & Addiction Committee](#)
03/26/2026 Do Pass / Short Debate [Mental Health & Addiction Committee](#); 015-007-000
03/26/2026 **Placed on Calendar 2nd Reading - Short Debate**

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



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HB2900 School Mobile Panic Alert Systems

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

Synopsis as Introduced

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

SB2948 School Mobile Panic Alert Systems

01/27/2026 Filed with Secretary by [Sen. Michael E. Hastings](#)
01/27/2026 **First Reading**
01/27/2026 Referred to [Assignments](#)
02/03/2026 Assigned to Education
02/17/2026 Postponed Education
02/24/2026 To [Safety](#)
03/03/2026 Senate Committee Amendment No. 1 Filed with Secretary by [Sen. Michael E. Hastings](#)
03/03/2026 Senate Committee Amendment No. 1 Referred to [Assignments](#)
03/04/2026 Senate Committee Amendment No. 1 Assignments Refers to [Education](#)
03/13/2026 Rule 2-10 Committee Deadline Established As March 27, 2026
03/27/2026 Rule 3-9(a) / Re-referred to [Assignments](#)

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

Synopsis as Introduced

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



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State Board of Education to establish and administer a Mobile Panic Alert System Grant Program. Provides that school districts and private schools may apply to the State Board of Education for a Program grant to obtain a mobile panic alert system in order to better prepare for emergency responses. Provides that Program grants shall be awarded from moneys appropriated for that purpose from the Mobile Panic Alert System Grant Fund. Amends the State Finance Act to make a conforming change.

RESOLUTIONS

Policy Advisory Committee Appointment:

On the agenda for April are two resolutions:

The reappointment of Mr. Tyler Benjamin as the DU-COMM PSAP Representative and the reappointment of Chief Colin Fleury as the DU-COMM Police Representative. These candidates have been recommended by DU-COMM. The expiration of the term of these reappointments is May 12, 2028. Current members stay seated with voting power until replaced (or reappointed).

Sales of Surplus Assets:

Lemont Emergency Management Agency: Lemont Emergency Management Agency has requested to purchase six (6) APX7000 7/800 UHF portable radios at \$500.00 each, for a total contract value of \$3,000.00. These radios were previously designated as surplus in ETS Resolutions ETS-R-0019-26.

Total Contract Value: \$3,000.00.

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

Policy:

911-010.1: 54199: Capital Contingencies and Capital Management Plan: This policy was approved last month but discussion continues regarding the Capital Contingencies and Capital Management Plan Report in preparation for budget discussions which will begin in May.

Milestone Approval:

On the agenda this month is a non-monetary approval of the final acceptance of the NG911 Project. This project was done in concert with the replacement and separation of the Customer Premise Equipment (CPE). There was one remaining item that by agreement the Directors have closed because it's one instance that has not reoccurred since deployment. The CPE contract is paid, but approval of this Acceptance will release NG911 funds for the State of Illinois NG911 project. The Executive Director recommends approval.

FINANCE AND REVENUE

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



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FY26 Equalization Surcharge Revenue Distribution by Formula: New this month is the FY26 Equalization Surcharge Revenue Distribution by Formula. Last month the ETS Board discussed surcharge revenue and Member Franz asked for an explanation of "Hold Harmless" surcharge. The FY26 Equalization Surcharge Revenue Distribution by Formula is also a tab in the budget excel workbook. The information for the monthly report is pulled from that tab.

Capital Management Plan Report: Also updated this month is a revised Capital Management Plan Report. This report shows the items currently in the plan for replacement, the purchase order number, the fiscal year scheduled for upgrade or replacement, Years in Fund, Remaining Useful and the Purchase Price. The intent of this report is to show Capital Assets are included in 54199. With new capital purchases, the Board will have the opportunity to determine whether the item should be added at the time of approval. The second half of the report shows the possible outlay by fiscal year. This new version of the report removes the financial obligations of the large chart previously looked at and does not assume an appropriation of funds; it only provides the purchase price of the item.

The Hidden Lakes Generator was approved for replacement. This month's report shows that update to include the Purchase Order number and its new replacement year (FY36), Years in Fund (new), Remaining Useful Life (10) and Purchase Price (\$36,298). If this were a new item, the Board would have the opportunity to determine whether the item should be added.

With respect to the Remaining Useful Life, this is calculated by the contractual term date at which time the item would be either renewed, replaced, or maintenance continued.

An example of maintenance continued is line 17: Wheaton Radio Tower Generator. This item is inspected annually and continually maintained and has gone beyond its planned useful life. But, like the Hidden Lakes Tower Generator, it could have a significant maintenance issue in which the certified electricians of the County would recommend replacement because of its Age:Cost to Repair delta.

An example of a system that has gone well beyond its useful life is the administrative phone system. The ETSB has been working with the County and the PSAPs to determine the most effective and cost-efficient resolution for replacement.

Over the last year and a half, ETSB has investigated the use of the County's phone system for ETSB. As part of its due diligence, the ETSB and County have done significant research to determine if the ETSB could leverage the County's phone system for DU-COMM or if DU-COMM will need an independent system. DU-COMM has been included in several of these meetings. That is still being investigated. The phone system belongs to the ETSB and the building is the County's, so this will be an ETSB expense. Additionally, the most effective and cost-efficient solution for ACDC will be to utilize the Village of Addison's existing administrative phone system.

In the next month (or two) the ETS Board will begin to see documentation for this transition. At this time, it is unknown if this project will exceed the budgetary number.

Total Obligations: It should be noted that while the total amount of the Capital Assets is \$27.4M, This is not the total obligation of the ETSB Company 4000, ETSB has contractual obligations for existing contracts on current items that will impact the cash balance of the ETSB and what should



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be appropriated in 54199 in the next fiscal year and what cash should be retained to prepare for future projects.

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

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

Capital Items that are on the Capital Management Report schedule to be replaced or updated in FY26 include:

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

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

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

Monthly Revenue and Reimbursement

Total: \$1,208,423.15

Monthly Surcharge: \$1,104,329.54 November 2025 surcharge was received on March 11.

Investment Earnings: \$117,245.62 for February

Additional money received this past month includes: CAD Interface Reimbursement, FSA optional equipment Reimbursement, and Radio Capital Reimbursement.



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Payment of Claims

External Payments FY26

Total for Fund 5820 for the April 8 meeting: \$ 265,615.84

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

Police Legal Sciences: Purchase Order 926013

This is a renewal. The Law Enforcement training from Police Legal Sciences is reality-based online training for 9-1-1 Telecommunicators. The PSAP supervisors previously vetted this online training which provides appropriate interactive training for the Telecommunicators, and the consensus of the CAD Focus Group was that they want to continue with this service.

Total contract amount: \$9,382.00.

Asset Panda LLC: Purchase Order 926014

This is a renewal. Asset Panda is a software subscription that allows an unlimited number of users to access tracking features including: a mobile app, barcode scanning via a mobile device, cloud-based storage, photo uploads, and custom fields and reports. The software is a flexible and customizable system for tracking and managing assets. This is a continuation of services that ETSB has utilized since 2017 for asset tracking of 10,000 assets. The contract period will run from April 11, 2026 to April 10, 2027.

Total contract amount: \$10,477.12.

ShafCom/The Headset Team: Purchase Order 926017

This purchase is for mute switches requested by ACDC Director Hernandez to support ACDC operational needs.

Total contract amount: \$524.77.

SHI International Corp: Purchase Order 926020

This purchase is for 240 Broadcom antivirus endpoint protection licenses including support. This contract is procured pursuant to the Government Joint Purchasing Ace, 30ILCS 525/2 (121923-SHI).

Total Contract Amount: \$4,089.60

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

Motorola: Purchase Order 926021

This is the Phase 2 Encryption Project Agreement. The plan will be under review beginning early April. Approving this next phase agreement keeps the project moving forward. Motorola has applied resources to this Phase in order to complete the project by June 5, 2026. It should be noted that the major portion of the cutover plan is targeted to be completed by May 25, 2026. The remaining work is clean-up of code plugs, aliases, and project second touch. The Executive Director recommends approval of this Phase. Motorola will continue to work in good faith to keep this project on track with this timeline.

Total Contract: \$63,611.17

Please note with respect to Hexagon, contracting entity does not change but will be detailed as: Intergraph Corporation. We are working with Hexagon/Intergraph Corporation and the State's Attorney's Office on how to transition this change. The new name will start filtering into paperwork beginning with the next Time & Material contract below.



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Intergraph Corporation: Purchase Order 926019

This is an Interface Time and Materials contract. This contract facilitates the upfront cost for agencies that request an Xalt interface to the CAD, as needed, per Policy 911-013: Information Technology and Network Security for interfaces that are not 9-1-1 related. These costs are reimbursed in arrears. This contract is for a period of 13 months and 20 days to make this contract coterminous with the CAD contract.

Total contract amount: \$150,000.00.

Change Orders

Hexagon 950900/1914-1: Change Order # 31 - Administrative, Non-Monetary, PRMS Informational
An administrative change order was processed by PRMS Staff on December 11, 2025, to move funds from the 5820-54100: ETSB IT Capital Equipment account to the 5830-54100: PRMS IT Capital Equipment account to allow payment of an On-Call milestone invoice. This change order is included in this monthly report for ETS Board as the contract holder.

Total amount of Change Order: \$0 – Administrative

Hexagon 950900/1914-1: Change Order # 32 - Administrative, Non-Monetary

This administrative, non-monetary change order was reported last month and documents a change in the contractual part number for I/Map Editor of ArcGIS CC-EVAL in the master agreement from IPS1184 to IPS1187EVALSU. In last month's report, this item was referenced as Change Order # 31. It is correctly identified here as Change Order # 32, as Change Order # 31 had already been issued and was not known to ETSB staff at the time of reporting.

