



# 2025 ANNUAL REPORT

**ADDISON CONSOLIDATED DISPATCH CENTER**

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[WWW.ACDCDISPATCH.ORG](http://WWW.ACDCDISPATCH.ORG)

# ABOUT ACDC

The Addison Consolidated Dispatch Center (ACDC) is a public safety answering point (PSAP) responsible for efficiently answering incoming 911 calls from citizens, visitors, and patrons throughout the DuPage County area, and dispatching appropriate police and fire agencies. The DuPage County Emergency Telephone System Board (ETSB) provides ACDC with the equipment necessary for answering phone calls and dispatching responders to calls. ACDC is a division of the Addison Police Department. The most invaluable resource at ACDC consists of our 911 telecommunicators (TC).

The term telecommunicator is the professional title of the personnel answering and dispatching calls. Some may use the term call-taker, dispatcher, or Emergency Medical Dispatcher (EMD) to describe a telecommunicator. ACDC consists of:

- 35 Full-Time Telecommunicators
- 6 Part-Time Telecommunicators
- 1 Part-Time Alarm Board Operator
- 3 Operations Managers
- 1 Professional Standards Coordinator
- 1 Clerk/Typist
- 1 Information Technology (IT) Specialist
- 1 Deputy Director of Communications
- 1 Director of Communications
- 1 Deputy Chief of Support Services



All TCs are certified in EMD and provide medical instructions for callers requiring medical attention. ACDC dispatches for nine police agencies, seven fire agencies, Mutual Aid Box Alarm System (MABAS) Divisions 10 & 12, provides phone answering services for the Northern Illinois Critical Incident Stress Management Team (CISM), and provides after-hours phone answering service for 211 of DuPage County for health and social service resources.

ACDC is guided by public acts, standards, and policies from various agencies and entities including the United States Department of Justice (DOJ), Federal Communications Commission (FCC), State of Illinois, Illinois State Police (ISP), Department of Public Health (IDPH), National Emergency Number Association (NENA), Association of Public Safety Communications Officials (APCO), National Fire Protection Association (NFPA), National Highway Traffic Safety Administration (NHTSA), and Good Samaritan Emergency Medical Services System (GSEMSS).



ACDC IS ACCREDITED BY THE **COMMISSION ON ACCREDITATION OF LAW ENFORCEMENT AGENCIES (CALEA)**, SUPPORTED BY THE UNITED STATES DEPARTMENT OF JUSTICE.

ANNUALLY, CALEA COMPLIANCE SERVICE MEMBER ASSESSORS REVIEW ACDC POLICY, PROCEDURE, AND PROTOCOL TO CONFIRM ADHERENCE TO LEGISLATIVE MANDATES, STANDARDIZED PRACTICES, AND PROOF OF COMPLIANCE.

# A Message From the Director



**Marilu Hernandez**

Director of Communications

I am pleased to present the **2025 Annual Report** for the **Addison Consolidated Dispatch Center (ACDC)**. Looking back on the past year, 2025 was marked by a commitment to continuous improvement. I am incredibly proud of our progress and eager to build upon this momentum. Our center's success is a direct result of our mission-driven staff and their collective dedication. It is their tireless pursuit of excellence that fuels our mission, and for that, I am deeply grateful.

Committed to delivering a high level of service, ACDC is focused on strengthening staff and fostering innovation. Recent successful hiring has normalized staffing levels, overcoming past difficulties. We ensure all ACDC personnel receive comprehensive and ongoing professional development, via a variety of channels; we continue to host on-site classes, provide independent study, monthly training, and attend conferences. ACDC remains committed to personnel development and continues to strive toward expanding our staff's knowledge and resourcefulness to better serve our operational needs.

In March 2025, the department announced the promotion of **TC Grecia Flores** to Operations Manager, followed by the promotion of **TC Benjamin Koechling** to Professional Standards Coordinator and CALEA Accreditation Manager in September. Throughout the year, the management team prioritized professional development by attending various in-person and virtual supervisory courses, workshops, and national conferences. These initiatives are strategically designed to cultivate a robust internal knowledge base, ensuring effective succession planning and sustained long-term organizational growth.

ACDC and the **Metropolitan Association of Police (MAP) Chapter 774**, the representative body for full-time Telecommunicators (TCs), maintain a formal and harmonious professional relationship. Both are committed to continuous collaboration and open communication to ensure seamless operations towards shared objectives. To maintain this alignment, leadership from both parties convene for quarterly meetings to review goals and streamline collective efforts.

As we move into 2026, I anticipate a wealth of new possibilities that will further our collective goals.

**"Our center's success is a direct result of our mission-driven staff and their collective dedication."**

# ACDC MISSION & VALUES



## MISSION

**We are committed to building public trust and providing superior service by treating everyone with dignity and respect; while providing for the needs and safety of the communities and responders.**

## VALUES

To fulfill this mission to both the communities and the responders, the Addison Consolidated Dispatch Center adopts these values:

- To express compassion by treating everyone with courtesy, empathy, impartiality, and respect.
- To demonstrate dependability by gathering and providing accurate information in an efficient and confidential manner.
- To foster integrity by always being ethical and honest.
- To exhibit professionalism by being loyal and taking the responsibility for working as a team.

# ACDC STAFF

## END OF 2025



### SERVING SINCE

Mardula	1997	Nudd	2020
Hernandez	1998	Schmidt	2020
Beebe	2011	Stevanovic	2021
Koechling	2014	Mootrey	2021
Medina	2015	Alvarez	2022
Vertucci	2015	Milnes	2022
Kolberg	2015	Calzaretta	2022
Lettenberger	2015	Burmeister	2022
Valdez	2016	Mayfield	2022
Okichich	2017	Szczepaniak	2022
Ostrander	2017	Iazzetto	2022
Mahn	2017	Chacon	2022
Dobey	2017	Vallee	2022
Marc	2017	Minor	2022
Flores	2017	Hawkins	2022
Leath	2017	Oliver	2022
Cavaligos	2018	Godlewski	2022
Herrera	2018	Check	2023
Willadsen	2018	Eaton	2025
VanAlstine	2018	Grado	2025
Bukovic	2018	Domino	2025
Waterman	2018	Gonzalez	2025
Ficarrotta	2019	Kurasz	2025
Norton	2020		



# ORGANIZATIONAL CHART



**Roy Selvik**  
Chief of Police



**Chris Weinbrenner**  
Deputy Chief of Police



**VACANT**  
Office Clerk



**Marilu Hernandez**  
Director of Communications



**Eric Burmeister**  
Deputy Director of Communications



**Michele Beebe**  
Operations Manager



**David Dobe**  
Operations Manager



**Grecia Flores**  
Operations Manager



**Ben Koechling**  
Professional Standards  
Coordinator



**Wojciech Mardula**  
Team Lead  
Day Shift



**Kyle Ficarrotta**  
Team Lead  
Afternoon Shift



**Sean Milnes**  
Team Lead  
Midnight Shift

# RECOGNITION

**In 2025, ACDC personnel were repeatedly recognized for exceptional performance during high-risk, complex, and prolonged incidents requiring precise coordination and calm decision-making.**

Telecommunicators were formally commended for their roles in active shooter and shooting incidents, extended multi-agency operations, and resource-intensive emergency responses where rapid call handling, clear radio control, and accurate information sharing were critical to responder and public safety.

Staff were also recognized for managing large-scale incidents that required continuous operations, including ACDC’s first dispatch of a MABAS Division 12 Box Alarm during a multi-day dive and recovery operation. This incident resulted in formal written recognition from the Wood Dale Fire Protection District for ACDC’s professionalism, coordination, and interagency support.

Additional commendations were awarded for life-saving emergency medical dispatch, high-risk pursuits, burglaries, arson investigations, armed domestic incidents, and critical intruder calls. Personnel were further acknowledged for technical and leadership contributions that strengthened ACDC’s operational readiness and long-term resiliency.

