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

Fire Radio Deployment: Special thanks to all of the **Fire Focus Members** that got ETSB across the finish line. The first fire radios were deployed to the **Carol Stream Fire Protection District** on Thursday, August 21! A list of deployments can be found in the DEDIR System section of the report.

(Sent Monday, August 25)
Good Morning Linda & Eve,
I wanted to give you a report that we had a very significant house fire on Saturday (August 23) morning involving all of our companies and multiple mutual aid agencies AND………… All of our portables worked great with no issues. This incident involved changing channels, volumes up & down throughout the incident and prolonged period of time that the radios were on. No problems!

Thanks again,
Rob
Rob Schultz, Fire Chief
Carol Stream Fire District

Thank you for your service – ETSB Senior Network Analyst Jerry Furmanski: ETSB would like to congratulate Jerry Furmanski on an incredible **15 years of service** to the organization. Jerry's dedication and unwavering commitment, professionalism and positive attitude continues to make a profound impact! ETSB is grateful to have you on our team, and we look forward to many more years with you as an integral part of the ETSB organization.

Special Duty Recognition: ACDC **Telecommunicator Sean Milnes** received a Thank You letter from Elmhurst Police Chief McLean for his professionalism during a search warrant he assisted as the Metro SWAT Dispatcher. Chief McLean commends Sean for his dedication and teamwork that ultimately led to the successful apprehension of an armed and dangerous offender and transported to DuPage County Jail.

Congratulations on a Job Well Done! Continued

Teamwork and Innovation: On July 17, 2025, **TC Hawkins** dispatched Addison PD to a vacant building on Swift Rd for multiple burglary alarm activations. Upon arrival, officers found broken glass, and simultaneously a witness reported 4–5 subjects inside. A perimeter was established, 15 minutes later, three subjects were taken into custody after exiting the building, two more remained inside. Throughout the incident, **TC Hawkins** remained calm, relayed and echoed critical information to responders, documented details provided by those on scene, and tracked the locations of perimeter units. At shift change, **TC Bukovic** assumed control of the channel and continued managing the situation with composure. Patrol Sgt requested a live stream from his body camera, TC Bukovic had the stream running in less than 15 seconds. The Sgt placed his camera into the ceiling, where **TC Bukovic** observed two suspects hiding. **TC Bukovic** provided detailed descriptions of the suspects and updates on their movements, leading to the safe apprehension of the final two subjects. Through effective teamwork and skillful use of technology, the incident concluded safely with all five subjects taken into custody which compliments onboth Telecommunicator's dedication to the ACDC Mission, and their abilities to multitask, communicate, and work as a team.

On July 29, 2025 **TC Renee Calzaretta** orchestrated an incident involving the Bloomingdale and Addison Police Departments that lead to a short pursuit involving a stolen vehicle. Throughout the incident, **TC Calzaretta** remained calm, relayed and echoed critical information to responders, and made proper documentation in CAD. The incident was handled flawlessly and concluded safely with the involved subjects in custody.

Presenting – DU-COMM **Telecommunicator II Tracy Severson** has been designated to present at the upcoming IPSTA 2025 Conference in Springfield in October. Her paper, *Answering Our Own Call: The Power of Peer Support,* was selected among several submissions for presentation. DU-COMM is extremely proud of Tracy for putting herself out there and showcasing the importance of peer support on such a significant platform. Please join us in congratulating her on this fantastic achievement and opportunity.

More Accolades: Five DU-COMM Managers completed the Center Manager Certification Program (CMCP): **Training Manager Amanda Schretter, Quality Assurance Manager Ryan Miller, Operations Manager Bill Barber, Operations Manager Donna Napier**, and **Operations Manager Steve Pirog.**

ADMINISTRATION

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

The next meeting will be on September 10 at 9:30am or after the adjournment of the ETS Board meeting.

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911 Services Advisory Board (SAB) and 911 Legislation:
September 15 (Monday)
October 22 (Wednesday)
November 17 (Monday)
December 15 (Monday)

The August 18 meeting was canceled because of lack of quorum.

Policy
The ETS Board began a discussion of the Policy 911-010: Expenditure Policy but it was tabled because of the hard stop of 9:40 am for those ETS Board members attending an event. The Board did not discuss Policy 911-013.1: CAD Interface Access and Fees or Policy 911-018: System Administration

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

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

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

Policy 911-005.8: DEDIR System Subscriber Unit Requirements - Informational
Per the ETS Board, this policy allows the Executive Director to update attachments and equipment without bringing this policy to the Board. New accessories have been added. An update of the policy is attached at the end of this report and will be distributed to the agencies. This update was reviewed by PAC.

Procurement / Major Contracts

Contracts under $15,000 (Within the Executive Director's Signing Authority)
Dell Marketing LP: Purchase Order 925027 / 7886-1
One (1) SolarWinds server was purchased as part of the ETSB equipment replacement cycle. This purchase replaces equipment that had reached its end of life and was due to be replaced. This purchase was made utilizing the Dell Midwestern Higher Education Compact (MHEC) Master Agreement C000000979569.
Total amount of $8,996.91.

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Genser LLC: Purchase Order 925029
The generator at the Hidden Lakes tower was not running when County personnel performed a weekly HVAC check. County called in GenServe who determined that the generator has a bad transfer switch and badly burned circuit board. Power was manually switched back to ComEd, however, if power were to go out again, the generator will not automatically start. The Executive Director and Facilities discussed the age of the generator and determined that rather than move the current equipment, a new generator would be installed in the new shelter that is close to being finished. This generator is part of 54199: Capital Contingencies. The repair to the transfer switch is needed until a generator can be procured; this is the first step in the process. Facilities handled the quote.   For the Sheriff's Office, this tower is the primary for their F1 dispatch channel and there is no backup transmitter in place.
Total amount: $7,101.99.

Contracts over $15,000 (Requiring Board Approval)
GenServe LLC: Purchase Order 925028
This is a joint contract through Facilities Management to provide semi-annual inspections, routine preventative maintenance, and emergency call-out services which is necessary to keep the twenty (20) backup emergency generators for FM, Animal Services, DOT, and ETSB in reliable working condition in the event of a power outage. ETSB covers the maintenance cost of three generators for DU-COMM and the radio infrastructure within the shelters. This contract will run for a two-year period beginning November 1, 2025 through October 31, 2027 and is being renewed per the agreement as part of bid #23-099-FM. This purchase will be on the Public Works agenda for approval on September 16 and County Board on September 23.
Total amount: $138,832.00, ETSB portion: $16,000.00

Insight Public Sector, Inc.: Purchase Order 925024 – Renewal
This is a three (3) year renewal of maintenance and support on the virtual environment and stand-alone backup servers, for a period of October 16, 2025 through October 16, 2028 pursuant to the Governmental Joint Purchasing Act.
Contract total not to exceed $23,680.22

Motorola Solutions: Purchase Order 925019
The police radios have been in service since 2022. The average life of a battery is three years. Some agencies are beginning to report batteries not holding a full charge. ETSB had planned to replace batteries in FY26. Given lead time from manufacturers, ETSB did an Invitation to Bid for batteries. Motorola was the successful bidder out of seven responses to furnish and deliver 1,700 Motorola IMPRES 2 replacement batteries for the Police APXNext portable radios. This bid is $76,501 under estimate because Motorola gave a 47% discount.
Contract total not to exceed $223,499.00; Per lowest responsible bid #25-070-ETSB.

Budget Transfers
Bid #25-070-ETSB: Requested transfer of funds for FY25 from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery/Equipment Parts) for replacement batteries for the APXNext PD portable radios under Bid #25-070-ETSB.
Total amount of requested transfer: $225,000.00 for a new account total of $500,000.00.

Voiance: Requested transfer of funds for FY25 funds from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53040 (Interpreter Services) to encumber additional funds for translation services under PO 924001/6848-1.

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Total amount of requested transfer: $3,000.00 for a new account total of $33,000.00.

Motorola: Contractual Payment: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment & Machinery) and 54107 (Capital Software) for the third of six annual financing payments on Motorola PO 922031/6149-1 for the console, microwave, and logger project. The third payment will be due in November 2025.
Total amount of requested transfer: $1,167,645.00.

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

Open Purchase Order Utilization

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

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

Bills List FY25
External Payments FY25
Total for Fund 5820 for September 10 meeting: $1,747,401.12.

Revenue and Expenditures
Equalization Revenue Reports are on the consent agenda. Total revenue: $1,128,326.80.
The April surcharge was received on August 12 in the amount of $1,128,326.80.

9-1-1 CORE SYSTEM MANAGEMENT

ETSB On-Call Events:

Agency	Date	Time	Description if Issue	Resolution
City of Wooddale	8/5/2025	12:28 PM	Wooddale Network issue connecting to MPS	Local IT issue
DU-COMM	8/11/2025	5:28 AM	Informer was not working. Fixed in real time.	due state maintenance
DU-COMM	8/12/2025	5:33 PM	Disconnected from servers for Purvis. Fixed in real time.	reboot.
DU-COMM	8/14/2025	10:56 AM	Radio console logoff's, ACDC and DU-COMM	Motorola ZDS Patch Update
DU-COMM	8/14/2025	6:04 PM	LiveMUM notifications disabled.	made changes in browser to allow notifications
ACDC	8/17/2025	3:25	Purvis out for Addison / Itasca / Tri-State	SCU reboot for Itasca. Solved the issue.

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ACDC	8/17/2025	3:57 AM	Got Itasca station working but no other. Because tower was down.	Tower was down so Addison and tri state Purvis System was not working.
ACDC	8/17/2025	4:19 AM	Purvis impact related to tower outages.	Tower Issue
ACDC	8/17/2025	4:30 AM	Addison tower was down.	Tower Issue
ACDC	8/17/2025	5:01 AM	Disconnected from servers for Purvis. Fixed in real time.	reboot.
DU-COMM	8/18/2025	8:32 AM	Disconnected from servers for Purvis. Fixed in real time.	reboot.
DU-COMM	8/18/2025	9:00 PM	Station 11 has red box on DM Console	reboot.
DU-COMM	8/20/2025	5:25 PM	FE, FN, FW "Out of Service" on RIU patch. Due to ACDC were trying fix from there end. Mike was working on Patching for RIU.	Patching for RIU
DU-COMM	8/22/2025	7:33 PM	Informer is not working.	reboot.
DU-COMM	8/27/2025	4:58 AM	Network issue from Wheaton side. Purvis was functioning normally	local IT issue there end.
SOP officer	8/30/2025	12:05 AM	Officer call regarding MPS was not generating right event number.	Changing mobilePSCaseTypes.xml file
DU-COMM	8/31/2025	5:03 PM	FBR having multiple issues for Roselle, Lombard, Villa Park and Hanover Park	Referred to RMS Team

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: There are two remaining punch list issues:

Voiance Language Line Services Issue: Still researching, does not impact 9-1-1 service.

Genovation Keypad Issue:
ACDC: On August 25, 2025, ACDC successfully completed the upgrade of the Vesta System to Version 8.4 Hotfix 2 to address the final remaining functional issue of the Genovation keypad. The implementation was executed seamlessly, with no disruption to center operations.

The upgrade process required approximately 6.5 hours and included multiple test calls and validations to ensure system stability and functionality. The system has continued to operate reliably since the upgrade, with no issues reported during subsequent monitoring.

ETSB, AT&T, ACDC, and Motorola will maintain close oversight of the system throughout the soak period to verify continued performance, ensure no new issues arise, and confirm that the update has resolved the outstanding Genovation keypad matter.

There are a couple updates that should also be noted during the upgrade process. The Mediant 800 which takes IP Flex into Vesta additionally requires an upgrade, during this timeframe there will be no

outbound or inbound call into Vesta for 15-20 minutes +/-. This requires a re-route of the calls during this timeframe to ensure that there is no impact to the center.

Additionally, the M1Ks were also upgraded, and the same principle as above applies to these devices for the upgrade.

DU-COMM: Pending successful soak period at ACDC.

CPE XSTL Configuration Parsing Task:
ACDC: Completed April, 2025
DU-COMM: ETSB is working with DU-COMM to determine when the loading of the XSLT file configuration can take place. The DU-COMM Executive Director has communicated that she is open to discuss scheduling of this activity. ETSB will setup a meeting to discuss upcoming dates to perform this work.

DuPage Justice Information System (DuJIS)
CAD Focus Group. Next meeting is September 9 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

The CAD Focus Group met on August 28. The following System Memos were discussed.
The following System Memos have been added to the dashboard for discussion on configuration. See the System Memos section for current status.