Total Amount of Change Order: \$0 – Administrative

Budget Transfers

54199: Capital Contingencies to 54110: Capital Equipment and Machinery:

This is a budget transfer for capital costs associated with Motorola PO 921054/5522-1, Change Order #2, executed by the ETS Board on August 24, 2023. The original invoice included both portable and mobile radios; however, because the mobile radios were to be returned and credited, ETSB staff required Motorola to separate that portion of the invoice. The portable radios and accessories portion was paid, while the mobile radio portion remained payable until Change Order #8, which issued the credit for all mobile radios, was approved on December 10, 2025. This transfer from 54199: Capital Contingencies to 54110: Capital Equipment will allow for payment of the remaining invoice balance.

Total amount of transfer: \$359,376.00.

Open Purchase Orders for FY2026

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

Purchase Order Utilization:	Total	Year to Date	Remaining Balance
FY26	\$75,000.00	\$0.00	\$75,000.00

Reimbursement:

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



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Tablet Command

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

Hexagon Ancillary Service I/CADLink (for ID Networks)

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

LEADS Interface

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

Security Info Sys (SIS) Alarm

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

Axon Fusus Interface:

	FY2026 (Current)	FY2027	FY2028
Fusus	\$ 3,000.00	\$ 3,090.72	\$ 3,137.08
Total Remitted	\$ 3,000.00	\$	\$
Oak Brook Police	\$ 1,500.00	\$ 1,030.24	\$ 1,045.94
Remitted	\$ 1,500.00	\$	\$



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**April
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Wheaton Police	\$ 1,500.00	\$ 1,030.24	\$ 1,045.94
Remitted	\$ 1,500.00	\$	\$
Lombard Police		\$ 1,030.24	\$ 1,045.94
Remitted		\$	\$

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

Mobile Responder and I/Netviewer:

	FY2026 (Current)	FY2027	FY2028	FY2029
Mobile Responder, I/Netviewer	\$ 35,069.00	\$ 35,595.07	\$ 38,302.80	\$ 38,877.26
Total Remitted	\$ 20,207.00	\$	\$	\$
Addison PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Bartlett PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Bensenville PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Bloomington PD	\$ 604.00	\$ 613.06	\$ 1,085.86	\$ 1,102.15
Remitted	\$	\$	\$	\$
Burr Ridge PD	\$ 1,510.00	\$ 1,532.65	\$ 1,555.64	\$ 1,578.97
Remitted	\$	\$	\$	\$
Carol Stream PD	\$ 300.00	\$ 304.50	\$ 309.07	\$ 313.70
Remitted	\$	\$	\$	\$
Clarendon Hills PD	\$ 225.00	\$ 228.38	\$ 231.80	\$ 235.28
Remitted	\$ 225.00	\$	\$	\$
Downers Grove PD	\$ 979.00	\$ 993.69	\$ 1,008.59	\$ 1,023.72
Remitted	\$	\$	\$	\$
DuPage Sheriff's Office	\$ 829.00	\$ 841.44	\$ 854.06	\$ 866.87
Remitted	\$ 829.00	\$	\$	\$
Elmhurst PD	\$ 904.00	\$ 917.56	\$ 931.32	\$ 945.29
Remitted	\$ 904.00	\$	\$	\$
Forest Preserve PD	\$ 300.00	\$ 304.50	\$ 309.07	\$ 313.70
Remitted	\$ 300.00	\$	\$	\$
Glen Ellyn PD	\$ 375.00	\$ 380.63	\$ 386.33	\$ 392.13
Remitted	\$	\$	\$	\$
Glendale Heights PD	\$ 302.00	\$ 306.53	\$ 311.13	\$ 315.79
Remitted	\$ 302.00	\$	\$	\$
Hanover Park PD	\$ 150.00	\$ 152.25	\$ 154.53	\$ 156.85
Remitted	\$ 150.00	\$	\$	\$
Itasca PD	\$ 527.00	\$ 534.91	\$ 542.93	\$ 551.07
Remitted	\$ 527.00	\$	\$	\$
Lisle PD	\$ 1,056.00	\$ 1,071.84	\$ 1,087.92	\$ 1,104.24
Remitted	\$	\$	\$	\$
Lombard PD	\$ 1,579.00	\$ 1,602.69	\$ 1,626.73	\$ 1,651.13
Remitted	\$ 1,579.00	\$	\$	\$
Oakbrook Terrace PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Roselle PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59



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Remitted	\$ 604.00	\$	\$	\$
Villa Park PD	\$ 906.00	\$ 919.59	\$ 933.38	\$ 947.38
Remitted	\$ 906.00	\$	\$	\$
Warrenville PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Wheaton PD	\$ 1,885.00	\$ 1,913.28	\$ 1,941.97	\$ 1,971.10
Remitted	\$ 1,885.00	\$	\$	\$
Wood Dale PD	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Addison Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Bartlett Fire	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$ 754.00	\$	\$	\$
Bensenville Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Bloomington Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Carol Stream Fire	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$ 754.00	\$	\$	\$
Clarendon Hills Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Darien-Woodridge Fire	\$ 1,510.00	\$ 1,532.65	\$ 1,555.64	\$ 1,578.97
Remitted	\$ 1,510.00	\$	\$	\$
Elmhurst Fire	\$ 2,260.00	\$ 2,293.90	\$ 2,328.31	\$ 2,363.23
Remitted	\$	\$	\$	\$
Glenside Fire	\$ 906.00	\$ 919.59	\$ 933.38	\$ 947.38
Remitted	\$ 906.00	\$	\$	\$
Hanover Park Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Itasca Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Lisle-Woodridge Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Oak Brook Fire	\$ 604.00	\$ 613.06	\$ 699.53	\$ 710.02
Remitted	\$ 604.00	\$	\$	\$
Roselle Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Tri-State Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Villa Park Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Warrenville Fire	\$ 754.00	\$ 765.31	\$ 776.79	\$ 788.44
Remitted	\$ 754.00	\$	\$	\$
West Chicago Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$	\$	\$	\$
Westmont Fire	\$ 754.00	\$ 765.31	\$ 2,332.40	\$ 2,367.42



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Remitted	\$ 754.00	\$	\$	\$
Wheaton Fire	\$ 604.00	\$ 613.06	\$ 699.53	\$ 710.02
Remitted	\$	\$	\$	\$
Winfield Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$
Wood Dale Fire	\$ 604.00	\$ 613.06	\$ 622.26	\$ 631.59
Remitted	\$ 604.00	\$	\$	\$

FSA Maintenance Reimbursement Costs by Agency for Optional Equipment:

	FY2026 (Current)	FY2027	FY2028	FY2029
FSAS Optional Equipment	\$ 15,345.00	\$ 15,345.00	\$ 15,810.00	\$ 16,285.00
Total Remitted	\$ 10,300.00	\$	\$	\$
Addison Fire	\$ 3,500.00	\$ 3,500.00	\$ 3,605.00	\$ 3,715.00
Remitted	\$ 3,500.00	\$	\$	\$
Bartlett Fire	\$ 2,000.00	\$ 2,000.00	\$ 2,060.00	\$ 2,120.00
Remitted	\$ 2,000.00	\$	\$	\$
Clarendon Hills Fire	\$ 960.00	\$ 960.00	\$ 990.00	\$ 1,020.00
Remitted	\$	\$	\$	\$
Elmhurst Fire	\$ 575.00	\$ 575.00	\$ 595.00	\$ 615.00
Remitted	\$	\$	\$	\$
Glenside Fire	\$ 200.00	\$ 200.00	\$ 205.00	\$ 210.00
Remitted	\$ 200.00	\$	\$	\$
Lombard Fire	\$ 2,200.00	\$ 2,200.00	\$ 2,265.00	\$ 2,335.00
Remitted	\$	\$	\$	\$
Pleasantview Fire	\$ 500.00	\$ 500.00	\$ 515.00	\$ 530.00
Remitted	\$ 500.00	\$	\$	\$
Roselle Fire	\$ 500.00	\$ 500.00	\$ 515.00	\$ 530.00
Remitted	\$ 500.00	\$	\$	\$
Tri-State Fire	\$ 1,010.00	\$ 1,010.00	\$ 1,040.00	\$ 1,070.00
Remitted	\$	\$	\$	\$
Warrenville Fire	\$ 600.00	\$ 600.00	\$ 620.00	\$ 640.00
Remitted	\$ 600.00	\$	\$	\$
Westmont Fire	\$ 3,000.00	\$ 3,000.00	\$ 3,090.00	\$ 3,180.00
Remitted	\$ 3,000.00	\$	\$	\$
York Center Fire	\$ 300.00	\$ 300.00	\$ 310.00	\$ 320.00
Remitted	\$	\$	\$	\$

Policy 911-013.1: System Interface Access and Fees:

	Axon RMS	CommsCoach
Implementation	\$ 9,898.71	\$ 3,367.95
Total Remitted	\$ 3,063.01	\$ 3,367.95
Addison PD	\$ 835.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
Total Due for Implementation	\$ 3,585.22	
Remitted	\$	



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Oak Brook PD	\$ 313.01	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
Total Due for Implementation	\$ 3,063.01	
Remitted	\$ 3,063.01	
Downers Grove PD	\$ 500.48	
Maintenance Fee	\$ 250.00	
Customer Assistance Retainer	\$ 2,500.00	
Total Due for Implementation	\$ 3,250.48	
Remitted	\$	
DU-COMM		\$ 671.95
Maintenance Fee		\$ 250.00
Customer Assistance Retainer		\$ 2,500.00
Total Due for Implementation		\$ 3,367.95
Remitted		\$ 3,367.95