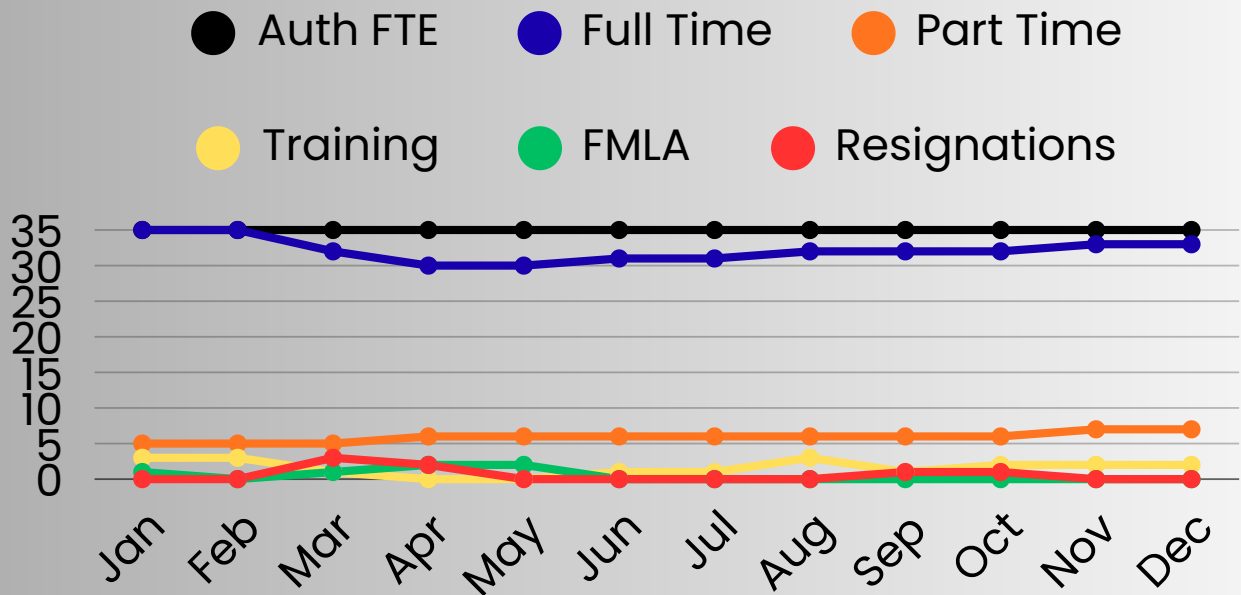
These recognitions reflect the consistent professionalism, teamwork, and dedication of ACDC staff and reinforce the center’s role as a trusted partner in public safety and emergency response.

Date	Telecommunicator	Recognition	Agency
February	Grecia Flores	Promotion to Operations Manager	ACDC
March	TC Erin Vallee, TC Robert Nudd, TC Chris Norton	Agency Recognition – Commended for performance during a high-rise fire in LaGrange	Lyons Township Area Communications Center (LTACC)
April	TC Lindsay Bukovic, TC Anne Leath	Exemplary Performance – Multi-hour burglary mission support and tactical coordination	Bensenville PD
July	TC Taylor Hawkins, TC Lindsay Bukovic	Exemplary Performance – Dave & Buster’s burglary; live BWC monitoring assisted in apprehension	Addison PD
July	OM David Dobey	Exemplary Performance – Leadership and technical coordination of DFSI radio system implementation	ACDC

# RECOGNITION

Date	Telecommunicator	Recognition	Agency
August	TC Ben Koechling, TC John Waterman, TC Kristina Iazzetto Barounis, TC Wojciech Mardula, TC Erin Vallee, TC Anne Leath	Performance of Duty – Glendale Heights shooting incident; rapid multi-caller coordination	Glendale Heights PD
August	TC Na'Jae Oliver, TC Kristina Iazzetto Barounis, TC Joseph Okichich, TC Erin Vallee, TC Robert Nudd, TC Hayden Mootrey, TC Tina Cavaligos	Performance of Duty – Wood Dale dive and ACDC's first MABAS Division 12 Box Alarm	Wood Dale PD / Wood Dale FPD
September	Benjamin Koechling	Promotion to Professional Standards Coordinator	ACDC
October	TC William Kolberg	Life Saving Recognition – CPR instructions resulting in cardiac arrest save	Westmont PD/FD
October	TC Robert Nudd	Life Saving Recognition – Juvenile suicide intervention through IP address investigation	ACDC
October	TC Kristina Iazzetto Barounis, TC Wojciech Mardula, TC Christopher Willadsen, TC Abigail Medina, TC William Kolberg, TC Joseph Ostrander, TC John Waterman, TC Amy Lettenberger, TC Hayden Mootrey, TC Kyle Ficarrotta, TC Robert Nudd, TC Karolina Szczepaniak, TC Erin Vallee, PSC Benjamin Koechling, OM Grecia Flores	Performance of Duty – Addison Active Shooter; 4+ hour critical incident with 438 calls handled	Addison PD
November	TC Renee Calzaretta, TC Lindsay Bukovic	Performance of Duty – High-risk intruder incident; rapid CAD generation and channel control	Bloomingtondale PD
December	TC Kyle Ficarrotta	Exemplary Performance – Armed domestic with weapon; clear radio control and updates	Wood Dale PD

# STAFFING & EMPLOYEE TURNOVER



In 2025, ACDC saw one full-time Telecommunicator (TC) transfer from Communications to the Records Department, one Probationary Telecommunicator (PT) resign prior to completing the probationary period, and five trainees resign during the training phase. Despite these changes, ACDC maintained an average of 32 TCs for the majority of the year. Furthermore, Stanard & Associates, Inc. administered two exams—one in April and another in December—with a total of 90 applicants. From these test results and lateral applications, ACDC interviewed a total of 30 candidates. The applicant pool included a combination of part-time, full-time, and lateral candidates.

## Terminations/Resignations

Date	Tenure	Reason	Role
3/4/2025	1.5 years	Resignation - Performance	Probationary
3/17/2025	1.5 months	Resignation - Stress	Trainee
3/26/2025	1.5 months	Resignation - Performance	Trainee
4/11/2025	2 months	Resignation - Performance	Trainee
4/12/2025	8 years	Transfer to Records Department	Telecommunicator
9/30/2025	1.5 months	Resignation - Performance	Trainee
10/27/2025	2 months	Resignation - Performance	Trainee

# TELEPHONE ANSWERING

## 2025 ACDC PHONE CALLS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>911 Calls</b>	6,090	4,934	5,603	5,455	6,250	6,502	7,068	6,901	6,083	5,927	5,584	5,896	<b>72,293</b>
<b>Incoming 10-digit</b>	12,876	10,573	12,556	12,246	13,386	13,874	14,992	14,923	13,714	13,452	13,065	12,579	<b>158,236</b>
<b>Outgoing</b>	4,820	3,682	4,384	4,401	5,094	5,313	5,650	5,341	4,643	4,694	4,462	4,621	<b>57,105</b>
<b>Internal</b>	1,096	876	898	1,041	1,157	1,166	1,270	1,105	1,051	1,026	968	977	<b>12,631</b>
<b>DuPage 211</b>	197	151	150	140	230	256	247	237	154	166	386	357	<b>2,671</b>
<b>Total</b>	<b>25,079</b>	<b>20,216</b>	<b>23,591</b>	<b>23,283</b>	<b>26,117</b>	<b>27,111</b>	<b>29,227</b>	<b>28,507</b>	<b>25,645</b>	<b>25,265</b>	<b>24,465</b>	<b>24,430</b>	<b>302,936</b>



A Public Safety Answering Point (PSAP) is a 24/7 facility responsible for receiving 911 calls, assessing emergencies, and dispatching police, fire, or EMS services using location-tracking technology. PSAPs serve as the critical link between the public and emergency responders by managing call prioritization, providing pre-arrival instructions, and maintaining operational continuity.



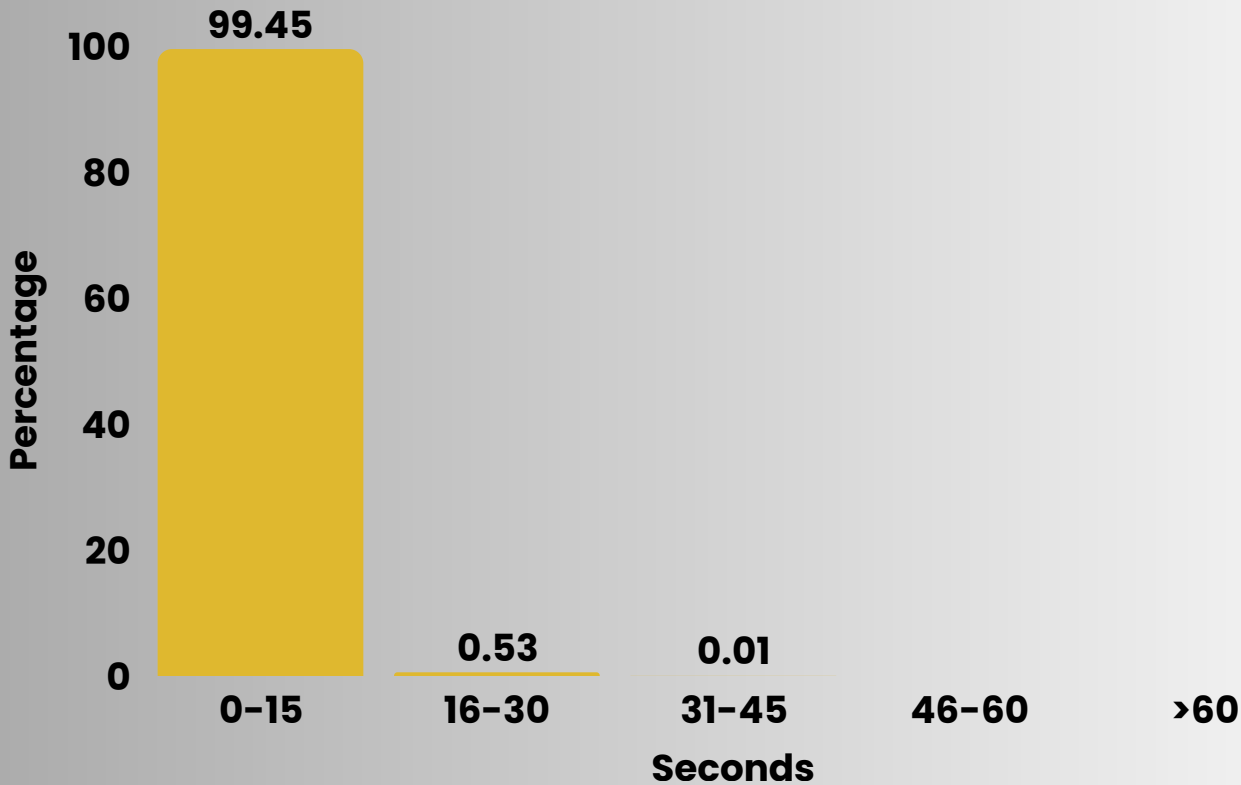
We are committed to providing equal access for TTY/TDD users, ensuring these calls receive the same level of service and enhanced location features as voice calls. **DuPage ETSB enhanced this service in 2025 with the implementation of text-to-911.** In 2025, in addition to emergency 911 lines, ACDC personnel managed administrative and outgoing calls, internal calls, and social service inquiries through DuPage 211.

