



# Emergency Telephone System Board of DuPage County Monthly Report

## March Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity February 1 through February 28, 2023. This report highlights the activities of the DuPage ETSB as achieved by staff, work groups, committees, and consultants.

### Congratulation on a Job Well Done!

**Performance of Duty:** On February 16, 2023 at 12:42hrs, **TC Abigail Medina** received a 911 call from a resident who was screaming her daughter was shot in front of the house. Within 28 seconds, TC Medina confirmed the address and circumstances, activated the alert tones and then broadcasted the information to Addison units. TC Medina managed this while still on the line with the highly distraught mother of the victim, obtaining additional information until the first officers arrive on scene exactly 4 minutes after the initial call was received.

TC Medina advised all units to hold non-emergency traffic. **TC William Kolberg**, **TC Kristin Van Alstine**, and **TC Megan Mayfield** processed calls from witnesses and added valuable information into the CAD notes. **TC Shelley Vulpo** updated responding officers until TC Medina resumed her role as the radio operator. TC Medina requested Bensenville, Itasca and Wood Dale units to move to their TAC channel, so they could resume regular patrol activities. TC Shelley Vulpo handled radio operations on the TAC channel.

TC Abigail Medina continued radio operations for this incident, responding to requests using multiple systems, with a calm tone and professional demeanor. **TC Christopher Willadsen** and **TC Amy Lettenberger** responded to dispatch from training activities at ACDC. **TC Kristina Lazzeto** contacted DU-COMM to have Merit Forensics respond to the scene. TC Amy Lettenberger contacted Oak Lawn to have an address checked for the vehicle and an offender.

The manner in which the incident was handled showed dedication to ACDC's mission. Staff demonstrated the ability to multitask, communicate, and work as a team.

### ADMINISTRATION and FINANCIAL

#### 911 Services Advisory Board (SAB) and 911 Legislation:

Work continues on the administrative rules and preparation for the statute in its sunset year in 2023. The Board has received the meeting notes from the February 6 and February 17 meetings. Administrative rule Part 1329 has not yet been released for review by the ISP.

At the December 12 meeting, the SAB approved the following meeting dates for 2023:

February 27, 2023 cancelled  
March 20, 2023  
April 17, 2023  
May 15, 2023  
June 26, 2023  
July 17, 2023  
August 21, 2023



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September 18, 2023  
October 30, 2023  
November 20, 2023  
December 18, 2023

### **Consolidation**

ETSB staff will be providing a report and a review of the report at the special call March 13 meeting. Once the report has been presented, additional discussion from the ETS Board members is anticipated.

### **Travel and Training:**

On the agenda this month are two training/travel requests.

**Motorola/Rave Summit:** Authorization to travel for the first joint public safety event held by Motorola and Rave Public Safety which takes place April 10-13 in Orlando, FL. Summit is Motorola's largest annual gathering of software and mobile video customers and offers full days of in-depth training, hands-on certifications, and courses that provide direction on products' new and future functionality. Summit provides an opportunity to network and create relationships with other public safety personnel. As a Charter50 member of Rave, registration for two attendees has been provided at no cost as well as \$1,000 in travel reimbursements. The requested costs are the full amount of attending the conference and does not include the reimbursement by Rave as those details are not yet finalized. This request is for one (1) attendee from ACDC to attend. DU-COMM declined to send a person.

Total conference amount not to exceed: \$3,710.00.

**HxGN LIVE Global:** Authorization to travel for Hexagon's digital reality solutions conference which takes place June 12-15 in Las Vegas, NV. HxGN LIVE brings together visionaries from around the world to discuss, debate and experience the autonomous future. The program offers attendees content structured around audience-centric summit topics. The Future of Public Safety Summit at HxGN LIVE Global 2023 brings together emergency communications center leaders and staff, law enforcement and other public safety professionals. This request is for one (1) attendee from ETSB for an estimated cost of \$2,700.00. The Executive Director is part of the Hexagon Customer Advisory Board.

