

# ANNUAL REPORT



[www.acdcdispatch.org](http://www.acdcdispatch.org)

# 2024

# About ACDC

**The Addison Consolidated Dispatch Center (ACDC) is a public safety answering point (PSAP) responsible for efficiently answering incoming 9-1-1 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 9-1-1 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
- six part-time Telecommunicators
- one part-time alarm operator
- three Operations Managers
- one Professional Standards Coordinator
- one Clerk/Typist
- one Information Technology (IT) Specialist
- one Deputy Director of Communications
- one Director of Communications
- one 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) Division 10, provides phone answering services for the Northern Illinois Critical Incident Stress Management Team (CISM), and provides after-hours phone answering service for 2-1-1 of DuPage for health and social service resources.

ACDC is guided by public acts, standards, and policies from various agencies including the United States Department of Justice (DOJ), Federal Communications Commission (FCC), State of Illinois, including the Illinois State Police (ISP) and 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), Illinois Department of Public Health (IDPH), 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

It is my pleasure to present you with the 2024 Annual Report for the Addison Consolidated Dispatch Center (ACDC). 2024 continued to be a year of improvement, education, and staff development. As we begin a new year, I want to take a moment to express my sincere gratitude for the incredible dedication and hard work of our staff throughout the past year. ACDC's commitment to excellence has been instrumental in our achievements, and I am truly proud of what the center has accomplished together.

We strive to maintain a high-level of service to our member agencies, and have ambitious plans in place to further strengthen staff and continue innovation. ACDC had success in hiring personnel which led to improving normalcy in staffing. Despite past challenges, we accomplished the successful training of probationary TCs, developed personnel, and continued education of senior staff. This was achieved by hosting training classes at ACDC, through independent study, via outside training opportunities, and by conference attendance throughout the year.

ACDC has a commitment to develop personnel in career advancement. We strive to expand staff's knowledge and resourcefulness. The Operations Managers, Team Leads, Operators in Charge, and Communications Training Officers were cross-trained to provide them a full perspective of the operational needs in both police and fire disciplines. Overall, cross-training has proven a more efficient operation. Throughout the year, the management team attended in-person and virtual supervisory level courses, workshops, conferences, and seminars to build their knowledge for future succession.

Professional Standards Coordinator (PSC) Sherianne Hermes retired in July; Director Bill Srejma retired in September, Deputy Director Marilu Hernandez was promoted to Director of Communications in October and PSC Eric Burmeister was promoted to Deputy Director of Communications in November. In December, Team Lead Abigail Medina was selected as the next PSC. Operations Managers Michele Beebe and David Dobeys' continued commitment to excellence and the ACDC values, is crucial to the achievements of the center.

ACDC and the Metropolitan Association of Police (MAP) Chapter 774, who represents our full-time TCs, continue to work in harmony. We continue to collaborate effectively, communicate openly, and work together seamlessly towards a shared goal; we meet on a quarterly basis to align efforts.

I am confident that with our continued passion and collaborative spirit, we will not only meet but exceed expectations in the coming year. I am excited about the journey ahead and know that 2025 will bring even greater opportunities for us.

**"I WANT TO TAKE A MOMENT TO EXPRESS MY SINCERE GRATITUDE FOR THE INCREDIBLE DEDICATION AND HARD WORK OF OUR STAFF THROUGHOUT THE PAST YEAR."**

# ACDC 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.

EXHIBIT PROFESSIONALISM BY BEING  
LOYAL AND TAKING THE  
RESPONSIBILITY FOR  
WORKING AS A TEAM.

## ACDC 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.

# ACDC STAFF

End of 2024

## *ACDC Staff – Serving Since*

Woj M	1997	Kyle F	2019
Marilu H	1998	Jim H	2019
Michele B	2011	Chris N	2020
Ben K	2015	Robert N	2020
Abby M	2015	Aaron S	2020
Laura V	2015	Marissa S	2021
William K	2015	Hayden M	2021
Amy L	2015	Will A	2022
Fabiola V	2016	Eric B	2022
Shelley V	2016	Karo S	2022
Keith M	2017	Erin V	2022
Chris M	2017	Sean M	2022
David D	2017	Renee C	2022
Grecia F	2017	Megan M	2022
Anne L	2017	Kristina I	2022
Joe Ok	2017	Alex C	2022
Joe Os	2017	Reana M	2022
Erika H	2017	Taylor H	2022
Kit W	2018	Na'jae O	2022
Kristin V	2018	Patricia G	2022
John W	2018	Maggie C	2023
Tina C	2018	Zakisha H	2023
Lindsay B	2018		

# 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  
Day Shift



**David Dobey**  
Operations Manager  
Afternoon Shift



**Vacant**  
Operations Manager  
Midnight Shift



**Abigail Medina**  
Professional Standards  
Coordinator



**Wojciech Mardula**  
Team Lead  
Day Shift



**Kyle Ficarrotta**  
Team Lead  
Afternoon Shift



**Sean Milnes**  
Team Lead  
Midnight Shift



# RECOGNITION

Date	Telecommunicator	Recognition	Agency	
January	Aaron S	<b>LAC Appointment</b> Aaron was appointed as the new LEADS Agency Coordinator	ACDC	
January	Chris W Renee C Erin V	Megan M Lindsay B Zakisha H	<b>Performance of Duty</b> Recognized for their actions during an armed robbery in Addison	Addison PD
January	Kyle F	<b>Team Lead Promotion</b> Kyle was promoted to Team Lead of the afternoon shift	ACDC	
January	Robert N	<b>OIC Promotion</b> Robert was promoted to Officer in Charge of the afternoon shift	ACDC	
January	Maggie C	<b>Agency Recognition</b> A Glendale Heights Sergeant recognized Maggie for her demeanor while working during an extremely busy snow storm	Glendale Heights PD	
April	Sara K	<b>Performance of Duty</b> Sara was recognized for her efforts in providing CPR instructions for a person in cardiac arrest. Sara also has a leaf on the Tree of Life.	Addison PD/FPD	
May	Wojciech M Shelley V	<b>Exemplary Performance</b> Wojciech and Shelley were recognized by the Elmhurst PD for their efforts as tactical dispatchers, as part of the MERIT Team, at the scene of a barricaded subject	Elmhurst PD	
June	Grecia F Marissa S Sean M Chris W Renee C William K	Lindsay B Taylor H Kristina I Chris N Hayden M	<b>Performance of Duty</b> Recognized for their actions during a several month, multi-State investigation	Numerous
June	Abigail M	<b>Performance of Duty</b> Abigail was recognized by the Westmont FD for her efforts in providing instructions during a breech child birth, followed by CPR instructions for the newborn. Abigail also has a leaf on the Tree of Life.	Westmont FD	
July	Abigail M	<b>Team Lead Promotion</b> Abigail was promoted to Team Lead of the day shift	ACDC	
July	Eric B	<b>PSC Appointment</b> Eric was appointed as the new Professional Standards Coordinator	ACDC	
August	Sean M	<b>Team Lead Promotion</b> Sean was promoted to Team Lead of the midnight shift	ACDC	
September	Eric B Kyle F Annie L Reana M Laura V Kristin V	Grecia F Sara K Abigail M Fabiola V Shelley V	<b>Performance of Duty</b> Recognized for their actions during an upgrade to the Vesta 911 phone system, which required TCs to operate on two different phone systems simultaneously	ACDC