## 911 CALLS RECEIVED

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Wireless</b>	4,970	4,019	4,642	5,013	5,284	5,596	6,060	5,887	4,990	4,820	4,499	4,716	<b>60,496</b>
<b>Wireline</b>	297	219	233	206	224	244	260	276	385	421	410	469	<b>3,644</b>
<b>VOIP</b>	717	607	639	151	660	601	665	686	635	591	604	637	<b>7,193</b>
<b>Unknown</b>	59	47	73	61	65	51	70	40	57	73	58	58	<b>712</b>
<b>Abandoned</b>	403	320	413	411	442	407	491	436	400	438	381	387	<b>4,929</b>
<b>SMS</b>	47	42	16	24	17	10	13	12	16	22	13	16	<b>248</b>
<b>Total</b>	<b>6,493</b>	<b>5,254</b>	<b>6,016</b>	<b>5,866</b>	<b>6,692</b>	<b>6,909</b>	<b>7,559</b>	<b>7,337</b>	<b>6,483</b>	<b>6,365</b>	<b>5,965</b>	<b>6,283</b>	<b>77,222</b>

# TELEPHONE ANSWERING

## 2025 911 CALL ANSWERING



**National Emergency Number Association (NENA):** The 911 Association empowers its members and the greater 911 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy. The 911 Call Answering Standard states that 90% of all 911 calls be answered within 15 seconds and 95% of 911 calls be answered within 20 seconds.



**ACDC has consistently made call answering a priority and continues to exceed the standard year after year.**

# 2025

# TOP TEN Call Takers

- 1 Oliver #478 9,310
- 2 Vallee #479 8,687
- 3 Willadsen #383 8,615
- 4 Mootrey #431 8,357
- 5 Godlewski #452 8,318



- 6 Waterman #423 8,309
- 7 Iazzetto Barounis #445 7,376
- 8 Minor #440 7,368
- 9 Mardula #397 7,316
- 10 Hawkins #480 6,794



# MEMBER AGENCIES



Addison  
Police Department



DuPage County  
Forest Preserve  
Police Department



Wood Dale  
Police Department



Pleasantview Fire  
Protection District



Bensenville  
Police Department



Glendale Heights  
Police Department



Addison Fire  
Protection District



Tri-State Fire  
Protection District



Bloomingdale  
Police Department



Itasca  
Police Department



Bensenville Fire  
Protection District



Westmont  
Fire Department



Canadian Pacific  
Kansas City  
Railroad Police



Westmont  
Police Department



Itasca Fire  
Protection District



Wood Dale Fire  
Protection District



DuPage County 2-1-1



Northern Illinois Critical Incident  
Stress Management Team



# CONSOLIDATION

**ACDC remains committed to expanding through consolidation;** however, current Illinois law prevents agencies from merging across county lines. The Illinois State Police have identified this restriction as a hurdle for statewide consolidation efforts and intend to propose new legislation to resolve the issue.

**ACDC maintains a competitive edge in pricing and continues to provide industry-leading, value-added services at no extra cost, including:** LEADS entries, license plate reader (LPR) monitoring, overnight investigative assistance & vehicle tracking via our Specialized Surveillance Telecommunicator (SST) Team, response configuration entries, and more. Additionally, our Real Time Information Center (RTIC) provides advanced technology and intelligence to law enforcement, fire department, and public works agencies.

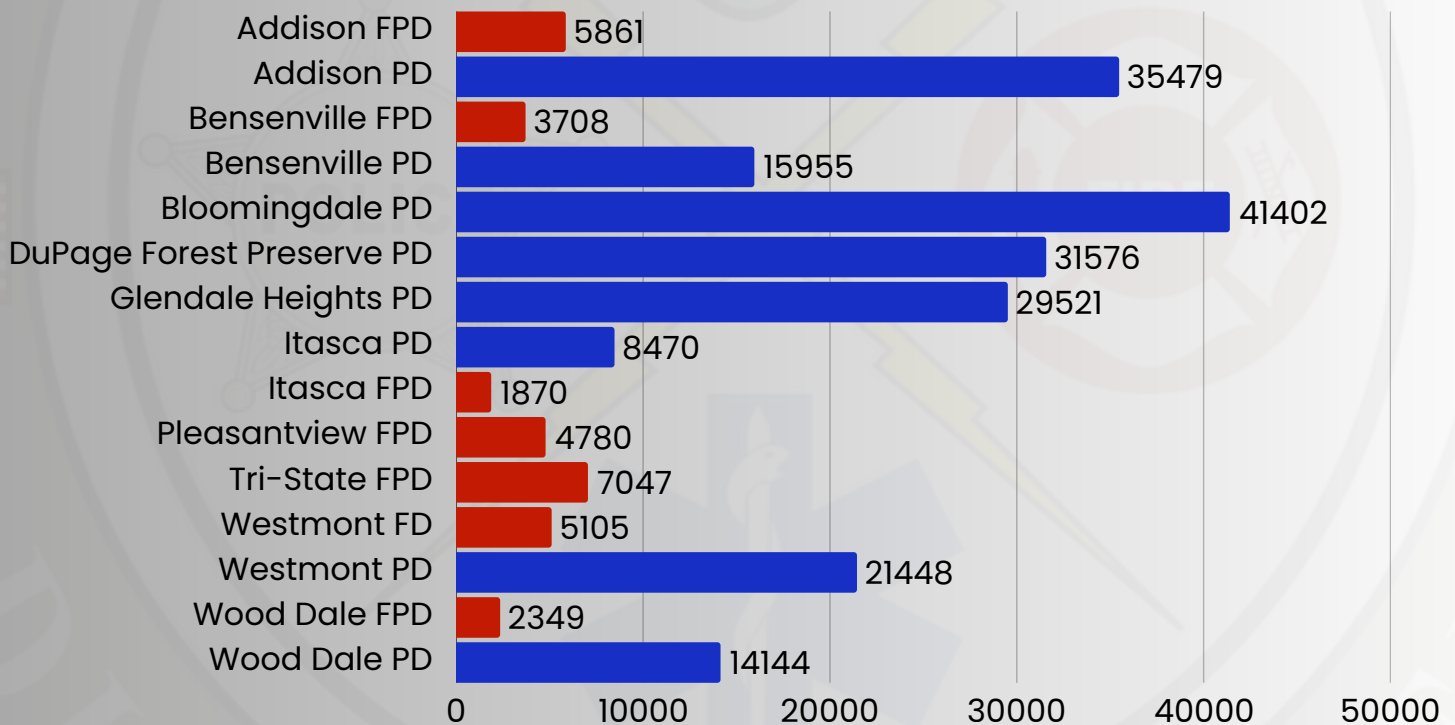
# CALLS FOR SERVICE

In **2025**, ACDC personnel processed a total of **228,715** Calls for Service (CFS), compared to 244,362 CFS in 2024.

The 2025 total includes **197,995** police and **30,720** fire and EMS calls for service.