DEDIR System:

Subject to Agency revisions*	Capital Equipment*	Annual Airtime*	One-time Costs*	Total Amount*
FY2026	\$ 780,355.72	\$ 53,012.00	\$ 56,023.46	\$ 901,281.18
Total Remitted	\$ 85,796.83	\$ 13,176.00	\$ 2,308.00	\$ 101,280.83
Addison PD	\$ 40,207.92	\$ 2,064.00	\$ 0	\$ 42,271.92
Remitted	\$	\$	\$	\$
Bartlett PD	\$ 6,983.16	\$ 1,440.00	\$ 5,842.77	\$ 14,265.93
Remitted	\$	\$	\$	\$
Bensenville PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Bloomington PD	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Burr Ridge PD	\$ 17,119.08	\$ 648.00	\$ 1,985.00	\$ 19,752.08
Remitted	\$	\$	\$	\$
Carol Stream PD	\$ 54,653.16	\$ 2,328.00	\$ 1,180.72	\$ 58,161.88
Remitted	\$	\$	\$	\$
Clarendon Hills PD	\$ 49,348.44	\$ 1,944.00	\$ 397.00	\$ 51,689.44
Remitted	\$	\$	\$	\$
Downers Grove PD	\$ 126,209.32	\$ 9,000.00	\$ 575.00	\$ 135,784.32
Remitted	\$	\$	\$	\$
Elmhurst PD	\$ 7,215.28	\$ 428.00	\$ 397.00	\$ 19,930.28
Remitted	\$	\$	\$	\$
Forest Preserve PD	\$ 0	\$ 0	\$ 3,342.00	\$ 3,342.00
Remitted	\$	\$	\$	\$
Glen Ellyn PD	\$ 51,200.28	\$ 2,304.00	\$ 1,588.00	\$ 55,092.28



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Remitted	\$	\$	\$	\$
Glendale Heights PD	\$ 6,152.76	\$ 216.00	\$ 987.59	\$ 7,356.35
Remitted	\$	\$	\$	\$
Hanover Park PD	\$ 166,285.08	\$ 9,648.00	\$ 2,880.00	\$ 178,813.08
Remitted	\$ 41,571.27	\$ 9,648.00	\$ 720.00	\$ 51,939.27
Hinsdale PD	\$ 21,932.64	\$ 864.00	\$ 1,702.85	\$ 24,499.49
Remitted	\$	\$	\$	\$
Itasca PD	\$ 500.00	\$ 408.00	\$ 0	\$ 908.00
Remitted	\$ 500.00	\$	\$	\$ 500.00
Lisle PD	\$ 36,199.44	\$ 1,296.00	\$ 876.77	\$ 38,372.21
Remitted	\$	\$	\$	\$
Lombard PD	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
Remitted	\$ 17,949.48	\$ 1,872.00	\$ 1,588.00	\$ 21,409.48
Oakbrook PD	\$ 12,970.56	\$ 816.00	\$ 8,900.00	\$ 22,686.56
Remitted	\$ 12,970.56	\$ 816.00	\$ 0	\$ 13,786.56
Oakbrook Terrace PD	\$ 500.00	\$ 408.00	\$ 1,474.56	\$ 2,382.56
Remitted	\$	\$	\$	\$
Roselle PD	\$ 15,616.56	\$ 2,880.00	\$ 8,333.18	\$ 26,829.74
Remitted	\$	\$	\$	\$
Villa Park PD	\$ 20,938.92	\$ 1,872.00	\$ 570.36	\$ 23,381.28
Remitted	\$	\$	\$	\$
Warrenville PD	\$ 14,616.56	\$ 2,064.00	\$ 1,191.00	\$ 17,871.56
Remitted	\$	\$	\$	\$
West Chicago PD	\$ 1,000.00	\$ 816.00	\$ 575.00	\$ 2,391.00
Remitted	\$	\$	\$	\$
Wheaton PD	\$ 9,985.28	\$ 3,264.00	\$ 2,464.00	\$ 15,713.28
Remitted	\$	\$	\$	\$
Westmont PD	\$ 12,805.52	\$ 840.00	\$ 0	\$ 13,645.52
Remitted	\$ 12,805.52	\$ 840.00	\$	\$ 13,645.52
Willowbrook PD	\$ 12,970.56	\$ 816.00	\$ 5,832.66	\$ 19,619.22
Remitted	\$	\$	\$	\$
Winfield PD	\$ 6,485.28	\$ 408.00	\$ 0	\$ 6,893.28
Remitted	\$	\$	\$	\$
Wood Dale PD	\$ 31,761.36	\$ 1,656.00	\$ 1,420.00	\$ 34,837.36
Remitted	\$	\$	\$	\$
Woodridge PD	\$ 32,263.80	\$ 2,304.00	\$ 1,920.00	\$ 36,487.80
Remitted	\$	\$	\$	\$

Subject to Agency revisions**	Capital Equipment**	Annual Airtime**	One-time Costs**	Total Amount**
FY2026	\$ 42,882.28	\$ 1,488.00	\$ 68,847.00	\$ 118,401.28
Total Remitted	\$	\$	\$ 30,569.00	\$ 30,569.00
Addison Fire	\$ 0	\$ 0	\$ 5,955.00	\$ 5,955.00



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Remitted	\$	\$	\$	\$
Bartlett Fire	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
Remitted	\$	\$	\$ 1,191.00	\$ 1,191.00
Bensenville Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Bloomington Fire	\$ 0	\$ 0	\$ 1,191.00	\$ 1,191.00
Remitted	\$	\$	\$ 1,191.00	\$ 1,191.00
Carol Stream Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Clarendon Hills Fire	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$ 3,176.00	\$ 3,176.00
Darien-Woodridge Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Downers Grove Fire	\$ 0	\$ 0	\$ 9,528.00	\$ 9,528.00
Remitted	\$	\$	\$	\$
Elmhurst Fire	\$ 7,215.28	\$ 408.00	\$ 12,307.00	\$ 19,930.28
Remitted	\$	\$	\$	\$
Glen Ellyn Fire	\$ 0	\$ 0	\$ 15,880.00	\$ 15,880.00
Remitted	\$	\$	\$ 15,880.00	\$ 15,880.00
Glenside Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Hanover Park Fire	\$ 28,533.60	\$ 864.00	\$ 1,588.00	\$ 32,713.60
Remitted	\$	\$	\$	\$
Hinsdale Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
Itasca Fire	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$ 794.00	\$ 794.00
Lisle-Woodridge Fire	\$ 0	\$ 0	\$ 3,176.00	\$ 3,176.00
Remitted	\$	\$	\$	\$
Lombard Fire	\$ 7,133.40	\$ 216.00	\$ 397.00	\$ 11,202.40
Remitted	\$	\$	\$	\$
Oakbrook Terrace Fire	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$	\$
Oak Brook Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$ 1,588.00	\$ 1,588.00
Roselle Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$	\$
Tri-State Fire	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$	\$
Villa Park Fire	\$ 0	\$ 0	\$ 794.00	\$ 794.00
Remitted	\$	\$	\$ 794.00	\$ 794.00
Warrenville Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
West Chicago Fire	\$ 0	\$ 0	\$ 1,588.00	\$ 1,588.00
Remitted	\$	\$	\$	\$



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**April
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Westmont Fire	\$ 0	\$ 0	\$ 960.00	\$ 960.00
Remitted	\$	\$	\$	\$
Wheaton Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$
Winfield Fire	\$ 0	\$ 0	\$ 397.00	\$ 397.00
Remitted	\$	\$	\$ 397.00	\$ 397.00
Wood Dale Fire	\$ 0	\$ 0	\$ 3,970.00	\$ 3,970.00
Remitted	\$	\$	\$ 3,970.00	\$ 3,970.00
York Center Fire	\$ 0	\$ 0	\$ 0	\$ 0
Remitted	\$	\$	\$	\$

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events:

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

Agency	Date	Event	Description of Issue	Resolution
DU-COMM	03/18/26	E	LiveMUM Down	Service Restarted
DU-COMM	03/28/26	E	ProQA EMD/EFD not responding	Monthly full backup impact

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

History	2024		2025		2026	
Category	Opened	Closed	Open	Closed	Opened	Closed
MPS	624	624	494	484	78	53
CAD	516	516	558	558	73	58
Total	1140	1140	1052	1042	151	111

Same Month Comparison

Category	2025		2026	
	Open	Closed	Open	Closed
MPS	494	484	78	53
CAD	558	558	73	58
Total	1052	1042	151	111

MPS Ticket Reporting:

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Config	Unit / Events Not Populating	Connectivity Issue	De- Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
42	23	4	5	12	2	7	7	1	1	3



Emergency Telephone System Board of DuPage County Monthly Report

**April
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CAD Ticket:

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
31	23	10	14	0	7

CAD Administrator Activity:

Database Management

- Performed manual LEADS lookups using SSMS.
- Completed court-ordered expungements through targeted SQL updates to the CAD database.
- Generated a custom Event/Times Dispatch Analysis report via SSMS.
- Modified Axon database views to temporarily extend data retention beyond the standard 5-day window.

CAD Configuration

- Administered CAD user accounts, including onboarding, access modifications, and deactivations.
- Managed CAD Units, including LEADS access approvals.
- Deployed updated GIS mapping to the Production CAD environment.
- Deployed the DPSO F2 tab to Training CAD for validation, followed by Production deployment.
- Deployed the DPSO F1 tab to Training CAD for testing.
- Performed a manual CAD synchronization to migrate Production data into the Training environment.

