

# ANNUAL REPORT

2023



**PREPARED BY:**  
ACDC Management Team

# ABOUT ACDC



The Addison Consolidated Dispatch Center (ACDC) is a public safety answering point (PSAP) responsible for quickly answering incoming 9-1-1 calls from citizens 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 units to calls. ACDC is a division of the Addison Police Department. The most invaluable resource at ACDC are our 9-1-1 telecommunicators (TC).

The term telecommunicator is the professional name of the personnel answering and dispatching calls. Some people may use the term call-taker, dispatcher, or Emergency Medical Dispatcher (EMD) to describe a telecommunicator. ACDC consists of forty-five (45) full-time TCs, six (6) part-time TCs, three (3) Operations Managers, one (1) Deputy Director of Communications, one (1) Director of Communications, one (1) Professional Standards Coordinator, one (1) Clerk/Typist, (1) Information Technology (IT) Specialist, and an Addison Police Department Watch Commander liaison. All TCs are certified in EMD and provide medical instructions for callers requiring medical attention. ACDC dispatches for ten (10) police agencies, seven (7) fire agencies, Mutual Aid Box Alarm System (MABAS) Division 10, and provide after-hours phone answering service for 2-1-1 DuPage social services resource.

ACDC is guided by public acts, standards, and policies from various agencies including the State of Illinois, National Emergency Number Association (NENA), Association of Public Safety Communications Officers (APCO), National Fire Protection Association (NFPA), National Highway Traffic Safety Association (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.

FROM THE DESK OF

# ACDC DIRECTOR OF COMMUNICATIONS



*Bill Srejma*

It is my pleasure to present you with the 2023 Annual Report for the Addison Consolidated Dispatch Center (ACDC). 2023 was a year of improvement, education, and staff development. We have come a long way from the tough days of 2022 when our staff shortages caused many people to work constant 12-hour shifts, sacrificing their personal and family life to maintain the high level of service our member agencies have always expected. ACDC had success in hiring personnel which led to improving normalcy in staffing schedules. We had seven people successfully complete the six month training program, improving our staffing to an average of 39 trained telecommunicators for the year, compared to 32 in 2022. Altogether, in 2022 and 2023, we added 18 new employees, most having little or no experience in 9-1-1 public safety communications. The increase did provide the staff with a much needed reprieve but created a new challenge: to provide both new and veteran staff high levels of ongoing training. Despite this challenge, we were able to successfully accomplish training new and veteran staff by hosting training classes, through independent study, outside training opportunities, and conference attendance throughout the year.

**ACDC also made a commitment to develop personnel that were interested in career advancement.** We needed to promote three telecommunicators to the vacant positions of Operations Manager and conducted a test. ACDC had 7 full-time and 1 part-time TC test for the position. We saw an opportunity to develop those interested in taking on the responsibility of leadership. Michele Beebe, David Dobey, and John Waterman were promoted on January 1st to Operations Manager. We also appointed Chris Mahn, Amy Lettenberger, and Grecia Flores to Team Lead, and Abby Medina, Kyle Ficarrota, and Chris Norton to OIC positions. We committed to expanding our staffs knowledge and versatility by cross-training the Operations Managers, Team Leads, and OICs that were not already cross-trained. This provided our leaders with a full perspective of the needs of the operations floor with regard to both police and fire disciplines. We also cross-trained our communication training officers (CTO) in police and fire dispatching. Cross-training has created a more efficient operation and expanded the knowledge base of our training staff. The Operations Managers, Team Leads, and OICs attended supervisory level courses and seminars to build their knowledge base and will help with future succession. We were able to send a total of 53 people to conferences and training sessions throughout the year. Our commitment to training and development equated to a total of over 7,048 hours for dispatch staff training and development.

**ACDC and Metropolitan Association of Police (MAP) Chapter 774, representing our full-time TCs, continue to work in harmony.** We are proud to say this is the second grievance-free year. After only a few meetings between MAP and Village representatives, both agreed to a new four-year contract.

**ACDC and the fire chiefs of our member agencies established a new funding model for dispatch services that is based solely on the fire agencies calls for service.** This collaboration between ACDC and our member fire agencies demonstrates our ability to work with each other for the betterment of everyone involved. This collaboration led to all of our fire agencies continuing their contracts with ACDC.

In December, Director of Police Tim 'Bill' Hayden retired from the Village of Addison. Deputy Chief Roy Selvik was promoted to Chief of Police. ACDC is a division of the Addison Police Department.

**"OUR COMMITMENT TO FULL STAFF  
TRAINING & DEVELOPMENT EQUATED  
TO OVER 7,048 HOURS DURING 2023."**



## **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 2023

Woj M	1997	Lindsay B	2018
Marilu H	1998	Kyle F	2019
Sherianne H	2008	Jim H	2019
Michele B	2011	Chris N	2020
Abby M	2015	Robert N	2020
Laura V	2015	Aaron S	2020
William K	2015	Marissa S	2021
Ben K	2015	Hayden M	2021
Amy L	2015	Will A	2022
Fabiola V	2016	Eric B	2022
Bill S	2016	Karo S	2022
Shelley V	2016	Erin V	2022
Keith M	2017	Sean M	2022
Chris M	2017	Renee C	2022
David D	2017	Robert M	2022
Grecia F	2017	Megan M	2022
Anne L	2017	Kristina I	2022
Joe Ok	2017	Alex C	2022
Joe Os	2017	Dana S	2022
Erika H	2017	Reana M	2022
Kit W	2018	Angelina L	2022
Kristin V	2018	Taylor H	2022
John W	2018	Na'jae O	2022
Sara K	2018	Patricia G	2022
Tina C	2018	Margaret C	2023
Terri E	2018	Zakisha H	2023
		Joe C	2023



# ORGANIZATIONAL CHART



**Tim Hayden**  
Director of Police  
(11/2/2023 Retired)



**Roy Selvik**  
Deputy Chief of Police  
(11/7/2023 Interim Chief of Police)



**Kevin Dempsey**  
APD/ACDC Commander  
(8/9/2023 Reassigned back to PD)



**VACANT**  
Office Clerk



**Bill Srejma**  
Director of Communications



**Marilu Hernandez**  
Deputy Director of Communications



**Michele Beebe**  
Operations Manager  
Day Shift



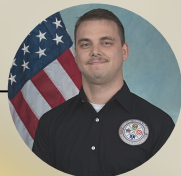
**David Dobe**  
Operations Manager  
Afternoon Shift