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

CAD/MPS Focus Group:

Agency Members	8/12/2025	8/26/2025	ACDC Members	8/12/2025	8/26/2025
DC James Fitzgerald, Westmont FD		A	Lindsay Bukovic	A	A
Sgt. Will Fuentes, Addison PD	A	A	Kristina Iazzetto	A	A
DC Jose Gonzalez, Addison PD	A	A	Ben Koechling	A	A
DC Scott Gray, Lisle-Woodridge FPD	A	A	Abby Medina	A	A
Ofc. Robyn Lyons, Wood Dale PD	A	A	David Dobey		
BC Joe Ostrander, Tri State FPD	A	A	Christopher Norton	A	A
Chief Steve Riley, Westmont FD	A	A	Christopher Willadsen	A	A
Ofc. Marcus Rivera, Addison PD	A	A	Marilu Hernandez	A	A
Sgt. Dan Taylor, Lisle PD		A	Mike Sampey	A	
DC Rachel Bata, Roselle PD			Eric Burmeister	A	A
			Michele Beebe	A	A
DU-COMM Members	8/12/2025	8/26/2025	**ETSB Members**	8/12/2025	8/26/2025
Tyler Benjamin			Gregg Taormina		
Steve Pirog	A		Kris Cieplinski		

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Eric Roberts			Prithvi Bhatt		
Jessica Robb			Linda Zerwin	A	A
Amanda Schretter	A	A			
Ryan Miller		A			

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

Closed Memos:
Memo 128: MFA Infrastructure implementation.
Status: Completed
ACDC: Completed
DU-COMM: Completed
ETSB completed the rollout of the individual user IDs on each of the CAD workstations within both PSAP locations during the monthly patching cycle. There have been no reported issues or access inability by the centers. Memo 128 will remain open for an additional week to ensure nothing is reported.

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

Memo 135: Closest Unit Dispatching.
Status: Referred to Fire Standardization Focus Group from CAD Focus Group
ETSB communicated that the CAD system is capable of dispatching closet unit via street mapping as opposed to beat based. At the end of the discussion the group agreed that implementation was not recommended and a consensus decision to not move forward with this memo. Referred to Fire Standardization Focus Group as part of the LiveMUM discussion. Fire Standardization will be discussing this memo in the August 28, 2025 meeting.

Memo 137: Hidden Pop-Up Messages.
Status: Configuration, testing and training.
In 2019, Public Safety Answering Points (PSAPs) requested activation of a Hexagon CAD feature that triggers a two-minute timer popup for new calls that remain unacknowledged or inactive for two minutes. This feature was intended as a safeguard to ensure telecommunicators properly engage with and complete event entries. However, operational challenges have emerged. The popup window, which displays on the workstation's primary monitor, is frequently obscured by other CAD event/unit monitors or external applications. Depending on the telecommunicator's workflow, the popup may be inadvertently sent to the background, requiring manual effort to locate and acknowledge it. While the popup is active, CAD functionality is temporarily reduced, which can give the impression that the system is frozen.

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

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

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

This concern has been formally communicated to the Hexagon account manager on August 26, 2025, and ETSB is currently awaiting Hexagon's guidance on potential vendor-side solutions to optimize system behavior and reduce operational friction.

Memo 138 & 139: Ability to run handicap placard and LEADS numbers independently via MPS.
Status: Pending Additional Research
The Hexagon CAD system supports this capability via Informer and Command Line. The officers in the field would like to have the ability to run these independently from their MDT devices. ETSB is currently looking into this as a configuration change via a form within MPS, prior to reaching out to Hexagon for a potential enhancement. Currently this is in ETSB queue for investigation and will be addressed in the coming weeks. Additional updates will be provided in the next monthly report.

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

ETSB has reached out to Motorola with the details related to this request. Currently we are pending a response.

Enhancement Request:
Memo 133: CAD Config CAD Notes Chronology Cluttered.
Status: Referred to Hexagon
ETSB reached out to Hexagon on August 26 and provided an initial scope based upon feedback and discussions with the group. Hexagon advised that they will bring this to the systems and implementation team for review and next steps.

Memo 136: Copying Events to another Town.

Status: Referred to Hexagon

ETSB reached out to Hexagon on August 26 and provided an initial scope based upon feedback and discussions with the group. Hexagon advised that they will bring this to the systems and implementation team for review and next steps.

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

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	380	350	243	184
CAD	516	516	397	346	200	170
Total	1140	1140	777	696	443	354

MPS Ticket Reporting:

Past Month										
Totals		**Categories of Open Tickets**								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De-Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
38	22	8	7	6	1	1	4	5	4	2

CAD Ticket Reporting:

Past Month					
Totals		**Categories of Open Tickets**			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
40	30	11	28	0	1

CAD Manager:

Database Management: ETSB CAD Administrator created a report that identified the number of dispatches per station, pulled from the database to provide state and federal agencies with LEADS hit inquiries.

CAD Configuration:
- Managed user accounts within CAD, including adding and removing users as needed.
- Modified user skills in CAD to align with updated role requirements.
- Provided comprehensive support for CAD, including direct interaction with users.
- Modified Tow Rotation for Agencies.
- Added units to the CAD system to enhance operational capabilities.

CAD Issue Resolution: Worked with FUSUS and Oak Brook to identify the issue that Oak Brook reported to ETSB. The resolution was with FUSUS. The FUSUS server ran out of disk space causing the application to not respond.

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System Development and Deployment: Completed the move of the Fire West Agencies to the Fire North tab in CAD system.

Collaboration and Meetings: ETSB CAD Administrator and Network Engineer worked with Hexagon to optimize the VMs to enhance database performance. Overall, a plan has been established and ETSB will schedule an upcoming maintenance window to perform the updates.

CAD Interface Projects:
Axon Addison Project: Project started on February 24, 2025. Ticket # 8044
Current Status: Live
Addison is now live in the production environment. ETSB, Axon and Addison IT continue to monitor the system to ensure functionality is as expected.
Estimated cost: $3,877.47

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

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108
Current Status: In Process
ETSB has been working with Oak Brook, Axon and DU-COMM to resolve the network issues of Oak Brook accessing the secondary archive system. On August 27, ETSB advised DU-COMM that there are firewall rules that may not be in place to allow access to the ETSB network. DU-COMM and Oak Brook are currently working together to resolve that issue. Testing will begin within the next few weeks.
Estimated Cost: $3,947.32

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

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730
Current Status: Pending MOU, MOU sent to DU-COMM in July
As reported last month, DU-COMM originally requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). This would interface would be with the logger. DU-COMM is assuming the cost for the software. Eventide, along with Motorola, have provided ETSB the quote for the API (Application Programming Interface) implementation to the logger.   The costs for ETSB staff are based on the fact that this will not be an ETSB owned software, the ETS Board has not previously authorized expenditure of 9-1-1 funds for the interface of this software, and ETSB staff will still have maintenance and implementation obligations for its connection to the core 9-1-1 equipment.
ETSB Estimated Cost: $4,508.00
Motorola API Interface Quote: $15,079.93

ProQA Version v5.1.152.1 Logic Version 8.0.838
Current Status: ACDC testing was completed on June 20, 2025.
ACDC: Testing Complete.
DU-COMM: Testing in process.   DU-COMM reported they are in the final stages of their test plan.
                       DU-COMM has communicated that the changes were approved at the Fire Ops meeting and
                       they are now working on the Determinate Code Mapping.

Network

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	83	80	196	184

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

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

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

Windows Patching:
ETSB patching completed at ACDC on August 4, 2025.
ETSB patching completed at DU-COMM August 11, 2025.

Network Projects:
Absolute Security Upgrade: June 17, 2025
Status: Planning Stage
The current version requires a security upgrade as communicated by Absolute. ETSB has identified several devices that are currently registered in NetMotion but not in use. This information was provided to the Fire Standardization Group for review and communication back if they can be removed from the configuration. Once all feedback has been completed, a Tech meeting to walk individuals through the update process will be scheduled.

CAD Workstation Individual ID Logon: July 28, 2025
Status: ACDC: Completed on August 4, 2025
              DU-COMM: Competed on August 11, 2025
Project has completed in the month of August at both PSAP locations. All CAD workstations now have individual user IDs and unique passwords that have eliminated the previous generic login that was being used thus provided a much higher level of security to the system.

VMware Maintenance:
No maintenance updates were performed in August 2025. ETSB is planning upcoming maintenance for the SQL servers in September 2025. Waiting on Hexagon to provide details.

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

Purvis Central Server Upgrade: Purvis expected to complete windows and security patching week of September 1, 2025.

Workstation User ID and Password Security: This project completed the week of August 11, 2025.

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

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

Tech Focus Meeting this month: August 11 and August 25
August 11: Team reviewed outstanding initiatives noted in the discussion topics below. No new topics were requested by the members.

August 25: Final updates provided on CAD workstation user IDs and completion of the project. Additional updates on the discussion topics below were provided. No new topics were requested by the members.

Tech Focus Group:

County IT	8/11/2025	8/25/2025	ACDC Members	8/11/2025	8/25/2025
Don Ehrenhaft		A	Mike Sampey		
			Keith Marc		
			Jim Connolly		
Sheriff IT	8/11/2025	8/25/2025			
Jason Snow	A	A			
DU-COMM Members	8/11/2025	8/25/2025	**ETSB Members**	8/11/2025	8/25/2025
Erik Maplethorpe	A		Gregg Taormina		
Eric Roberts			Kris Cieplinski		
			Prithvi Bhatt		
			Jerry Furmanski		

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Fire Station Alerting System (FSAS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	132	113	135	128

Past Month

Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
18	18	9	3	3	2	1

Purvis Ticket Status Update:

Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
2025-06-27	2025-08-08	Dupage County	Hardware Radio Interface Unit	Restart/Power Cycle System
2025-07-24	2025-08-06	York Center Station 77	Hardware Turn-out Timer, Grid Connect	Replaced Component
2025-07-25	2025-08-04	Clarendon Hills Station 86	Hardware Message Board	Replaced Component
2025-07-29	2025-08-15	Tri-State Station 122	Hardware Message Board	Cycled Component
2025-07-31	2025-08-05	Darien-Woodridge Station 89	Hardware Message Board	Replaced Component
2025-08-01	2025-08-22	Bloomingdale Station 23	General Audio Issue	Cycled Component
2025-08-04	2025-08-04	Oakbrook Terrace Station 49	Station Reported Down	Restart/Power Cycle System
2025-08-12	2025-08-21	Pleasantview Station 153	General Audio Issue	Could Not Duplicate Issue
2025-08-12	2025-08-14	DU-COMM PSAP	Software DM Console	Services Restarted
2025-08-13	2025-08-18	Roselle Station 64	General Audio Issue	Restart/Power Cycle System
2025-08-14	2025-08-14	Elmhurst Station 2	Software LogicSupply	Restart/Power Cycle System
2025-08-15	2025-08-19	Carol Stream Station 29	Hardware UPS_CyberPower	Non-Purvis Issue
2025-08-17	2025-08-25	ACDC PSAP	Software Server	Network Issue Cleared on Own
2025-08-18	2025-08-27	DU-COMM PSAP	Hardware Station Control Unit, Power Supply	Replaced Component

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2025-08-18	2025-08-19	West Chicago Station 68	Network/Circuit Issue	Non-Purvis Issue
2025-08-18	2025-08-18	Warrenville Station 11	Station Reported Down	Restart/Power Cycle System
2025-08-20	2025-08-21	Addison Station 3	Hardware Turn-out Timer, Grid Connect	Cycled Component
2025-08-25	2025-08-25	Addison Station 73	Hardware Station Control Unit	Restart/Power Cycle System

Projects:

Fire Station Alerting System-wide Upgrade:

Status: In-Progress

Central Servers have been installed and are now being updated with the latest Windows patches and security updates. Purvis expects to complete this work by September 5, 2025.