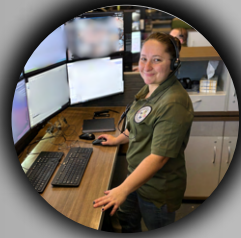
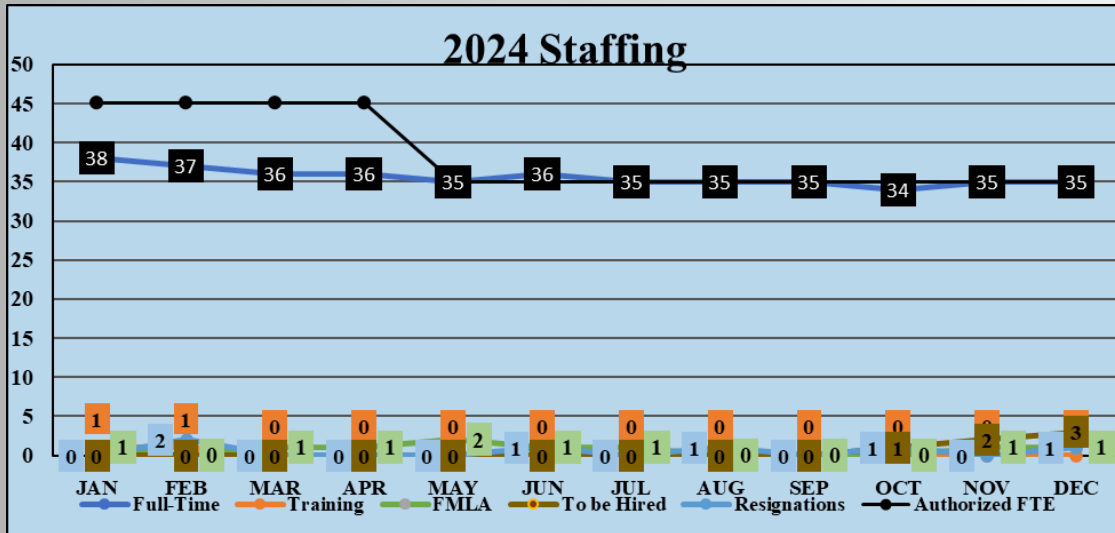


# RECOGNITION

Date	Telecommunicator	Recognition	Agency	
September	Laura V	<b>Citizen Recognition</b> A citizen complimented Laura for her comfort and support during a call involving a fall victim	ACDC	
October	Grecia F Marissa S	Lindsay B Sean M	<b>Performance of Duty</b> Recognized for their performance during an armed robbery in Bensenville	Bensenville PD
October	William K	<b>Performance of Duty</b> William was recognized for his efforts in providing CPR instructions for a person in cardiac arrest. William also has a leaf on the Tree of Life.	Westmont PD/FD	
October	Marilu H	<b>Director of Communications Promotion</b> Marilu was promoted to Director of Communications	ACDC	
October	Wojciech M	<b>OIC Promotion</b> Wojciech was promoted to Officer in Charge of the day shift	ACDC	
November	Erin V Chris N	Robert N	<b>Agency Recognition</b> Recognized by the Director of Lyons Township Area Communications Center (LTACC) for their performance during a high-rise fire in LaGrange	LTACC
November	Eric B	<b>Deputy Director of Communications Promotion</b> Eric was promoted to Deputy Director of Communications	ACDC	
November	Chris W	<b>OIC Promotion</b> Chris was promoted to Officer in Charge of the afternoon shift	ACDC	
December	Ben K Amy L Kyle F Erin V	Wojciech M Annie L Karolina S Zakisha H	<b>Exemplary Performance</b> Recognized for their performance during a two-week live fire training drill, in which all of them dispatched on scene at the drill site	Itasca FD
December	Abigail M	<b>PSC Appointment</b> Abigail was appointed as the new Professional Standards Coordinator	ACDC	
December	Wojciech M	<b>Team Lead Promotion</b> Wojciech was promoted to Team Lead of the day shift	ACDC	
December	Renee C	<b>Performance of Duty</b> Renee was recognized for her efforts in providing delivery instructions for a woman in labor.	Pleasantview FPD	
December	Alex C	<b>OIC Promotion</b> Alex was promoted to Officer in Charge of the midnight shift	ACDC	



# STAFFING & EMPLOYEE TURNOVER



In 2024, ACDC had three employees retire, one part-time Probationary Telecommunicator (PT) resign while still in training, and four TCs resign, which is only a fraction of prior years. ACDC maintained an average of 35 TCs for the year. As promised, due to the DuPage County Sheriff's Office transferring dispatch services to another agency, the hiring process came to a halt, but employees were not laid off. In September, we had 25 applicants successfully pass the test, and eight laterals apply. We hired two applicants without previous experience, and one lateral with over 22 years of experience, all of whom are due to start in February.

Date	Years	Reason	Role
2/7/2024	1	Resignation - personal	TC
2/20/2024	1	Resignation - return to single dispatch center	TC
6/7/2024	1	Resignation	TC
7/6/2024	20	Retired	PSC
8/22/2024	1	Resignation	TC-PT
9/16/2024	6	Retired	Director
10/1/2024	6	Retired	TC
12/05/2024	6	Resigned	TC

# TELEPHONE ANSWERING

2024 9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	7,712	6,479	7,163	7,365	8,099	6,602	6,269	6,195	5,631	5,248	4,981	5,125	76,869
Wireline	1,011	325	348	349	274	352	294	535	796	340	290	312	5,226
VOIP	924	844	838	825	742	588	704	662	747	824	615	724	9,037
Unknown	566	79	71	75	510	426	62	357	78	44	37	67	2,372
Abandoned (not in total)	860	349	357	387	382	338	304	524	455	387	312	377	5,032
<b>Total</b>	10,213	7,727	8,420	8,614	9,625	7,968	7,633	8,273	7,707	6,843	6,235	6,605	95,863