**John Waterman**  
Operations Manager  
Midnight Shift



**Sherianne Hermes**  
Professional Standards  
Coordinator



**Christopher Mahn**  
Team Lead  
Day Shift



**Amy Lettenberger**  
Team Lead  
Afternoon Shift



**Grecia Flores**  
Team Lead  
Midnight Shift

# RECOGNITION



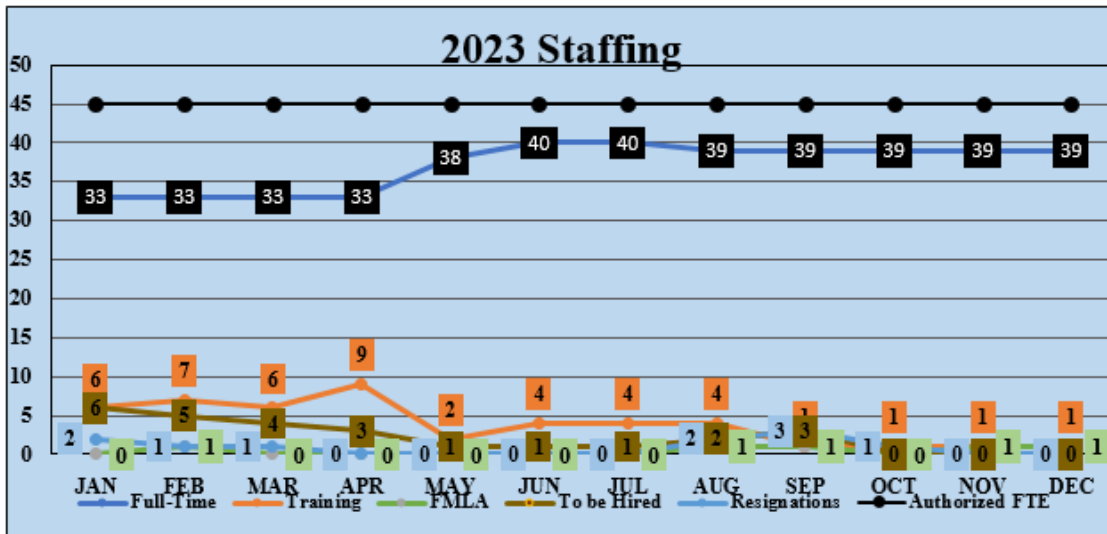
Date	Telecommunicator	Recognition	Member Agency	
January	Michele B David D John W	<b>Promotion</b> Promoted to Operations Managers	ACDC	
January	Chris M Abby M Amy L	Kyle F Grecia F Chris N	<b>Team Lead and OIC Appointment</b> Chris, Amy, and Grecia were appointed to the Team Lead position and Abby M, Kyle F, and Chris N were appointed to OIC positions.	ACDC
February	Abby M Shelley V William K	Megan M Amy L Kristin V	<b>Performance of Duty</b> Recognized for their actions during a shooting in Addison	Addison PD/FPD
March	Hayden M	<b>Exemplary Performance</b> Hayden M was recognized for her performance with delivering a baby. Hayden was also presented with a stork pin and leaf for the Tree of Life.	Addison PD/FPD	
March	Abby M	<b>Recognition by Kyle Plush Foundation</b> Abby M was recognized by the Kyle Plush Foundation for her actions involving a double shooting in Addison.	Addison PD	
June	Ross F Abby M Chris M	<b>Performance of Duty</b> Ross, Abby, and Chris were recognized for their actions in providing CPR instructions to a caller that found a person in cardiac arrest. They were recognized by DuPage ETSB, Tri State FPD, and ACDC.	Tri State FPD DuPage FP	
June	Shelley V	<b>Citizen Recognition</b> A citizen complimented Shelley V for her professionalism when the person was experiencing a stroke.		
June	ACDC Staff	<b>Citizen Recognition</b> A Westmont citizen complimented the entire ACDC staff for their professionalism and courtesy whenever he has called.	Westmont PD/FD	
June	Chris N Will A Aaron S Marissa S Reana M	Renee C Annie L Kit W Eric B Erin V	<b>Performance of Duty</b> The TCs were recognized for their performance during a shooting in unincorporated Willowbrook with 23 victims.	DuPage SO
August	Chris M Kristina I Maggie C	<b>3SI Presentation</b> 3SI presented Chris, Kristina, and Maggie with challenge coins for their involvement in a robbery involving 3SI trackers.	Addison	



## RECOGNITION CONTINUED

Date	Telecommunicator	Recognition	Member Agency
September	Chris M	<b>Deputy Recognition</b> DuPage County Sheriff's Deputy recognized Chris for his handling of a traffic stop where an offender fled from the deputy.	DuPage Sheriff
September	Amy L	<b>Citizen Recognition</b> Amy was recognized by a resident for her handling of a bee sting.	Tri State FPD
October	ACDC Staff	<b>Business Recognition</b> Compass Health in Westmont thanked the ACDC staff for their professionalism for the numerous events that they had called in during the past.	Westmont FD/PPD
October	Kyle F	<b>Resident Recognition</b> A resident recognized Kyle for his kindness, patience, and helpfulness during an EMS event at their home.	DuPage Sheriff
November	Robert N Kyle F	<b>Exemplary Performance</b> Robert and Kyle were recognized for their handling of a suicidal subject in Naperville	Naperville PD/FD
November	Fabiola V Ben K Chris M Na'jae O Renee C Taylor H	<b>Performance of Duty</b> Fabiola, Ben, Chris, and Na'jae were recognized for their efforts involving a missing autistic person.	Addison PD/FPD
November	Chris M Ben K Shelley V Maggie C Woj M Eric B Amy L Taylor H	<b>Performance of Duty and 3SI Recognition</b> Chris, Ben, Shelley, Maggie, Woj, Eric, Amy, and Taylor were recognized for their efforts in an armed robbery where their efforts directly contributed to the apprehension of the fleeing suspects.	Addison PD
November	Taylor H	<b>Performance of Duty</b> Taylor H was recognized for her efforts in providing CPR instructions for a person in cardiac arrest. Taylor also has a leaf on the Tree of Life.	Carol Stream FPD
December	Chris N	<b>Citizen Recognition</b> Chris N was recognized by a resident for his handling of a domestic involving the citizen's daughter.	
December	Will A Marissa S Megan M Chris N Sean M	<b>Exemplary Performance</b> Will, Marissa, Megan, Chris, and Sean were recognized for their handling of an event involving a car that crashed into a building.	Addison PD/FPD

# EMPLOYEE TURNOVER & RESIGNATIONS



In 2023, ACDC experienced a considerably improved year compared to 2022. In terms of turnover, ACDC's attrition rate was 27 percent, an improvement from 2022's 47 percent. During the year, ACDC did not have any resignations of non-probationary full-time staff. We believe this is to be a result of a change in management philosophy and improved recruitment strategy. ACDC maintained an average of 39 telecommunicators through the year compared to the average of 32 in 2022. We performed two candidate testing sessions, one in January and another in June, which was four less than 2022. We had a total of 69 candidates pass the test for telecommunicator positions. In October, the DuPage County Sheriff's Office notified ACDC that they were moving to DU-COMM for dispatch services. ACDC scaled down their roster and froze hiring to adjust for the loss of a radio talkgroup position.

Date	Years	Reason for Leaving	Role
1/19/23	3	Resignation – personal	Part time TC
1/31/23	<1	Resignation – Career change to police	Trainee
2/24/23	<1	Resignation – commute distance	Trainee
3/6/23	<1	Resignation – joined Air Force	Trainee
5/1/23	<1	Resignation – Trainee/Performance	Trainee
5/24/23	<1	Resignation – Performance	Trainee
8/4/23	<1	Resignation – Stress	Trainee
8/15/23	1	Resignation – Personal	Trainee
9/7/23	<1	Resignation – Trainee/performance	Trainee
9/11/23	<1	Resignation – Trainee/performance	Trainee
9/19/23	<1	Resignation – Trainee/performance	Trainee
10/19/23	<1	Resignation – Trainee/performance	Trainee



# TELEPHONE ANSWERING

## 9-1-1 CALLS RECEIVED

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	7,475	7,524	7,810	8,648	10,497	10,869	10,221	8,768	8,298	8,128	7,575	7,676	103,489
Wireline	505	389	762	406	450	405	481	457	420	465	689	1,398	6,827
VOIP	811	865	915	893	981	778	850	861	841	968	929	843	10,535
Unknown	83	101	152	853	77	619	637	575	159	589	465	767	5,077
Abandoned (not in total)	533	588	551	1,380	736	730	626	552	514	472	766	1,052	8,500
<b>Total</b>	<b>8,874</b>	<b>8,879</b>	<b>9,639</b>	<b>10,800</b>	<b>12,005</b>	<b>12,671</b>	<b>12,189</b>	<b>10,661</b>	<b>9,718</b>	<b>10,150</b>	<b>9,658</b>	<b>10,684</b>	<b>125,928</b>