Total conference amount not to exceed: \$2,700.00

## **Procurement / Major Contracts**

### **Purchase Requisitions**

#### **Renewal of Existing Service**

Police Legal Sciences, Inc.: Purchase Order 923006

PLS provides monthly web-based training for 151 Telecommunicators (TCs). This is a renewal for a training package that includes twelve (12) one-hour lessons, and lessons are available 24/7 to account for the work schedules of the TCs. PLS offers a discounted rate of \$60 per TC with over 150 participants, regularly \$120 each, with complimentary lessons for managers and part-timers. The contract will cover the period from May 1, 2023 through April 30, 2024. The PSAP Directors discussed this service and elected to continue with PLS. ETSB has provided this contract for several years without a

Total amount of purchase: \$9,060.00.



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### CDW Government LLC: Purchase Order 923007

ETSB has a CrowdStrike monitoring services license offered through the State at no cost and the Tech Focus Group discussed augmenting services to include the Retainer through CrowdStrike for cyber-attack mitigation and assistance. This additional service provides rapid engagement professional technical assistance in the event of a cyber security breach to the 9-1-1 System network. A retainer is also more cost effective than time and material services where the wait time for such services would be detrimental to the delivery of 9-1-1. If Retainer hours are not used in response to a computer security incident within the term of the contract, hours may be used for Incident Response Services or other hourly services within the CrowdStrike platform.

Total contract amount: \$44,550.00.

### Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 733.70	\$ 29,266.30
FY23 Dell	\$ 30,000.00	\$ 0	\$ 25,000.00
FY23 Motorola	\$ 50,000.00	\$ 0	\$ 50,000.00

### Change Orders

#### Comcast Business Communications LLC: Purchase Order 922043/6145-1 Change Order #1

This request is to incorporate the First Amendment document into the purchase order. The First Amendment to the Master Services component was inadvertently omitted with the renewal of the fiber network contract approved in November. There is no monetary change being made to this contract.

#### AT&T Inc.: Purchase Order 922020/5866-1 Change Order #1

On this agenda are the pricing schedule MA Reference No: 15369UA, pricing document, and equipment lists which will supersede the pricing schedule of the same name dated 20220610-6796 and additional documents of the original award. Costs were budgeted in the amount of \$1.9M for the additional equipment for the second PSAP placing us well under budget.

Total amount of change order: \$106,202.51. New contract amount: \$4,144,487.89.

Recap: This change order represents the final step from the *Final Summary of Open Issue Log* provided by AT&T and reviewed at the December meeting. AT&T was also available to answer questions and review the report again at the meeting January. This Change Order was based on the request of the PSAPs, a complete system review of the current design and potential system improvement was completed by AT&T. AT&T identified the network as the source of the recent failure and recommended the PSAPs split up the call handling equipment so that each PSAP operated independently. All other issues in the log have been resolved with the exception of the *Spoofing* calls which is a decision of the PSAPs. With the approval of this change order, a new project can be started and work can proceed to make the recommended changes.

### Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, DuPage County Auditor's letter and *Bank Account Payment History Report* for Internal and External Payments for FY23. There was one note in the Auditor's letter related to Federal Express charges. The County Finance Department has changed the manner in which FedEx invoices are paid. Future payments will be paid directly to FedEx on the Payment of Claims as opposed to the Mailroom who were reconciling County charges



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to the vendor. ETSB staff was aware that this change was pending but had not been advised that the process has started.

### Bills List FY23

External Payments FY23

Total for Fund 5820 for March 13 bills list: \$447,090.79

### Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda.

Total revenue: Fund 5820: \$1,200,989.89

The November 2022 surcharge was received on March 6 in the amount of \$1,179,289.89.

This month a payment was received from the Bloomingdale Police Department for the DEDIRS radio equipment replacement in the amount of \$15,000.00. Bloomingdale PD requested a partial invoice in January in the amount of \$15,000 with the remaining balance to be paid after their budget is approved.

**Fire Station Alerting:** ETSB began the second year of maintenance with Purvis in October 2022. That invoice was paid on the January Payment of Claims. Since ETSB bills in arrears, invoices were mailed on February 10 to participating agencies for their first year of maintenance (October 2021-2022) on the optional equipment they purchased for their fire stations. The chart goes out to FY2024 because that is the length of the Purvis Fire Station Alerting contract.