*Please note: Canadian Pacific Kansas City Railroad Police do not have recorded calls for service, as they primarily receive Law Enforcement Agencies Data Systems (LEADS) services from ACDC.*

## 2025 CALLS FOR SERVICE



# MUTUAL AID BOX ALARM SYSTEM

## MABAS

Established in 1968 in the northwestern suburbs of Chicago, the **Mutual Aid Box Alarm System (MABAS)** is a standardized mutual-aid network designed to automate and accelerate emergency response across Illinois and neighboring states. MABAS uses a system modeled after Chicago's "box alarm cards." These cards pre-assign specific resources—including fire engines, trucks, rescue squads, ambulances, chiefs, and specialized equipment—to respond automatically based on the requested level of alarm.

The system ensures uniform radio frequencies, terminology, and incident command protocols, allowing different agencies to work together seamlessly without prior negotiation or delays. MABAS currently consists of 69 divisions in Illinois. The six-county Chicago metropolitan area contains 18 of these divisions. Every MABAS division operates with a primary dispatch center and a designated backup center to manage and transmit alarm levels.

ACDC dispatches **MABAS Division 10** fire departments, including the towns of Brookfield, Forest View, La Grange, La Grange Park, Lyons, McCook, Pleasantview, Riverside, Tri-State, Western Springs, and Westmont

**Additionally, on August 1, 2025 ACDC took over dispatching of MABAS Division 12 incidents for Addison, Bensenville, Itasca, and Wood Dale.** ACDC's newly acquired MABAS dispatch responsibilities were quickly put to the test during a prolonged dive box alarm incident on August 5, 2025. Throughout the incident, ACDC telecommunicators maintained professionalism, and successfully dispatched the incident without issue.



**In 2025, ACDC dispatched 18 MABAS Division 10 alarms:**

- 4 Structure Fire
- 2 EMS
- 12 Investigator

**In 2025, ACDC dispatched one MABAS Division 12 alarm:**

- 1 Dive Rescue



# RADIO TALK TIME

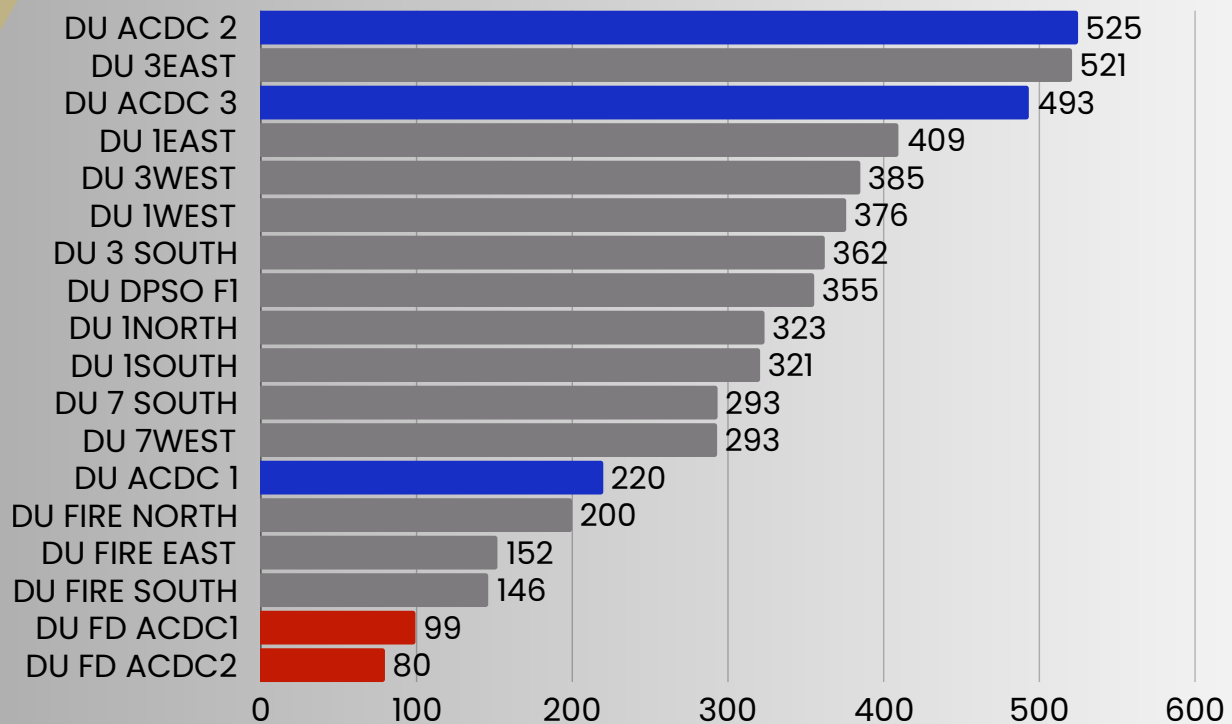
**ACDC operates five primary radio talk groups – three police and two fire.**

The talk group assignments are as follows:

- DU ACDC 1:** Westmont Police and DuPage County Forest Preserve Police
- DU ACDC 2:** Addison Police, Bensenville Police, Itasca Police, and Wood Dale Police
- DU ACDC 3:** Bloomingdale Police and Glendale Heights Police
  
- DU FDACDC 1:** Pleasantview Fire Department (Protecting life and property in Countryside, Hodgkins, Indian Head Park, Burr Ridge, Willowbrook, and unincorporated areas of Cook County), Tri-State Fire Protection District (Serving parts of Darien, Willowbrook, Burr Ridge, Willow Springs, and unincorporated DuPage County), and Westmont Fire Department
- DU FDACDC 2:** Addison Fire Protection District, Bensenville Fire Protection District, Itasca Fire Protection District, and Wood Dale Fire Protection District

## 2025 RADIO TALK TIME

*in hours of total talk time*





# 2025 TRAINING

Total training hours increased in 2025 due to nine new hires during the year. These new hires added nearly 1,000 hours of classroom training. Because of the number of new hire employees, other areas of training declined in 2025 while we collectively worked to train the new group of employees. ACDC provides ongoing in-house training such as independent study modules, cross-training disciplines, high-risk low-frequency training, State of Illinois Trauma Informed Response to Sexual Assault, and quarterly cybersecurity trainings.

Despite the time devoted to training new-hires, ACDC was still able to send both frontline telecommunicators and management to various specialty classes over the past year, including the IL APCO Leadership Symposium, FEMA Communications Unit Leader (COML), National Association of EMS Educators (NAEMSE) Instructor, APCO Communications Center Supervisor, APCO Communication Center Manager, Communications Training Officer (CTO), CTO Instructor, the NENA Center Manager Certification Program, and more.

In addition to training courses, the continuation of sufficient staffing levels provided ACDC the opportunity to send several telecommunicators and management staff to numerous conferences around the country, including The Commission on Accreditation for Law Enforcement Agencies (CALEA), International Academies of Emergency Dispatch (IAED) Navigator, Illinois Police Accreditation Coalition (IPAC), National Emergency Number Association (NENA), Association of Public-Safety Communications Officials (APCO), Mutual Aid Box Alarm System (MABAS), Illinois Public Safety Telecommunications Association (IPSTA), and 100 Club of Illinois Frontline Convention.

TRAINING	2025	2024 Comparison
New Employees Hired	9	0
Released from Probation	1	-88%
Completed Training	2	0
Retained for 3+ Years	40	+39%
<b>TOTAL Training Hours</b>	<b>5479</b>	<b>+10%</b>
Average hours per Employee	103	-0.6%
Training Hours Breakdown	2025	2024 Comparison
Outside/Conference (Mgmt)	96	-56%
Outside/Conference (TCs)	216	+53%
Tream Leader Training	21	-82%
EMD/EMD-Q Certification/Recert/Training	212	+49%
Initial Classroom & Radio Classroom Training	934	0
Independent Study Training	287	-7%
All Other Training	3713	-11%



# CLASSROOM TRAINING



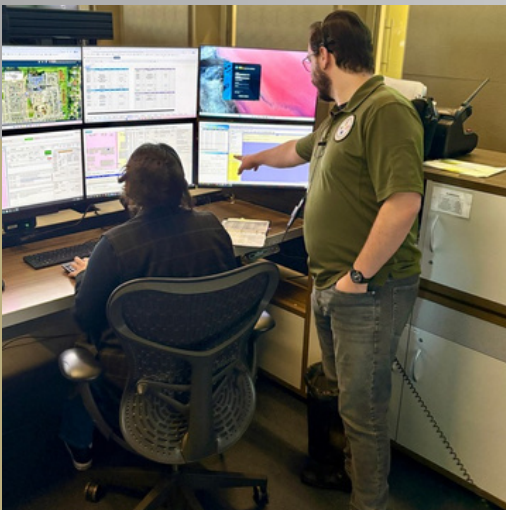
As part of our new hire training program, new employees with no prior experience must successfully complete the ACDC Academy two-week classroom prior to being assigned to a Certified Training Officer (CTO) for the remainder of their five to six-month training program. The training room boasts five training consoles which mirror a live workstation environment. In the classroom our trainees may learn and practice skills using the same software they will use once released to their assigned CTO.