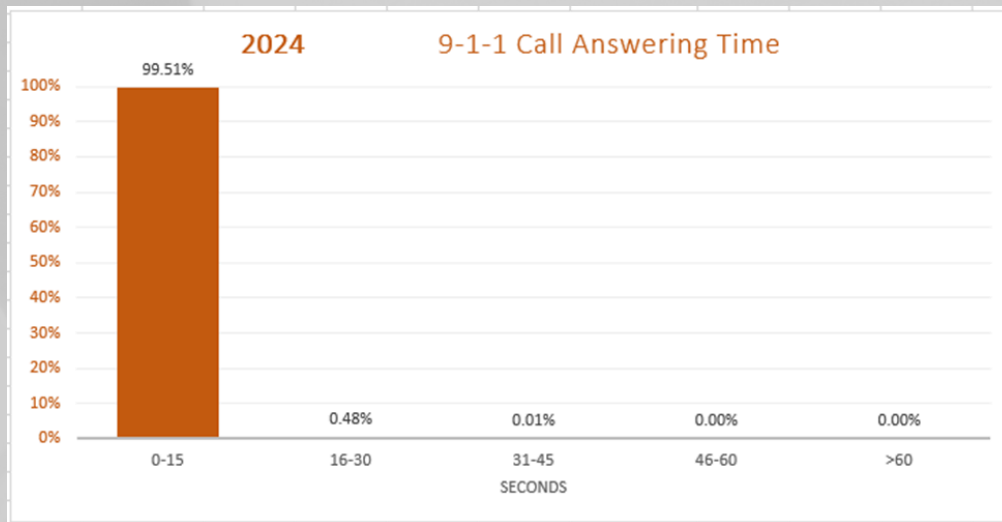
The primary responsibility for any Public Safety Answering Point (PSAP) is to answer phones expeditiously and respond to calls for service when callers need assistance. A PSAP is the first point of contact for emergencies, and they are responsible to dispatch the appropriate emergency services. In 2024, ACDC answered 95,863 9-1-1 calls, in comparison to 2023 where 125,928 calls were answered, a 24% decrease. The decrease in calls can be attributed to the DuPage County Sheriff's Office transferring dispatch services to another agency. Wireless devices comprised over 80% of all 9-1-1 calls. Staff also answered 10-digit incoming phone calls, made outgoing calls, processed internal phone calls, and answered calls for social service resources on behalf of DuPage 2-1-1.

2024 ACDC INCOMING, OUTGOING, & INTERNAL CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Incoming 10-digit	17,184	15,125	16,187	16,663	15,195	14,211	15,728	14,593	13,879	14,041	12,520	18,929	184,255
Outgoing	7,486	5,811	6,144	6,458	5,990	5,364	5,743	5,455	5,193	4,945	4,770	4,818	68,177
Internal	1,855	1,497	1,462	1,461	1,157	968	1,133	1,184	1,100	1,085	1,089	1,001	14,992
<b>Total</b>	26,525	22,433	23,793	24,582	22,342	20,543	22,604	21,232	20,172	20,071	18,379	24,748	267,424

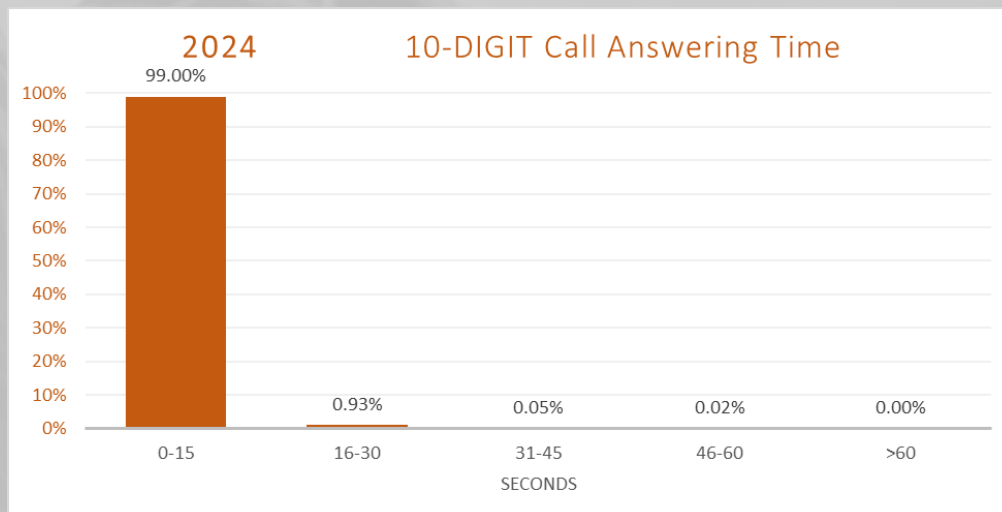


# TELEPHONE ANSWERING

**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. 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.



**ACDC has consistently made call answering a priority and has exceeded the standard year after year.** Although, the standard doesn't apply to 10-digit calls, ACDC applies it to 10-digit calls similarly as there are occasions to receive emergency calls on these phone lines, including burglar and fire alarms. In 2024, 9% of reported fires were received initially as fire alarms.



**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.**

# TOP 10

# CALL TAKERS

## Total Phone Calls

1. Kit - - - 13,674
2. Terri - - - 13,366
3. Reana - - - 13,137
4. Zakisha - - - 12,806
5. Na 'Jae - - - 11,943
6. Abby - - - 11,537
7. Chris M - - - 11,360
8. Woj - - - 10,287
9. William K - - - 10,276
10. Fabiola - - - 10,114

## 911 Calls

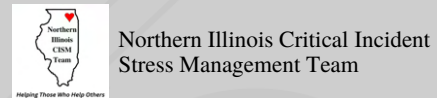
1. Abby - - - 3,801
2. Terri - - - 3,736
3. Kit - - - 3,624
4. Reana - - - 3,541
5. Na' Jae - - - 3,508
6. Chirs M - - - 3,373
7. Zakisha - - - 3,195
8. Alex - - - 3,014
9. Woj - - - 2,909
10. Will A - - - 2,774

## 10-Digit Calls

1. Kit - - - 10,050
2. Terri - - - 9,630
3. Zakisha - - - 9,611
4. Reana - - - 9,596
5. Na 'Jae - - - 8,435
6. Chris M - - - 7,987
7. Abby - - - 7,736
8. Sara - - - 7,710
9. Hayden - - - 7,662
10. William K - - - 7,597