### **FSA Maintenance Reimbursement Costs by Agency**

	<b>FY2022</b>	<b>FY2023</b>	<b>FY2024</b>
<b>FSA Opt Equip Maint Remitted</b>	<b>\$ 5,610.00</b>	<b>\$ 5,610.00</b>	<b>\$ 5,610.00</b>
	<b>\$ 6,700.00</b>	<b>\$</b>	<b>\$</b>
<b>Addison Fire Remitted</b>	<b>\$ 3,500.00</b>	<b>\$ 3,500.00</b>	<b>\$ 3,500.00</b>
	<b>\$ 3,500.00</b>	<b>\$</b>	<b>\$</b>
<b>Bartlett Fire Remitted</b>	<b>\$ 2,000.00</b>	<b>\$ 2,000.00</b>	<b>\$ 2,000.00</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Clarendon Hills Fire Remitted</b>	<b>\$ 960.00</b>	<b>\$ 960.00</b>	<b>\$ 960.00</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Elmhurst Remitted</b>	<b>\$ 575.00</b>	<b>\$ 575.00</b>	<b>\$ 575.00</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Glenside Fire Remitted</b>	<b>\$ 200.00</b>	<b>\$ 200.00</b>	<b>\$ 200.00</b>
	<b>\$ 200.00</b>	<b>\$</b>	<b>\$</b>
<b>Lombard Fire Remitted</b>	<b>\$ 2,200.00</b>	<b>\$ 2,200.00</b>	<b>\$ 2,200.00</b>
	<b>\$ 2,200.00</b>	<b>\$</b>	<b>\$</b>
<b>Pleasantview Fire Remitted</b>	<b>\$ 500.00</b>	<b>\$ 500.00</b>	<b>\$ 500.00</b>
	<b>\$ 500.00</b>	<b>\$</b>	<b>\$</b>
<b>Roselle Fire Remitted</b>	<b>\$ 500.00</b>	<b>\$ 500.00</b>	<b>\$ 500.00</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Tri-State Fire Remitted</b>	<b>\$ 1,010.00</b>	<b>\$ 1,010.00</b>	<b>\$ 1,010.00</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Warrenville Fire Remitted</b>	<b>\$ 600.00</b>	<b>\$ 600.00</b>	<b>\$ 600.00</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>



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Westmont Fire Remitted	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00
York Center Fire Remitted	\$ 300.00	\$ 300.00	\$ 300.00

### 9-1-1 CORE SYSTEM MANGEMENT

#### State of Illinois IPS/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: All 884 layers of GIS data have been submitted to the State. The collective error rate is 0.13 percent, well below the 2.0 percent threshold.

Network Deployment: AT&T has cutover 22 PSAPs to the NG9-1-1 ESInet. The remaining 98 PSAPs will be transitioned to the new network in 2023. DuPage ETSB PSAPs are not currently scheduled. There are 5 PSAPs scheduled to be cutover in March.

State of Illinois Text to 911: No additional information to report this month on this topic.

#### Customer Premise Equipment (CPE):

On this month's agenda is a change order from AT&T to split the CPE into two separate systems. The Tech Focus group reviewed the change order and determined that it will meet the needs of the PSAPs. After the change order is executed ETSB staff will schedule configuration and training sessions with the PSAPs to develop a project plan.

#### DuJIS CAD:

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	83	74	38	65	27	0	0	5
MPS	86	84	44	46	41	0	0	1
<b>Total</b>	169	158	82	111	68	0	0	6

#### Interface configurations:

Oak Brook Police, Tech Focus Group, Fusus, Hexagon and ETSB staff met to review and interface request for a new interface to connect to the CAD system. Fusus is a software that allows users to access camera feeds. From a very high level, the interface would send information on requests for service in the CAD system. If there were cameras in the area, Fusus users would be notified and have ready access to those views.

Fusus's original proposal was a request to connect their software directly to the production CAD environment. The ETSB security policy does not allow for this type of connection. All Tech Focus Group members agreed that a direct connection to the CAD system was not appropriate in that any problems with this interface could degrade CAD performance impacting other users. While discussing options, the group came to a consensus that a replica server that is separate from the production CAD would provide the data Fusus needed. Hexagon is preparing a change order with a scope of work that is being reviewed by Fusus and Oak Brook to ensure the functionality meets their needs.