CAD Issue Resolution

- Investigated a reported issue alleging that CAD changed a type code on the telecommunicator's entry. Analysis confirmed that CAD performed as expected and the discrepancy originated from a TC input issue, not a system error.
- Reviewed a complaint asserting that CAD added an agency to an incident. After explaining the system behavior and event history, it was determined that CAD functioned correctly and the matter was related to user training rather than a CAD defect.
- System Development and Deployment.
- Deployed the updated MPS Unit Summary form to Production MPS units in the field.
- Deployed the new Crew Summary Report to Production MPS units.

Collaboration and Meetings

- Coordinated with Axon BWC to resolve an agency connection interruption and facilitate required data backfill.
- Met with CommsCoach to discuss notes data points within the CommsCoach interface.

CAD Projects:

ProQA Version v5.1.1.53 Logic Version 14.0.467

Notification October 24, 2025 of release notes

Current Status: Partially completed



Emergency Telephone System Board of DuPage County Monthly Report

April Board Meeting

ACDC: Completed January 2026

DU-COMM: In-Progress

Update: DU-COMM provided EFD determinant list to ETSB on March 9. ETSB is working through the latest updates and will provide feedback to DU-COMM.

CAD Interface Projects:

Axon Fusus:

Lombard Police Department: Project started on August 28, 2025. Ticket #18790

Current Status: Completed March 12, 2026

Update: Project complete and in production

Estimated Cost: \$3,906.27

Flock Drone:

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

Current Status: On Hold per Chief Strockis as of March 18, 2026

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

Hanover Park FUSUS:

Status: In-Progress

Update: All paperwork has been provided by the ETSB. They are reviewing the documentation with their attorney and board.

Hanover Township Tablet Command:

Status: In-Discussion

Update: Hanover Township has expressed an interest in Tablet Command. They are currently in discussions with Bartlett. No final decision has been made to move forward yet.

Tablet Command LSI Integration

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

Current Status: In-Progress

Update: Upon approval, Hexagon has scheduled this project to begin on April 13, 2026, and continue through April 20, 2026.

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

Project Steps are listed below:

1. Hexagon will modify the existing Xalt interface adding Location Specific Information data.
2. Validate and test with new LSI data
3. Deploy new interface modification to production

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

Current Status: In-Progress

Update: Lombard Fire would like to implement Tablet Command and has reached out to the ETSB for information on the interface. In working with Bartlett Fire, the Chief has indicated that he intends to oversee this interface much like Addison Fire handles ImageTrend. This simplifies the process for ETSB staff. Lombard Fire has been referred to Bartlett Fire. Pending update from Lombard as to whether they will be moving forward.

Estimated Cost: TBD



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CAD Focus Group:

Next Meetings: April 7 and April 21, 2026

The CAD Focus Group met on March 10 and 24, 2026.

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

The following items were discussed:

Production to Test CAD Data Copy

The CAD Administrator completed an update of Test CAD data on March 12 to ensure the most up to date information and functionality for upcoming PSAP new hire training. The update was completed with no issues.

CESSA / Protocol 41 Training

DU-COMM and ACDC continue working on State required TC training as part of Cohort 2 for the CESSA implementation. Per the State 911 Administrator, training of all EMDs on IDPH provided online modules is due by March 31, 2026. Additionally, Priority Dispatch requires all EMDs complete an online training module in order to use the Protocol 41—Caller in Crisis (1st Party) protocol. ACDC and DU-COMM have completed both the Protocol 41 and IDPH trainings for all available TCs. ETSB and PSAP members have a meeting scheduled for April 9 to discuss next steps and operational expectations with Protocol 41 implementation and mapping to CAD.

911 System Memos:

New Memos: None

Pending Memos:

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

Status: Demo Performed

Update: CAD Focus Group has been discussing solutions to an issue where mutual aid police units occasionally display on different tabs than that of the primary call, causing the dispatcher to have to



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toggle between multiple tabs to account for all officers assigned to the same event. On March 24, ETSB, ACDC and DU-COMM staff attended an in-person Test CAD demonstration of a potential alternate status monitor. There was good discussion on the benefits/potential drawbacks of the proposed solution, with discussion to continue at next CAD Focus meeting.

Memo 140: Unit Status only Displays Vehicle Location

Status: Tabled/On Hold Pending Vendor Response

Update: This remains in a holding pattern until vendor interoperability is supported. ETSB will continue to engage Hexagon and Motorola on weekly progress calls to obtain updates regarding enabling API access to the latest version that supports P25 functionality. The previous API version lacked P25 (digital) support, which is needed to move forward.

Estimated Cost: TBD

Memo 137: Hidden Pop-Up Messages

Status: Recommended for Closure

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

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

At the last CAD Focus Group meeting, it was agreed that this is no longer occurring or being reported with any significant frequency, and the recommendation is being made at the next in-person Directors' meeting to close the memo and leave the function as status quo.

Enhancement Requests:

None at this time.

ETSB Network

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	131	131	80	72

Same Month Comparison

	2025		2026	
Category	Open	Closed	Open	Closed
Absolute Secure	131	131	80	72



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Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	PSAP or Agency .Network Issue
23	22	3	20	0	0

ETSB Network – Absolute Secure:

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

Comcast Maintenance / Trouble Tickets:

No issues to report and no upcoming maintenance is planned.

Windows Patching:

Quarterly patching will begin the week of April 6, 2026

VMware Maintenance:

Storage patching completed at ACDC and DU-COMM is scheduled the week of March 30, 2026.

Miscellaneous:

- New Solar Winds SQL and front serves are operational. Working on alerts setup.
- Obtaining quotes for Exagrid backup storage replacement

RapidSOS Communicator:

The training schedule below has been established for both PSAPs:

DU-COMM

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

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

ACDC

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

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

Customer Premise Equipment (CPE)

Hardware/software and NG911 Migration:

There is one remaining punch list issue:

1. Voiance Language Line Services Issue: This issue will be closed by agreement of the Directors. There has not been any recurrence since the initial deployment.

Tech Focus Group:

Next Meetings: April 6 and April 20

The Tech Focus Group met on March 9 and 23, 2026.

Projects Discussed:

FSA RIU Network Design

Purvis has supplied DuPage with a proposed design solution on March 24, 2026. ETSB and the Tech Focus Group will be reviewing the proposal at the April 6, 2026 meeting.



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Tablet Command LSI Data

The group was provided with an update of project.

Purvis Central Server Migration

The group was provided with an update of project.

New Project Requests:

No new requests for March 2026

New Interface Requests:

No new requests were reviewed for March 2026

Recommendations made:

None during the last group meetings

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

No new system memos were discussed in the past month.

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

Fire Station Alerting System (FSA):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	177	177	39	39

Past Month						
Totals		Categories of Open Tickets				
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
12	12	6	2	1	1	2



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Ticket solved	Agency	Ticket subject	Component	Resolution
3/4/26	DuPage	Beat/Zone OTA	TTS	In-Progress
3/9/26	DWFPD #89	Reader board Issue	TOT Grid Connect	Replaced Component
3/9/26	WFD #182	Station Offline w/ BIOS Screen	Station Control Unit	Replaced Component
3/16/26	CSFPD #28	Purvis Screen not displaying appropriately	RTS VGA Extender	Replaced Component
3/17/26	AFPD #72	Buzzing speakers	Audio Amplifier	Non-Purvis Issue
3/17/26	LWFPD #55	RTS issue	RTS	Restart/Power Cycle
3/19/26	CSFPD #27	Purvis Screen not displaying correctly	Message Board	Replaced Component
3/19/26	AFPD #71	Scrolling board	Reader Board	Restart/Power Cycle
3/23/26	CHFD #86	Purvis monitor after dispatch	Question	Answered Question
3/23/26	WFD #182	Speakers Issue	Audio Amplifier	Replaced Component
3/23/26	LWFPD #51	Dispatch system is down	SCU Logic Supply	Ticket Cancelled by Customer
3/26/26	ACDC PSAP	On air broadcast not going out over the air	Purvis Wiring	Repaired Component

FSA Projects:

Fire Station Alerting System-wide Upgrade:

Status: In Process multiple phases

Dependencies: DU-COMM RIU project

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

RIU: DU-COMM project 2021

Status: Completed in June 23, 2025

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

Phase 1: Purvis FSA IP Information Request

Status: Completed June 2025

Phase 2: Central Servers Installation:

Status: Completed in August 2025

Phase 3: Purvis Server Migration:

Current Status: Completed

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

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

Phase 4: Purvis Version 4.9 Upgrade:

Current Status: Scheduled for April 21, 2026

Update: The upgrade to version 4.9 has been scheduled.



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

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

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

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

Fire Standardization Focus Group (FSA):

Next Meetings: April 9 and April 23

The Fire Standardization Focus Group meetings on March 12 and March 26 (Informational Only).

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

LiveMUM Application:

The group continues to work on updating the unit and station documentation that is located on Monday.com. Currently 21/29 agencies have supplied updated information. ETSB and Deccan continue to work on the consolidation of all the agency data. This information will be used to clean up and confirm accuracy of the data within the LiveMUM system.

Action Item List:

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



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

Unit Document

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

Unit Status Document

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

Station Document

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

Special Stations PERK

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

ETB (Estimated Time Back) Document

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

The objective is to have the review of the documents completed by March 18, 2026. Once completed, ETSB will work with Deccan to review the data and determine the next steps.