Training includes lecture and hands-on components to present basic information and function of phone system operations, mapping technology, CAD usage, emergency medical dispatch, LEADS training, fire operations, law enforcement operations, basic call taking, high priority call taking, peer support, and administrative tasks. Instructors use scenario-based training as well as our library of live audio calls for service to teach policy, best-practices, and techniques. Instructors walk a new trainee through a variety of calls for service from the moment the 911 phone line rings, to dispatch, to post-dispatch responsibilities.



# COMMUNICATIONS TRAINING OFFICERS

ACDC training officers are certified via the Association of Public Safety Communications Officials (APCO), an industry leader in initial training, education, instructional techniques, and a variety of certifications. Three of our CTOs hold an additional APCO CTO Instructor certification, and can teach the 40-hour APCO CTO certification course in-house, allowing the benefit of including ACDC policy, protocol, and procedure as well as agency best-practices during CTO training. ACDC currently has 19 CTOs, who are required to create lesson plans, prepare training materials, administer quizzes and benchmark activities, prepare classroom curriculum if appropriate, and present material using a variety of methodologies. They are all trained to record the daily activity of each trainee using CopFTO field training software. ACDC CTOs are trained to help bridge the relationship between didactic concepts and operational application for new hires as well as members of our staff cross-training in police or fire dispatch.

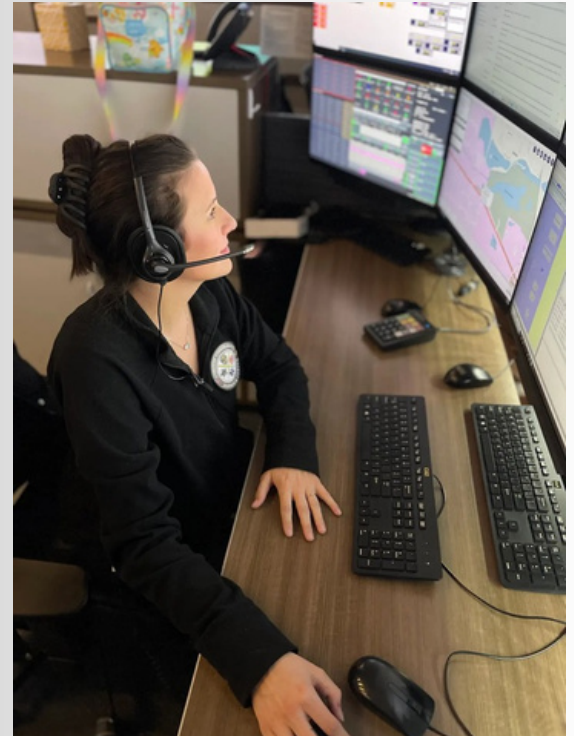


# HIGH-RISK, LOW-FREQUENCY TRAINING

**On a monthly basis, ACDC telecommunicators underwent practical training exercises on high risk, low frequency (HRLF) events**, to ensure they are prepared for any emergency situation. Each hands-on, scenario-based activity is designed to apply knowledge, skills, or techniques in a simulated setting. These exercises focus on developing functional, tangible abilities through role-playing, technical skill-building, and equipment familiarization.

The goal of this training is to ensure our TCs are well equipped to handle any situation that may arise and provide our communities with the highest level of service possible. Scenarios may be developed based on an identified trend in the center, historical data indicating the increased likelihood of specific HRLF event to occur during a certain time of year, and real-world events. Additionally, the TC is provided the opportunity to practice with new tools, updates to programs, or an altered process, with a coach to assist and reinforce best practices.

In 2025, HRLF training was expanded to include radio specific scenarios for the police and fire dispatchers, on top of our standard phone call-initiated training model. TCs participated in comprehensive scenarios including a Text-to-911 message reporting a student with a gun, vehicle pursuit, hazardous materials box alarm, drowning, and an active shooter.



## ANNUAL CRITICAL INCIDENT TRAINING

ACDC staff participates in year-round critical incident training, under the direction of the Village of Addison and Addison Police Department. The training topics include blood borne pathogens, ethics, mental illness, all-hazards plan, biased based policing and anti-sexual harassment. This mandatory training may be as simple as reviewing policy and completing a test. Some topics, such as sexual harassment, require staff to attend an in-depth presentation which includes additional instruction for management. Each training is scheduled for a different month throughout the year.

# CONFERENCES

In 2025, ACDC placed a strong emphasis on hands-on learning, leadership development, and wellness by supporting staff attendance at a wide range of conferences, certification programs, and specialized training events. Telecommunicators and administrators participated in regional, statewide, and national conferences covering critical areas such as active threat response, school safety, emergency medical dispatch, incident command, cybersecurity, accreditation, and evolving communications technology.

In addition to operational and technical training, ACDC prioritized leadership growth and workforce wellness through supervisor and manager courses, instructor development, and wellness-focused conferences addressing resilience, mental health, and the long-term demands of public safety communications. Attendance at APCO, NENA, IAED, CALEA, IPSTA, MABAS, and other industry events allowed staff to engage with peers, learn from subject-matter experts, and bring practical ideas and best practices back to the center.

This broad investment in training and conference participation reflects ACDC's commitment to maintaining a knowledgeable, prepared, and resilient workforce. By supporting continuous learning at all levels, ACDC strengthens daily operations, improves service delivery, and ensures the center remains aligned with current standards and emerging challenges in public safety communications.



## NAVIGATOR 2025

**APCO 2025**  
July 27-30 | Baltimore, MD

# QUALITY ASSURANCE & QUALITY IMPROVEMENT PROGRAM

**On a monthly basis, ACDC's Operations Managers (OMs) conduct quality checks for the telecommunicators (TCs) assigned to their respective shifts.** These quality checks involve reviewing five random phone calls and five radio dispatches per TC to ensure compliance with ACDC policy and service standards. Evaluations focus on critical competencies, including responder safety, technical accuracy, and professional conduct toward both citizens and emergency personnel. Results are logged in a dedicated software system, providing TCs with concise performance reports and tracking their annual compliance trends, throughout the year. This comprehensive process ensures that ACDC TCs provides exceptional service while upholding our core mission of treating everyone with dignity and respect.



## EMERGENCY MEDICAL DISPATCH (EMD) CHECKS

**The State of Illinois requires all Public Safety Answering Points (PSAPs) to utilize approved medical dispatch protocols and maintain an Emergency Medical Dispatch (EMD) Quality Assurance (QA) Program.** ACDC maintains an EMD Quality Assurance Team (EMD-Q) consisting of nine trained and certified peer telecommunicators. This represents an increase of one member from the previous year. Team members are selected based on high compliance and are certified in accordance with the International Academies of Emergency Dispatch (IAED) standards. Operations Managers are a certified addition to the team.

In compliance with IAED requirements, the team reviews a minimum of 2% of all medical calls each month, typically totaling approximately 100 calls. Evaluations are distributed electronically as part of ACDC's paper-reduction efforts, with written feedback and acknowledgment required. High-risk call types, including cardiac arrest, choking, and pregnancy-related incidents, are documented and reviewed in coordination with Team Leads and Officers in Charge (OICs) to identify trends and training needs.

The EMD-Q Team meets quarterly to objectively evaluate call-taker performance using established written standards. The team tracks trends, provides constructive feedback, and collaborates with management to develop training, recommend procedural improvements, and support high-quality service delivery. The team also works with ETSB for testing and rollout of IAED protocol updates prior to implementation.

In addition to routine QA duties, the EMD-Q Team provides one-on-one coaching, classroom training for Probationary Telecommunicators, and group instruction during Monthly Shift Meetings.

# HIGH-RISK, LOW-FREQUENCY QUALITY CHECKS

Part of the QA/QI process is to review high-risk, low-frequency (HRLF) incidents. The QA check verifies all policies were followed, the call taker used proper questioning, and created or dispatched the event in less than one minute. Whenever there is a policy violation or performance concern, the issue is addressed via coaching, training or progressive discipline.

In 2025, ACDC evaluated 301 calls involving weapons, serious crimes in progress, or physical altercations. Of those calls, 101 (33%) were delayed. Of those delayed calls, five (5%) were delayed by a caller, other PSAP, or other means external to ACDC. There were 47 (16%) calls that had either a policy violation or performance issue that resulted in either coaching, training, or progressive discipline. This is a substantial decline from the previous year. Promoting the use of the Du-Flash channel to broadcast relevant, in-progress events, continues as an area of focus for the HRLF Team going into 2026.