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The Village of Addison has subsequently submitted an interface request form to use the replica database. The Tech Focus Group is reviewing that request.

### NetMotion:

The NetMotion hardware upgrade has been re-scheduled to April. A new version of the software is now available and ETSB staff is testing to determine whether the hardware and software can be rolled out concurrently. We currently have 950 NetMotion clients.

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	8	8	3	3	0	0	0	0

### Cybersecurity:

There were no cybersecurity alerts on the CrowdStrike Falcon software during this reporting period.

### Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	33	30	21	18	0	0	0

Purvis and CommZone have begun the Tech refresh project. As of March 1, 36 fire stations have been completed. CommZone also replaced the DM console at each PSAP. Unfortunately, the console that was installed was not a touch screen. Purvis has ordered the correct models and anticipates installing them in April. Purvis and CommZone had initially anticipated completing the project in March. However, some of the stations required additional network updates that needed to be completed by the fire agency IT staff for the new equipment. This unforeseen work caused a slight delay. Purvis now anticipates the project to be completed in April.

### Geographic Information Systems (GIS) Data:

	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	179	155	36	30	6	0	*	*	*	*

\*Staff is working with County GIS to align service tickets to accurately report activity.

ETSB and County IT continue to work together on the GIS map workflow transition. This has resulted in improvements and brought efficiency to the GIS map roll process.

### GIS Map Roll Process:

Policy 911-023: GIS Map Roll Process allows the PSAPs and agencies 8 calendar days from the update on the training side of CAD to validate the changes. Once validated, the changes are then



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pushed to the production CAD. This policy/procedure was put into place in September of 2022 at the request of the PSAPs to ensure that the update to production met their expectations. This policy evolved after ETSB and the PSAPs discovered that attempting to test more than one map roll configuration on the test or production side of the CAD map creates conflicts and errors. This policy corrected this issue by creating an agreed upon timeline for the workflow. The workflow allows for map to be adjusted every three weeks.

### Lombard project:

Lombard submitted a request to re-draw response districts in 2022. This request entails many changes to the existing map structure. ETSB and County GIS made the adjustments to the GIS data and notified DU-COMM before they pushed the data to the training side of CAD. This project is the first large scale project since the updated policy was put into place.

Unfortunately, DU-COMM did not validate this project within the timeframe prescribed in the policy. DU-COMM requested the data be removed from the update because they would not be able to complete this project validation prior to the next scheduled map roll. County GIS and ETSB staff spent 2 days rolling the Lombard request back and will upload only the validated changes to production.

The Tech Focus Group is reviewing the impact of large projects on the current policy and discussing possible options to allow for validating large scale projects going forward.

### MABAS Expansion Project:

ETSB and County GIS worked on CAD map project for developing MABAS division. This project will involve adding new response plans to better expedite MABAS responses. This project will start with MABAS Division 16 and will include Divisions 10 and 12.

### **9-1-1 System Memos:**

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
116	0	0	1	7

### **New Memos:**

There were no new memos created during the previous month.

### **Closed Memos:**

There was one memo closed during the previous month.

Memo 116: Emergency button on the mobile. Chief Spinazola from the Downers Grove Fire Department requested the Emergency button on the fire mobiles be programmed to operate in the same manner the portable radios operated. The PSAP operations groups and the FSA Standardization Focus Group reviewed the request and discussed the button current configuration. Currently, the button is used to send an evacuation tone over fire ground channels. Some fire agencies do not want to lose this functionality. The FSA Standardization Focus Group came to a consensus to leave the button status quo, but requested Motorola investigate adding additional functionality to the mobile computers to accomplish both tasks. This memo was closed February 23.



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### **DuJIS PRMS:**

The RMS Manager's monthly memorandum for February has been attached to this report, as well as the monthly support overview and activities report from Hexagon and the weekly Resident System Analyst Administrator's (RSA) report.

## **DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)**

### **DEDIRS Operations**

Motorola continues to troubleshoot audio issues where agencies have reported that audio is cutting out on the new portables. Since the last report, the total number of instances has been reduced to one or two instances a week. Motorola has a network monitoring tool in place to investigate these reports but has not found any additional systemic problems to date. The information from these tickets is used to track locations to determine if it is a "low spot", verify equipment including replacement of radio mics and an officer who was on the wrong talk group.