Geographic Information Systems (GIS):

History	2024		2025		2026	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	581	581	80	42

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
24	6	49	49	0	7	6	4	7

GIS Map Roll:

ETSB, in collaboration with County GIS, performed the production map roll on March 18, 2026. ETSB ran into a couple issues during the map roll that involved some of the common place names to not update. This was corrected with an updated file.



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With the departure of the Data Analyst, ETSB and Hexagon collaborated to establish a map roll process that aligns with Hexagon's standard procedures. ETSB spent several months documenting and testing the workflow to ensure accuracy and consistency. As part of this process, it was determined that there were several open tickets pending because of map roll issues. The ETSB and County GIS staff worked through all of these tickets and all of 2025 tickets including tickets previously not reported under this category are now closed.

In the previous monthly report, the numbers listed as closed tickets for 2026 were incorrect, as those figures actually included 2025 tickets. Both the 2025 and 2026 totals have been corrected in this month's report.

GIS Redistricting Annual Status: No new projects in March.

NG9-1-1 GIS Mapping: No report.

Database Version and Updates: County GIS continues to work on the map based on State requirements.

School Critical Incident Mapping: Nothing to Report.

GIS Projects:

Itasca Fire Protection District Redistricting

Project started: February 4, 2026

Current Status: Ongoing

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

Lisle Woodridge Fire Protection District Redistricting

Project started: February 5, 2026

Current Status: Ongoing

Lisle-Woodridge Fire Protection District kicked off their redistricting efforts on February 5, 2026. GIS is current to all of the LWF's deputy fire chief's requests and follow-up correspondence as of 3/31/2026. GIS will create the first Training Version of the database, for DU-COMM and ETSB to test out reflecting LWF's new fire district polygon layout as part of the test map roll.

DuJIS PRMS:

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

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



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AXS Consoles:

Status: In-Progress

Total Items: 30

Current Open Items: 4

Closed Items: 3 in March

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

	Site	Date Opened	Date Closed	Description	Updates
1	ACDC	2/23/26		Intermittent issue with Fire Layouts	Motorola is still working with engineering
2	DU-COMM	2/4/26		OP 2 is not being recorded on Vesta IRR	Case is with Motorola engineering
3	DU-COMM	1/19/26		Headset audio at OP 18 muted.	Motorola Engineering still working on root cause
4	DU-COMM	3/13/26		AXS OP 22 radio console logged off and unable to log back in, even after rebooting the computer.	Motorola investigating
5	DU-COMM	2/11/26	3/18/26	OP 22 console logged out and required a reboot	Motorola Engineering Team is investigating
6	DU-COMM	3/10/26	3/12/26	OP 19 MON 1 speaker's volume is turned down to ZERO.OFF, but volume can still be heard. LOUD.	Motorola Tech Onsite to correct configuration
7	DU-COMM	2/25/26	3/12/26	OP 4 Monthly patch update failed.	OP 4 received monthly patch update without issue. Closing
8	DU-COMM	1/8/26	2/5/26	Alert tone overwriting other traffic	Toggle the Emergency Tones to Headset field in the PM and distributed the config change.
9	ACDC	12/18/25	2/23/26	Lost 2 agencies for SDM resources doors and panic alarms	Updated SDM to latest software version
10	DU-COMM	1/14/26	2/4/26	POS 14 logout	Fixed in AXS 3.5.308
11	DU-COMM	8/28/25	1/19/26	OP1 logged off	Fixed in AXS 3.5.308
12	ACDC	9/8/25	1/19/26	AXS Console logout OP19	Fixed in MTN 185-25
13	ACDC	9/12/25	1/19/26	CCGW-DCG9000 - having issues with outbound audios	Configuration issue in Provisioning Manager
14	ACDC	9/17/25	1/19/26	OP29 stopped working, disconnected from the system	Fixed by Motorola performance issue
15	ACDC	10/9/25	1/21/26	Select audio on unselect speaker intermittent problem with Fire layouts.	Database authentication error. Resolved
16	DU-COMM	10/12/25	1/15/2026	OP18 that logged itself out	Fixed in AXS 3.5.308
17	ACDC	10/17/25	1/15/26	OP4 logged out of AXS session	Fixed in AXS 3.5.308
18	DU-COMM	10/18/25	1/15/26	OP12 logged off sometime between 1900 on 10/17 and 0700 on 10/18	Fixed in AXS 3.5.308



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19	DU-COMM	10/23/25	1/28/26	OP30 Cannot hear radio transmission from the field	Bad USB cables, part replaced
20	ACDC	10/27/25	1/15/26	OP4 rebooting	Fixed in AXS 3.5.308
21	DU-COMM	10/31/25	1/19/26	OP25 popped up a message saying it was trying to connect and the TC was not able to hear any radio traffic	Fixed in AXS 3.5.308
22	DU-COMM	11/5/25	1/22/26	Field units are unable to hear radio traffic when using the scanning feature on the radios.	Not enough information to investigate the issue.
23	ACDC	11/6/25	1/22/26	OP20 - Right jack. No audio can be heard when using. Phone and radio cannot TX or Rx audio	Headset re-mapped in PCT tool. Resolved
24	ACDC	11/14/25	1/22/26	Left headset jack is out for both phone and radio	PCT configuration settings updated and resolved issue
25	DU-COMM	11/20/25	1/21/26	OP25 AXS console position's CCHub IRR audio output is not working	Windows updates resolved the issue.
26	DU-COMM	12/3/25	1/22/26	OP4 randomly logging off on 11/30/25 at 1755.	MTN 185-25 new software update corrected the issue
27	DU-COMM	12/12/25	1/20/26	OP30 no select audio	Configuration issue corrected and issue resolved
28	DU-COMM	8/28/25	1/15/26	OP1 logged off	Fixed in AXS 3.5.308
29	DU-COMM	11/20/25	1/21/26	OP 25 CCHub IRR port not working.	Windows updates on PC resolved the issue
30	DU-COMM	11/25/25	1/21/26	OP 28 Left headset jack is not working, no audio in or out.	Headset jack box replaced issue resolved

Firmware Updates:

Firmware - Police: Complete as of February 4.

Code Plug Updates - Fire agencies:

NWCD update: a new code plug was pushed out to finalize the NWCD encryption cutover. There are 13 radios that need to complete this update as of March 26. See the attached list below.

Agency	% Complete	# Pending Update
Addison FPD	96%	3
Itasca FPD	96%	1
Lisle-Woodridge FPD	98%	1
Elmhurst FD	88%	6
Pleasantview FPD	96%	2
Bartlett FPD	100%	0
Bensenville FPD	100%	0
Bloomingtondale FPD	100%	0
Carol Stream FPD	100%	0
Clarendon Hills FD	100%	0
Darien-Woodridge FPD	100%	0
Downers Grove FD	100%	0



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Glenside FPD	100%	0
Glen Ellyn FD	100%	0
Hinsdale FD	100%	0
Hanover Park FD	100%	0
Lombard FD	100%	0
Oak Brook FD	100%	0
Oakbrook Terrace FPD	100%	0
Roselle FD	100%	0
Tri-State FPD	100%	0
Villa Park FD	100%	0
West Chicago FPD	100%	0
Wheaton FD	100%	0
Winfield FPD	100%	0
Wood Dale FPD	100%	0
Westmont FD	100%	0
Warrenville FPD	100%	0
York Center FPD	100%	0

Encryption:

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

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

Agency	# Radios	Estimated Time	Actual Time	Status
Addison PD	75	6.3	1.5	Complete
Bartlett PD	68	2.0	2.5	Complete
Bensenville PD	59	2.5	0.7	Complete
Bloomington PD	52	2.5	1.2	Complete
Burr Ridge PD	29	1.5	1.0	Complete
Carol Stream PD	75	3.0	2.0	Complete
Clarendon Hills PD	17	1.2	0.5	Complete
Darien PD	48	2.0	1.2	Complete
Downers Grove PD	102	3.0	2.0	Complete
Elmhurst PD	98	3.5	1.5	Complete
Forest Preserve PD	26	2.0	0.75	Complete
Glen Ellyn PD	49	2.0	1.0	Complete
Glendale Heights PD	67	2.5	1.5	Complete
Hanover Park PD	86	3.5	1.5	Complete
Hinsdale PD	29	2.0	1.2	Complete
Itasca PD	26	2.0	0.5	Complete
Lisle PD	43	2.0	1.5	Complete
Lombard PD	79	3.1	1.5	Complete
Oak Brook PD	58	3.5	1.5	Complete



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Oakbrook Terrace PD	22	2.5	1.0	Complete
OHSEM	14	1.0	0.2	Complete
Roselle PD	46	1.8	0.75	Complete
Sheriff DCHD	5	0.0	0.5	Complete
Sheriff	448	13.9	11.0	Complete
SAO	20	0.5	1.0	Complete
Villa Park PD	56	2.5	1.0	Complete
Warrenville PD	40	2.0	1.2	Complete
West Chicago PD	52	2.5	1.5	Complete
Westmont PD	43	2.5	1.1	Complete
Wheaton PD	106	3.5	2.5	Complete
Willowbrook PD	31	2.0	1.0	Complete
Wood Dale PD	42	2.5	1.0	Complete
Woodridge PD	59	3.0	1.25	Complete
Winfield PD	19	1.6	0.5	Complete

APXNext XN:

No report.

Mobile Deployment:

ABeep reported that a partial order of mobiles should be received in the beginning of April. ABeep staff and the Motorola System Manager are working together on sharing code plug information and STARCOM IDs. ABeep was provided access to system encryption keys for programming.