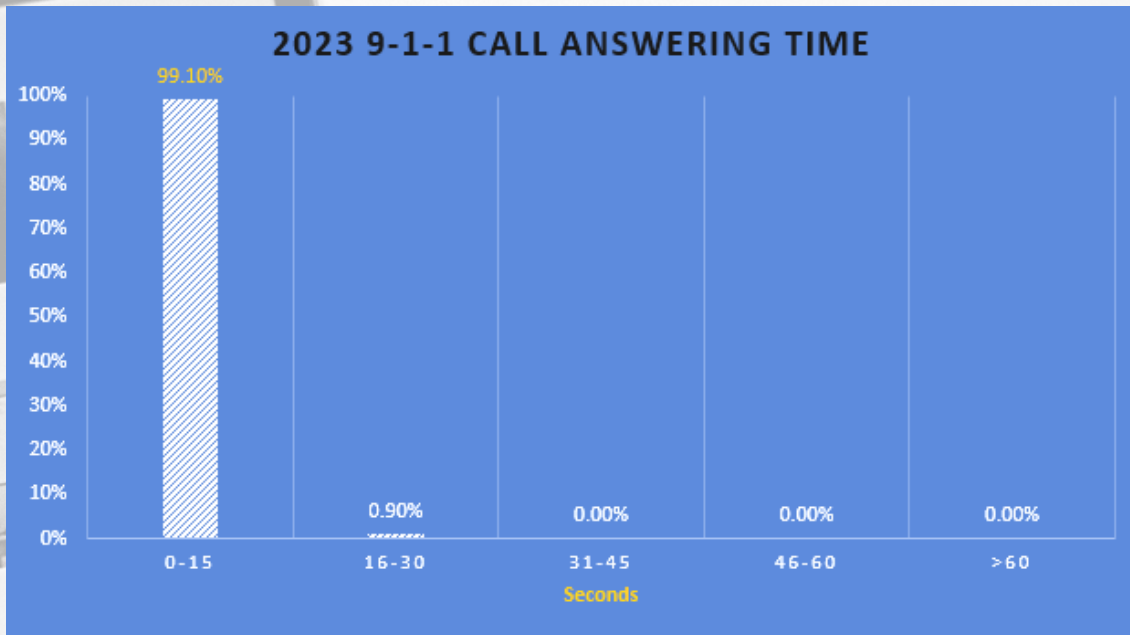
The primary responsibility for any PSAP is to answer phone calls as quickly as possible and dispatch help when callers need assistance. In 2023, ACDC answered 125,928 9-1-1 calls compared to 126,500 in 2022, a .23% decrease. Cellular devices comprised 82% of all 9-1-1 calls. The staff also answered 225,795 10-digit phone calls, an increase of 3.31% from 2022. They made 99,197 outgoing calls, an increase of 6.85%, 23,197 internal calls, an increase of 1.25%.

## INCOMING, OUTGOING & INTERNAL CALLS

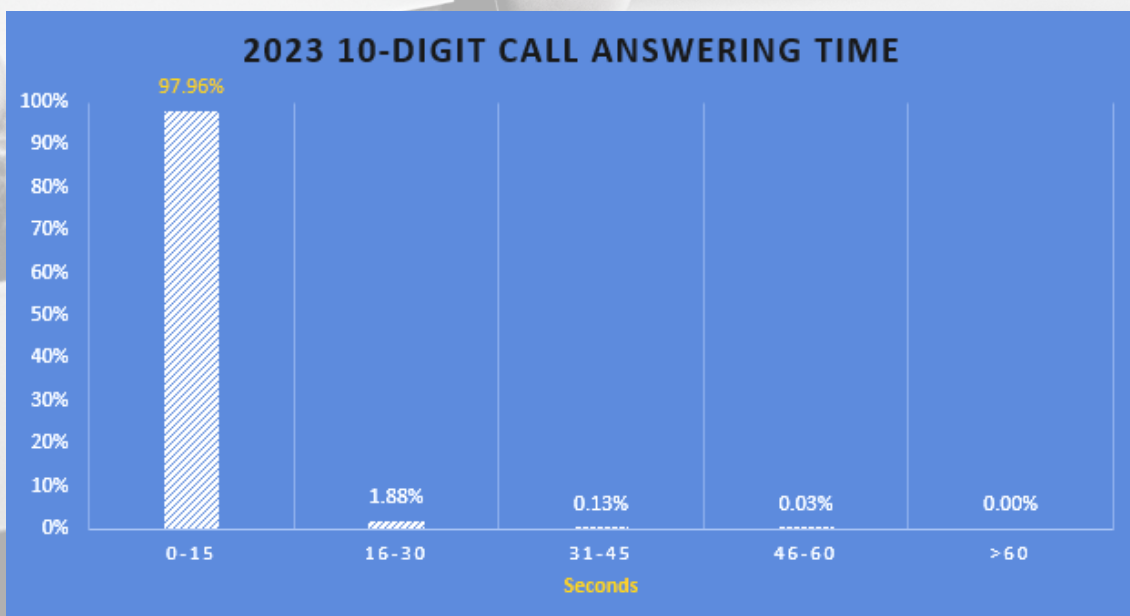
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Incoming 10-digit	16,659	15,803	17,580	27,741	18,197	18,914	20,306	19,282	18,273	18,726	17,101	17,213	225,795
Outgoing	8,083	7,575	7,765	8,701	9,757	9,962	9,872	8,579	7,774	7,548	6,725	6,856	99,197
Internal	1,822	1,951	2,118	1,897	2,169	1,889	2,305	2,277	1,853	1,735	1,573	1,608	23,197
<b>Total</b>	<b>26,564</b>	<b>25,329</b>	<b>27,463</b>	<b>38,339</b>	<b>30,123</b>	<b>30,765</b>	<b>32,483</b>	<b>30,138</b>	<b>27,900</b>	<b>28,009</b>	<b>25,399</b>	<b>25,677</b>	<b>348,189</b>

# TELEPHONE ANSWERING

The National Emergency Number Association (NENA) is a public safety association that creates standards for the profession that guide the PSAP in the operation of the center. The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls shall be answered within 15 seconds, and 95% of all 9-1-1 calls should 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 2023, 16 percent of reported fires were received initially as fire alarms.



# TOP 10 CALL-TAKERS

## Top Ten **Total Phone Calls** Answered

Terri E	15,813
Chris M	11,716
Karo S	10,804
Kit W	10,637
Na'jae O	9,782
Will A	9,419
Reana M	9,304
Sara K	9,075
Taylor H	9,040
Angelina L	8,894

"Great Job! Continue to keep us safe."

*Wood Dale Citizen*



## Top Ten **9-1-1 Calls** Answered

Terri E	8,009
Chris M	4,394
Will A	4,117
Kit W	4,004
Abby M	3,762
Na'jae O	3,625
Taylor H	3,480
Angelina L	3,378
Erin V	3,356
Trish G	3,333

"I live in unincorporated DuPage & want to thank the 9-1-1 operator who helped my mom visiting from out of state.

He was kind, patient & helpful. People like him make a difference."

*Addison Citizen*



## Top Ten **10-Digit Calls** Answered

Terri E	7,804
Karo S	7,718
Chris M	7,322
Kit W	6,633
Sara K	6,351
Reana M	6,290
Na'jae O	6,157
Kristina I	5,788
Kristin V	5,773
Amy L	5,628

# MEMBER AGENCIES



Addison  
Police Department



Glendale Heights  
Police Department



DuPage County 2-1-1



Bensenville  
Police Department



Itasca  
Police Department



Addison  
Fire Protection District



Bloomington  
Police Department



DuPage County Sheriff



Bensenville  
Fire Protection District



Tri-State  
Fire Protection District



Canadian Pacific  
Railroad Police



Westmont  
Police Department



Itasca  
Fire Protection District



Westmont  
Fire Department



DuPage County  
Forest Preserve Police



Wood Dale  
Police Department



Pleasantview  
Fire Protection District



Wood Dale  
Fire Protection District

# CONSOLIDATION

ACDC continues to seek opportunities to consolidate additional agencies. The State of Illinois legislation has restricted the ability for an agency outside a county to consolidate into another county. This stopped our ability to consolidate the City of Des Plaines into ACDC. The Illinois State Police recognize that this legislation will impact consolidations throughout the State and plan to submit new legislation to address it. ACDC has been approached for pricing during the year with no commitments.