### **DEDIRS Radio Replacement**

Intergovernmental Agreement: Nothing to report this month.

Programming and Deployment: The System Manager is working on new hires and alias change service tickets that have been submitted during the police roll out.

### **Police:**

As of Friday, January 30, all police radios have been deployed. The system manager has been working on tickets submitted for the new radios (Alias changes, a broken screen).

### **Firmware update:**

The first in field Firmware update is now available. Motorola is testing the update on ETSB cache radios to ensure there are no adverse effects or updates needed to the training material. Once the update has been vetted, ETSB will be working with the Winfield police department to conduct a beta due to their size and proximity to ETSB offices. ETSB will then notify all DEDIRS Points of contact and schedule a virtual question and answer session prior to pushing the update out to the radios.

### **Fire:**

#### **APXNext XN:**

A manufacturing issue with Smart Connect was discovered in the APXNext XN portable radio on February 13. Motorola has been working with its product team to determine the best way to fix this issue for the 1102 radios for the fire service. A firmware release has been applied and is being tested.

There are still approximately 300 radios yet to be shipped which will be delayed until a fix is determined.

#### **APXNext XN Remote Speaker Microphone (RSM):**

Motorola has identified a defect with the volume control on the RSM that are to be deployed with the APXNext XN radios. After getting wet the microphone volume may spontaneously ramp up or down without the lever being touched. The lever may not work and may result in inconsistent volume level changes.





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RSMs from other agencies that have demonstrated that behavior have arrived at Motorola Engineering. A root cause investigation is underway. None of the DuPage ETSB RMS XN microphones have been distributed. As meaningful information is available it will be shared with PAC and the Focus groups.

#### 8500 Mobile Radios:

On February 13, based on the APXNext XN information ETSB began investigating the possibility of deploying the APX8500 mobile radios in the interim.

Motorola is working through updating the existing APX7500 mobile codeplugs with encryption and Wi-Fi capabilities.

An update was provided on Wednesday, March 1 at 2pm via zoom link for DEDIR System users. Approximately 50 agency partners attended of 62 that RSVP-ed.

The Fire Focus Group is working on their final recommendations.

#### **APX7000 Maintainer:**

The DU-COMM monthly memorandum is provided at the end of this report.

#### **Policy Advisory Committee (PAC):**

The PAC meeting was held on Monday, March 6 at 8:15am.

The PAC had six members in attendance at the March 6 PAC meeting: Chair Hayden, Vice Chair Dina, Members Baarman, Herron, Hermes and Johl.

In addition to the DEDIRS radio updates reported above the PAC discussed two policies.

Policy 911-005.6 DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button. PAC determined that this policy should wait to be finalized until the new Fire radios, APXNext XNs, are available for testing to confirm their operation.

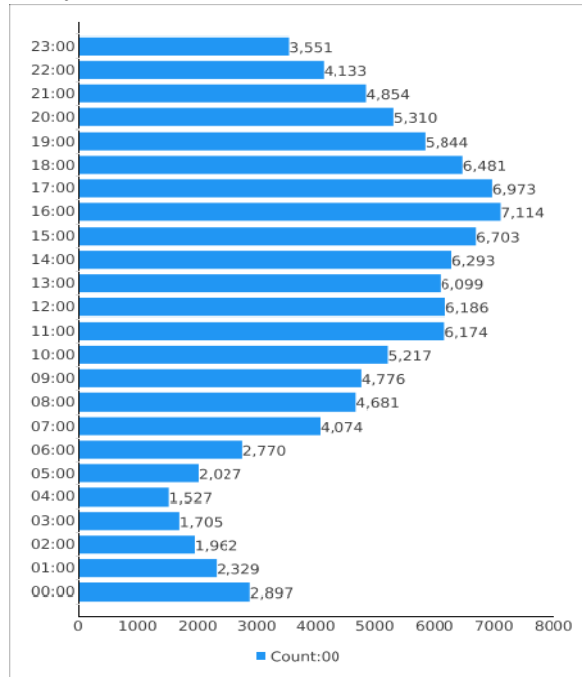
Policy 911-005.8 DDRIS Subscriber Unit Requirement. This policy is under discussion at PAC. The group had questions about TDMA and AES requirements and how outside agency radios will be allowed on the system. This policy remains under review.

## ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 03-01-2023 04:48:48 AM

Calls by Hour

Total: 109,680



Calls by Response Code

	Response Code	Total
0	No Active Paths	20
1	One Path OK	1,288
2	Both Paths OK	108,180
7	Manual Query Denied	0
9	Record Not Found	192
Total		109,680

Calls by Query Type

	Query Type	Total
I	Initial	53,549
M	Manual	114
R	Repeat	56,017
T	Test	0
Total		109,680

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	305
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	103,732
U	Uninitialized Call [911-XXX-XXXX]	5,642
Z	Seizure with no ANI [000-0000]	0
Total		109,680

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	107	69	16	0	192
0	Business OPX	6	0	0	0	6
1	Residence	1,121	6	42	0	1,169
2	Business	1,163	20	20	0	1,203
3	Residence PBX	0	0	0	0	0
4	Business PBX	299	1	7	0	307
5	Centrex	17	0	0	0	17
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	294	0	12	0	306
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	5	0	0	0	5
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	8,045	0	1,288	0	9,333
H	Wireless	34,953	14	54,411	0	89,378
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	7,538	4	221	0	7,763
X	TEXT TO 911	0	0	0	0	0
Total		53,548	114	56,017	0	109,679

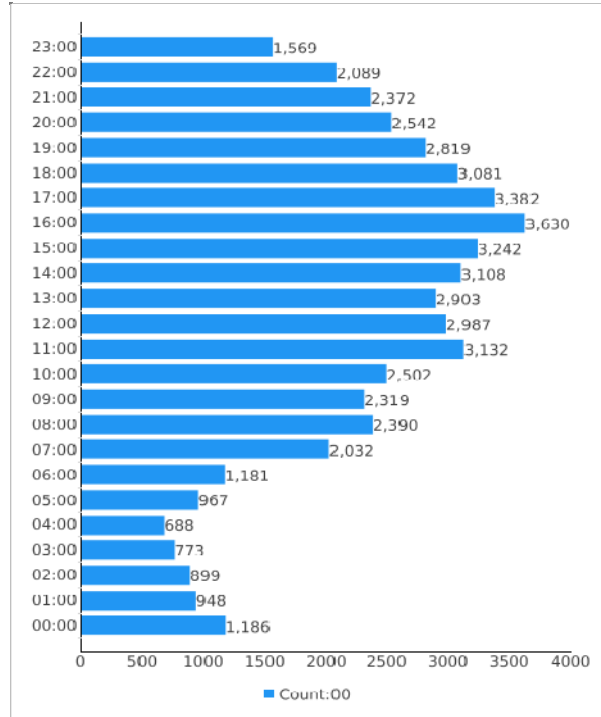
Calls occurring between: 01-01-2023 12:00:14 AM and 03-01-2023 04:48:48 AM

## ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 02-01-2023 12:04:46 AM and 02-28-2023 11:45:19 PM

Calls by Hour

Total: 52,741



Calls by Response Code

	Response Code	Total
0	No Active Paths	3
1	One Path OK	595
2	Both Paths OK	52,027
7	Manual Query Denied	0
9	Record Not Found	112
Total		52,741

Calls by Query Type

	Query Type	Total
I	Initial	26,076
M	Manual	67
R	Repeat	26,598
T	Test	0
Total		52,741

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	134
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	50,015
U	Uninitialized Call [911-XXX-XXXX]	2,591
Z	Seizure with no ANI [000-0000]	0
Total		52,741

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	64	40	8	0	112
0	Business OPX	0	0	0	2
1	Residence	517	2	17	536
2	Business	521	14	6	541
3	Residence PBX	0	0	0	0
4	Business PBX	90	0	1	91
5	Centrex	6	0	0	6
6	Coin 1 Way Ot	0	0	0	0
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	133	0	2	135
C	VoIP Residence	0	0	0	0
D	VoIP Business	2	0	0	2
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	3,952	0	572	4,524
H	Wireless	16,956	8	25,891	42,855
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	3,832	3	101	3,936
X	TEXT TO 911	0	0	0	0
<b>Total</b>	<b>26,075</b>	<b>67</b>	<b>26,598</b>	<b>0</b>	<b>52,740</b>