Message Board Project:

Status: In-Progress

ETSB supplied a Monday.com board with selection dropdowns for each station to select their preference for the Idle Screen Layout and the Alert Screen Layout.   Each agency has been making their selections and ETSB has been providing the information to Purvis for the software configuration of the message board modules. Below is the current status of the collection data:

Station	Alert Screen	Idle Screen	Collection Status	Collection Date
Screen Reference Document				
Addison Fire Station 71				
Addison Fire Station 72				
Addison Fire Station 73				
Bartlett Fire Station 1	Option Alert 3B	Option Idle 1C	Completed	2025-08-21
Bartlett Fire Station 2	Option Alert 3B	Option Idle 1C	Completed	2025-08-21
Bartlett Fire Station 3	Option Alert 3B	Option Idle 1C	Completed	2025-08-21
Bensenville Fire Station 107				
Bensenville Fire Station 108				
Bloomingdale Fire Station 21	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Bloomingdale Fire Station 23	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Carol Stream Fire Station 27	Option Alert 2B	Option Idle 1A		
Carol Stream Fire Station 28	Option Alert 2B	Option Idle 1A		
Carol Stream Fire Station 29	Option Alert 2B	Option Idle 1A		
Clarendon Hills Fire Station 86				
Darien-Woodridge Fire Station 89	Option Alert 2B	Option Idle 1A	Completed	2025-08-21

Station	Alert	Idle	Status	Date
Darien-Woodridge Fire Station 90	Option Alert 2B	Option Idle 1A	Completed	2025-08-21
Downers Grove Fire Station 101	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Downers Grove Fire Station 102	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Downers Grove Fire Station 103	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Downers Grove Fire Station 105	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Elmhurst Fire Station 41				
Elmhurst Fire Station 42				
Glen Ellyn Fire Station 61	Option Alert 3B	Option Idle 2A	Completed	2025-08-28
Glen Ellyn Fire Station 62	Option Alert 3B	Option Idle 2A	Completed	2025-08-28
Glenside Fire Station 58	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Hanover Park Fire Station 15	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Hanover Park Fire Station 16	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Hinsdale Fire Station 84	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Itasca Fire Station 66				
Lisle-Woodridge Fire Station 51	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 52	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 53	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 54	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 55	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lombard Fire Station 44				
Lombard Fire Station 45				
Oak Brook Fire Station 93	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Oak Brook Fire Station 94	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Oakbrook Terrace Fire Station 49				
Pleasantview Fire Station 151				
Pleasantview Fire Station 152				
Pleasantview Fire Station 153				
Roselle Fire Station 64				
Tri-State Fire Station 121	Option Alert 3A	Option Idle 1A	Completed	2025-08-21
Tri-State Fire Station 122	Option Alert 3A	Option Idle 1A	Completed	2025-08-21
Tri-State Fire Station 123	Option Alert 3A	Option Idle 1A	Completed	2025-08-21
Tri-State Fire Station 124	Option Alert 3A	Option Idle 1A	Completed	2025-08-21

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Villa Park Fire Station 81	Option Alert 3B	Option Idle 2A	Completed	2025-08-27
Villa Park Fire Station 82	Option Alert 3B	Option Idle 2A	Completed	2025-08-27
Warrenville Fire Station 11				
West Chicago Fire Station 5	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
West Chicago Fire Station 6	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
West Chicago Fire Station 7	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
West Chicago Fire Station 8	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
Westmont Fire Station 182				
Westmont Fire Station 183				
Wheaton Fire Station 37				
Wheaton Fire Station 38				
Wheaton Fire Station 39				
Winfield Fire Station 31				
Wood Dale Fire Station 68	Option Alert 2B	Option Idle 2B	Completed	2025-08-22
Wood Dale Fire Station 69	Option Alert 2B	Option Idle 2B	Completed	2025-08-22
York Center Fire Station 77	Option Alert 2B	Option Idle 1A	Working on it	2025-08-28

Itasca Fire Protection District New Station #67:
Status: Pending Delivery of Equipment
ETSB is working with Purvis Project Management and the station Chief to pull together the information below:

- General Contractor contact information
- Units that will be homed to this station (CAD ID information)
- IP Address that will be assigned to the new SCU (Station Control Unit)
- LED speaker light settings (red only, or red then change to white)
- Equipment placement and validation

ETSB staff are scheduled to attend the standing building meetings that take place on Tuesdays at 12:30 pm on September 2, 2025 to review the above items.

Fire Standardization Focus Group:
The meetings for this month: August 14 and August 28.

Fire Station Alerting System Enhancements: ETSB has been working with Purvis Systems on the windows updates and security updates of the new Central Servers. This is expected to be completed the week of September 1. The message board modules IP assignments have been completed and are ready to go once the server work is done. The next step will be planning the rollout of the new hardware into the station locations.

LiveMUM Application: Deccan attended the Fire Standardization meeting on August 14 and provided an overview to the members on how the system works so all have a better understanding of what the system can provide in relation to the changes they would like to see. Several action items from that meeting were captured, including the following:

- Deccan to provide a list of stations providing coverage within the depths
- Cleanup of units that are currently in LiveMUM
- Deccan to send a list of all units in LiveMUM for each capability
- Deccan to make sure no mutual aid stations are in any of the depths for DuPage County

Deccan provided the action item information, and this was discussed at the meeting held on August 28 with all members of the group. ETSB distributed the associated spreadsheets of information to the members for review and feedback at the next scheduled Fire Standardization meeting.

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

Geographic Information Systems (GIS):

	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
Category	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	364	278	406	298

Past Month									
Totals					**Categories of Open Tickets**				
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
38	0	196	192	110	8	13	8	9	0

GIS Map Roll:
During the week of July 28, 2025, ETSB successfully completed a map roll in the training environment and performed some initial map validations that proved to be accurate. ETSB is pushed the map

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updates out to ACDC training workstations for additional testing and validation. ACDC has confirmed that all of the maps look accurate. ETSB pushed the map updates out to the training workstations at DU-COMM for validation and testing. DU-COMM confirmed map updates look to be accurate. ETSB is now working with County GIS to perform another update to the map environment and will again perform an additional map push into the training environment for final validation prior to a production map roll.

GIS Redistricting Annual Status:
No new projects in August.

GIS Projects:
Darien-Woodridge Fire Protection District Redistricting
Project started: June 3, 2025 Ticket #17456
Current Status: In Process
Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS compiled and sent a large format PDF map on July 17, 2025, of Darien-Woodridge's jurisdictional boundary for Darien-Woodridge to mark up their new fire district boundaries to then send back to GIS. One hour was spent in GIS compiling this PDF map. Darien-Woodridge reached out to County GIS on August 22, requesting a version of the map that contained current zones/beats, 4, 6, 8 & 9 minute travel time rings for each station in a PDF format and shapefile format. County GIS provided the additional files on August 26, and currently pending response from Darien-Woodridge.

Completed Projects:

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

NG9-1-1 GIS Mapping:
Database Version and Updates:
ArcGIS Pro Tool has released a new version.
- Agency ID will be added as an additional domain check and will populate Agency ID and NGUID fields in layer outputs (in new and legacy workflows)
    - In legacy workflow if Agency ID doesn't match, it will be reported as an error
- Agency ID updates 19 agencies
    - Including KaneComm
- Deletions of the following agencies:
    - Wheeling-DesPlaines
    - Great Lakes
    - James Lovell VA Hospital
    - Fort Sheridan Army Reserve Center

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

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

DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)

The Motorola System Manager's Report is included at the end of this document. This position is currently being filled by Fabian Otalvaro. Mr. Otalvaro has been working with the prior Motorola employee and has been instrumental in completing most of the work on the APXNext XN radios. A permanent assignment will be made in September.

APXNext XN:
Assistant State's Attorney Winistorfer worked directly with DU-COMM's new President Scott Levin on a language change to the Affidavit that was utilized by ten agencies. ASA Winistorfer attended the DU-COMM special call meeting September 2 where the DU-COMM Board of Directors authorized the Executive Board to approve an IGA. ASA Winistorfer and President Levin have not finalized an IGA.

As a courtesy to those agencies that completed the original paperwork, an opportunity to sign the new certification will be offered if they choose to make this change.

	Affidavit	Fleet Map	Letter of Intent	IGA Received	IGA Approved	Deployed
Agencies that **do** need an IGA						
Bartlett FPD	X	X	X		Meeting 9/17/25	August 29
Carol Stream FPD	X	X	X	X	Executed 8/21/25	August 21
Darien-Woodridge FPD	X	X				
Total	3	3	2	1		
Agencies that have an IGA						
Bensenville FPD	X	X	N/A	N/A		August 28
Itasca FPD	X	X	N/A	N/A		September 2
Pleasantview FPD	X	X	N/A	N/A		September 3
Tri-State FPD	X	X	N/A	N/A		September 4
Warrenville FPD	X	X	N/A	N/A		August 25
Westmont FPD	X	X	N/A	N/A		August 26
Wood Dale FPD	X	X	N/A	N/A		August 25
Total	7	7				
Grand Total	**10**	**10**	**2**	**1**	**1**	**6**

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APX8500 Mobiles: ETSB staff and ASA Winistorfer are working out the procurement details to present a purchase recommendation to the ETS Board. There is a supplemental memorandum for the Board regarding this swap.

CommandCentral Aware

As reported last month, on the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. ETSB is finalizing agency interest and will be working with Motorola on this licensing.

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

Elmhurst PD   1
Wheaton PD   1

PAC Focus Groups

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

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

PAC DEDIR System Monthly Summary

Motorola Wednesday Morning Status Call – August 6, 2025

AXS Consoles: DU-COMM continues to have issues with speakers and logging out issues. Keith Marc joined the call at the last moment and in a discussion with him he stated that ACDC does not see any of these issues. Matt Downer will be onsite this week at DU-COMM to check the positions that have had issues as well as go to ACDC to look at the emergency alerting issue Keith found. Chris Severns will also compile a list of the issues and the OPs they are tied to at each of the sites and provide them ASAP.

DFSI: Motorola and ACDC met on a call yesterday to prepare for the final implementation and cutover for DFSI the week of 8/18. Motorola FE Jordan will be on site to finish configuration, testing and programming to fully implement the DFSI at ACDC that week.

Encryption: Matt Downer is still compiling his report. We are looking tentatively at a date the week of August 18th to return to ETSB to review the final version of the proposal. I should be able to finalize dates by early next week.

Motorola Wednesday Morning Status Call – August 13, 2025

AXS Consoles: On Thursday 8/14 both DuPage and ACDC had 6 positions log out and they were unable to log back in, even after restarting the position. In working with technical support, it seems that there was an update at the core and the ZDS router was down for reboot. This caused the consoles to drop off and made them unable to log back in. We are currently working to get additional information as to why this occurred. At this time, the Motorola team also have internal escalation calls to address the ongoing issues that have been seen at DU-COMM with the consoles. We are hoping to have more information on this soon.

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

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

Subscribers: Chris Severns was contacted by Chris Chisnell this week about returning a large number of mobile and portable radios. Chris Severns is currently working with Motorola's returns team to organize the return of this equipment. Shipping labels should be available soon and Motorola's logistics team will have them picked up. As soon as we have more information on this we will share and continue to work with our Radio System Manager to return the items as planned.

Motorola Wednesday Morning Status Call – August 20, 2025
AXS Consoles: Issues with the AXS consoles persist. Last week's incident is still under investigation as to what caused the outage and lock out. It appears to be something that occurred during the core upgrade at STARCOM, but we are still searching for details. Also, this week Matt Downer was at DU-COMM to make changes to the ports for the consoles to ensure that each position is backed up by a redundant switch to help future outage if there is a failure. Motorola has an internal meeting Monday 8/25 to meet with engineering and product teams to gain additional information as to what keeps causing the issues facing the AXS consoles.

DFSI: Jordan was on site this week at ACDC and got the DFSI cut over and functioning. There were some issues that popped up, but several of those were related to the lightning strikes. Motorola is still working with ACDC for a mutual agreement on the items outside of scope and how they should be tracked, whether on the ATP or separately. We should have a resolution on this issue by next week.

Encryption: The Motorola team will be on site Monday 8/25 to review the final version of the encryption plan with ETSB. At that time, we can make any additional changes or address concerns before the plan is shared county wide at ETSB's discretion.

Subscribers: Chris Severns has submitted tickets to have all the subscribers returned per Chris Chisnell's request. Currently, we are waiting for the creation of shipping labels. Once created the Motorola team will work with ETSB staff to have the shipping team collect the radios so credit can be issued for future use.

Motorola Wednesday Morning Status Call - August 27, 2025
AXS Consoles: Motorola is continuing to work actively to track down the cause of the issues that are occurring at DU-COMM and ACDC. At this time, we are working to compile the data of all tickets and issues that have been identified and review the data. Once this has been completed, we will work to provide feedback and updates on all issues as possible, whether it be a patch fix or a training issue.

Additionally, Motorola has assigned two STs to be available for troubleshooting as they live in closer proximity to DuPage County. Troy Sauberlich and Jose Marquez will be the two STs joining to help out. This will cut down on the travel time for Matt Downer in aiding response to issues and pulling future logs.

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DFSI: DFSI is fully installed at ACDC and is in use at this time. There are several items that we are working with Jim Connolly on to get resolved for wrapping up the implementation. Matt Downer is looking into the audio output levels to see if we can help resolve that issue. He is also working to address the following:

- Alias not being available due to Analog/MDC confusion.
- Creating connections for 8PD1, 2 and 3.
- Crossmuting in Provisioning Manager.
- Alias database updates for DFSI in STARCOM.