In November 2023, DuPage County Community Resources continued their partnership with ACDC to provide after-hour call answering for the DuPage 2-1-1 service through November 2026. ACDC primarily answers 2-1-1 calls weekdays from 6pm to 8am, and weekends and recognized DuPage County holidays. DuPage 2-1-1 is an important service used by many people in DuPage County. Every day, clients contact 2-1-1 to access free, confidential crisis and emergency counseling, disaster assistance, food, health care, insurance assistance, stable housing, utilities payment assistance, employment services, veteran services, childcare, and family services.

All of ACDC fire agencies renewed their agreements through May 2025. Westmont and Bensenville police renewed their agreements through May 2025. In late October, DuPage County Sheriff requested an extension of their agreement until May 1, 2024 while they transition to DU-COMM. ACDC will continue to stay competitive in pricing and will continue to lead other PSAPs in the extra free services we provide, such as LEADS entries, license plate reader (LPR) monitoring, response configuration entries, and other services.

# CALLS FOR SERVICE



*"Every contact I've had with ACDC personnel has been rapid & positive.*

*The staff is knowledgeable, polite, courteous & efficient.*

*I have always been treated with dignity & respect."*

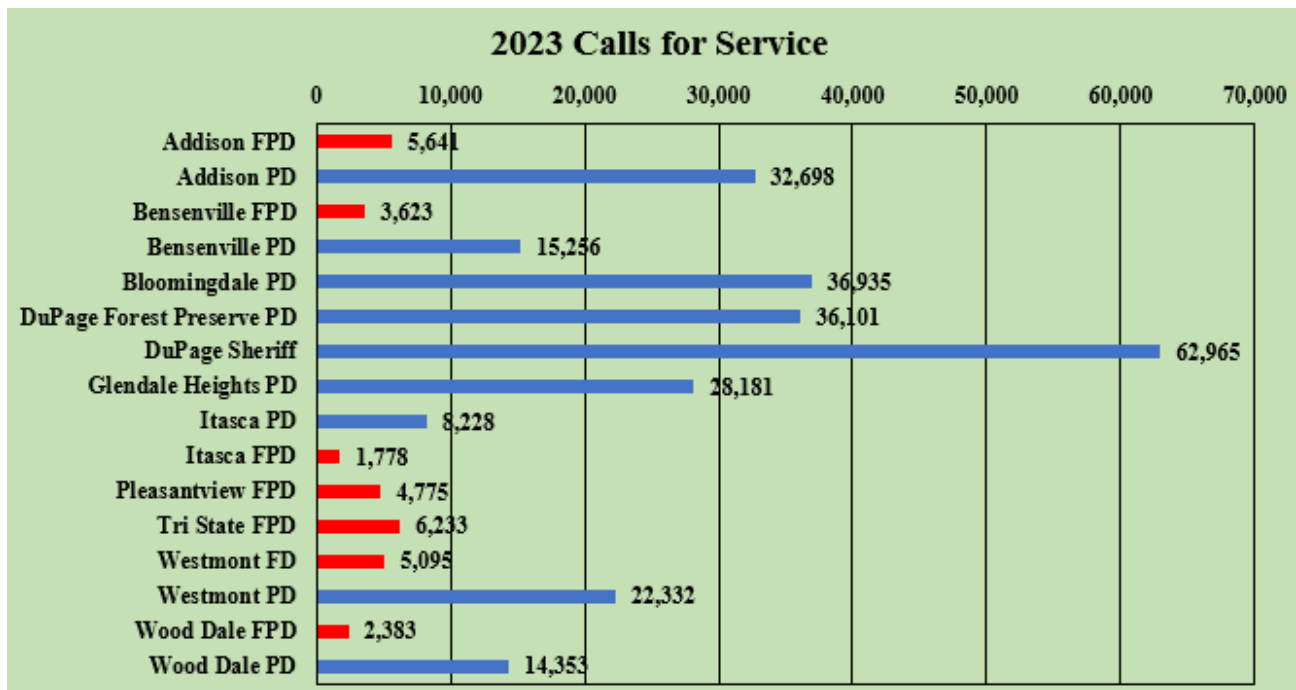
*Westmont Citizen*



*"I have a medical background but had never been stung before. It might have been 'just a sting' to the person answering the phone, but that dispatcher was a hero to me."*

*Darien Citizen*

ACDC staff dispatched 286,577 calls for service, compared to 288,573 calls for service in 2022. There were 257,049 police calls for service, compared to 259,068 calls for service in 2022. ACDC dispatched 29,528 fire and EMS calls for service, compared to 29,519 in 2022. 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 is 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 adopted this simple model and still uses it today. 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.

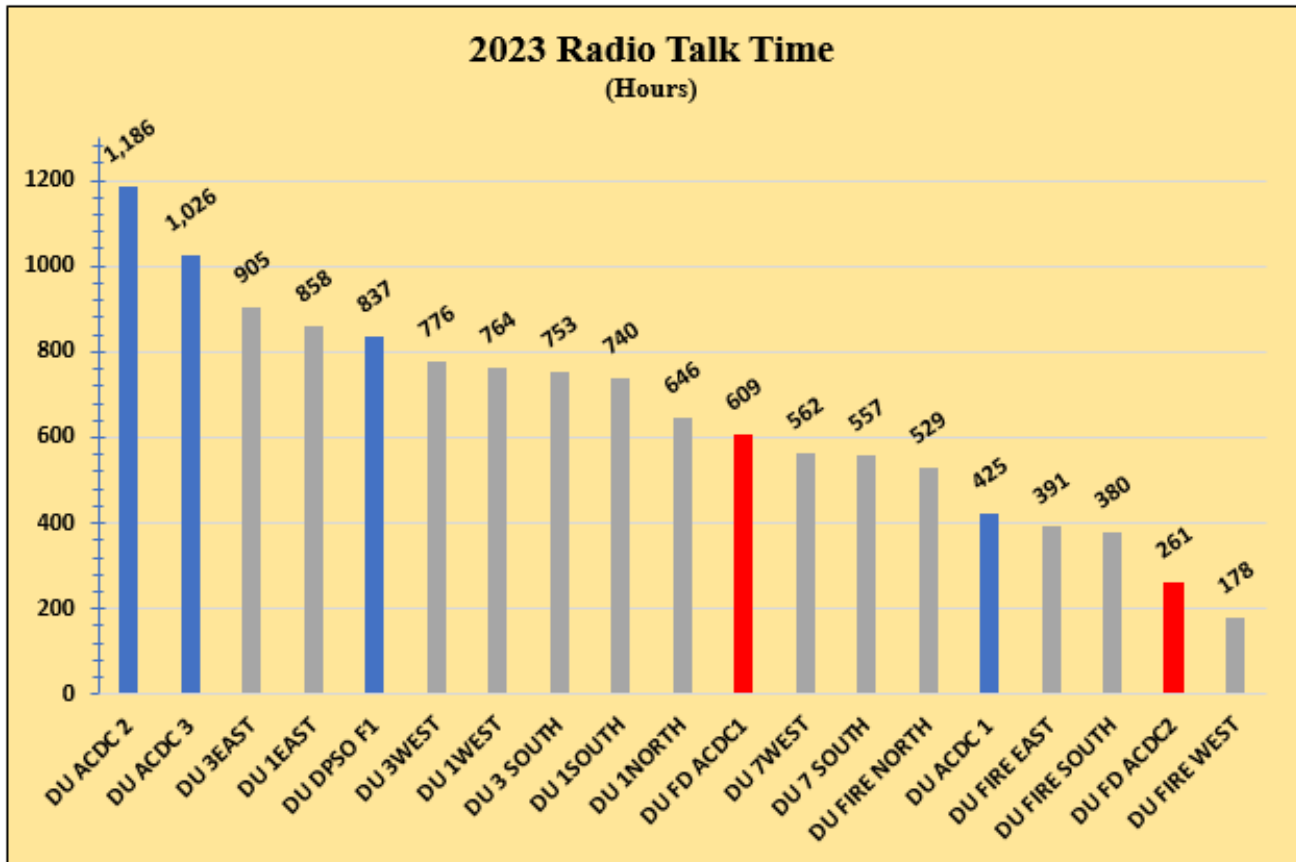
ACDC dispatches MABAS Division 10 fire departments including the towns of Brookfield, Forest View, La Grange, La Grange Park, Lyons, McCook, Pleasantview, Riverside, Tri State, Western Springs, and Westmont.