# MEMBER AGENCIES



## CONSOLIDATION

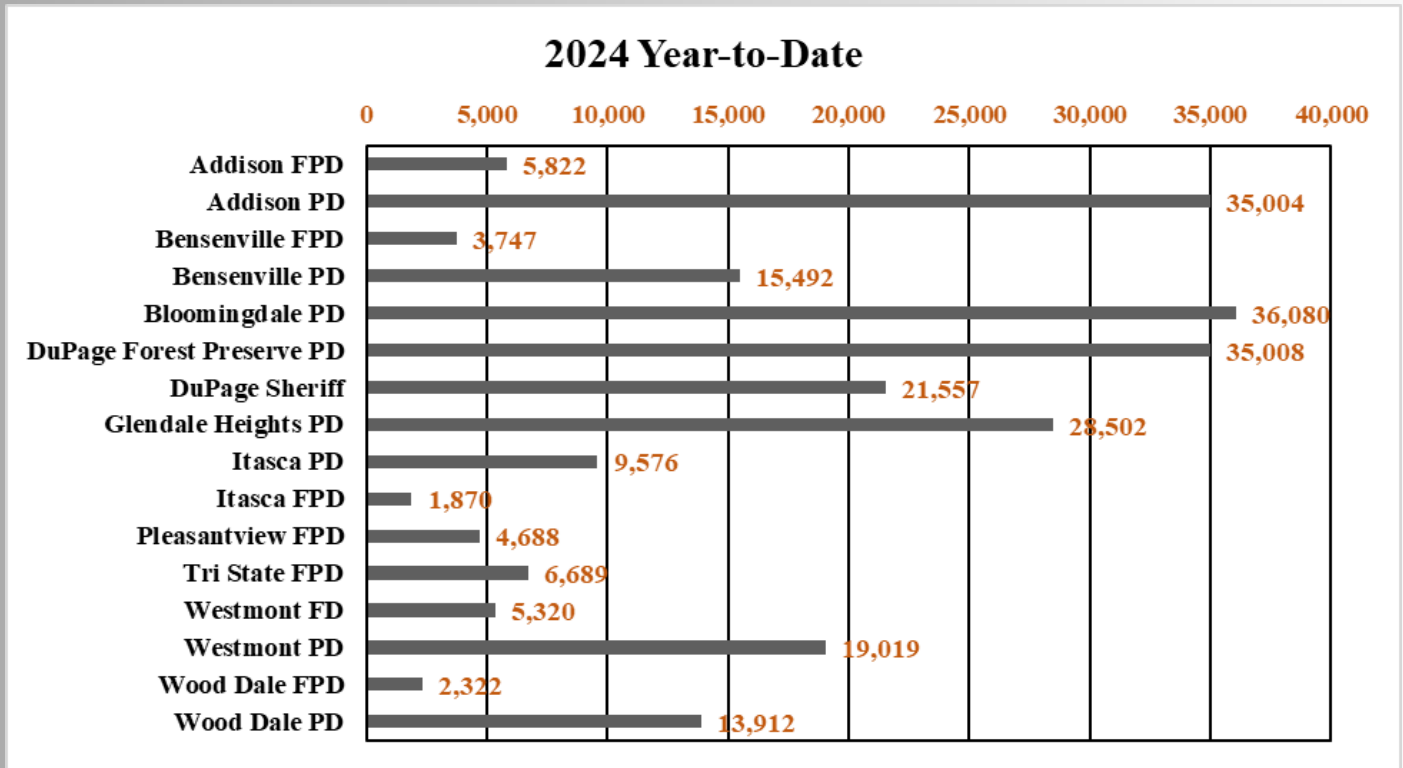
**ACDC continues to seek opportunities to consolidate additional agencies.** State of Illinois legislation has restricted the ability for an agency outside of one county to consolidate into another county. The Illinois State Police recognize this legislation will impact future consolidations throughout the State, and they plan to submit new legislation to address it.

**ACDC will remain competitive in pricing and will continue to lead other PSAPs in additional free services we provide, 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.

# CALLS FOR SERVICE

**ACDC staff dispatched 244,362 calls for service, compared to 286,577 calls for service in 2023.** There were 214,150 police calls for service, compared to 257,049 calls for service in 2023.

ACDC dispatched 30,212 fire and EMS calls for service, compared to 29,528 in 2023. The Canadian Pacific Kansas City Railroad Police do not have calls for service as they primarily only receive Law Enforcement Agencies Data Systems (LEADS) service from ACDC.



**The Mutual Aid Box Alarm System (MABAS) was formed in 1968 in the northwest suburbs of Chicago.** It's structured on Chicago box alarm cards that pre-assign fire engines, trucks, squads, ambulances, and chiefs (and any other specialized equipment) to respond on a given level of alarm. MABAS has 62 divisions in Illinois. The six-county Chicago metropolitan area has 18 of the total divisions. Each MABAS division has a primary dispatch center and a backup dispatch center that transmit the MABAS level alarms. 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.

**In 2024, ACDC dispatched 24 MABAS Division 10 alarms.**

- 6 Structure Fire
- 4 EMS
- 9 Investigator
- 2 Hazmat
- 1 Tender
- 2 Technical 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 PD, & DuPage County Forest Preserve PD

**DU ACDC 2**

Addison PD, Bensenville PD, Itasca PD, & Wood Dale PD

**DU ACDC 3**

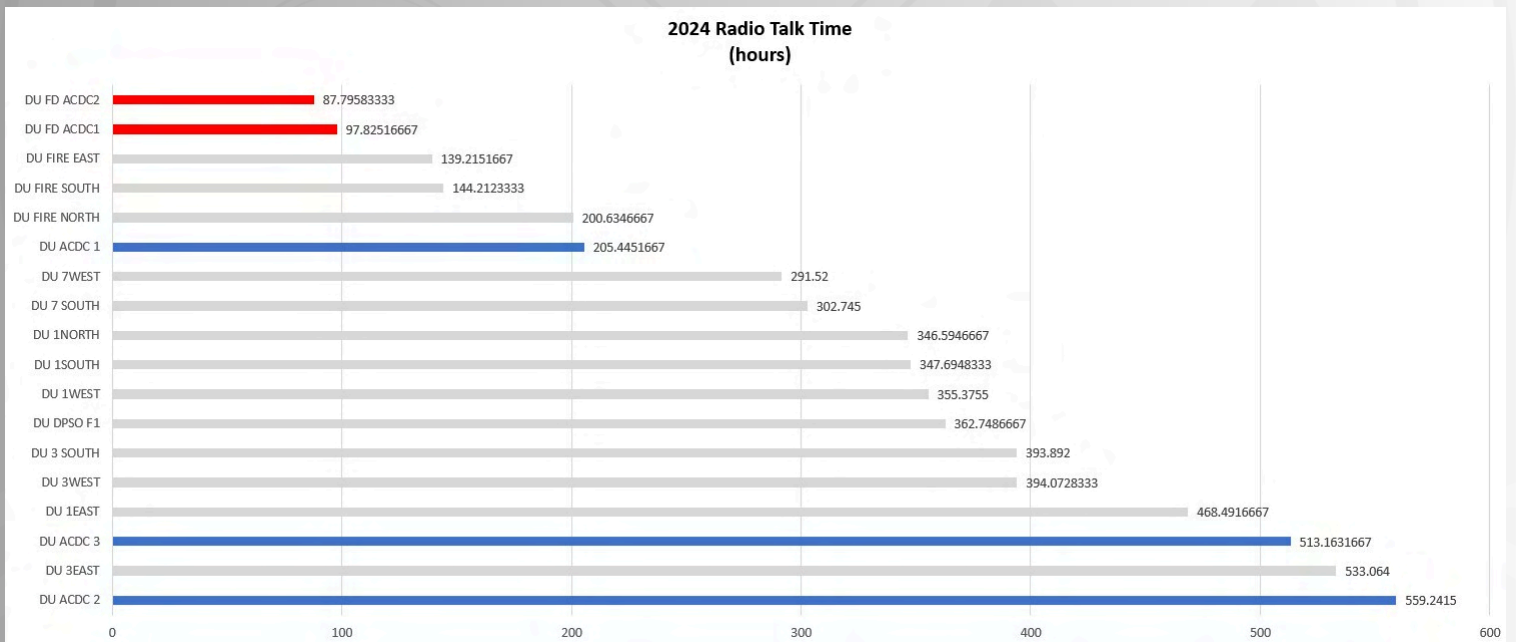
Bloomington PD, & Glendale Heights PD

**DU FDACDC 1**

Pleasantview FPD, Tri State FPD, Westmont FD

**DU FDACDC 2**

Addison FPD, Bensenville FPD, Itasca FPD, Wood Dale FPD



*This graph illustrates the amount of total talk time, in hours, which occurred in 2024 for ACDC talkgroups.*