CommandCentral Aware:

On March 27, the Chiefs of the Police Focus Group did a presentation for the DuPage Police Chiefs' Association of CommandCentral Aware using two incidents that recently occurred in the County. Chief Selvik and Executive Director Zerwin talked with the Chiefs regarding consensus of shared information through the DEDIR System users. Based on those discussions, it was agreed that the forms would be sent out to begin the process. Executive Director Zerwin reminded those in attendance that this would be a work in progress with expected changes to get them their desired outcome. She thanked them in advance for their patience.

APX4000:

An encryption plan for APX4000s retained by agencies is being formulated.

PAC Focus Groups

The Police Focus Group and the Fire Focus Group did not meet in March.

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – March 4, 2026

AXS Consoles: AXS console installation is fully complete. Motorola is still currently working on the Tier 2 tickets that have been opened. Motorola is working with service for a resolution to these issues so progress towards ATP can be achieved.



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DFS: Jim Connolly and Keith Marc stated that Matt Downer had not resolved the aliasing issue. Chris Severns spoke with Matt Downer today and asked him to reach back out to the ACDC team to get this resolved. Motorola continues to work on closeout documentation for ACDC. For DU-COMM, Motorola is working with Leonardo to resolve the Red X and communication issue. Pete Bach reached out to Leonardo today as there was some confusion on what they were waiting on from us. Motorola has an internal call scheduled for Monday AM to discuss next steps on this process and how to get Leonardo and Motorola in better coordination.

Encryption: Motorola met with ETSB this week to address Director Zerwin's concerns with the patching plan. Chris Severns has confirmed that STARCOM does not recommend the patching plan. Matt Downer is rewriting the local channel plan at this time and should have it complete by the end of this week. A meeting is scheduled with ETSB again on Monday afternoon to discuss the new write-up and plan.

Subscribers: Chris Severns submitted the request to have these pallets picked up and is waiting to hear back on scheduling. The expectation is to hear back in the next day or so and will notify ETSB when scheduling information is available.

Motorola Wednesday Morning Status Call – March 11, 2026 – no call, ETS Board meeting

Motorola Wednesday Morning Status Call -- March 18, 2026

AXS Consoles: A new logoff issue occurred at one position at DU-COMM. A ticket has been opened, and support is working to resolve it. Erik Maplethorpe also reported that one console is not receiving patch updates and has asked Motorola to investigate; service is addressing this as well. At this time, it would be beneficial to conduct the ATP so the project can fully transition to the service side.

DFS: For DU-COMM - Motorola and Leonardo are still working to resolve communication issues between the two systems. Emails and engineering designs are being shared between the two parties. Motorola believes that an additional test will need to be conducted to test the "handshake" between the systems. Chris Severns is working with Moto engineering to get more information about this test. For ACDC - All physical installation and testing are complete at this time. Motorola is working with ACDC to resolve some aliasing issues that were assumed to be corrected and finalizing the documentation for their two sites.

Encryption: Most recent documentation was sent to Linda approximately a week and a half ago. We are waiting on feedback from her on this status and once we have received that we can set up another call to discuss any changes that may be required.

Subscriber Return: Motorola came on site this week to assist with the organization of the returns and identification of serial numbers. The ETSB team will finalize the organization and packing of boxes. Once ready, Chris Severns will notify the Motorola logistics team and have the radios

Motorola Wednesday Morning Status Call – March 25, 2026 – No meeting schedule conflicts



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Intergovernmental Agreement (IGA):

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

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



Emergency Telephone System Board of DuPage County Monthly Report

**April
Board
Meeting**

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

Maddie Domino

March 18, 2026 [2026, Rookie of the Year](#)

Since joining ACDC in October 2025, Maddie has become a solid member of our team! Early on, and throughout her training, Maddie expressed her desire to make 911 dispatching her long-term career.

After completing her training, Maddie was assigned as a fire dispatcher, where she has excelled, consistently meeting our agency standards. With the upcoming implementation of our RapidSOS Communicator software and the identified need for subject matter experts (SMEs) to train our staff on the new software, Maddie wasted no time in stepping up to become an SME. With a desire to already assist with training staff in her short five months at ACDC, becoming a CTO can certainly be seen in her future. Overall, Maddie's dedication, skillset, and attitude have set her on a path to a rock star dispatch career!



The Golden Glove Communicator: Noel Gurrola

March 25, 2026 [2026, Rookie of the Year](#)

Since beginning his career at DU-COMM in Spring 2024, Noel has distinguished himself as an exceptional telecommunicator and top performer in most every measurable category. He consistently ranks first on his shift and even across shifts in total calls, emergency calls and call per hour processed. His performance is further underscored by a 98.54% compliance score over the past year. Considering his high call processing call volume (16,645 in 2025), this level of performance reflects strong call handling skills, accuracy, and professionalism. TC Gurrola was also named Telecommunicator of the Year in 2025, a peer nominated recognition.



Beyond his individual performance, Noel is a true team player. He regularly monitors coworkers' radio channels when help is needed and is quick to step in during large scale or complex incidents.

Noel also fosters a positive and professional work environment. He brings an upbeat attitude to each shift, avoids workplace drama, and promotes a culture of respect and teamwork. His friendly demeanor and approachable nature make him a trusted and valued colleague.

TC Gurrola was recently selected for inclusion in DU-COMM's small and highly specialized cadre of RTIC trained personnel. This selection reflects both his proven performance and his potential to contribute at an even higher level.

Thunderstruck

March 18, 2026 [Championship Moments](#)

On October 30th, 2025, at approximately 10:55 hrs, ACDC **Telecommunicator (TC) Kristina Iazzetto Barounis** answers a 911 call in which a male demands police assistance and disconnects. After attempting a callback, the address is identified using Phase II and RapidSOS location technology, and **TC Wojciech Mardula** dispatches two Addison police officers.



TC William Kolberg, TC Abigail Medina, and TC Christopher Willadsen receive additional 911 calls from the subject's neighbors reporting he has blocked the road with his truck, is in the street yelling, is spraying a liquid, and is lighting flags on fire. Based on the report of a fire, **TC William Kolberg** initiates a CAD event for the outside fire. **TC Joseph Ostrander** dispatches the fire department, and the single engine is advised to stage. Thirty minutes from the first 911 call, officers are pepper-sprayed by the offender. Additional police officers from Addison arrive on the scene. **TC Willadsen** handles radio operations for officers not involved in the incident, who have been moved to a secondary talk group.



Forty-five minutes into the event, the offender fires a gun at officers while he retreats into his home. Units report one officer is struck, while additional units report being pinned down by gunfire, and two officers become trapped in front of the residence in need of rescue. **TC John Waterman, TC Medina, and TC Iazzetto Barounis** receive 911 calls reporting gunshots and advise callers to seek safety. Multiple non-emergency calls begin to come in from outside agencies sending officers to assist. While conducting dispatching on another radio talk group, **TC Amy Lettenberger** makes calls to bring in additional ACDC staff. On-scene units request a NIPAS SWAT response, which is handled by **TC Medina**. ACDC TCs field phone and radio calls from MERIT SWAT units also responding to the scene.

TC Kyle Ficarrota, TC Robert Nudd, TC Karolina Szczepaniak, and TC Erin Vallee begin to respond to ACDC to assist in dispatch. **TC Waterman** and **TC Medina** deploy a CodeRED message to Addison residents in the area of the incident, asking them to seek shelter. **Professional Standards Coordinator (PSC) Benjamin Koehling** plugs in to assist as a call-taker. **Operations Manager (OM) Grecia Flores** works with DuPage OHSEM to initiate IPAWs messaging to the public. At shift change, **TC Maggie Check** takes over dispatching the primary talk group for the incident, fielding constant radio traffic and handling incident-related tasks for several more hours. While conducting dispatch duties on another radio talk group, **TC Hayden Mootrey** assists with making and receiving phone calls. A news helicopter hovering over the area agitates the offender; **TC Willadsen** and **TC Koehling** contact multiple air traffic control centers to clear the airspace per police request. **TC Lettenberger** makes calls to Addison schools, requesting they go into a secure building status.

ACDC TCs work the phones, both inbound and outbound, multitasking regular duties on top of the additional workload this incident presents. The active incident lasts four hours and fifteen minutes from the first 911 call to when the offender is taken into custody. For the duration of the incident, the TCs involved handled constant radio traffic as well as 438 total phone calls related to the incident: 53 calls to 911, 254 non-emergency calls, and 131 outbound calls. Activity related to this incident would continue into the following day. The incident concluded with the offender in custody and all officers safe, many of whom were saved by their bulletproof vests and shields.

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TO: Linda Zerwin, ETSB Executive Director
FROM: Jennifer Hurd, Motorola System Manager
DATE: March 30, 2026
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APX Next XN Fire Portables: All 29 agencies have now been deployed. Three fleetwide changes have been identified and updates are being progressively sent to users in two phases (1st NWCD update to secure including the vFD 3 and direct update, and 2nd a correction for Zone 33 FG power). Four agencies remain to complete the first update (ADF, ELF, ITF, LWF).

APX Next Police Portable:

Encryption - The ADP to AES encryption plan discussion is ongoing between ETSB and Motorola. A step-by-step plan is being produced outlining the necessary steps to make the change to both the system and the radios. More information will be provided once available.

First touch of the Police radios for the encryption plan is complete as all agencies have now completed the site visit. This site visit also included one battery swap providing a new dated 2025 battery. Two radios are outstanding that need to be brought to ETSB to be updated.