**IN 2023, ACDC DISPATCHED 13 MABAS DIVISION 10 ALARMS:  
TWO FIRE, TWO EMS, EIGHT INVESTIGATOR, AND ONE HAZMAT**

# RADIO TALK TIME

ACDC operates six primary radio talk groups - four police and two fire. The talk group assignments are as follows:

<b>DU ACDC 1</b>	Westmont PD
<b>DU ACDC 2</b>	Addison PD, Bensenville PD, Itasca PD, Wood Dale PD
<b>DU ACDC 3</b>	Bloomingtondale PD, Glendale Heights PD
<b>DU DPSO F1</b>	DuPage County Sheriff, DuPage County Forest Preserve PD, DuPage County Probation
<b>DU FDACDC 1</b>	Pleasantview FPD, Tri-State FPD, Westmont PD
<b>DU FDACDC 2</b>	Addison FPD, Bensenville FPD, Itasca FPD, Wood Dale FPD



This graph illustrates the amount of total talk time, in hours, that occurred in 2023 for ACDC talkgroups.

# TRAINING

Total training hours increased overall in 2023. The increase was due in part to the addition of three operations managers requiring rudimentary managerial training in conjunction with annual mandatory continuing dispatch education training to meet requirements for staff certification and recertification. 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 training. Outside opportunities afforded ACDC the ability to send both telecommunicators and management to a variety of conferences and to specialty certification courses such as Communications Center Supervisor, Northwestern Supervision of Police Personnel, Communications Training Officer (CTO), CTO Instructor, Emergency Medical Dispatch Quality Assurance (EMD-Q), Communications Technician (COMT), cybersecurity, and more.

The ACDC Academy new hire classroom training during 2023 contributed 1,320-hours to the total number of training hours. The 3-week classroom is taught by a variety of APCO certified training officers, the Professional Standards Coordinator (PSC), and other qualified staff. With 11 new hires during 2023, CTOs spent an inordinate amount of time training during the five months a trainee is assigned to hands-on 'floor' training with a CTO after passing the classroom portion of the ACDC training program.

**As part of our new hire training program, new employees must successfully complete the ACDC Academy 3-week classroom prior to being assigned to a Certified Training Officer (CTO) for the remainder of the training program.**

TRAINING HOURS	2023	2022 Comparison
Hired	11	-90%
Released from Probation	4	+33%
Completed Training	6	-53%
Retained for 3+ Years	30	+15%
<b>TOTAL Training Hours</b>	<b>7,048.5</b>	<b>6,567</b>
Average hours per employee	135	+5%
Training Hours Breakdown	2023	2022 Comparison
Outside/Conference-MGMT	95.75	+56%
Outside/Conference-TCs	236	+25%
Team Leader Training	18	+100%
EMD/EMD-Q Certification / Recertification / Training	341	-42%
Initial Classroom & Radio Classroom Training	2,183	-33%
Independent Study Training	237.75	+22%
All other training	3,937	+72%

## COMMUNICATION TRAINING OFFICERS

ACDC training officers are certified by the Association of Public Safety Communications Officials (APCO), an industry leader in initial training, education, instructional techniques, and a variety of certifications. Three (3) of our CTOs hold an additional APCO CTO instructor certification, and teach the 40-hour APCO CTO certification course in-house, affording the benefit of including ACDC policy, protocol, and procedure as well as agency best-practices.

ACDC currently has 18 CTOs. Three (3) additional telecommunicators are scheduled to complete the in-house APCO CTO certification course during February 2024.

# CLASSROOM TRAINING

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 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 these scenarios that TCs participated in include a choking person, an armed robbery, a street takeover, kidnapping 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 significant number of telecommunicators and administrators to conferences and training events. These opportunities allowed them to acquire new knowledge and skills, network with other dispatch center personnel 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, increasing 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 ILAPCO Leadership Symposium, IAED Navigator, CALEA Conference, APCO Conference, NENA Conference, and IPSTA Conference.

# QUALITY ASSURANCE QUALITY IMPROVEMENT

## MONTHLY PHONE & RADIO CHECKS

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.

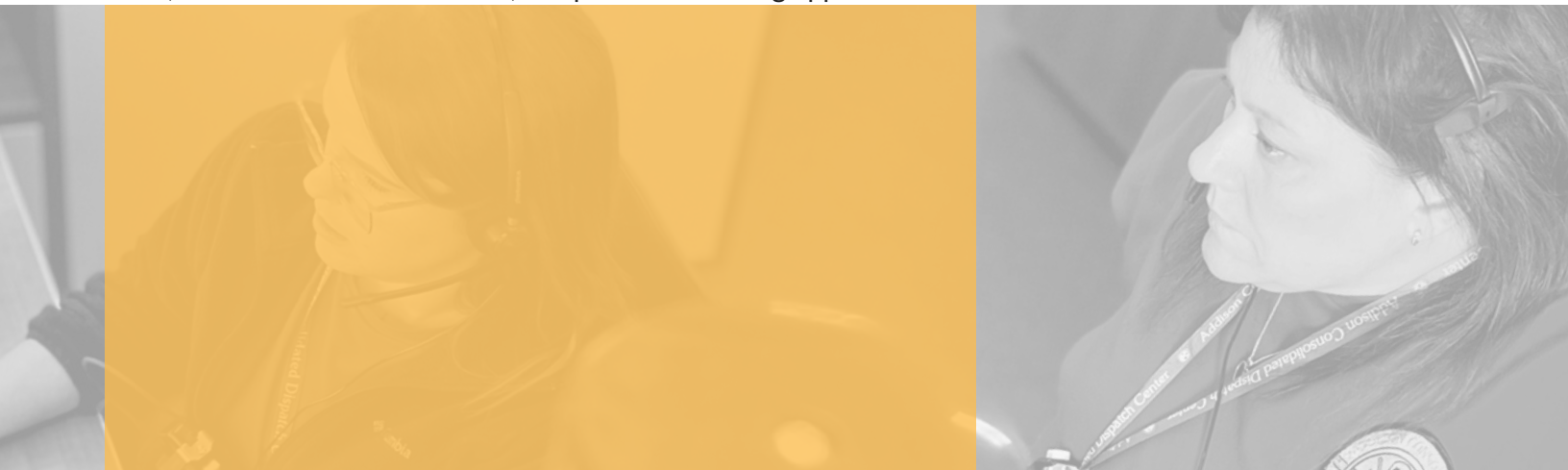
## EMERGENCY MEDICAL DISPATCH (EMD) CHECKS

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) of 11 trained and certified peer telecommunicators. 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, as a team, we strive to address trends, and potential training opportunities.