Encryption: Motorola met with ETSB this week and worked through the outline of the plan for encryption implementation. At Executive Director Zerwin's request, the Motorola team will add full details to each step in order to set expectations on time and procedures that will be required to complete each of these processes for implementation. The goal is to have this document created by mid-September for ETSB review.

Additional Items: Brianna has worked to get access to Radio Management for the ETSB Admin team, this should be available shortly.

Subscribers: Chris Severns and Chris Chisnell are still working to get return labels for the return of these items. Hoping to have these soon.

TO: Linda Zerwin, ETSB Executive Director
FROM: Fabian Otalvaro, Motorola Starcom Field Service
DATE: August 29, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

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

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/396 radios have been programmed. There are 2 agencies/2 radios that remain to be programmed. (Elmhurst/1, Wheaton/1). ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

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

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

APXNext XN Portables: Fire agency radio testing has been completed and all configuration changes noted on Monday.com have been applied. Radios have been deployed to some agencies as scheduled on Monday.com DuPage Fire Radio Deployment/Exchange Queue.

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

Programming – Projects
Code plug updates: All Fire agency XN configuration changes have been applied to the Master XN Radio configuration and applied to the radios.

Codeplug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

MOTOROLA SOLUTIONS

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Service Tickets

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

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	60	53	3	1	0	0	2	1
APX Next (PD)	76	66	13	11	0	10	0	3
APX NextXN (FD)	43	27	30	16	0	16	2	12
APX 8500 (mobile)	12	7	2	1	0	0	0	2
APX4000	21	12	5	2	0	3	0	2
Total	**212**	**165**	**53**	**31**	**0**	**29**	**4**	**20**

STARCOM21 Scheduled Maintenance:

System Maintenance: There was none last month.

System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 8/13 and 8/14. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

  Thursday, 8/14/25
  8:45 am- Site Trunking Event (~5 Minute Event)
  Red X's on Consoles for 5 Minutes as well
  2:45 pm - Site Trunking Event (~5 Minute Event)
  Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2025.07 – Patching 8/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:
[Scheduled Maintenance] CommandCentral (North America)

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The scheduled maintenance was completed.
Start: 21/Aug/2025 @ 5:30 AM CDT (UTC -5)
End: 21/Aug/2025@ 7:30 AM CDT (UTC -5)

SmartConnect Patches:
[Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance was completed.
Start: 21/Aug/2025 @ 5:30 AM CDT (UTC -5)
End: 21/Aug/2025 @ 7:30 AM CDT (UTC -5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:
RadioCentral Migration was completed on 5/14/25. The following two portables were not migrated due to pending updates and downloads needed to be completed.

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

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

- APX Portables and Mobiles Firmware R36.40.00 2025.1 is a maintenance release and was available 6/9/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.

- APX NEXT Firmware R09.40.00 FW 2025.1 was released and was available 6/9/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.

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

STARCOM21 Unscheduled System Outages: There were none last month.

Meetings: There were none last month.

Training: There was none last month.

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

PTT Counts

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

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors				Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus				Pending
80	10/30/20	TECH	Power Supply	Procure redundant supllies for switches etc	Closed	03/23/21					Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus		
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus				
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed						
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed	05/09/21	Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus				
91	05/18/21	TECH	TRE change	Redesign the TRE to ensure it passes to Starcom	Closed						
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21	Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus				
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed	08/11/22			Consensus		
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed	08/11/22			Consensus		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus		
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22			Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed	08/11/22			Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21	Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23					Consensus
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consesus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed		Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22	Consensus				
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus				
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus		
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed	05/02/25	Consensus				
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Closed			Consensus			
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22					
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Closed	3-May-25	Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus			
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus				
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23			Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23			Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23			Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23			Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23			Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus			
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed	5-Sep-23					
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus				
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed	26-Mar-24	Consensus				
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus				
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed		Consensus				
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research			Pending			
128	7/11/2024	Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	Opened			Pending			
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed	7-Mar-25	Impasse				
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed	27-Aug-24	Consensus				
131	1/30/2025	CAD	Change town/street code	Change boulavard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened						
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed		Consensus				
133	6/25/2025	CAD	CAD Notes Chronology Cluttered	Remove some of the information that filters into the CAD notes chronology	Opened						
134	6/25/2025	CAD	Call Stacking Functionality For Fire Dispatch	Request to allow Call Stacking functionality for Fire dispatching	Closed	30-Jul-25	Consensus				
135	6/25/2025	CAD/MPS	Cloest Unit Dispatching	During the CAD RFP focus group sessions, it was brought up that the CAD system is not currently set up to perform closet unit dispatching.	Opened						
136	6/25/2025	CAD/MPS	Copying Events to Another Town	The ability to copy an event from one town to another is not a seamless process. The user base would like to see if there is a possibility of configuring the system to support copy events with a simplified process	Opened						
137	6/25/2025	CAD	Hidden Pop Up Messages	There are pop-up messages that are configured in the CAD system that frequently get hidden behind windows on the user screen that will cause the system to not move forward unless that pop-up message has been acknowledged	Opened						
138	6/25/2025	CAD/MPS	Run Handicapped Placard Independently	Communicated that it is not possible to run a Handicapped Placard independent	Opened						
139	6/25/2025	CAD/MPS	Run LEADs Number Independently	Communicated that it is not possible to run a LEADS number independent	Opened						
140	6/25/2025	MPS	Unit Status Only Displays Vehicle Location	In MPS the Unit Status will display the location of the vehicle and not the officer. They would like that status to show the officer's location, which would be beneficial if the officer is potentially in foot pursuit or away from the vehicle	Opened						

			In process/Testing								
			Implemented								
			Pending Research								
			Technically Not Feasible								

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:29:13 AM

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	154,369	48,803	105,566	0	1,959	40,993	5,204	181	466	0	3,323	00:00:04
	Internal	8,609	0	8,609	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	38,685	0	38,685	0	0	0	0	0	0	38,685	0	00:00:00
	Total	201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04
Total		201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:37:17 AM

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	489,296	194,364	294,932	0	7,645	155,310	28,784	447	2,178	0	18,904	00:00:06
	Internal	88,091	0	88,091	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	122,248	1	122,247	0	0	0	0	0	0	122,248	0	00:00:00
	Total	699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06
Total		699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:28:24 AM

Date Range: 08/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	28,270	6,901	21,369	0	276	5,887	686	12	40	5,341	436	00:00:04
Total	28,270	6,901	21,369	0	276	5,887	686	12	40	5,341	436	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:36:03 AM

Date Range: 08/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	95,244	27,622	67,622	0	1,146	22,474	3,676	58	267	16,515	3,119	00:00:07
Total	95,244	27,622	67,622	0	1,146	22,474	3,676	58	267	16,515	3,119	00:00:07

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 09/02/2025 08:27:31 AM

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	7,544	7,544	0	0	253	6,377	909	5	0	0	0	00:00:04
Total	7,544	7,544	0	0	253	6,377	909	5	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 09/02/2025 08:40:16 AM

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	22,723	22,723	0	0	272	21,010	1,367	74	0	0	0	00:00:06
Total	22,723	22,723	0	0	272	21,010	1,367	74	0	0	0	00:00:06

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:29:13 AM

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04
Total	201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:37:17 AM

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Grouping: Site & Call Origin

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06
Total	699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06

Rave 9-1-1 Suite

Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
				2025						
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	**27,978**	**65,748**	**1,137**	**8.59%**	**1,273**	**15,886**	**8**	**2**	**357**	**188,889**

Motorola Monthly Incident Report
August 2025

Incident Number	Site	Status Text	Ticket Open Date	Description
INC0002854831	DuComm Dispatch CTR	Pending	8/5/2025 11:08:00 AM	SDM GPIO Modules Red X on all the AXS Consoles
INC0002873981	DuComm Dispatch CTR	Closed	8/8/2025 11:36:25 AM	DU-COMM SZ01401D48 - DUCOP8 - Suspicious Remote Activity. Issue was due to logout and keyboard leaning on its side.
INC0002903037	Addison Consolidated Dispatch Center	Closed	8/14/2025 11:01:20 AM	Security patches on AXS were causing AD lockouts and session logoffs. Out of 37 consoles, 6 were down. The agent contacted SOC for investigation, and SOC reached out to NOC Tier 2. The customer communicated with the project manager, who resolved the issue from his side, allowing the 6 OPs at ACDC to log back into the system. The customer requested to keep the case open until the issue is fully resolved. Attempts to contact MS-NOC Tier 2 were unsuccessful. The customer will inform when to close the case.
INC0002903122	DuComm Dispatch CTR	Pending	8/14/2025 11:15:09 AM	CSEASTRO-3925 - We have 5 consoles position log themselves out on their own and are locked out.
INC0002923289	DuComm Dispatch CTR	Pending	8/18/2025 1:52:31 PM	SZ01401D48-the AXS console displayed the error. Of the consoles that have this capability, 13,14,16, and 22 all experienced this issue. 14 was rebooted which ultimately resolved the issue. The other three have been left in that state so it can be observed by Motorola.
INC0002930465	Addison Consolidated Dispatch Center	Pending	8/19/2025 1:45:49 PM	Keith Marc/Customer/DU PAGE COUNTY/6306937519 called in to open a P3 INC for 2 pieces of MW equipment have an alarm. DS dispatched via MOSS
INC0002940242	Addison Consolidated Dispatch Center	Pending	8/21/2025 8:49:16 AM	Keith Marc/Village of Addison/16306937519 called in to open and dispatch a P2 case. He stated - On 8/20 at 16:02 CST they had emergency alerts created by westmont portable radio in which they had to knock the emergency alert down at all 37 OP's individually. On the police layers lost radio resource upon rebooting. DS dispatched the incident via MOSS.
INC0002945142	Addison Consolidated Dispatch Center	Pending	8/22/2025 7:42:39 AM	David Dobey/Addison Consolidated Dispatch Cen/6308274853 requested via phone to open a priority P2 dispatch Incident. He stated Access Dispatch Console: one of the pager buttons is giving an error: cannot begin paging not valid pages in queue. DS created an incident and dispatched via MOSS. FOLLOW UP: Incident to be updated through MOSS.
INC0002954695	DuComm Dispatch CTR	In Progress	8/25/2025 9:26:22 AM	DU-COMM Dispatch - SZ01401D48 - OP5 Radio Log Off
INC0002954745	DuComm Dispatch CTR	Pending	8/25/2025 9:25:59 AM	DU-COMM Dispatch - SZ01401D48 - OP15 Street Units Could Not Hear Dispatch. DU-COMM Technicians performed a reboot of the OP which resolved the issue in the moment.
INC0002960864	DuComm Dispatch CTR	Closed	8/26/2025 7:59:21 AM	SOC Field Interaction Required: z001s048op27.nmd48.zone1 is not managed by McAfee Epo FSO deployed McAfee agent/ENS to op27 at DuComm. Verified is showing now in ePo.
INC0002976535	DuComm Dispatch CTR	Assigned	8/28/2025 12:54:16 PM	SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: August 27, 2025

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
  - FAT testing was unsuccessful.
  - Project timeline being reevaluated.
- RMS RFP Steering committee meeting monthly.
- RMS RFP being released on 08/27.

Action Items:

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

RSA – Customer Support Collaboration:

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

Next Month's Actions Items:

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

August Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB

New Change Requests	None	Reporting Period End	August 30, 2025

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	4	P2	2	P2	0
Below target	☐	P3	18	P3	6	P3	0
Above target	☐	P4	1	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 August 30, 2025

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

Support Activities

Objectives Completed This Period

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

2. **9** support tickets were resolved in the month of August 2025.