2025 Yearly Totals	Total	2024 Comparison
Weapons	107	-29%
Shots Fired	50	+11%
Robbery/Burglary/ Invasion/Barricaded	30	-25%
Physical Altercation (Fight/Domestic)	45	+7%
Other Error	69	-5%
<b>Total HRLF Calls in 2025:</b>	<b>301</b>	<b>-14%</b>

## GENERAL ALARM REVIEWS



ACDC's call processing for structure fires is guided by National Fire Protection Association (NFPA) standards. **NFPA 1225** states that a phone call for a structure fire should be answered and dispatched to responders within **60 seconds** or less, **90 percent** of the time. Standard 1225 does allow for delays in dispatching due to mitigating circumstances, such as other Public Safety Answering Points (PSAPs) answering the initial call for service or callers with incomplete location information.

A total of 167 reported structure fires were evaluated in 2025; 72 were confirmed to be actual structure fires. Of the confirmed structure fires, ACDC successfully dispatched 42 (58.3%) of the fires within 60 seconds. Overall, there were 70 (97.2%) confirmed structure fires which were dispatched within 106 seconds.

# RECORDS REQUESTS

**ACDC processes daily requests for audio, text, and official records.** In the past year, OMs fulfilled 3,186 requests, a 23% decrease from the 4,187 processed in 2024. This downward trend was largely driven by a 10% reduction in volume following the DuPage County Sheriff's departure. However, FOIA requests increased by a notable 87%. Despite lower total numbers, fulfilling these requests—particularly complex audio files—continues to demand substantial staff hours.

Records Requests	2025	2024
Phone Audio	1,073	-23%
Radio Audio	233	+26%
CADs	916	-21%
Denials	115	-38%
FOIA	116	+87%
TechShare	660	-36%
Text-to-911	1	***
RAVE-Text	0	***
Agency Request	139	+4%
Subpoena	33	+27%
MPS Messages	1	***

# PEER SUPPORT

The Peer Support program at ACDC finished 2025 with eight members. The team experienced two vacancies during the year—one member was promoted, and another transferred within the Police Department. To address these vacancies, ACDC plans to host a Peer Support certification course in 2026.

Throughout the year, the Peer Support team organized several social events to promote well-being, including a chili cook-off, the delivery of Fat Tuesday treats, and an ice cream social. The Peer Support Coordinator continues to track contact statistics, which are vital for the program's integrity, continuity, and overall support structure.

ACDC's Peer Support team significantly expanded its reach in 2025 through key partnerships:

- **DuPage County IMAT Peer Support Team:** Five ACDC members were invited to join this new team, which consists of 30 peer support members from across DuPage County, offering services throughout the Northern Illinois area.
- **Illinois NENA's Peer Support and Wellness Committee:** Two ACDC Peer Support members were selected to join this 10-person committee in February. NENA describes this group as "a team dedicated to supporting the mental health and well-being of public safety professionals across the state."
- **"We Never Walk Alone":** ACDC continues its partnership with this nationwide network for peer support and mental health professionals. As part of this program, the ACDC Peer Support Coordinator provides support to telecommunicators and law enforcement officers nationally.

ACDC's Peer Support team is fully equipped to offer assistance to their fellow dispatchers in-house, as well as to their peers regionally, statewide, and across the nation.

# POSITIVE, INSPIRING, NOBLE, KIND: "PINK"

The **PINK** (Positive, Inspiring, Noble, Kind) **TEAM** is a self-funded, volunteer-led support group dedicated to boosting morale for ACDC employees. Its core purpose is to bridge the gap between high-stress daily tasks and staff's long-term emotional well-being. The focus is instrumental in supporting the center's overall health and productivity.

By celebrating milestones, birthdays, sports jersey days, hosting friendly competitions, and decorating for holidays, this peer-driven initiative ensures a vibrant and welcoming workplace. The PINK Team organized several key events, including **National Telecommunicators Week** and the festive **"12 Days of Christmas"** celebration. Beyond internal recognitions, the team coordinated impactful charity initiatives to support the community:

- The Special Olympics Polar Plunge
- Donation to Lazarus House
- Pantry Donation to Goodwill
- Toiletries to Phil's Friends



# COMMUNITY OUTREACH & PUBLIC EDUCATION

## Social Media

**In 2025, ACDC continued to expand its digital outreach as a key way to connect with the community.** Regular updates were shared on Facebook, Instagram, and X to provide timely information, promote public safety awareness, and share educational content related to 911 services. Social media posts also highlighted member and affiliate agencies while guiding residents to resources available on the ACDC website. These efforts helped increase public awareness of programs such as premise alerts, overnight parking permission, FOIA requests, and other services found on the Community Access page. ACDC's online presence continued to grow throughout the year, reaching 2,000 followers on Facebook and strengthening engagement with the communities it serves.

## Suburban Law Enforcement Academy (SLEA)

The **Suburban Law Enforcement Academy** stays dedicated to delivering top-tier training for law enforcement and public safety teams. By monitoring global and local trends, SLEA serves as a vital educational hub for agencies throughout Northern Illinois and further afield. SLEA refuses to stay stagnant. They remain at the forefront of innovative instruction and curriculum design for safety professionals. The strong reputation is a point of immense pride—a success built entirely on the commitment of our exceptional staff and instructors.

**In coordination with their mission, ACDC is honored to provide expert instruction to police cadets, delivering comprehensive training across all facets of emergency dispatch operations.** During presentations, cadets get a thorough look at the dispatch world. Emphasizing how police work and dispatch go hand in hand to ensure top-notch responder safety, highlighting how seamless coordination is vital to collective success.

## ACDC in the Classroom

**During the 2025 school year, ACDC launched a targeted educational initiative designed to educate on "What to expect when dialing 911."** Throughout the year, ACDC conducted training for school communities. These sessions focused on essential emergency communication; training teachers to effectively relay addresses, landmarks, and descriptions to first responders. ACDC shared strategic techniques to help participants maintain composure, practice active listening, and provide concise, direct answers to the call taker's questions.

## Community Outreach

**ACDC continues to grow our public outreach and education opportunities for all members of the communities we serve.** Throughout 2025, staff participated in additional grade-school activities, as well as provided educational presentations and facility tours for citizen police academies, junior police academies, and police and fire explorers. ACDC staff also attended fire department open houses, holiday festivals and National Night Out for several of our agencies.

# COMMUNITY OUTREACH & PUBLIC EDUCATION

Public Education / Recruitment	2025	2024
Presentations Provided	16	15
Events/Fests Attended	33	20
Volunteer/Charity Events	6	11
<b>TOTAL Public Education Opportunities</b>	<b>71</b>	<b>64</b>
ACDC Employee Participants	20	24
Number of People Contacted	5000+	5000+
Press Releases Initiated by Agency	0	0
Recruitment Events	5	4

Facebook	2025	2024
Followers	2,005	1,896
Avg 28-Day Post Reach	32,389	56,265

ACDC Website	2025	2024
Mobile Device Access	61.0%	59.8%
Desktop/Tablet Device Access	39.0%	39.7%
Direct Access of Site	6,305	3,245
Access via Social Media	321	179
Access via Referral	347	160
Organic Search for Site	4,052	1,953
<b>Total Page Views</b>	<b>31,702</b>	<b>32,407</b>
<b>Total Session Views</b>	<b>16,445</b>	<b>16,197</b>
<b>Total Pages per Session</b>	<b>4.55</b>	<b>5.19</b>
New Users (Annually)	6,961	6,200
Active Users in a 28-day Period	748	444
Parking Permission Page Views	6,428	5,836
Community Access Page Views	472	973
Careers Page Views	1,966	1,591



Citizen Feedback Opportunities	2025	2024
Presentation Surveys	21	31
Website Online Submittal	0	9
Other (received via member agency, phone, etc.)	2	1
<b>TOTAL Citizen Feedback Opportunities</b>	<b>23</b>	<b>41</b>



# COMMUNITY OUTREACH & PUBLIC EDUCATION

## Results of Citizen Feedback Opportunities

- 11 of 21 feedback opportunities indicate phone contact with ACDC
- 9 citizens reported calling 911
- 10 citizens reported calling on a non-emergency phone line
- No citizens submitted an electronic contact form via the ACDC website

## Respondent's Feedback Regarding Dispatcher Performance

- 11 citizens stated ACDC answered their call in a timely manner
- 13 citizens stated the dispatcher was able to answer their questions
- 13 citizens stated the dispatcher they spoke to was courteous and displayed a positive attitude
- 8 citizens provided comments; 4 provided accolades to ACDC service, with one citizen stating, "Thank you for all you do for our citizens". Another commented, "I think they are doing awesome". Others commented "Amazing!" and "Keep up the good work!".

## Potential Problems (CALEA 2.6.3.a)

- ACDC PSAP Concerns: One citizen indicated their concern with a dispatcher's demeanor on the phone. A second citizen felt a dispatcher was lacking empathy during a call.
- Public Safety Response / General Concerns: One citizen expressed concern over speeding automobiles racing on Addison Rd.