# TRAINING

**Total training hours decreased overall in 2024.** Due to ACDC being fully staffed for most of the year, the decrease in training hours can be attributed to the lack of new hires, which in 2023 accounted for more than 1,320 hours. 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. Full staffing levels afforded ACDC the opportunity to send both our frontline telecommunicators as well as management to various specialty classes over the past year, including the IL APCO Leadership Symposium, FEMA Communications Unit Leader (COML), FEMA Communications Unit Technician (COMT), FBI Swatting, active shooter classes, Communications Training Officer (CTO), CTO Instructor, the NENA Center Manager Certification Program (CMCP), and more.

TRAINING HOURS	2024	2023 Comparison
Hired	0	-100%
Released from Probation	8	+50%
Completed Training	0	-100%
Retained for 3+ Years	29	-1%
<b>TOTAL Training Hours</b>	<b>4,991.5</b>	<b>-2,057</b>
Average hours per employee	104	-13%
Training Hours Breakdown	2024	2023 Comparison
Outside/Conference-MGMT	217	+44%
Outside/Conference-TCs	101.5	-23%
Team Leader Training	117	+15%
EMD/EMD-Q Certification / Recertification / Training	109	-31%
Initial Classroom & Radio Classroom Training	0	-100%
Independent Study Training	309	+77%
All other training	4,138	+95%

## COMMUNICATION 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 22 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.



**THE CONTINUATION OF FULL STAFFING LEVELS PROVIDED ACDC THE OPPORTUNITY TO SEND SEVERAL TELECOMMUNICATORS AND MANAGEMENT STAFF TO TRAINING COURSES AROUND THE COUNTRY**



# CLASSROOM TRAINING

As part of our new hire training program, new employees with no prior experience must successfully complete the ACDC Academy three-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 9-1-1 phone line rings, to dispatch, to post-dispatch responsibilities.



## HIGH-RISK LOW-FREQUENCY TRAINING

**ACDC telecommunicators underwent monthly training on high risk, low frequency (HRLF) 9-1-1 calls** to ensure they are prepared for any emergency situation. These sessions help them to understand the importance of prompt and effective response to such calls, and equipped them with the necessary skills to handle them effectively. 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 by giving the TCs hands-on experience and reinforce best practices. Scenarios are often geared towards different trends that are noticed throughout the center and the HRLF team create targeted goals. Some of the scenarios TCs participated in included a sinking vehicle, an active shooter, an electric vehicle fire, a home invasion and a structure fire.



# 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 hazard plan, biased based policing and 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

As part of our commitment to professional development and continuous improvement, we sent a number of telecommunicators and administrators to conferences and training events this past year. These opportunities allowed them to acquire new knowledge and skills, network with other dispatch centers, and stay up to date with the latest technology, trends and best practices. ACDC believes that investing in our employees' professional growth pays off in improved job performance, increased job satisfaction and overall contributions to the success of ACDC. This year, we are proud to have supported the attendance of several key conferences, including: International Academies of Emergency Dispatch (IAED) Navigator, Commission on Accreditation for Law Enforcement Agencies (CALEA), Association of Public Safety Communications Officials (APCO), National Emergency Number Association (NENA), Illinois Public Safety Telecommunicators Association (IPSTA), and the Active Threat & Wellness Conference.



# QUALITY ASSURANCE & QUALITY IMPROVEMENT PROGRAM

**The ACDC Operations Managers (OMs), on a monthly basis, are tasked with conducting monthly checks** and critiquing five random phone calls and radio traffic for the Telecommunicators (TCs) on each shift. The calls audited are documented to indicate if the TC met standards while processing calls and providing information to the citizens of the jurisdictions we serve. The random radio traffic audited are documented to ensure the TCs are keeping responder safety as a priority, following Written Directives (WD), all while maintaining professionalism. TCs are held to a high standard of professionalism, and continue to stay true to our mission by treating everyone with dignity and respect. Additionally, the documentation indicates if the Written Directives were followed while the calls are processed. The OMs then provide feedback, constructive criticism, training, or progressive discipline, as needed.

## EMERGENCY MEDICAL DISPATCH (EMD) CHECKS

**The State of Illinois mandates that all PSAPs provide medical dispatch protocols and an accompanying EMD Quality Assurance Program.**

ACDC has an EMD Quality Assurance Team (EMD-Q) consisting of nine trained and certified peer telecommunicators. This is two less, compared to last year, due to one TC stepping down from the program, and one TC moving into a new position in the center. The selected team of high-compliance telecommunicators are certified in the International Academy of Emergency Dispatch (IAED) requirements and standards. On a monthly basis, the team meets to assure compliance is measured objectively. The team strives to standardize the measure of performance of the call-taker using a consistent, written expectation (standard), while tracking trends and providing constructive criticism for compliance improvement. As the updates are released by IAED, the team joins efforts to tests functionality of the new features. The team works closely with management to create training, recommend procedural changes, and overall to ensure outstanding customer service is provided. Additionally, the EMD-Q Team is tasked with supplemental one-on-one training when needed, classroom training for Probationary Telecommunicators, and group trainings during Monthly Shift Meetings.

The EMD-Q team must randomly evaluate 2% of the total medical calls the center receives each month, generally 100 calls. As ACDC continues with the paper reduction efforts, timely assessments are shared individually via electronic folder with each TC requiring acknowledgment of receipt. Written feedback is provided, and there is room for discussion if necessary. In conjunction with the Team Leads and OICs, full arrests, choking, and pregnancy calls are documented on the Daily Activity Sheet, and reviewed. Together, the team strives to address trends, and potential training opportunities. At the end of 2024, the team was trained on the use of Frontline QA software which will help streamline the QA process in 2025.

# 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. Of incidents involving weapons, serious crimes in progress, and physical altercations, 350 calls were evaluated. Of those calls, 149 (43%) were delayed, 13 (4%) delayed by a caller, other PSAP, or other means. There were 145 (41%) calls that had either a policy violation or performance issue that resulted in either coaching, training, or progressive discipline. The 2024 results show that while delays declined, performance issues increased slightly as compared to 2023. These call types continue to be a focus of our HRLF team going into 2025.