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

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

5. MR RN Update in progress

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

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

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

ADDISON CONSOLIDATED DISPATCH CENTER

July 2025

ACDC Monthly Report
Prepared by
Director Marilu Hernandez

Addison Consolidated Dispatch Center (ACDC)

Staffing

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

Currently, we have one Probationary Telecommunicator who has completed the Classroom Phase of training, and is in the Call Taking Phase with a Communication Training Officer on Day Shift. From the most current interviews, we have two potential new hires in background. We continue to interview to fill the Alarm Board Operator, scheduled to retire July 18th.
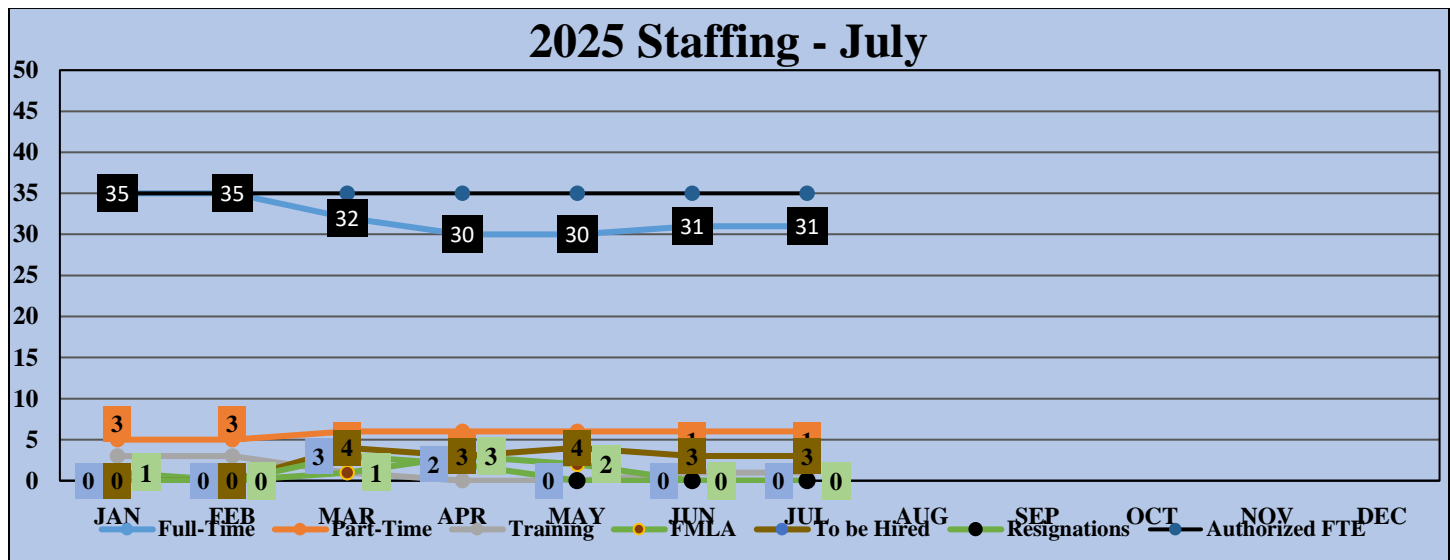
Resignation

Alarm Board Operator James Halik retired on July 18th, *Thank You Jim* for so many years of service, you will be missed.

Recognition

TL Sean Milnes received a Thank You letter from Elmhurst Police Chief McLean for his professionalism during a search warrant he assisted as the Metro SWAT Dispatcher. Chief McLean commends Sean for his dedication and teamwork that ultimately led to the successful apprehension of an armed and dangerous offender, and transported to DuPage County Jail.

On July 17, 2025, **TC Hawkins** dispatched Addison PD to a vacant building on Swift Rd for multiple burglary alarm activations. Upon arrival, officers found broken glass, and simultaneously a witness reported 4–5 subjects inside. A perimeter was established, 15 minutes later, three subjects were taken into custody after exiting the building, two more remained inside. Drones from Elmhurst PD and Glendale Heights PD were deployed, as well as a K9 from Bloomingdale PD. Throughout the incident, TC Hawkins remained calm, relayed and echoed critical information to responders, documented details provided by those on scene, and tracked the locations of perimeter units. At shift change, **TC Bukovic** assumed control of the channel and continued managing the situation with composure. Patrol Sgt requested a live stream from his body camera, TC Bukovic had the stream running in less than 15 seconds. The Sgt placed his camera into the ceiling, where TC Bukovic observed two suspects hiding. TC Bukovic provided detailed descriptions of the suspects and updates on their movements, leading to the safe apprehension of the final two subjects. Through effective teamwork and skillful use of technology, the incident concluded safely with all five subjects taken into custody. Compliments on your dedication to the ACDC Mission, and demonstration of your abilities to multitask, communicate, and work as a team.

On July 29, 2025 **TC Renee Calzaretta** orchestrated an incident involving the Bloomingdale and Addison Police Departments that lead to a short pursuit involving a stolen vehicle. Throughout the incident, TC Calzaretta remained calm, relayed and echoed critical information to responders, and made proper documentation in CAD. The incident was handled flawlessly and concluded safely with the involved subjects in custody. Compliments on a job well done!

Training

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

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

HRLF Scenario 25-07 Scenario #1 10-57 PI	
Question	**Yes_Percentage**
CAD created within the time standard?	100
Nature of the call determined?	92.86
Created CAD properly?	78.57
CAD created with two letter town code?	64.29
Verified address of occurrence?	100
Du-Flash broadcast?	85.71
Accurate and complete broadcast?	92.86
Announce the proper channel at end of broadcast?	71.43
Scene Safety Addressed?	92.86
Initiated EMD?	100
Advised caller help was on the way?	100
Completed on first attempt?	64.29
Used calming techniques/empathy?	100
Serious attitude towards training?	100
Positive attitude towards training?	100

HRLF Scenario 25-07 Scenario #2 Radio - Subject Stop

Question	Yes_Percentage
CAD Created for Correct Location?	100
Echo'd Locations and descriptions	100
Sends appropriate back-up without delay?	81.82
Use 10-61 per policy?	100
Proper clearing for 10-61 and dissemination of person	100
Created CAD properly?	90.91
Completed on first attempt?	100
Serious attitude towards training?	100
Positive attitude towards training?	100

HRLF Scenario 25-07 Scenario #3 Fire Box

Question	Yes_Percentage
Create and Send IAR Message with Box Card Attached	50
Announced Box Alarm over the radio following MABAS script	100
Completed on first attempt?	75
Tracked units, confirming all all companies due are responding	100
Identify unit(s) that never went enroute	75
Serious attitude towards training?	100
Move up COQ Medic to scene and replace	62.5
Positive attitude towards training?	100

Additional Training

- One TC recertified as an APCO CTO
- Two TCs, an Ops Manager, PSC, and the DD attended the APCO 2025 Conference
- RTIC was trained for Public Works Lucity Software
- Ops, PSC, and RTIC members trained by Community Development on The Cityview Software for permitting
- OM attended StarChase Training
- PSC joined CALEA Webinar
- TC and OM joined Itasca Fire for a Debrief/Lessons-Learned Training
- All Shifts participated in the Quarterly Radio Drills

Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068						41,902
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992						90,503
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650						33,344
Internal	1,096	876	898	1,041	1,157	1,166	1,270						7,504
DuPage 2-1-1	197	151	150	140	230	256	247						1,371
Total	25,079	20,216	23,591	23,283	26,117	27,111	29,227	0	0	0	0	0	174,624

Year-to-Date Phone Calls
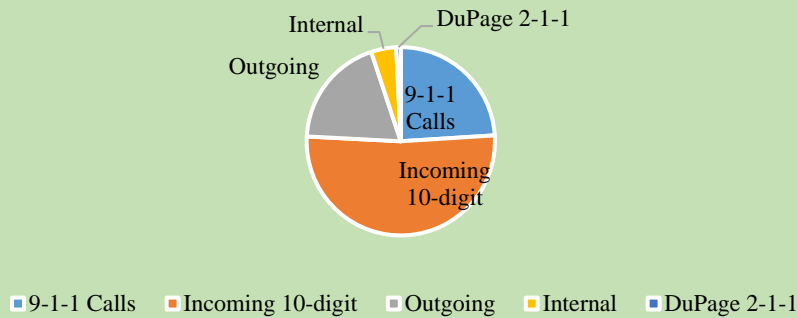
9-1-1 Calls Answered and Text-to-911

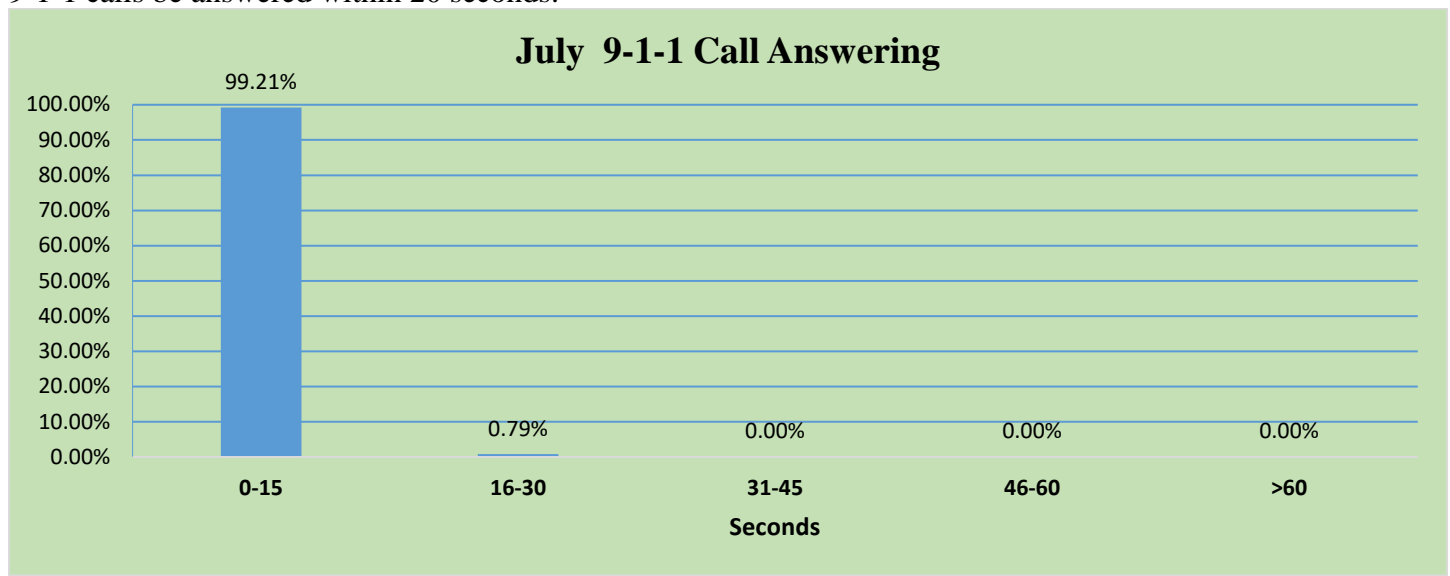| 9-1-1 CALLS RECEIVED												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060						35,584
Wireline	297	219	233	206	224	244	260						1,683
VOIP	717	607	639	151	660	601	665						4,040
Unknown	59	47	73	61	65	51	70						426
Abandoned	403	320	413	411	442	407	491						2,887
SMS	47	42	16	24	17	10	13						169
Total	6,493	5,254	6,016	5,866	6,692	6,909	7,559	0	0	0	0	0	44,789

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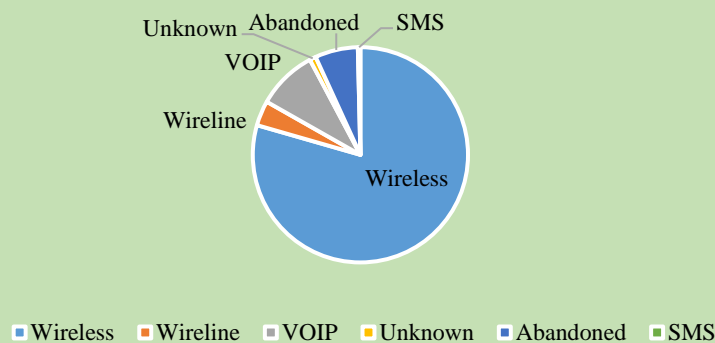
NENA 9-1-1 Call Answering Standard