## Recommended Actions & Progress (CALEA 2.6.3bc)

- ACDC is one of two PSAPS in DuPage ETSB jurisdiction. Our business model construct includes 24-hour, 365-days-per-year separation of incoming 911 and non-emergency phone lines; therefore, our community outreach efforts instruct use of 911 for emergencies and use of the municipal non-emergency phone number for non-emergencies. We also instruct that if a citizen is uncertain, or does not know a non-emergency phone number, to dial 911 and the telecommunicator will provide them with assistance. The phone model of the DuComm PSAP requires citizens to dial 911 for both emergencies and non-emergencies after "business" hours and on weekends.
- ACDC recognizes the difference in PSAP models and will continue to maintain separation between emergency and non-emergency lines. This model prevents 911 lines from becoming tied up with non-emergency calls, especially during busy times and critical incidents.

# INFORMATION TECHNOLOGY (IT)

In 2025, the IT Department supporting ACDC successfully executed a series of strategic upgrades to the Village's public safety and municipal networks. These projects have transitioned the Addison Police Department (APD) from legacy, vendor-locked hardware to a modern, IP-based, and highly secure digital ecosystem.

## Critical Infrastructure & Radio Operations

We have replaced aging communication backbones to ensure zero-fail connectivity for first responders.

- **Migration to Command Central AXS Platform:** Replaced the legacy Motorola MC7500 consoles. This provides dispatchers with a modern, resource-centric interface optimized for the **Starcom21** statewide network, reducing cognitive load and improving response times during high-stress incidents.
- **Radio DFSI Completion:** Finalized the Digital Fixed Station Interface project. This moves our radio resources to a P25-standard IP backbone, eliminating signal degradation found in old analog lines and ensuring multi-vendor interoperability.
- **Microwave & Network Hardening:** Performed essential yearly firmware updates across the Village and Microwave networks, ensuring the "invisible backbone" that carries our radio and data traffic is resilient against interference and cyber threats.
- **Mission-Critical Power:** Completed a full replacement of building **UPS (Uninterruptible Power Supply) batteries**. This guarantees that ACDC and APD remain operational during power grid failures without a second of downtime.

## Cybersecurity & CJIS Compliance

In response to evolving threats and stricter federal mandates (CJIS 6.0), we have "hardened" the Village's digital perimeter.

- **MFA Implementation:** Deployed **Multi-Factor Authentication** for all VPN users accessing the VoA NET. This critical layer prevents unauthorized access even if a password is compromised, meeting mandatory CJIS security requirements.
- **Next-Gen Firewall Program:** Upgraded firewalls at all agency locations and established a yearly firmware maintenance cycle. These new units provide deep-packet inspection to block modern malware before it enters our local network.
- **Administrative ORI Separation:** Successfully separated the **Illinois State Police (ISP) LEADS** data from APD and established distinct **ORIs** (Originating Agency Identifiers) for ACDC and APD. This ensures legal data integrity, accurate crime reporting, and cleaner audit trails for state and federal oversight.

# INFORMATION TECHNOLOGY (IT)

## Operational Continuity & Efficiency

We have improved how we manage assets and support our personnel.

- **Zendesk Platform Optimization:** Overhauled our trouble-reporting system to improve IT department tracking. This allows for faster resolution of officer equipment issues and provides data-driven insights for future budget planning.
- **Hardware Lifecycle Management:** Replaced **25% of the PC fleet at ACDC** as part of our sustainable 5-year replacement program, ensuring that dispatchers are never working on slow or "end-of-life" workstations.
- **ACDC Wireless Reliability:** Replaced Access Points (APs) at the dispatch center with high-density hardware to ensure mission-critical wireless reliability for mobile tablets and MDTs.
- **Comcast X1 Integration:** Migrated to the X1 platform for video, providing dispatch and command staff with faster situational awareness regarding local news and weather events.

## Community & County Collaboration

ACDC continues to contribute to regional emergency communications.

- **DuPage County COMU:** Continued active contribution and volunteerism with the DuPage County Communications Unit (COMU), ensuring regional coordination during large-scale incidents.

## Impact Summary

Strategic Goal	Outcome
<b>Responder Safety</b>	Enhanced radio metadata (ID/Emergency Alarms) via AXS & DFSI.
<b>Public Trust</b>	Full compliance with FBI/CJIS data protection standards.
<b>Fiscal Responsibility</b>	Standardized 5-year hardware cycles prevent emergency "fix-it" costs.
<b>System Uptime</b>	Hardened UPS and Microwave links ensure 24/7/365 availability.

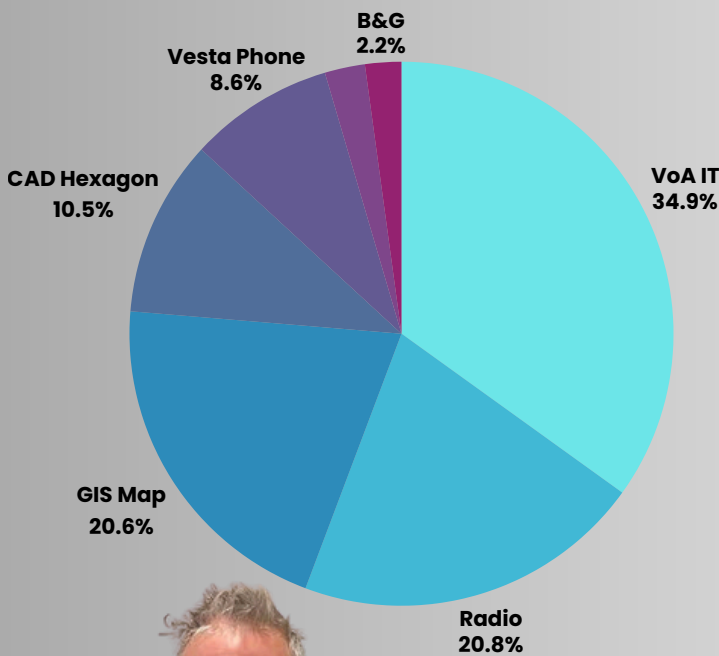
# INFORMATION TECHNOLOGY (IT)

## Conclusion & Next Steps

The Village of Addison's technical foundation is now significantly more secure and efficient than in previous years. Moving forward, our focus will shift toward maintaining this "Gold Standard" through our established yearly maintenance cycles and continue to work with vendors to better serve the citizens of DuPage County and surrounding communities.

This data provides a clear snapshot of the technical support landscape at ACDC for 2025. With a total of 418 tickets, the distribution highlights which systems are the most stable and which are demanding the most attention from your IT and support teams.

**ACDC 2025 IT Ticket Distribution by Technology**



Technology	Tickets	% of Total	Status
VoA IT	146	35%	High Activity
Radio	87	21%	Moderate High
GIS Map	86	21%	Moderate High
CAD Hexagon	44	11%	Stable
Vesta Phone	36	8%	Stable
FSA Purvis	10	2%	Low Activity
B&G	9	2%	Low Activity
<b>Total</b>	<b>418</b>	<b>100%</b>	



# REAL TIME INFORMATION CENTER (RTIC)

In 2025, ACDC formally redeveloped its former **Specialized Surveillance Telecommunicator program into a Real Time Information Center (RTIC)**, expanding its mission beyond traditional crime-focused operations. Unlike a standalone crime center, the ACDC RTIC is designed to support a wide range of disciplines, including police, fire, EMS, public works, and community development, by providing shared situational awareness and real-time information during both routine operations and critical incidents.

The RTIC integrates data from multiple sources, including license plate readers, tracking technologies, camera systems, CAD and RMS platforms, social media monitoring, weather tools, and emergency notification systems. By centralizing this information, RTIC personnel are able to deliver timely, actionable intelligence that supports patrol operations, fire and EMS response, infrastructure monitoring, traffic management, and community safety initiatives. This approach allows agencies to make more informed decisions, allocate resources effectively, and maintain a unified operational picture.

In November, the ACDC RTIC team became members of the **National Real Time Crime Center Association (NRTCCA)**. The association's works to foster innovation and share expertise in the realm of crime analysis, data integration, and proactive policing strategies. Throughout the remainder of the year, the RTIC continued to assist member and non-member agencies with real-time monitoring, investigative support, emergency response coordination, and proactive information sharing leading to multiple safe apprehensions of suspects without incident.

By broadening the scope of real-time information beyond law enforcement alone, the ACDC RTIC strengthens collaboration across departments, enhances preparedness for emergencies and large-scale incidents, and reinforces ACDC's role as a central hub for operational support and community-focused public safety services.