2024 Yearly Totals	Total	2023 Comparison
Weapons	150	-27%
Shots Fired	45	-45%
Robbery/Burglary/Invasion	40	-13%
Physical altercation (fight/domestic)	42	-42%
Other error	73	-26%
<b>Total HRLF Calls in 2024:</b>	<b>350</b>	<b>-30%</b>

**The entry time for building fires is guided by the National Fire Protection Association (NFPA) standards.** NFPA Standard 1221 states that a structure fire should be answered and dispatched within sixty (60) seconds or less, ninety (90) percent of the time. The standard has allowances for delays in dispatching due to mitigating circumstances such as other PSAP handling and callers with incomplete location information, to name a couple. A total of 177 structure fires were evaluated in 2024. ACDC successfully dispatched 98 (55%) of the fires within sixty (60) seconds, while 51 (29%) fires were delayed by either another PSAP or a caller. There were 154 (87%) fires dispatched within 106 seconds.

In comparison, in 2023, there were 133 building fires, with 74 (56%) fires dispatched within sixty (60) seconds, while 33 (25%) were delayed by a caller or another PSAP. There were 126 (95%) dispatched within 106 seconds. The 2024 results declined in performance compared to 2023 and have become a focus of our HRLF team for 2025.

# RECORDS REQUESTS

ACDC processes requests for audio, text, and official documents on a daily basis including Freedom of Information Act (FOIA), court issued subpoenas, and agency requests to name a few. Fulfilling record requests, especially audio requests, consumes many hours of our staff's time. There were 4,187 records provided for the respective requestors, an increase of 30 percent compared to 3,812 requests in 2023.

Records Requests	2024	2023 Comparison
Phone Audio	1,398	+9%
Radio Audio	185	-2%
CADs	1,163	+14%
Denials	185	+38%
FOIA Request	62	+20%
TechShare	1030	+18%
RAVE-Text	4	+400%
Agency Request	134	-22%
Subpoena	26	-48%



# PEER SUPPORT

In 2024, ACDC added three additional members to our Peer Support Program, raising our team membership to a total of 10 members, all of whom work various shifts. Throughout the year, the team provided wellness tips on a weekly basis. During National Wellness Month in May, the team provided daily wellness resource information and tips to the full staff, along with decorating the ACDC facility in wellness tips and inspirational messages. In August, due to a retirement, the day shift Team Lead was appointed as the new Peer Support Coordinator. The Peer Support Coordinator continues to collect contact statistics, which aid in the support, integrity, and continuity of this successful program. In October, ACDC began partnering with a new program titled "We Never Walk Alone", which provides a nationwide network for peer support and mental health professionals. As part of the program, the ACDC Peer Support Coordinator is available to provide support to telecommunicators and law enforcement officers nationwide.



# POSITIVE, INSPIRING, NOBLE, KINDNESS (PINK)

**The Positive, Inspiring, Noble, Kindness (PINK) team is a peer-lead support group for our telecommunicators.** The goal of PINK, is to create a positive and fun work environment to raise morale amongst our telecommunicators. The team accomplishes this through recognition of birthdays, celebrating various holidays, recognizing anniversaries, recognizing National Days, organizing friendly competitions, providing treats, holiday decorating, and welcoming new employees. Participation on the team is completely voluntary and is self-funded. In 2024, the team consisted of eight volunteer members.

Some of the recognitions, celebrations, and activities which were organized by the PINK Team in 2024 included 'The 12 Days of Christmas' and National Telecommunicators Week. Additionally, this past year the Team organized three charity events: 'Feed My Starving Children', 'Illinois Special Olympics Polar Plunge' and the 'Illinois Special Olympics Plane Pull'.



# COMMUNITY OUTREACH & PUBLIC EDUCATION

Throughout 2024, ACDC continued to post several times a week on social media (Facebook, Instagram, X) to inform, educate, and engage the public with 9-1-1 public safety videos, information and announcements. Posts included member agency information, affiliate information and encouraged the public to visit the ACDC website, particularly information found on the [Community Access](#) page to include [9-1-1 education resources](#), [citizen feedback](#), [premise alert program](#), [overnight parking permission](#), [FOIA](#) information, and much more.

One portion of ACDC community outreach includes active recruitment, with 2024 being one of ACDC's most active recruitment years to date. Staff attended three career fair open houses at Technology Center of DuPage. Additionally, we had telecommunicators speak with attendees at one of the local high schools for a college and career fair. We posted employment openings via the College Consortium Job Network, which reaches job boards at over 12 local community colleges. In addition, we continue to post a QR pop-up module to our website encouraging visitors to apply.

A unique form of outreach includes the opportunity for ACDC to instruct Police Communications 911, a module scheduled during each session of the Suburban Law Enforcement Academy (SLEA) at the College of DuPage Office of Homeland Security. Our Professional Standards Coordinator and two Communications Training Officers (CTO) instructed two, four-hour modules during 2024. ACDC staff are scheduled to instruct again during the 2025 academy sessions.

During 2024, staff participated in additional grade-school activities, as well as provided educational presentations and facility tours for citizen police academies, junior police academies, as well as police and fire explorers. ACDC staff also attended fire department open houses, holiday festivals and National Night Out for several of our agencies. ACDC continues to grow our public outreach and education opportunities for all members of the communities which we service.

<b>CITIZEN FEEDBACK OPPORTUNITIES</b>	<b>2023</b>	<b>2024</b>
Presentation Surveys	18	31
Website Online Submittal*	2	9
Other (received via member agencies, phone, etc.)	9	1
<b>TOTAL Citizen Feedback Opportunities</b>	<b>29</b>	<b>41</b>



# COMMUNITY OUTREACH & PUBLIC EDUCATION

<b>PUBLIC EDUCATION / RECRUITMENT</b>	<b>2023</b>	<b>2024</b>
Presentations Provided	15	15
Events/Fests Attended*	24	20
Volunteer/Charity Events Attended	12	11
<b>TOTAL Public Education Opportunities</b>	<b>51</b>	<b>64</b>
#/ACDC Employee Participants	21	24
Number of People Contacted (Tours, etc.)	5000+	5000+
Press Releases Initiated by Agency	0	0
Recruitment Events	5	4

<b>ACDC WEBSITE</b>	<b>2023</b>	<b>2024</b>
Mobile Device Access	68.3%	59.80%
Desktop/Tablet Device Access	31.4%	39.70%
Direct Access of Site	5,300	3,245
Access via Social Media	153	179
Access via Referral	254	160
Organic Search for Site	3,100	1,953
<b>Total Page Views</b>	<b>32,515</b>	<b>32,407</b>
<b>Total Session Views</b>	<b>16,971</b>	<b>16,197</b>
<b>Total Pages per Session</b>	<b>6</b>	<b>5.19</b>
New Users (Annually)	6,069	6,200
Active Users in a 28-Day Period	477	444
Parking Permission Page Views	6,676	5,836
Community Access Page Views	815	973
Careers Page Views	1,879	1,591

<b>FACEBOOK</b>	<b>2023</b>	<b>2024</b>
Followers	1,780	1,896
AVG 28-Day Post Reach	30,194	35,100
<b>Total Facebook Reach</b>	<b>54,392</b>	<b>56,264</b>





# COMMUNITY OUTREACH & PUBLIC EDUCATION

## **Citizen feedback opportunities results:**

- 37 of 41 feedback opportunities indicate phone contact with ACDC
- 21 citizens reported calling 9-1-1
- 16 citizens reported calling on a non-emergency phone line
- 9 citizens submitted an electronic contact form via the ACDC website

## **Respondent's Feedback Regarding Dispatcher Performance**

- 27 citizens stated ACDC answered their call in a timely manner
- 20 citizens stated the dispatcher was able to answer their questions
- 23 citizens stated the dispatcher they spoke to was courteous and displayed a positive attitude
- 14 citizens provided comments; 4 provided accolades to ACDC service, with one citizen stating, ***"They are doing a great job!"***. Another commented ***"What an amazing backbone of the community"***. An additional commented ***"My Family and I have always had excellent response for both emergency and non-emergency issues. Thank you so much for being here!"***

## **Potential Problems (CALEA 2.6.3.a)**

- ACDC PSAP Concerns: One citizen indicated their concern with ACDC staff needing more education in regards to the citizen's town and one citizen complained about a dispatcher's demeanor
- Public Safety Response / General Concerns: One citizen expressed concern over trucks violating the 5-ton weight limit on multiple streets in their town.