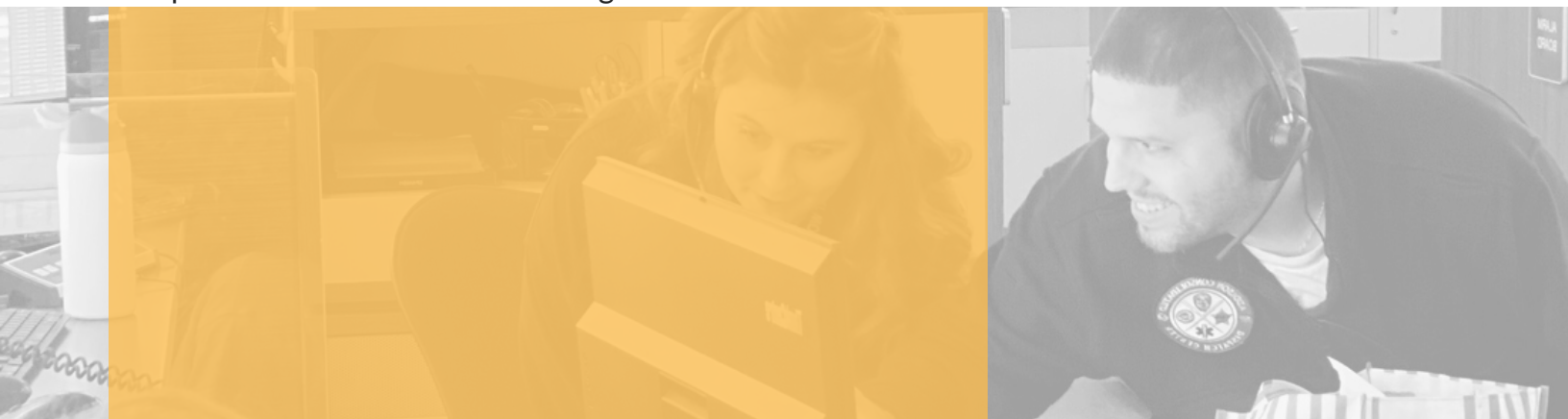


## HIGH RISK LOW FREQUENCY QUALITY CHECKS

Part of the QA/QI process is to review high risk/low frequency (HRLF) incidents. The QA check verifies that 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, performance issue, or other issue, either coaching, training, or progressive discipline is used to address the issue, when necessary. Incidents involving weapons, serious crimes in progress, and physical altercations had 503 calls evaluated. Of those calls, 226 (45%) were delayed, 36 (7%) delayed by a caller, other PSAP, or other means. There were 197 (39%) calls that had either a policy violation or performance issue that resulted in either coaching, training, or progressive discipline. The 2023 results declined in performance compared to 2022 and became a focus of our HRLF team in the 4th quarter of 2023. It is also a 2024 goal.

2023 Yearly Totals	Total	2022 Comparison
Weapons	205	+57%
Shots Fired	82	+66%
Robbery/Burglary/Invasion	46	+64%
Physical altercation (fight/domestic)	72	New stat for 2023
Other error	98	+95%
<b>Total HRLF Calls in 2023:</b>	<b>503</b>	<b>+66%</b>

The entry time for building fires is guided by the National Fire Protection Association (NFPA) standards. NFPA Standard 1221 states that a building fire should be answered and dispatched within sixty seconds or less, 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. There were 133 building fires that were evaluated. ACDC successfully dispatched 74 (56%) of the fires within 60 seconds and 33 (25%) fires that were delayed by either another PSAP or a caller. There were 126 (95%) fires dispatched within 106 seconds. In comparison, in 2022, there were 134 building fires, with 102 (76%) fires dispatched within 60 seconds and 9 (22%) being delayed by a caller or another PSAP. There were 24 (94%) dispatched within 106 seconds. The 2023 results declined in performance compared to 2022 and became a focus of our HRLF team in the 4th quarter of 2023. It is also a 2024 goal.



Records Requests	2023	2022 Comparison
Phone Audio	1,283	+33%
Radio Audio	226	+28%
CADs	1,019	+10%
Denials	134	+47%
FOIA Request	52	+44%
TechShare	876	+8%
RAVE-Text	1	-80%
Agency Request	171	-12%
Subpoena	50	+100%

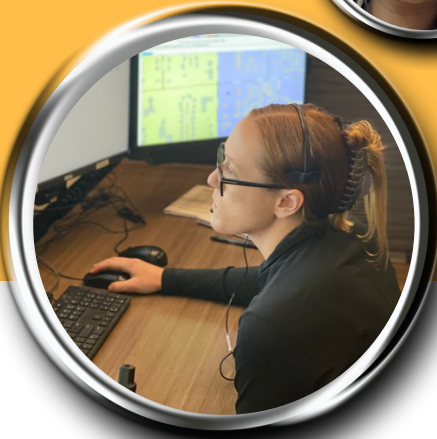
## RECORDS REQUESTS

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. Fulfilling record requests, especially audio requests, consumes many hours of our staff's time. There were 3,812 records provided for the respective requestors, an increase of 18 percent compared to 3,226 requests in 2022

## PEER SUPPORT

The ACDC Peer Support team welcomed six new team members in January 2023. The addition of new members provided the opportunity for the peer support team to host a number of uplifting events throughout 2023. The team hosted a baked potato bar and 'guess that baby' contest during National Telecommunicators Week in April. During National Wellness Month in May, the team provided daily wellness resource information and tips to full staff, decorated the facility with wellness tips and inspirations, and hosted 'Peer Support Pancake Day.' During the hot summer months the team provided popsicles for all to enjoy during a 'cool off' break.

The team meets twice per year where we check in on each other, plan events, set goals, and troubleshoot concerns for the agency as a whole. One of the goals we achieved during 2023 was quarterly comfort dog visits for all three shifts, which we shall continue to schedule during 2024. ACDC also joined the 100 Club of Illinois Peer Support Directory during 2023. The peer support coordinator continues to collect contact statistics for the support, integrity, and continuity of this successful program at ACDC.



## PINK

### POSITIVE INSPIRING NOBLE KINDNESS

The Positivity, Inspiring, Noble, Kindness (P.I.N.K) 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. The team also maintains a snack cabinet where telecommunicators may purchase snacks and drinks. Participation on the team is completely voluntary and is self-funded. In 2023, the team consisted of six volunteer members.

Some of the recognitions, celebrations, and activities organized by the P.I.N.K. team in 2023 include The 12-Days of Christmas, National Telecommunicators Week, National Police Week, Cinco de Mayo, Breast Cancer Awareness month, Ice Cream Day, Donut Day, Fourth of July, and St. Patrick's Day.



# COMMUNITY OUTREACH PUBLIC EDUCATION



Throughout 2023, ACDC posted daily 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 2023 being one of ACDC's most active recruitment years to date. Staff attended two career fair open houses at Technology Center of DuPage, as well as one First Responder Recruitment Expo hosted by the DuPage County Sheriff's Office at the DuPage County Fairgrounds. Additionally, staff attended one career fair at Addison Trail High School, and hosted one career fair presentation & tour for eight attendees of Addison Trail High School at the ACDC facility. We posted employment openings via the College Consortium Job Network, which reaches job boards at over 12 local community colleges. In addition, we added a QR pop-up module to our website encouraging visitors to apply. This doubled our website careers page traffic.

A unique form of outreach includes the opportunity for ACDC to instruct Police Communications 9-1-1, 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 (2) Communications Training Officers (CTO) instructed three, four-hour modules during 2023. ACDC staff are scheduled to instruct again during the 2024 academy sessions.