Westmont PD WSP Thompson 142CXX1058
Oak Brook PD OBP AF69 142CXX0909

APX 4000 Portable:

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

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

Wheaton PD WHP Stienke 426CXZ1209

APX8500 Mobile:

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

APX7500 Mobile:

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



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

Programming – Projects

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

Codeplug Creation: N/A

Radio Alignment: There were none last month.

Service Tickets

2025	Year to Date	
Category	Opened	Closed
APX7000XE	72	57
APXNext (PD)	153	96
APXNextXN (FD)	142	72
APX 8500 mobile)	15	7
APX4000	36	20
Total	418	252

February

2026	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	63	54	6	2	0	0	0	6
APX Next (PD)	106	62	17	5	2	9	1	6
APX NextXN (FD)	25	15	5	5	2	1	2	0
APX 8500 (mobile)	10	6	0	0	0	0	0	0
APX4000	20	14	3	3	0	3	0	0
Total	224	151	31	15	4	13	3	12



March Through 3/30/2026

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

STARCOM21 Scheduled Maintenance:

System Maintenance: IL STARCOM Monthly Application of Windows Motopatch 2026.02 – Patching 3/12/26. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

System Patches / planned maintenance: There were none last month. Planned maintenance has moved to a quarterly schedule with next core patching expected in May.

Command Central Patches: There were none last month.

SmartConnect Patches: There were none last month.

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

Radio Management CPS Patches: There were none last month.

Radio Central Migration:

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

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

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

STARCOM21 Unscheduled System Outages:

There were none last month.

Meetings:

PAC Meeting: Monday, March 2, 2026



Training: None

Grade of service report:

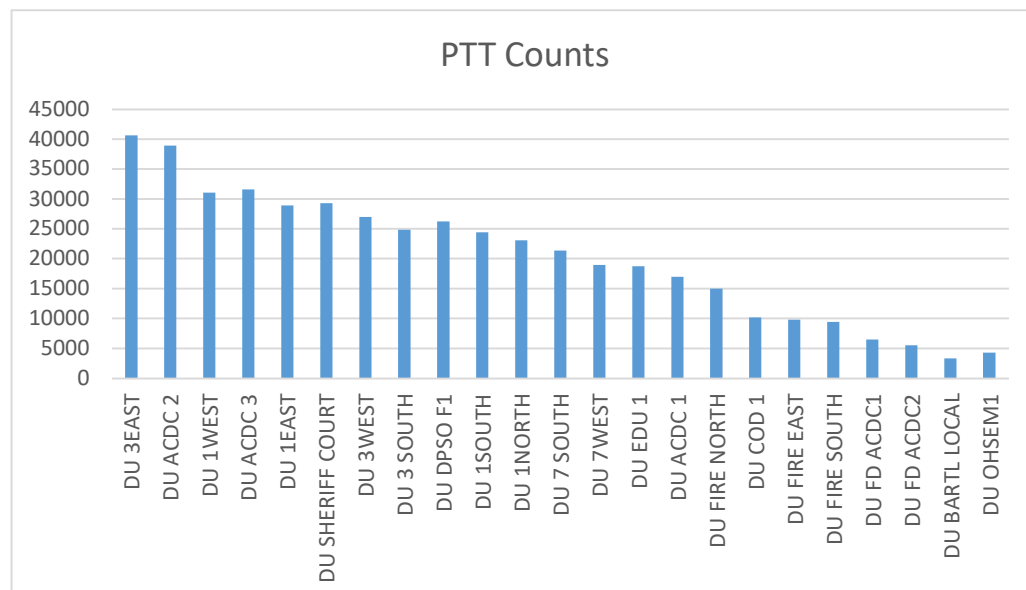
February 2026 Starcom21 GoS Report											
Hour	GoS Calculations					PTT and Busy Data					
	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.84	3.88	6.52	28.00	2806.82	13978.50	4.98	0.00	0.00	0.00
1:00:00	0.00	19.60	3.33	7.07	28.00	2353.18	11994.93	5.10	0.00	0.00	0.00
2:00:00	0.00	17.37	2.95	7.45	28.00	2031.96	10630.75	5.23	0.00	0.00	0.00
3:00:00	0.00	14.80	2.52	7.88	28.00	1684.32	9059.57	5.38	0.00	0.00	0.00
4:00:00	0.00	14.30	2.43	7.97	28.00	1621.43	8752.57	5.40	0.00	0.00	0.00
5:00:00	0.00	14.46	2.46	7.94	28.00	1627.14	8848.14	5.44	0.00	0.00	0.00
6:00:00	0.00	15.74	2.68	7.72	28.00	1792.82	9631.21	5.37	0.00	0.00	0.00
7:00:00	0.00	23.87	4.06	6.34	28.00	2823.61	14605.54	5.17	0.00	0.00	0.00
8:00:00	0.00	31.02	5.27	5.13	28.00	3644.89	18983.39	5.21	0.07	5.68	79.50
9:00:00	0.00	35.13	5.97	4.43	28.00	4169.68	21500.96	5.16	0.00	0.00	0.00
10:00:00	0.00	33.93	5.77	4.63	28.00	4061.82	20766.61	5.11	0.04	1.82	51.00
11:00:00	0.00	31.69	5.39	5.01	28.00	3773.68	19393.54	5.14	0.00	0.00	0.00
12:00:00	0.00	32.21	5.48	4.92	28.00	3814.93	19711.71	5.17	0.00	0.00	0.00
13:00:00	0.00	34.70	5.90	4.50	28.00	4092.43	21239.04	5.19	0.18	1.11	6.20
14:00:00	0.00	34.92	5.94	4.46	28.00	4210.18	21368.96	5.08	0.00	0.00	0.00
15:00:00	0.00	35.92	6.11	4.29	28.00	4404.39	21980.71	4.99	0.00	0.00	0.00
16:00:00	0.00	34.87	5.93	4.47	28.00	4228.68	21342.68	5.05	0.00	0.00	0.00
17:00:00	0.00	33.34	5.67	4.73	28.00	4034.96	20406.89	5.06	0.00	0.00	0.00
18:00:00	0.00	31.86	5.42	4.98	28.00	3859.11	19500.82	5.05	0.00	0.00	0.00
19:00:00	0.00	31.16	5.30	5.10	28.00	3850.36	19067.71	4.95	0.00	0.00	0.00
20:00:00	0.00	30.72	5.22	5.18	28.00	3809.25	18801.36	4.94	0.00	0.00	0.00
21:00:00	0.00	29.03	4.93	5.47	28.00	3626.79	17765.25	4.90	0.00	0.00	0.00
22:00:00	0.00	26.61	4.52	5.88	28.00	3359.25	16283.93	4.85	0.00	0.00	0.00
23:00:00	0.00	25.65	4.36	6.04	28.00	3146.79	15699.86	4.99	0.00	0.00	0.00



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2/24/2026 – 3/30/2026

Group Alias	PTT Count
DU 3EAST	40612
DU ACDC 2	38922
DU 1WEST	31063
DU ACDC 3	31561
DU 1EAST	28902
DU SHERIFF COURT	29270
DU 3WEST	26995
DU 3 SOUTH	24821
DU DPSO F1	26241
DU 1SOUTH	24416
DU 1NORTH	23087
DU 7 SOUTH	21359
DU 7WEST	18950
DU EDU 1	18743
DU ACDC 1	16953
DU FIRE NORTH	14992
DU COD 1	10190
DU FIRE EAST	9829
DU FIRE SOUTH	9420
DU FD ACDC1	6468
DU FD ACDC2	5548
DU BARTL LOCAL	3351
DU OHSEM1	4321



Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Closed
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expences relating to changes in systems	Closed
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed
21	03/02/20	FSA	Additional Goals	Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed
36	05/27/20	TECH	Wmware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign 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 suppllies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion 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
104	11/02/21	CAD	Add event code	Add Event code for 3Si	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)
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 cybersecurity	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Closed
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Closed
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Recommending Closure
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
141	1/30/2026	CAD/MPS	Mutual Aid Police Units Display on Same Call as Home Agency Units	The ability to see police units from multiple agencies/dispatch groups assigned to an incident all on the same call.	In Process/Testing
			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: 04/01/2026 09:02:36 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	59,670	16,452	43,218	0	1,606	12,671	1,982	51	142	0	1,144	00:00:04
	Internal	3,090	0	3,090	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	13,106	0	13,106	0	0	0	0	0	0	13,106	0	00:00:00
	Total	75,866	16,452	59,414	0	1,606	12,671	1,982	51	142	13,106	1,144	00:00:04
Total		75,866	16,452	59,414	0	1,606	12,671	1,982	51	142	13,106	1,144	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2026 09:21:40 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	167,861	65,800	102,061	0	2,055	52,876	10,088	165	616	0	6,114	00:00:06
	Internal	30,519	0	30,519	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	41,918	1	41,917	0	0	0	0	0	0	41,918	0	00:00:00
	Total	240,298	65,801	174,497	0	2,055	52,876	10,088	165	616	41,918	6,114	00:00:06
Total		240,298	65,801	174,497	0	2,055	52,876	10,088	165	616	41,918	6,114	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2026 09:01:24 AM

Grouping: Site & Call Origin

Date Range: 03/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	24,418	5,855	18,563	0	643	4,424	722	18	48	4,522	396	00:00:04
Total	24,418	5,855	18,563	0	643	4,424	722	18	48	4,522	396	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/01/2026 09:19:20 AM

Grouping: Site & Call Origin

Date Range: 03/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	84,488	23,054	61,434	0	672	18,627	3,495	44	216	14,559	2,117	00:00:06
Total	84,488	23,054	61,434	0	672	18,627	3,495	44	216	14,559	2,117	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2026 09:03:13 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	2,620	2,620	0	0	43	2,237	339	1	0	0	0	00:00:04
	Total	2,620	2,620	0	0	43	2,237	339	1	0	0	0	00:00:04
Total		2,620	2,620	0	0	43	2,237	339	1	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2026 09:22:32 AM