## **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 9-1-1 and non-emergency phone lines; therefore, our community outreach efforts instruct use of 9-1-1 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 9-1-1 and the telecommunicator will provide them with assistance. The phone model of the DU-COMM PSAP requires citizens to dial 9-1-1 for both emergencies and non-emergencies after "business" hours and on weekends.

# INFORMATION TECHNOLOGY (IT)

During 2024, the Village of Addison Information Technology Department achieved many accomplishments including:

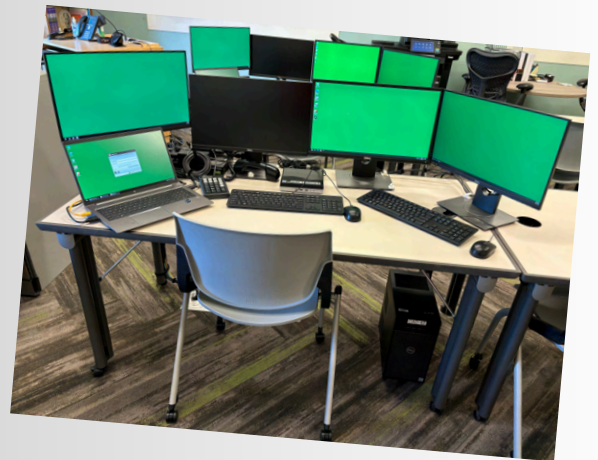
## Network Infrastructure & Security:

- *ISP Redundancy:* Add a second ISP link to enhance network reliability and provides a crucial backup in case of outages with the primary link
- *Firewall Updates:* Bi-yearly firmware updates are essential for security, patching vulnerabilities, and ensuring optimal performance on VoA firewalls.
- *Microwave Network Upgrade:* Yearly maintenance on the microwave network to improve data transmission speed and reliability, crucial for mission-critical communications to and from our member agencies. The first phase of the south microwave loop was completed, with a new microwave installed from Darien to Hodgkins.



## Training & Collaboration:

- *Training Room Upgrade:* Enhancing the training room with dedicated CAD, phone, and VoA workstations will improve the quality of training for dispatchers and other personnel. This leads to better preparedness and improved response times.



# INFORMATION TECHNOLOGY (IT)

## Communications Systems:

- *Vesta Phone System Upgrade:* Implement a newer version of the phone system using improved features, better call quality and enhanced reliability for improved call processing for call for service into the center.
- *911 Trunking Migration:* Migrating 911 CAMA trunking to the ESiNet i3 platform improves efficiency and reliability for emergency dispatch.
- *Radio, Phone, and CAD Recording:* Implemented a new digital recording system with Eventide for Phone/Radio audio and CAD screen recording. Eventide enhances accountability, provides valuable evidence in investigations, and aids in quality assurance and training.
- *Radio Systems:* Repurposed legacy radio equipment in order to expand the third VHF radio channel, with the intent to establish a county-wide mobile fire administrative, or major event channel. Reinforced the VHF radio system in ACDC's southern coverage area, by establishing a new radio site in an area with weak coverage. Implemented remote monitoring of UPS devices supplying radio and microwave equipment, to assure better reliability and to detect outages faster.



## Workstation & Server Upgrades:

- *CAD Server Replacement:* Replacing the CAD server with a more powerful and modern system will improve performance for Hexagon and associated applications, leading to increase efficiency for dispatchers.
- *PC Replacement:* Regularly replacing PCs on CAD, Radio and VoA NET ensures that the agency has up-to-date hardware and software, improving performance, security, and employee productivity.
- *Milestone Server Upgrade:* Upgrading Milestone servers to enhance video performance, potentially improving image quality, reducing latency, and enabling more advance video analytics features.



# INFORMATION TECHNOLOGY (IT)

## Other Projects:

- *ZenDesk Implementation:* Migrating to the ZenDesk platform for trouble reporting will streamline IT support processes, improve communication between users and the IT department, and potentially reduce resolution times for IT issues.
- *Forest Preserve Integrating:* The Forest Preserves move to Starcomm TG DU ACDC1 improves interoperability and communications between agencies.
- *RGB Spectrum Upgrade:* Server replacement and upgrade for a video wall in the Radio Room to improve reliability and performance LIVE feeds into ACDC.
- *MPS upgrade for MDTs on Hexagon CAD:* Crucial Upgrade implemented for improved performance of MPS for units in the field.
- *NFPA 1802 Committee:* The I.T. Department represented ACDC on the NFPA 1802 Committee, resulting in the successful change of an NFPA standard. This will allow approximately \$10 million of ETSB-purchased fire agency portable radios to be safely deployed.

## Overall, these projects demonstrate the I.T. Departments commitment to:

- *Improved Performance and reliability:* Upgrades to critical systems like the network, servers, and communications infrastructure will enhance overall system performance and reliability on a yearly basis.
- *Enhanced security:* Quarterly security updates, firewall upgrades, and a focus on network redundancy will help protect the agency's systems and data from cyber threats.
- *Improved efficiency and productivity:* Annual upgrades to workstations, software, and communications systems will streamline workflows and improve the efficiency of dispatchers and other personnel.
- *Enhanced training and collaboration:* Yearly training on infrastructure and communication procedures within the department. Documenting design and layouts to support Village of Addison NET and for better collaboration with member agencies.

By implementing these projects, ACDC can significantly improve its operational capabilities, enhance public safety, and better serve the community.

2024 ZenDesk Tickets	
CAD Hexagon	29
CAD Resource	12
FSA Purvis	10
LiveMum	2
LS7000	5
VESTA Phone	54
GIS Map	215
Starcom Radio	14
Buildings & Grounds	4
VOA IT	33
VOA NET	9
VOA Portal	5
VOA Resource	10
<b>TOTAL</b>	<b>402</b>

**The IT Department had 402 ZenDesk trouble tickets submitted during 2024. The ticketing system is used for repairs to various systems including ETSB components, Village of Addison equipment, and other vendor equipment.**

# TACTICAL DISPATCHING

In 2024, ACDC appointed two additional telecommunicators to participate in the Metropolitan Emergency Response and Investigations Team (MERIT) Special Weapons and Tactics (SWAT) division. The members perform communication duties for SWAT callouts and missions.