During 2023, 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 serve.

<b>CITIZEN FEEDBACK OPPORTUNITIES</b>	<b>2022</b>	<b>2023</b>
Presentation Surveys	33	18
Website Online Submittal*	2	2
Other (received via member agencies, phone, etc.)	1	9
<b>TOTAL Citizen Feedback Opportunities</b>	<b>36</b>	<b>29</b>

<b>PUBLIC EDUCATION / RECRUITMENT</b>	<b>2022</b>	<b>2023</b>
Presentations Provided	8	15
Events/Fests Attended*	16	24
Volunteer/Charity Events Attended	6	12
<b>TOTAL Public Education Opportunities</b>	<b>30</b>	<b>51</b>
#/ACDC Employee Participants	21	21
Number of People Contacted (Tours, etc.)	5000+	5000+
Press Releases Initiated by Agency	0	0
Recruitment Events	3	5

<b>ACDC WEBSITE</b>	<b>2022</b>	<b>2023</b>
Mobile Device Access	65%	68.3%
Desktop/Tablet Device Access	35%	31.4%
Direct Access of Site	4,189	5,300
Access via Social Media	218	153
Access via Referral	874	254
Organic Search for Site	2,686	3,100
Total Page Views	21,632	32,515
Total Session Views	10,829	16,971
Total Pages per Session	2.00	6
New Users (Annually)	7,615	6,069
Active Users in a 28-Day Period	447	477
Parking Permission Page Views	3,959	6,676
Community Access Page Views	469	815
Careers Page Views	*1,068	1,879

*\*New metric in Google Analytics offered as of 2022*

**Citizen feedback opportunity results:**

- 22 of 29 feedback opportunities indicate phone contact with ACDC
- 17 citizens reported calling 9-1-1
- Five citizens reported calling on a non-emergency phone line
- Two citizens submitted an electronic contact form via the ACDC website
- Addison PD submitted one personnel complaint action report

**Respondent feedback regarding telecommunicator performance:**

- 13 citizens stated ACDC answered their call in a timely manner
- 18 citizens stated the dispatcher was able to answer their questions
- 21 citizens stated the dispatcher they spoke to was courteous and displayed a positive attitude
- 10 citizens provided comments; eight provided accolades to ACDC service, with one citizen stating, "They are doing a wonderful job!". Another commented "Every contact I've had with ACDC personnel has been rapid and positive.....I have always been treated with dignity and respect". Others commented that the ACDC dispatcher "was a HERO to me" and "people like him make a difference."

<b>FACEBOOK</b>	<b>2022</b>	<b>2023</b>
Followers	1580	1,780
AVG 28-Day Post Reach	21,600	30,194
Total Facebook Reach	**	54,392

*\*\* (2023) New Facebook statistic unavailable prior to 2023*

**Potential Problems (2.6.3a):**

- ACDC PSAP Concerns: One (1) citizen indicated their concern with ACDC staff needing more education in regards to the citizen's town; one (1) citizen complained about a dispatcher's demeanor; and one (1) citizen expressed concern about the amount of time responders took to arrive due to perceived confusion on the part of an ACDC call taker.
- Public Safety Response / General Concerns: One (1) citizen expressed a concern about first responder mental health responses.

**Recommended Actions & Progress (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.

**“I HAVE PERSONALLY WORKED WITH ACDC DISPATCHERS IN PROFESSIONALLY RELATED INCIDENTS. ACDC IS TO BE RECOGNIZED FOR OUTSTANDING SERVICE.”**

*Officer Stiefvator, Schaumburg Patrol Bureau II Squad D*

# INFORMATION TECHNOLOGY

## Village of Addison Information Technology Department accomplishments in 2023:

- Firmware updates to the village network equipment firewalls at all member agencies
- NICE recorder replaced by the Eventide solution for audio recording and CAD screen recording
- Updated all FSA Purvis Station Control Unit (SCU) hardware at member fire agencies
- CAD: Dell VM ware and host storage replaced with HP solutions
- Installed AT&T Emergency Services IP Network (ESINET) hardware and infrastructure for next generation 9-1-1 (NG9-1-1) to facilitate text to 9-1-1, fluid 9-1-1 transferring between PSAPs, and other interoperability improvements
- Replaced Uninterruptible power supply (UPS) batteries at many member agency locations and microwave sites. These batteries allow for continued operation of critical components when main power is lost.
- Security enhancements made by deploying MFA Duo Mobile VPN to work with Palo Alto VPN
- Milestone Server RS replaced by MS to VMWare cluster
- Doubled SAN storage
- Upgrade VMWare 6.0 to 7.0
- Reconfigured printer server
- Server upgrades to the village-wide computer network and deployed WIN 11 to PCs at ACDC



## 2023 KACE Tickets

CAD Hexagon	18
CAD Resource	8
FSA Purvis	6
LiveMumm	0
LS7000	2
VESTA Phone	27
GIS Map	173
Starcom Radio	8
Buildings & Grounds	4
VOA IT	28
VOA NET	6
VOA Portal	4
VOA Resource	6
<b>TOTAL</b>	<b>290</b>

The IT Department had 290 KACE trouble tickets submitted during 2023. The ticketing system is used for repairs to various systems including ETSB components, Village of Addison equipment, and other vendor equipment.

# TACTICAL DISPATCHING

## DUPAGE COUNTY MERIT

ACDC appointed two (2) 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 support the DuPage County saturation task force throughout 2023 by assigning a Telecommunicator (TC) to assist communications between all units and crime analysts participating during each mission. During 2023, five additional TCs were tactically trained and briefed, and two TCs received refreshers for task force mission operations. These TCs have proven an invaluable asset, offering a high level of professionalism, dedication, and expertise to task force operations. Their tireless efforts enabled the task force to effectively coordinate and respond to in-progress crimes to include retail thefts, carjacking incidents, LPR hits, and armed robberies.

Holistically, these missions positively impact DuPage County public safety as multiple suspects were apprehended and charged. In January, the DuPage County Office of Homeland Security and Emergency Management (OHSEM) offered their support. One example of their ongoing assistance includes patching task force agencies within DuPage and Cook Counties, and the City of Chicago's radio channels for full radio interoperability throughout the entirety of each mission. This year, an unprecedented 33 missions saw an increase in participation by 17 municipal police departments and the DuPage and Cook County Sheriff's Offices. ACDC takes pride in our role supporting task force mission communications. We are committed to continually train TCs with requisite tactical skills to handle the demands of these missions, ensure in-progress crime response is quickly and effectively executed, and ultimately perform an integral role for saturation task force missions throughout 2024.

# CONSERVATION

ACDC continued our efforts to be environmentally responsible and reduce our carbon footprint by following the training we received last year 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. We stay committed to sustainability and believe that everyone can play a role in creating a better future for our planet.

*"The dispatcher took my call & answered all my questions. She took the time for more questions. She is hard-working, caring & respectful"*

*Addison Citizen*

# CHARITABLE CONTRIBUTIONS



The staff at ACDC gives back to the local, national, and international communities on a regular basis. In 2023, ACDC staff provided food donations to the Addison Township Food Pantry, the Food Outreach House in Lombard, and the South Suburban Humane Society. In the spring, ACDC staff participated in "Beards for Charity" and "Reagan Strong" which provided donations to families of cancer victims. ACDC and the Addison Police also participated in the annual "Cop on a Rooftop" event, benefiting the Special Olympics. After seeing the wildfires in Maui, Hawaii and the devastating effects they caused, ACDC staff collected relief donations for the staff of the Maui Police Department Communications Center. 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 TELECOMMUNICATORS WEEK



**ACDC recognizes National Public Safety Telecommunications Week (TC Week) April 9-15, 2023.**

During this week, we heighten recognition for all the hard work the Telecommunicators (TCs) do throughout the year. We strive to ensure the TCs are recognized for "a job well done" when warranted, but it is understood, it is not always feasible. During this week, we preplan activities that help reduce stress, and hope every TC enjoys. TCs have a unique profession and deal with stress on a daily basis. During this week, not only do we recognize the day-to-day stress, but we aim to momentarily alleviate it. Based on feedback, TCs enjoy dress-down days, themed casual days, and are particularly appreciative for the food provided. We unite with member agencies for department paraphernalia that is raffled, and are grateful for the massive participation.