Grouping: Site & Call Origin

Date Range: 01/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	7,545	7,545	0	0	75	6,921	549	0	0	0	0	00:00:06
	Total	7,545	7,545	0	0	75	6,921	549	0	0	0	0	00:00:06
Total		7,545	7,545	0	0	75	6,921	549	0	0	0	0	00:00:06

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2026 09:00:36 AM

Grouping: Site & Call Origin

Date Range: 03/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	911	911	0	0	13	767	130	1	0	0	0	00:00:04
Total	911	911	0	0	13	767	130	1	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/01/2026 09:20:47 AM

Grouping: Site & Call Origin

Date Range: 03/01/2026 12:00:00 AM - 03/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	2,671	2,671	0	0	20	2,464	187	0	0	0	0	00:00:06
Total	2,671	2,671	0	0	20	2,464	187	0	0	0	0	00:00:06

Motorola Monthly Incident Report
March 2026

Incident Number	Site	Status Text	Ticket Open Date	Priority Text	Description	Worklog Detailed Description	Ticket Resolution Date	Resolution
INC0003662520	DuComm Dispatch CTR	Pending	1/19/2026 12:35:03 PM	P3	Issue: Headset audio at OP 18 muted.	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Headset audio at OP 18 muted. Telecommunicator was unable to hear incoming select radio traffic, however all traffic was present on IRR playback. Troubleshooting determined headset audio was muted in radio computer system tray. This is the second OP position to have the same issue. Request Motorola pull logs and investigate how headset audio is being muted.		
INC0003757843	DuComm Dispatch CTR	Pending	2/4/2026 5:53:46 PM	P3	Radio traffic at OP 2 is not being recorded on the Vesta IRR.	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Radio traffic at OP 2 is not being recorded on the Vesta IRR. Troubleshooting included checking cable connections, rebooting the Vesta computer, the AXS radio computer, and the CCHUB. The Vesta IRR will record phone calls, but still no radio traffic. The IRR on the radio computer does record the radio audio. The same issue has happened at OP 8 on 10/20/2025 under Motorola ticket # INC0003231397. In addition, at OP 17 on 10/23/2025, and Ops 11 and 12 on 12/5/2025.		
INC0003874768	Addison Consolidated Dispatch Center	Pending	2/23/2026 3:30:36 PM	P3	DS created incident and dispatched via MOSS.	Intermittent problem with Fire layouts. While a TC is actively on the phone has a talk group SELECTED (DU ACDC 2 or DU ACDC 1) CAD drop call from RIU Samantha Voice and TONES are coming out of UNSEL Speaker not the SEL speaker. This happens randomly and cannot not be duplicated on demand. Created tracking sheet for documentation of instances. Support notes from Dec 22, 2025... Cause: Working as designed Resolution: Could not reproduce or find any issue. Software has been updated for other issue will need new occurrence if issue is still happening. Document any future instance. While on the phone CAD dropped date and time console # which StarCom radio resource selected.		
INC0003963884	Addison Consolidated Dispatch Center	Closed	3/10/2026 11:07:58 AM	P3	OP 19 MON 1 speaker's volume is turned down to ZERO.OFF, but volume can still be heard. LOUD. Logged out Into OP. The problem still persists.	OP 19 MON 1 speaker's volume is turned down to ZERO.OFF, but volume can still be heard. LOUD. Logged out.Into OP. The problem still persists.	3/12/2026 2:11:21 PM	Record op, verified Mon speaker Volume control restored. Customer gave ok for closure.
INC0003985156	DuComm Dispatch CTR	Pending	3/13/2026 10:49:37 AM	P3	Point-of-Contact for ticket	Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: AXS radio console logged off and unable to log back in, even after rebooting the computer.		
INC0003985978	Addison Consolidated Dispatch Center	Closed	3/13/2026 1:06:23 PM	P3	Need help with building a zip file for encryption AXS console.	What is the customer name and call back number? What is the Site ID? What is your Astro System release? 2022.1 What products are involved (ASTRO, Simulcast, GCP/GTR, MCC7500, etc.)? AXS console What is the software version? Was there a recent change before this started (Upgrade, Install, Reboot, Patch)? What is the nature of your problem? need help with building a zip file for encryption When was the problem first noticed (Date/Time)? 3/13/26 Are logs available to remotely pull, and does the TSO Technician have permission to retrieve the logs data (Yes/No)? Inform the caller that in certain situations, TSO may request the logs before they can begin investigation. Do you have an IP address where these will be accessed?	3/18/2026 9:59:17 AM	Actions Taken: Customer requested assistance with building a zip file for encryption. Issue was resolved, and Customer confirmed resolution. Customer Support Manager also requested case closure via email.
INC0004012458	DuComm Dispatch CTR	Pending	3/18/2026 9:36:29 AM	P3	Point-of-Contact for ticket	Good morning, Please open an incident at DU-COMM Dispatch, SZ01401D48, for the following issue: Radio audio is not passing through the designated audio jack, while phone audio is functioning correctly. The following troubleshooting steps have been completed: Verified all cable connections are secure Rebooted the radio console Rebooted both the CCGW and radio console simultaneously Confirmed audio settings are correctly configured in Windows and within the AXS software		
INC0004019945	Addison Consolidated Dispatch Center	Pending	3/19/2026 11:06:55 AM	P3	All active sessions in AXS on the Police configuration lost functionality for all agency doors and inputs. Mixed visual alerts. Red X's on resources. Clicking on resources without a RED x just beeps. Closing out and logging back into AXS resolves the issue. Investigate the cause of the outage.	Subject: active AXS sessions lost SDM connection HIGH priority All active sessions in AXS on the Police configuration lost functionality for all agency doors and inputs. Mixed visual alerts. Red X's on resources. Clicking on resources without a RED x just beeps. Closing out and logging back into AXS resolves the issue. Investigate the cause of the outage.		

INC0004038509	DuComm Dispatch CTR	Resolved	3/24/2026 12:55:43 AM	P2	DU-COMM Dispatch – Site SZ01401D48 – OP15 / IFERN Aux Speaker Please open an incident at DU-COMM Dispatch, SZ1401D48, for the following: OP 15 03/24/2026, 0000 IFERN IFERN Aux speaker has no audio. When IFERN as a channel is selected, audio can be heard from Select speaker	Please open an incident at DU-COMM Dispatch, SZ1401D48, for the following: OP 15 03/24/2026, 0000 IFERN IFERN Aux speaker has no audio. When IFERN as a channel is selected, audio can be heard from Select speaker DS dispatching the INC via MOSS and setting reminder for 60 min per Vendor notes. If no response in 60 min, please contact Sean Higgins.	3/31/2026 2:42:45 PM	Reseated cables to MON speaker, rebooted CCHUB. Monitored 1 week, remained stable. Chris/customer gave ok for closure.
INC0004062073	Addison Consolidated Dispatch Center	Assigned	3/27/2026 11:58:39 AM	P3	Subject: Radio-19 problematic site ID : sz 01401d47 3- medium priority Problematic issues require AXS logout and computer reboot. 3/26- Tx on FD ACDC 2 was NOT being heard by portables in the field. After extensive troubleshooting, a reboot resolved the issue. 3/27- IFERN audio not heard on MON1 speaker. FD ACDC 1 Rx audio not heard on UNSEL speaker. Reboot resolved the issue. Opening ticket....	Subject: Radio-19 problematic site ID : sz 01401d47 3- medium priority Problematic issues require AXS logout and computer reboot. 3/26- Tx on FD ACDC 2 was NOT being heard by portables in the field. After extensive troubleshooting, a reboot resolved the issue. 3/27- IFERN audio not heard on MON1 speaker. FD ACDC 1 Rx audio not heard on UNSEL speaker. Reboot resolved the issue. Opening ticket....		

2026										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	28,197	66,263	49	8.66%	100	1,465	0	0	33	21,694
February	28,257	66,404	60	8.68%	102	1,434	0	0	32	20,076
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
2026 Totals	56,454	132,667	109	0	202	2,899	0	0	65	41,770



**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: March 25, 2026
RE: DuJIS RMS Monthly Update

Status:

- OCR 10.0/MFR project is on hold, pending the RFP result.
 - MFR product is not fully functional, nor adequately configurable at this time.
 - Upgrade will not proceed unless Hexagon is the approved vendor following the end of the current contract.
- PRMS Oversight Committee voted on March 25th, 2026 to advance to contract negotiation with Mark43 .

Action Items:

- RMS RFP Process
 - Conduct customer site visits.
 - Begin contract negotiations with Mark43.
 - Review optional functionality of the Mark43 system.
- OCR 10.0/MFR
 - On-Hold
- OCR 3.7 (current production version)
 - Testing OCR version 3.7 software update.
 - Engage with Hexagon on delivering next NIBRS version to address numerous bugs.
- NetRMS
 - Preparation for NetRMS data migration is underway.

Customer Support Collaboration:

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

Next Month's Actions Items:

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



HEXAGON
SAFETY & INFRASTRUCTURE

Hexagon Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	Michael Gordon
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	March 31, 2026

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target ☒	P2	3	P2	1	P2	0
Below target ☐	P3	15	P3	5	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 March 31, 2026

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.
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Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 12 support tickets were resolved in the month of March 2026.
- CAD Side call with Hexagon support is ongoing.
- RMS Side call with Hexagon support is ongoing.

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

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