## DUPAGE COUNTY SATURATION TASK FORCE

ACDC continued to provide support to the Saturation Task Force throughout 2024, by participating in 30 missions, each with a dedicated telecommunicator assigned. The assigned TC assists in the communication between field units and the Real Time Crime Center (RTCC) in operation during the mission. Throughout the year, additional TC's have been trained and briefed on the operation of the task force missions, and have provided their support for these missions. These dispatchers have proven to be an invaluable asset, offering a high level of professionalism, dedication, and expertise to the task force. Their tireless efforts have enabled the task force to effectively coordinate and respond to in-progress crimes, including retail thefts, carjackings, LPR hits, armed robberies and more. Overall, the task force is having a positive impact on public safety, as multiple suspects have been arrested and charged in cases. ACDC takes pride in our role in the task force and are committed to continuing to provide dispatchers who are well-equipped to handle the demands of this critical work ensuring that in-progress crimes receive a fast and efficient law enforcement response.



# SPECIALIZED SURVEILLANCE TELECOMMUNICATOR TEAM (SST)

**Under a new beta program started in late March**, ACDC created a Specialized Surveillance Telecommunicator (SST) Team. The team, comprised of 14 volunteers from all three shifts, are specifically trained to monitor tracking devices, LPRs, and other electronic devices for area patrol and detective divisions. During the month of April, the team monitored tracking devices on a daily basis, as part of an investigation into an armed and dangerous burglary and auto theft ring. Investigators working cooperatively from Addison, Bensenville, Chicago, Cook County Sheriff, Elmhurst, Hinsdale, Oak Brook, Lake County Sheriff, Naperville, Villa Park, and ATF were involved in the investigation. On April 28th, the ACDC team observed a tracker appear in southern DuPage County, which prompted ACDC staff to activate the notification system for the investigative taskforce members. As a result of the teamwork between ACDC's SST Team and the law enforcement investigators group, one suspect from the burglary crew was taken into custody without incident. Throughout the rest of the year, the SST Team has assisted multiple agencies with tracker monitoring and LPR assistance.

## CONSERVATION

**ACDC continued our efforts to be environmentally responsible and reduce our carbon** footprint by following the training we received in 2023 from the School and Community Assistance for Recycling and Composting Education (SCARCE) program. ACDC understands the importance of reducing, recycling and reusing resources to minimize waste and to protect the planet. ACDC continues to collect bottle caps, prescription bottles and more. We also strive to use less paper in our day-to-day operations. We stay committed to sustainability and believe that everyone can play a role in creating a better future for our planet.



# CHARITABLE SUPPORT

The staff at ACDC gives back to local, national, and international communities on a regular basis. In 2024, ACDC staff provided donations to the Addison Township Food Pantry, the Hurricane Relief Drive for those affected by hurricanes Helene and Milton, and the Addison Trail Veterans Support Organization. In the spring, ACDC staff participated in “Feed My Starving Children”, during which ACDC staff donated their time to help package food to be sent worldwide. In May, ACDC and the Addison Police participated in the annual ‘Cop on a Rooftop’ event, benefiting the Special Olympics. Additionally, ACDC participated in the 2024 ‘Polar Plunge’ and ‘Plane Pull’ benefiting Special Olympics Illinois. Rounding out the year in December, ACDC staff and Addison Police personnel participated in the ‘Shop with a Hero’ event at the Addison Walmart, which benefits local youth.

## NATIONAL PUBLIC SAFETY TELCOMMUNICATORS WEEK

**ACDC recognized National Public Safety Telecommunications Week (TC Week) April 14 - 20, 2024.**

During this week, we provided a high-level of recognition for the Telecommunicators (TCs) for all they do throughout the year. Fun activities were planned, such as uniform of the day, BINGO, coloring pages, games and more. Additionally, a raffle was held with prizes donated by our member agencies. In order to earn raffle tickets, TCs participated in games, activities, and donate non-perishable and hygiene products to a local food pantry. Special thanks to all of our member agencies who donated raffle items, food and warm wishes!! TCs were thankful for everyone’s generosity, but more importantly all of the visits!

During TC week, we also hosted our annual ‘TC Week Awards’, which gives our TCs the opportunity to vote for their co-workers in various categories. Annually, at the Emergency Telephone System Board (ETSB) meeting, the ETSB recognizes National Public Safety Telecommunications Week and more specifically ACDC by presenting a proclamation letter.



# DUPAGE COUNTY ETSB



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, DU-COMM, and ACDC. 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 effecting 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 Directors 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.

Many system upgrades approved by the ETS Board in 2023 were implemented during 2024. Command Central, a responder safety software capable of tracking responders via portable radio GPS signals, was implemented in early 2024. The CAD system, which has been in service since 2019, received hardware and software upgrades. Additionally, the CAD Mobile Public Safety (MPS) software was also upgraded. Plans began to move forward for the replacement of the Motorola MCC7500 radio system in use at both PSAPs, with the installation of new Motorola AXS dispatch consoles anticipated in the first quarter of 2025. The largest upgrade in 2024 involved the Motorola Vesta phone system, which was integrated onto the AT&T ESInet. This upgrade has helped facilitate the transition of both PSAPs towards full Next Generation 911 (NG911) implementation.



# 2024 GOAL STATUS

**Improve High Risk/Low Frequency dispatch times**

**CIT Training for operations staff**

**Finish CTO cross-training; open opportunities for remainder of staff**

**Host up to six training classes**

**Continue paper reduction efforts**

**Radio training with member agencies**

**New evaluation process**

**Implement RapidSOS Premium**

**Participate in large-scale drills**

**In 2024, we successfully achieved many of our goals** which included cross-training CTOs, upgrading the CAD and 9-1-1 phone systems, hosting several classes on-site, participating in member agency large scale drills, having staff attend CIT training, and performing radio training with our member agencies. The majority of our Communications Training Officers (CTO) are now cross-trained in police and fire dispatching. In the spring, we successfully upgraded our Computer Aided Dispatch (CAD) system. This was followed in the fall by a large upgrade to our Vesta phone system, which was integrated onto the AT&T ESInet. This upgrade has helped facilitate the transition of ACDC towards full Next Generation 911 (NG911) implementation. We were also successful in hosting several classes on-site by various presenters including APCO, NENA, Resilient Minds on the Front Lines, Vision for Change and Dr. Michelle Lilly. Throughout the year, several of our telecommunicators were able to participate in large scale drills, including active shooter drills in Bloomingdale and Bensenville, as well as a multi-day live fire drill in Itasca. One of our biggest goals, which continues into 2025, is to have all staff complete state-approved Crisis Intervention Training (CIT). Last year, 13 ACDC staff members attended and completed CIT training. As we move into 2025, we look forward to another year of meeting our goals and expectations.

# 2025 GOALS

**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**

**Prepared by the ACDC Management/Administration Team:**

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