During TC week, we also host TC Week Awards, which gives TCs the opportunity to vote for fellow TCs. In appreciation of the recognition, the TCs find it rewarding to give back, donating nonperishables and personal hygiene items to the food pantry #GoldLineGiving. Annually, at the Emergency Telephone System Board (ETSB) board meeting, the ETSB recognizes National Public Safety Telecommunications Week and more specifically ACDC by presenting a proclamation letter and a collage video of PSAP personnel and activities documented throughout the year. We make every effort to have at least one of the many activities to bring well-deserved smiles.





# DUPAGE COUNTY ETSB

The DuPage County ETSB was established per section 15.4 of the Local Government Emergency Telephone System Act, 50ILCS750/15.4. 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 Public Safety Answering Points (PSAPs) – DU-COMM and ACDC - staffed by 134 dispatchers throughout DuPage County.

**DuPage County ETSB is responsible for one of the best interoperable systems within the State of Illinois.** In 2016, 22 individual PSAPs were consolidated into two consolidated PSAPs, and one stand-alone PSAP, the DuPage County Sheriff. The ETSB was replacing the CAD and 9-1-1 phone system, and purchasing a new FSA system with the goal in mind to create an interoperable environment, meaning ACDC, DU-COMM, and the Sheriff's PSAP would be able to use the shared technology to improve the efficiency of responder dispatches. As an example, if DU-COMM answered an emergency call that was for an ACDC agency, the DU-COMM call-taker would create the CAD event and stay on the phone gathering more information. ACDC would receive that call on their side of the CAD and dispatch the call to their responders while the DU-COMM call-taker was still obtaining information and entering additional comments into the CAD system for ACDC's dispatcher to disseminate to the responder. This made dispatching much more efficient and results in time saved with the PSAPs no longer needing to transfer an emergency call to the other PSAP.

**ETSB has created working focus groups that allow for collaboration between the two PSAPs to improve the efficiencies of both centers.** The CAD Focus Group is a small group of PSAP representatives that consistently work to either improve efficiencies or discuss changes that need to be made in the computer aided dispatch (CAD) system due to changes in operations or technologies. The goals of this group are to invoke conversation and maintain standardization between the two PSAPs for common goals.

**The FSA Focus Group** which is made up of the two PSAPs, and representatives from the fire agencies, were originally created when the Purvis Fire Station Alerting (FSA) system was purchased and the group was responsible for implementing the system across 67 fire stations. The success of the group allowed for the group to continue with other systems and issues with the same goals of standardization across Du Page County.

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

**The Policy Advisory Committee (PAC)** is a committee created by the ETS Board. The group has representatives from both PSAPs, police representatives, and fire representatives, and the purpose of this committee is to create and review policy that effects DuPage agencies.

**PSAP Supervisor monthly meetings** are conducted on the first Friday of every month. This group is comprised of the Director and Deputy Directors of each PSAP, IT leads, DuPage Office of Emergency Management, and ETSB staff. This meeting consists of information sharing, upcoming training ideas, periodic vendor presentations, discussion of projects and future needs that affect the dispatch centers and DuPage County emergency services.

**Many system upgrades approved by the ETS Board in 2023 will be implemented during 2024.** The CAD system has been in service since 2019 and is due for hardware and software upgrades. The CAD software and the CAD Mobile Public Safety (MPS) software will be upgraded in 2024. The Purvis FSA system was placed in service in September 2019. The Station Control Units (SCU) and the Dispatch Management (DM) system were approved and replaced in 2023. The Motorola MCC7500 is the main radio system used at the respective PSAPs. This was approved for replacement with a 2023/2024 timeline. The Vesta 9-1-1 phone system was also approved for upgrading after six years of service. This upgrade will occur in 2024, along with a switch to the state-wide ESI Net. The NICE voice recording system was replaced with the state-of-the-art Eventide logging system. CommandCentral, a responder safety software for tracking responders via radio GPS, will be implemented in early 2024. New Motorola digital radios were issued to police agencies with new features that provide additional efficiencies for responders to include voice recognition radio channel selection. Fire agency radio issuance has been delayed due to a National Fire Protection Administration (NFPA) standard. The ETSB Fire Focus Group is working with NFPA for a solution. We anticipate these radios to be deployed to agencies in mid to late 2024.

# 2023 GOAL STATUS

- CROSS TRAIN OPERATIONS MANAGERS, TEAM LEADS, AND OPERATOR IN CHARGE (OIC)
- CROSS TRAIN ADDITIONAL CTOS
- CREATE 10-YEAR CAPITAL REPLACEMENT PLAN
- INVESTIGATE ADDITIONAL CONSOLIDATION OPPORTUNITIES
- UPGRADE PHONE SYSTEM
- UPGRADE CAD SYSTEM
- INVESTIGATE IMPLEMENTING OF REAL-TIME CRIME CENTER (RTCC)
- INVESTIGATE IMPLEMENTING ASAP TO PSAP
- IMPLEMENT RAPIDSOS MODULES
- IMPROVE EFFICIENCIES IN TRAINING ASSESSMENT

**We achieved many of our 2023 goals** to include cross-training personnel, creating a 10-year capital replacement plan, investigated additional consolidation, system upgrades of the CAD and 9-1-1 phone systems, investigating ASAP to PSAP (alarm company capability to directly create calls for service in CAD), creating a Real Time Crime Center (RTCC), implementing RapidSOS modules, and improve efficiencies in assessing our training.

We successfully cross-trained the majority of our Communication Training Officers in police and fire dispatching. We made it a priority for our Operations Managers, Team Leads, and OICs to cross-train giving our shift leaders a holistic perspective of the operations floor requirements. We created a 10-year capital replacement plan. ACDC worked with DU-COMM, DuPage County Board members, ETSB, and DuPage Department of Homeland Security to investigate the feasibility of a Real Time Crime Center within DuPage County. This discussion will continue into 2024. The upgrades to the CAD and phone are continuing into 2024. The State of Illinois had been slow to upgrade their information technology infrastructure causing the ASAP to PSAP service to be delayed in Illinois. The DuPage ETSB approved the purchase of RapidSOS Premium which will include a variety of modules to improve the capabilities of ACDC. ACDC will continue to investigate consolidation opportunities within DuPage.

# 2024 GOALS

- IMPROVE HIGH RISK LOW FREQUENCY DISPATCH TIMES
- COMPLETE CIT TRAINING FOR OPERATIONS STAFF
- COMPLETE CTO CROSS-TRAINING; EXTEND CROSS-TRAINING OPPORTUNITIES TO FULL STAFF
- HOST UP TO SIX TRAINING CLASSES
- CONTINUE PAPER REDUCTION EFFORTS
- FACILITATE RADIO TRAINING WITH MEMBER AGENCIES
- IMPLEMENT A NEW EVALUATION PROCESS
- IMPLEMENT RAPIDSOS PREMIUM
- PARTICIPATE IN LARGE SCALE DRILLS

## **ACDC Management/Administration Team:**

Director of Communications William Srejma,  
Deputy Director of Communications Marilu Hernandez,  
Operations Managers Michele Beebe, David Dobey, and John Waterman,  
Public Safety Systems Administrator Keith Marc,  
Professional Standards Coordinator Sherianne Hermes,