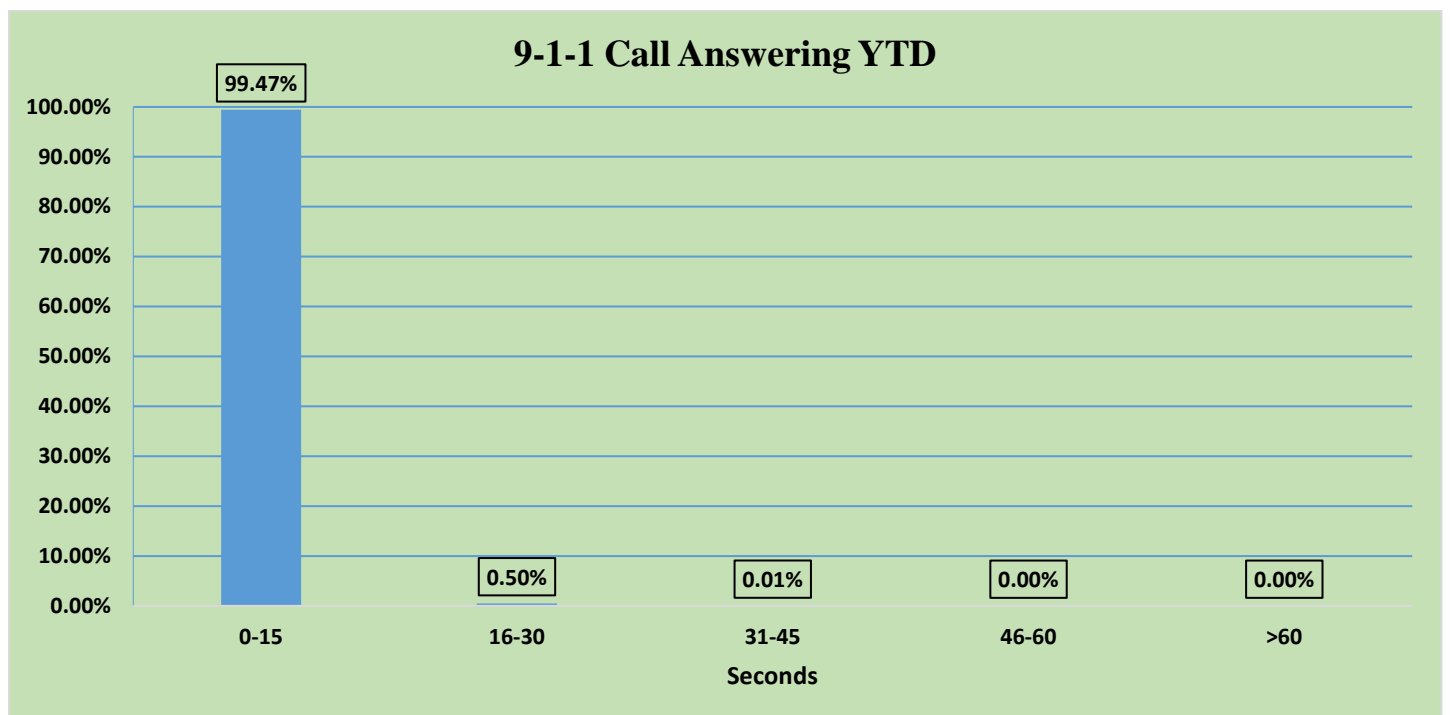National Emergency Number Association (NENA):
The 9-1-1 Association empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

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

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

July 9-1-1 Call Answering

Seconds	Percentage
0-15	99.21%
16-30	0.79%
31-45	0.00%
46-60	0.00%
>60	0.00%

911 Call Answering – YTD

9-1-1 Call Answering YTD

Seconds	Percentage
0-15	99.47%
16-30	0.50%
31-45	0.01%
46-60	0.00%
>60	0.00%

10-Digit Call Answering

July 10-Digit Call Answering

Bar chart showing percentage of calls answered by seconds:
- 0-15: 98.79%
- 16-30: 1.11%
- 31-45: 0.11%
- 46-60: 0.00%
- >60: 0.00%

X-axis: Seconds
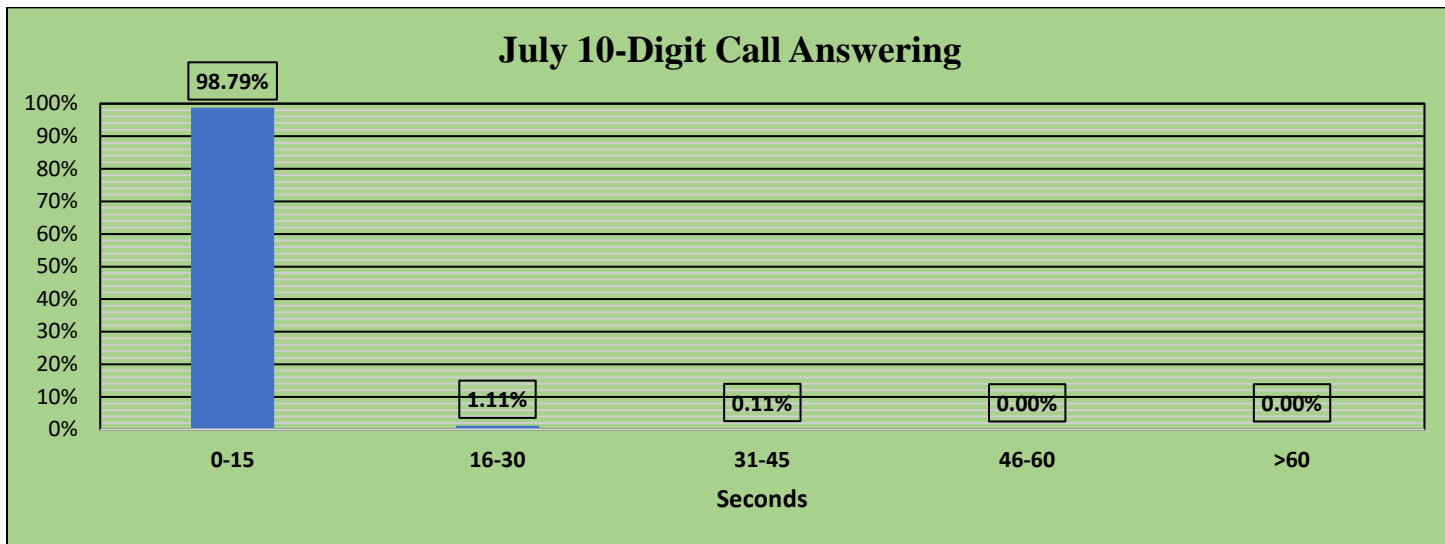
TOP Call Takers

JULY 2025

TOTAL CALLS

MINOR - - - 1212
WILLADSEN - - - 1159
HAWKINS - - - 1139
MOOTREY - - - 1108
SZCZEPANIAK - - -1089
KOLBERG - - 1064
FICARROTTA - - - 1054
GRADO - - - 1053
MAYFIELD - - - 1044
OLIVER - - -1002

911 CALLS

GRADO - - -346
GODLEWSKI - - - 338
HAWKINS - - -329
KOLBERG - - -303
ALVAREZ - - - 296
OLIVER - - - 282
MAYFIELD - - - 279
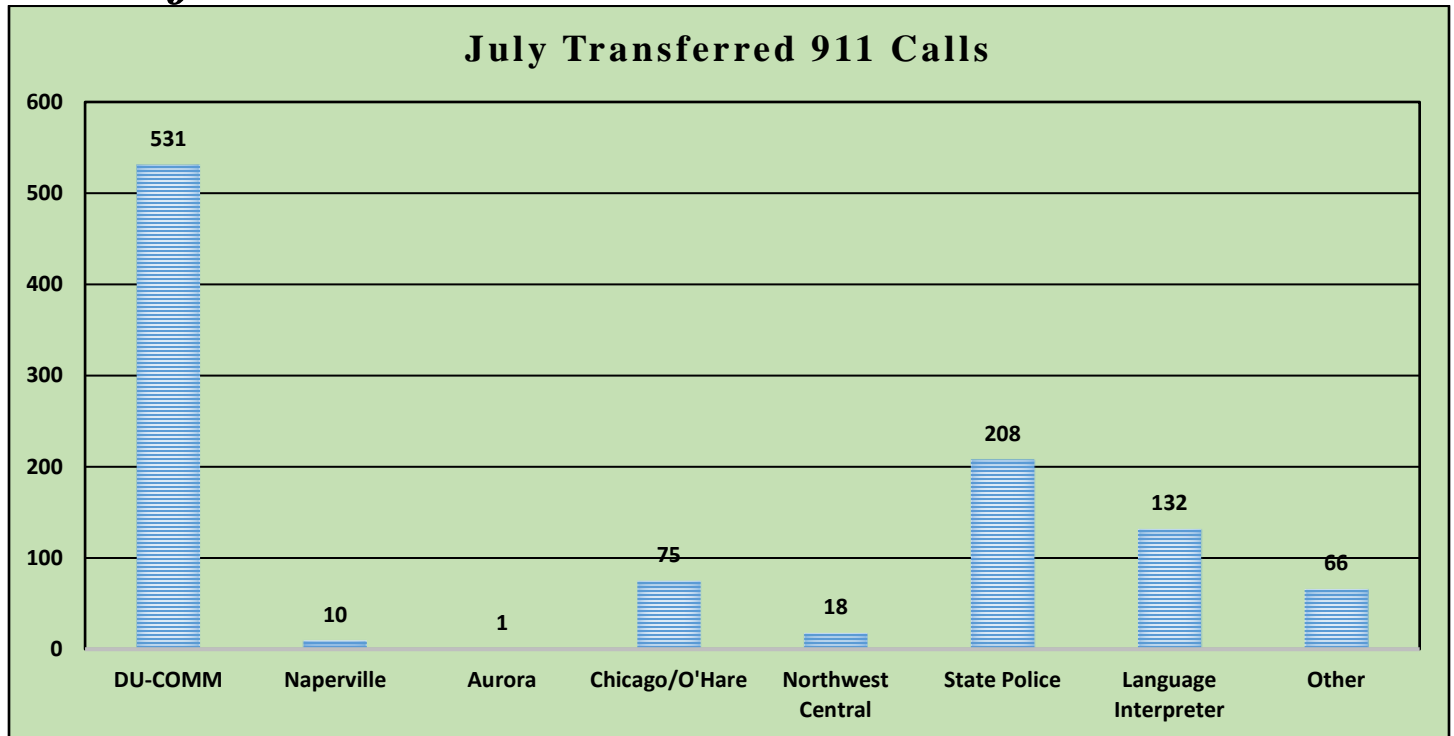WILLADSEN - - -266
MINOR - - - 253
EATON - - - 250

NON-EM

SZCZEPANIAK- - - 973
MINOR - - 959
MOOTREY - - - 900
WILLADSEN - - - 893
FICARROTTA- - - 864
HAWKINS - - - 810
WATERMAN - - - 789
MAYFIELD - - - 765
KOLBERG - - - 761
VALLEE - - - 751

Transferred 911 Calls

July Transferred 911 Calls

Category	Value
DU-COMM	531
Naperville	10
Aurora	1
Chicago/O'Hare	75
Northwest Central	18
State Police	208
Language Interpreter	132
Other	66

Calls & SMS by Shift – July

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

Category	Value
Days (911+hang-ups)	2568
Days non-emergency	8459
Days SMS	4
Afts (911+hang-ups)	3243
Afts non-emergency	9802
Aft SMS	7
Mids (911+hang-ups)	1257
Mids non-emergency	3651
Mids SMS	2
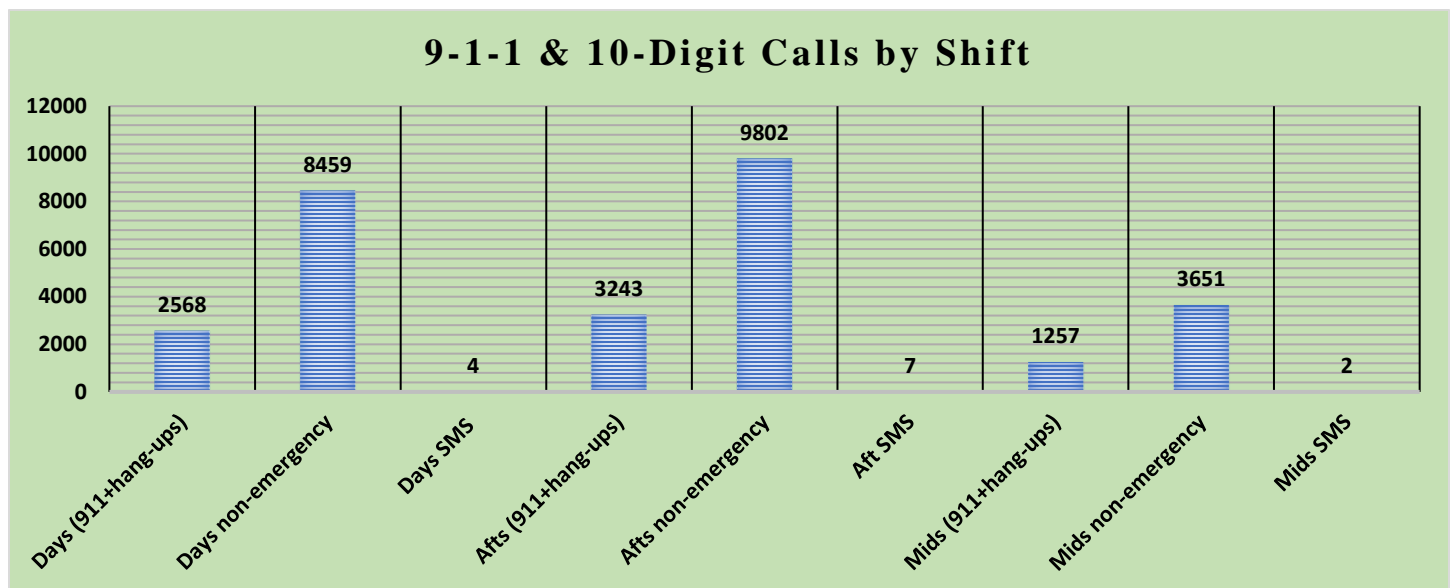
Member Agency & Misc. Phone Calls