# DUPAGE COUNTY SATURATION TASK FORCE



In addition to supporting daily operations, the RTIC played a direct role in regional enforcement initiatives. **In 2025, ACDC participated in 28 DuPage County Saturation Task Force missions**, assigning a dedicated telecommunicator to each deployment. These telecommunicators served as the communication link between field units and the RTIC, providing real-time monitoring of license plate reader activity, tracker alerts, and other investigative tools while maintaining continuous coordination with officers in the field. This partnership enhanced situational awareness during in-progress incidents, including retail thefts, carjackings, armed robberies, and LPR-related investigations, contributing to multiple safe apprehensions.

## CALEA ACCREDITATION

**ACDC is accredited by the Commission on Accreditation of Law Enforcement Agencies (CALEA)**, supported by the United States Department of Justice. Annually, CALEA Compliance Service Member assessors review ACDC policy, procedure, and protocol to confirm adherence to legislative mandates, standardized practices, and proof of compliance with all 208 CALEA standards.

In April 2025, ACDC hosted our first on-site assessment by a CALEA site-based assessor since 2021. During the on-site assessment ACDC's facility, operations, equipment, policies & procedures, as well as employees were observed by the assessor. Additionally, the assessor conducted a total of 40 interviews with ACDC staff, member agency representatives, Village of Addison administrators, and elected officials. Final interviews were conducted by CALEA Commissioners during the CALEA conference in Little Rock, AR in August 2025. At the conclusion of the conference, ACDC was proudly awarded re-accreditation, which will remain valid until 2029.



# NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

From April 13–19, 2025, ACDC celebrated National Public Safety Telecommunicators Week (TC Week) to honor the vital contributions of our dispatch team.

Throughout the week, we recognized our Telecommunicators (TCs) with a variety of themed activities, including "uniform of the day," BINGO, and stress-reducing games. We also held a raffle featuring prizes donated by our member agencies. To earn tickets, TCs participated in these events and donated essential items to a local food pantry. ***"We appreciate the continued generosity and contributions of our member agencies."*** Our team was deeply moved by the outpouring of generosity and especially enjoyed the visits from our member agencies.

The week's highlights also included:

- **TC Week Awards:** An annual tradition where staff vote for colleagues in various excellence categories.
- **Official Recognition:** The Emergency Telephone System Board (ETSB) presented ACDC with a formal proclamation letter to honor their service during their annual meeting.
- **Food Recognition:** our member agencies provide food for all three shifts. This has become one of the most anticipated and favorite times of the day for our dispatchers. We truly appreciate the effort that goes into providing these meals for our team.

 National Public Safety  
Telecommunicators Week  
April 13-19, 2025



## CHARITABLE SUPPORT

The staff at ACDC gives back to the local, national, and international communities on a regular basis. During Telecommunicator Week 2025, ACDC staff donated personal care items to **Lazarus House** homeless shelter. In March, ACDC participated in the 2025 **Polar Plunge** benefitting the **Special Olympics**. ACDC joined the Addison Police Department with participation in the annual **"Cop on a Rooftop"** Special Olympics fundraising event in May. During June, ACDC made a donation to Goodwill of various pantry items. Later in the fall, ACDC TC's donated toiletry items to **Phil's Friends** for care packages for cancer patients. As Thanksgiving approached, ACDC sent monetary donations to the **Addison Township Food Pantry** to support their services. As the year came to a close and the holidays rolled around, ACDC continued our support of the **Shop With a Hero** event at the Addison Walmart which benefits local youth.





# DUPAGE COUNTY

## EMERGENCY TELEPHONE SYSTEM BOARD

The **DuPage County Emergency Telephone System Board (ETSB)** was established per section 15.4 of the Local Government Emergency Telephone System Act, 50ILCS750/15.4. The DuPage ESTB has oversight of the Enhanced 9-1-1 systems for citizens of the County of DuPage and portions of Cook, Kane and Will counties, excluding Aurora and Naperville. This system consists of two (2) Public Safety Answering Points (PSAPs) – DU-COMM and ACDC – staffed by 134 dispatchers throughout DuPage County.

The ETSB has created working focus groups which allow for collaboration between the two PSAPs, with the goal of improving the efficiencies of both centers. The **CAD Focus Group** is a small group of PSAP representatives who consistently work to improve efficiencies and discuss changes in the CAD system. The aim of this group is to invoke conversation and maintain standardization between the two PSAPs, in order to achieve common goals.

The **FSA Focus Group**, which is comprised of representatives from both PSAPs, as well as members from fire agencies at both PSAPs, was originally created when the Purvis Fire Station Alerting system was purchased. At the time, the group was responsible for implementing the FSA system across 67 fire stations throughout DuPage County. Since then, the group has been successful on many projects, and continues to work through technology issues with the same goal of standardization across DuPage County.

The **Tech Focus Group** is made up of Information Technology (IT) representatives from the ETSB, ACDC, and DU-COMM. This group evaluates, reviews, and provides discussion regarding the various technological systems existing within the ETSB today, as well as systems which may be introduced in the future. The group evaluates system needs and compliance within many information technology categories, such as cybersecurity, network management, and other various components.

The **Policy Advisory Committee (PAC)** is a committee created by the ETS Board. The group is comprised of representatives from both PSAPs, as well as police and fire representatives from member agencies of both PSAPs. The purpose of this committee is to create and review policies affecting police and fire agencies throughout DuPage County.

The **PSAP Supervisor** monthly meetings are held on the first Friday of every month. This group is comprised of the Director and Deputy Director of each PSAP, IT managers, the DuPage County Office of Homeland Security and Emergency Management (OHSEM), and ETSB staff. This goal of these meetings is to share information, collaborate on upcoming training ideas, periodic vendor presentations, and to discuss projects and future needs which affect both PSAPs as well as DuPage County emergency services as a whole.

In April 2025, ACDC's radio console software was upgraded to brand new **Motorola AXS** software. The new radio software represents a multi-million dollar investment in both PSAPs by the DuPage County ETS Board. The new AXS software will carry ACDC's radio communications into the future for the next 20+ years, while providing superior security, performance, and encryption technology. April also saw the implementation of **Text-to-911** in DuPage County, which represents a continuation of the transition to **Next Generation 911 (NG911)**. Additionally in 2025, the ETS Board approved the purchase of new, AI driven language interpretation software from **RapidsOS**, with anticipated installation in the first quarter of 2026. This new software will provide superior language interpretation assistance to telecommunicators at both PSAPs, with the ability to translate over 190 languages, and embodies one of the biggest changes in emergency call-handling since the inception of 9-1-1 in 1968.

# 2025 GOAL STATUS

- **Continue cross-training staff**
- **Advanced call-processing training for staff**
- **Continue to develop the Specialized Surveillance Team (SST)**
  - **Upgrade to new radio consoles**
  - **Continue to develop admin/management**
- **Develop High-Risk, Low-Frequency fire training**
  - **Host at least four classes at ACDC**
  - **Become proficient with Text-to-911**
- **Expand quarterly radio drills to include fire member agencies**
- **Continue to participate in large-scale-drills with member agencies**
- **Begin monitoring body worn cameras in exigent circumstances per policy**
  - **Continue exploring additional consolidation opportunities**

In 2025, we successfully achieved many of our goals which included developing our Specialized Surveillance Team (SST), cross training staff, upgrading the radio consoles to new Motorola AXS radio consoles, hosting several classes on-site, participating in large-scale drills with our member agencies, having staff attend advanced call-processing/dispatching training, and becoming proficient with Text-to-911. The majority of our Communications Training Officers (CTO), and all of our Team Leads & Officers-in-Charge (OIC) are now cross-trained in police and fire dispatching.

In the Spring, we successfully upgraded our radio consoles to the new Motorola AXS software, which was followed by implementation of accepting Text-to-911 calls. The Text-to-911 upgrade is a continuation of ACDC's transition towards full Next Generation 911 (NG911) implementation.

We were also successful in hosting several on-site classes provided by various presenters including APCO, NENA, Resilient Minds on the Front Lines, and Vision for Change. Throughout the year, several of our telecommunicators were able to participate in large scale drills, including active shooter drills in Addison and Western Springs, as well as a mass casualty drill at the Technology Center of DuPage (TCD).

One of our biggest goals of 2025 was to achieve reaccreditation by CALEA, which we successfully completed in August. As we move into 2026, we look forward to another year of meeting our goals and the expectations of those we serve.

# 2026 GOALS

- **Continue Cross-Training Staff**
- **Implementation of Artificial Intelligence Quality Check Software**
- **Begin utilizing Artificial Intelligence Language Interpretation Software**
  - **Develop and Operate a Drone First Responder (DFR) Program**
- **Continue Development and Operation of a Real Time Information Center (RTIC)**
  - **Expand High-Risk, Low-Frequency to Include all Employees Each Month**
    - **Obtain APCO Agency Training Program Accreditation**
- **Certify Staff to Begin Participating in the IL Community Emergency Services and Supports ACT (CESSA)**
  - **Continue Exploring Additional Consolidation Opportunities**

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