10-Digit Phone Calls July & YTD

Agency	Jul	YTD
Addison FPD	39	292
Addison PD	2655	16655
Bensenville FPD	123	703
Bensenville PD	1345	7733
Bloomingdale PD	803	5251
DuPage 2-1-1	247	1371
DuPage Forest Preserve PD	247	1526
Glendale Heights PD	1559	8565
Itasca PD	719	4076
Itasca FPD	45	258
Pleasantview FPD	243	1446
Tri State FPD	252	1347
Westmont FD	93	869
Westmont PD	890	5666
Wood Date FPD	33	222
Wood Dale PD	874	5248
ACDC Direct	1924	11581
ACDC Doors	227	1428
ACDC PD Officers	1130	6528
ACDC FD Officers	398	2400
ACDC Alarm Board	1146	7478

Calls for Service-Month (CFS)

July 2025 Calls for Service

Agency	Calls
ADDISON FPD	550
ADDISON PD	3,243
BENSENVILLE FPD	341
BENSENVILLE PD	1,575
BLOOMINGDALE PD	3,633
DUPAGE FOREST PRESERVE PD	2,997
GLENDALE HEIGHTS PD	2,604
ITASCA PD	791
ITASCA FPD	207
PLEASANTVIEW FPD	459
TRI STATE FPD	682
WESTMONT FD	420
WESTMONT PD	1,780
WOOD DALE FPD	187
WOOD DALE PD	1,230
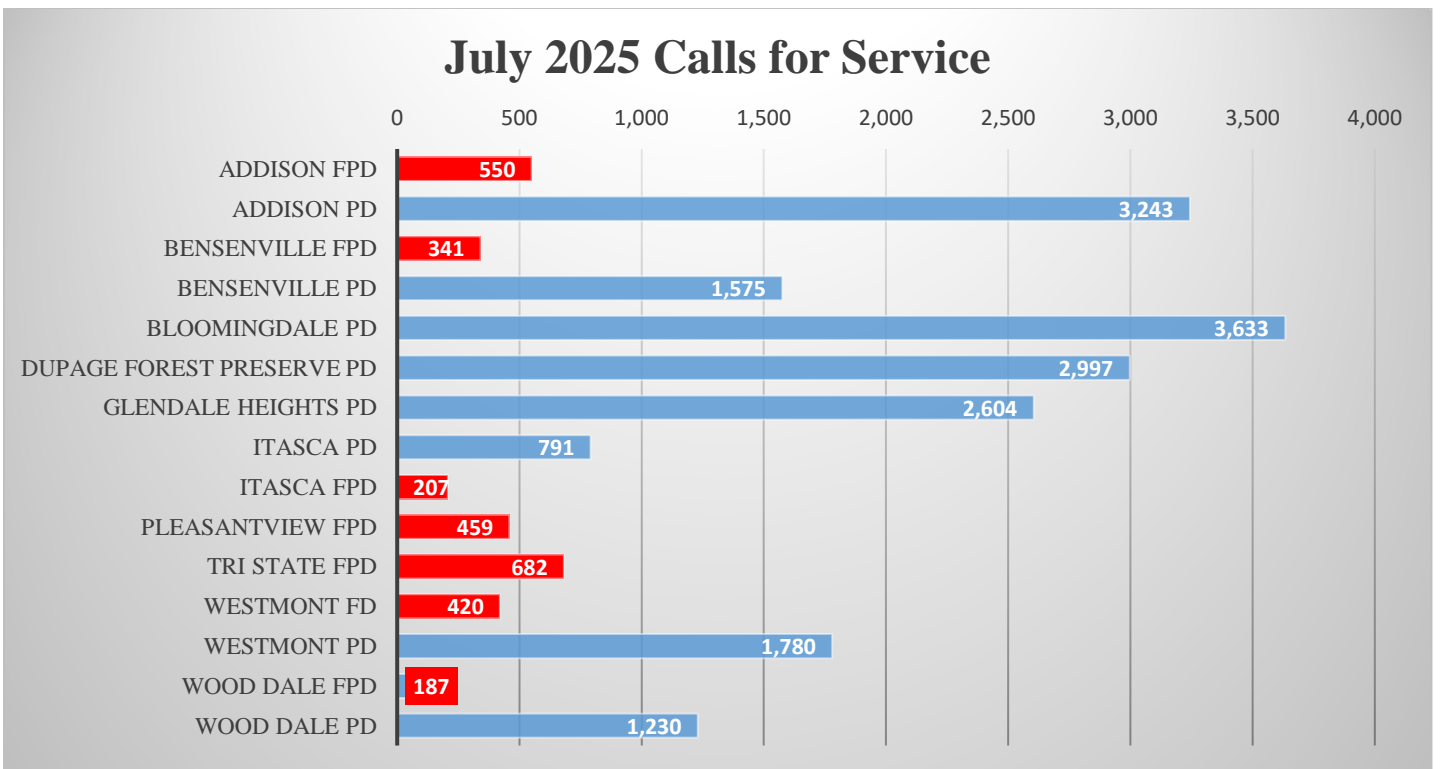
Calls for Service (CFS) - YTD

2025 Calls for Service YTD

Agency	CFS
Addison FPD	3,350
Addison PD	20,853
Bensenville FPD	2,189
Bensenville PD	9,361
Bloomingdale PD	24,118
DuPage Forest Preserve PD	19,162
Glendale Heights PD	17,537
Itasca PD	5,081
Itasca FPD	1,104
Pleasantview FPD	2,776
Tri State FPD	4,159
Westmont FD	2,907
Westmont PD	12,808
Wood Dale FPD	1,382
Wood Dale PD	8,543
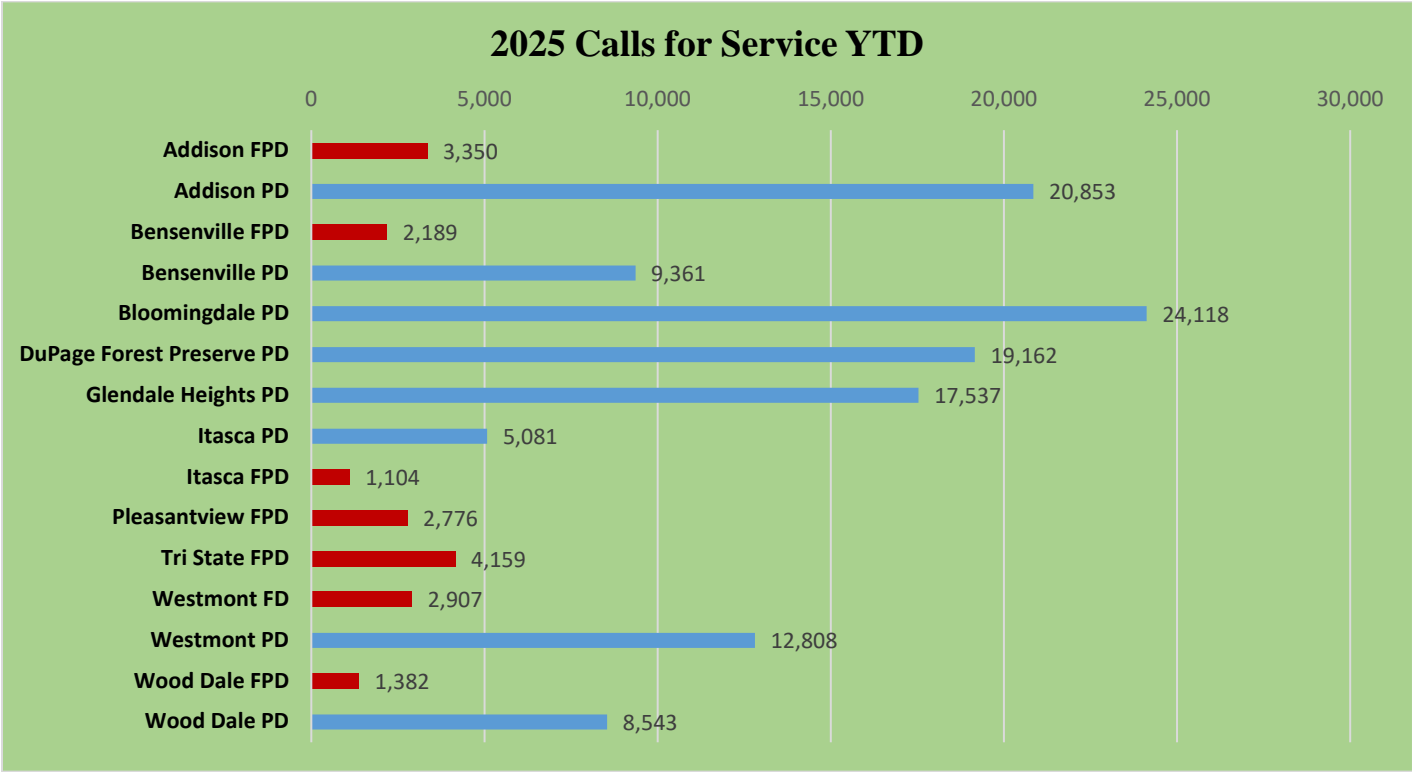
Police Calls for Service by Talk Group – July

ACDC 1 (Westmont, DuPage Forest)	**4,777**
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	**6,839**
ACDC 3 (Bloomingdale, Glendale Heights)	**6,237**

July 2025 police TalkGroups Calls for Service

- ACDC 1 (Westmont, DuPage Forest) 27%
- ACDC 2 (Addison, Bensenville, Itasca, Wood Dale) 38%
- ACDC 3 (Bloomingdale, Glendale Heights) 35%
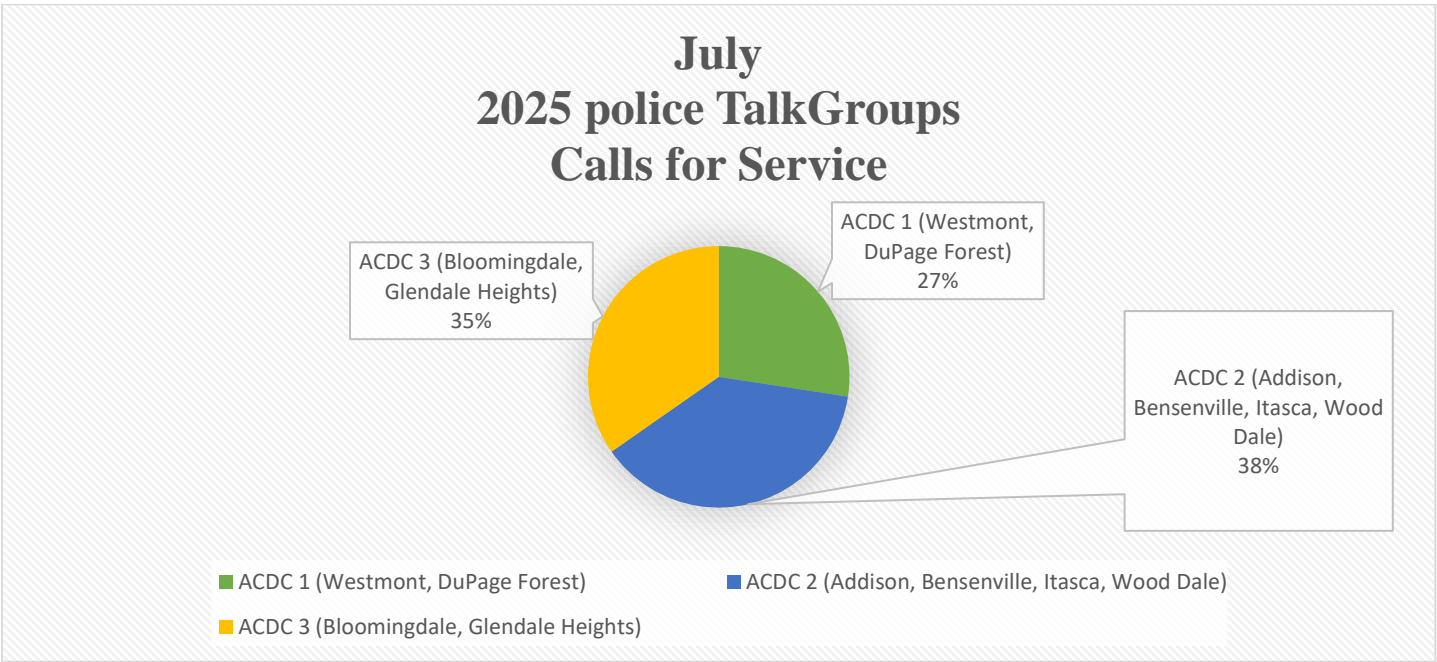
Fire Calls for Service by Talk Group – July

| FDACDC 1 (Pleasantview, Tri State, Westmont)	1,561
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,285

July 2025 Fire TalkGroups
Calls for Service

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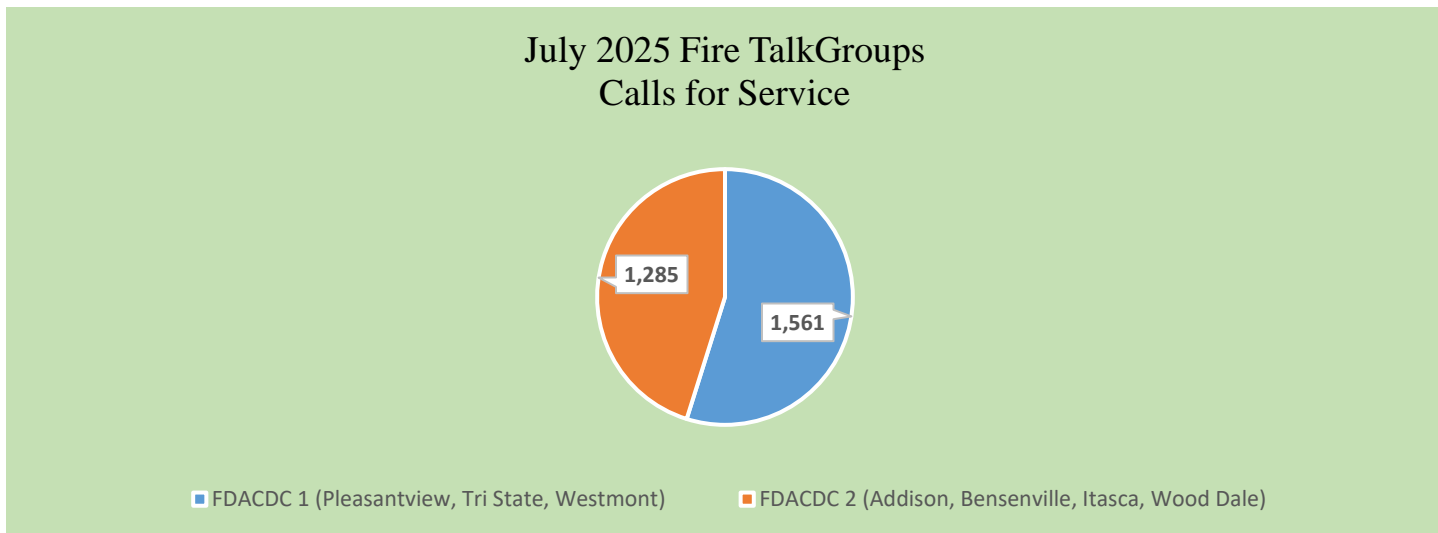
Police & Fire Calls for Service by Talk Group – YTD

2025 POLICE TALKGROUPS
CALLS FOR SERVICE YTD

ACDC 1 (Westmont, DuPage Forest) 27%

ACDC 3 (Bloomingdale, Glendale Heights) 36%

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

2025 FIRE TALKGROUPS
CALLS FOR SERVICE YTD

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

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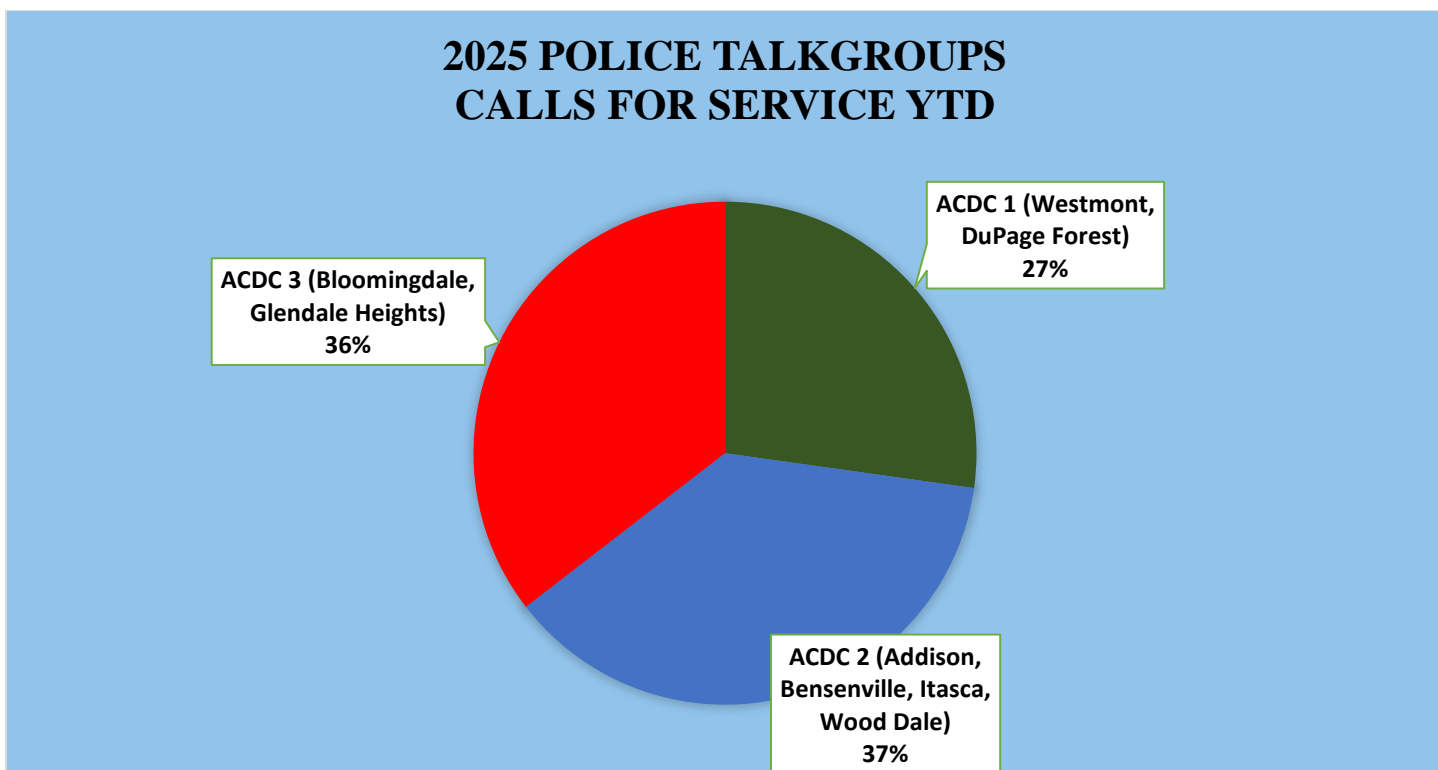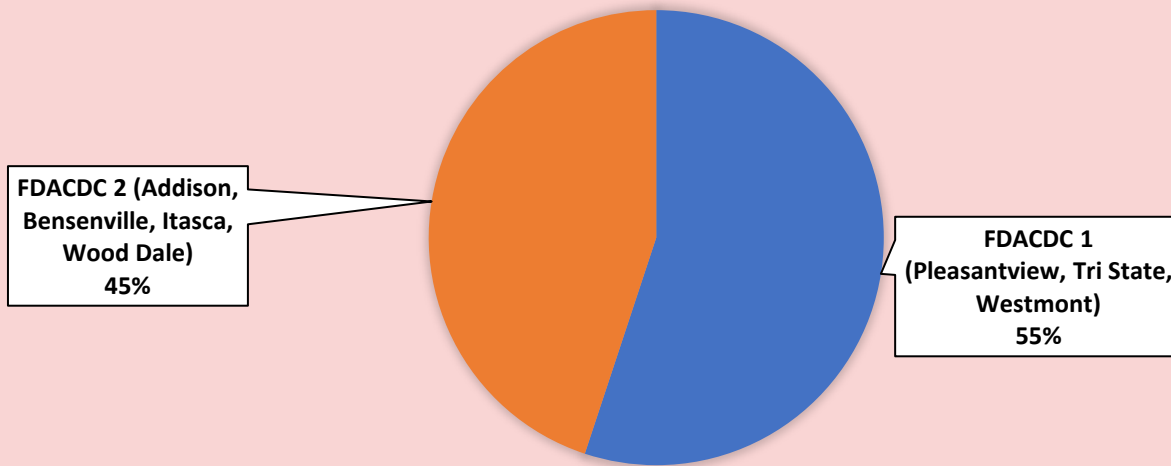
MABAS Alarms Dispatched (YTD)

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

Structure Fire Reviews – YTD

2025 Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less then 106 (column C/B) (goal	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	15								
Bensenville	20								
Itasca	4								
Pleasantview	16								
Tri State	23								
Westmont	12								
Wood Dale	3								
Other FD Agency	12								
Total Reported Fires	105	45	48	13	43%	89%	71	3	0
Actual Fires	52	28	22	2	54%	96%		0	0
Actual fires: % under 61 seconds. Goal is 90% under 60 seconds		53.8%							
Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95% *includes actual fires under 61 seconds*			96.2%						
Actual fires: % over 106 seconds. Goal is 0%				3.8%					
Actual fires delayed by caller or Other PSAP	0								
Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of	0.0%	0.0%							
Actual fires received as fire alarm	9								
% actual fires received as fire alarm	17%								

Performance Measures

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

Police:

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

33 Calls Reviewed for – July	
Policy Violations	Violations • Failure to use DU FLASH/Activate alert tones
Error in Accuracy	Violation • Erroneously selected incorrect CAD code, caused inaccurate response
Performance Issue	Violations • Delay in dispatch
Equipment Malfunctions or CAD Issues	• Radio down, missed radio traffic
Other PSAP or Caller Issue	Violation • Caller transferred and put on hold by other PSAP, causing hold beep

Fire:

General Alarm Review

15 Calls Reviewed – July	
Policy Violations	Violations • Failure to verify address, as per policy
Error in Accuracy	Violation
Performance Issue	Violation • Line of questioning for proper CAD code
Equipment Malfunctions or CAD Issues	
Other PSAP or Caller Issue	Violation • Delay by other PSAP

Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Itasca FD	Failure to dispatch Chief	Call coded as Accident Comm-Veh w/Fire; CAD recommended 1 ENG, 1 TRK, 1 MED, 1 TDR, 1 BC; no chief request by Command	No TC Error, Configuration Issue

Collaboration / Committee's / Focus Groups / Miscellaneous

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

ETSB Podcast - - - Tuesday, September 16 @ 1300 hrs.
DuPage ETSB is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://us02web.zoom.us/j/85239379328?pwd=Dh6jm6VPQNLacxZHeUSd1VLn6nGhZp.1

Meeting ID: 852 3937 9328
Passcode: 466497

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

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

Fire Standardization: (FSA is a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire)
- TECH Focus reviewed the Purvis MOP and agreed with the approach. Some additional questions were asked and those have been supplied to Purvis.
- ETSB is scheduled to meet with Deccan on July 15, 2025 to discuss the documentation that was provided to them regarding the previous concerns and understand from their perspective the best route to move forward in support of those concerns.
- Podcast - Next Podcast date July 22, 2025, 1pm CT
  NOTE: The Podcast meeting will be held in person and at least 1 representative from each agency is requested to attend to sign for 2 APXNext XN test radios to bring back to their respective agencies for testing.

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

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

ACDC Visitors

- 07/10 Elmhurst Police Department Explorer tour
- 07/28 Chief of Staff tour

Community Outreach
- Foxdale Park Neighborhood Watch Meeting – Cancelled due to weather
- 07/10 Cops and Bobbers Event Wood Dale Grove FP

Task Force / Special Detail Participation
- 7/1   Addison Traffic Detail
- 7/2   BLP Pursuit/Search
- 7/8   Saturation Task Force 100th Mission
- 7/17   Warrant Service
- 7/29   Saturation Task Force

Special Events

- 07/02 Kickoff meeting for the new ACDC Website & Professional Photo session