Calls occurring between: 02-01-2023 12:04:46 AM and 02-28-2023 11:45:19 PM

# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/07/2023 02:02:29 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 02/28/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	50,215	17,753	32,462	0	894	14,999	1,676	0	184	0	1,121	00:00:05
	Internal	3,773	0	3,773	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	15,658	0	15,658	0	0	0	0	0	0	15,658	0	00:00:00
	<b>Total</b>	69,646	17,753	51,893	0	894	14,999	1,676	0	184	15,658	1,121	00:00:05
DU-COMM	Incoming	104,142	40,055	64,087	0	2,514	30,468	6,814	0	259	0	2,414	00:00:05
	Internal	16,497	0	16,497	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	25,408	0	25,408	0	0	0	0	0	0	25,408	0	00:00:00
	<b>Total</b>	146,047	40,055	105,992	0	2,514	30,468	6,814	0	259	25,408	2,414	00:00:05
<b>Total</b>		215,693	57,808	157,885	0	3,408	45,467	8,490	0	443	41,066	3,535	00:00:05

# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/07/2023 02:07:04 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 02/28/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	4,647	4,647	0	0	147	4,164	336	0	0	0	0	00:00:05
DU-COMM	4,968	4,968	0	0	95	4,523	350	0	0	0	0	00:00:05
<b>Total</b>	<b>9,615</b>	<b>9,615</b>	<b>0</b>	<b>0</b>	<b>242</b>	<b>8,687</b>	<b>686</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:05</b>



# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/07/2023 02:01:25 PM

Grouping: Site & Call Origin

Date Range: 02/01/2023 12:00:00 AM - 02/28/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	24,682	8,879	15,803	0	389	7,524	865	0	101	0	588	00:00:05
	Internal	1,951	0	1,951	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	7,575	0	7,575	0	0	0	0	0	0	7,575	0	00:00:00
	<b>Total</b>	34,208	8,879	25,329	0	389	7,524	865	0	101	7,575	588	00:00:05
DU-COMM	Incoming	51,575	19,426	32,149	0	1,130	14,717	3,449	0	130	0	1,203	00:00:05
	Internal	8,136	0	8,136	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,488	0	12,488	0	0	0	0	0	0	12,488	0	00:00:00
	<b>Total</b>	72,199	19,426	52,773	0	1,130	14,717	3,449	0	130	12,488	1,203	00:00:05
<b>Total</b>		106,407	28,305	78,102	0	1,519	22,241	4,314	0	231	20,063	1,791	00:00:05

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/07/2023 02:05:28 PM

Grouping: Site & Call Origin

Date Range: 02/01/2023 12:00:00 AM - 02/28/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	2,270	2,270	0	0	60	2,046	164	0	0	0	0	00:00:06
DU-COMM	2,427	2,427	0	0	37	2,199	191	0	0	0	0	00:00:05
<b>Total</b>	4,697	4,697	0	0	97	4,245	355	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

# 911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	
4	03/17/20	CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	Closed	03/15/22	Consensus	N/A	N/A	N/A	N/A	
5	03/14/20	CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development		Consensus	N/A	N/A	N/A	N/A	
9	04/03/20	CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A	
10	04/06/20	CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A	
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expensess relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog time.	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
31	05/04/20	CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	In process/ Review			Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed	06/22/20		consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus	
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reinroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus				
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus	
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
47	07/06/20	CAD	Informer Unit Colum	Add a column that displays the unit in infomrnr	Closed	09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					

54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus					
56	07/06/20	CAD	Informor history	Develop a way to search for informer history	Enhancement tot product development		Consensus					
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus				
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development		Consensus					
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20		Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development		Referred				Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21		Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20		Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development		Consensus					
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development		Consensus					
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21		Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research		Consensus					
67	07/30/20	CAD	Adjust name and tx field	add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20		Consensus				
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20		Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing		10/12/2021			Consensus			
70	08/04/20		Monday.com	Online project management tool	Closed							
71	08/04/20	TECH	VMware upgrade	upgrade to VMware version 6.7	Closed	02/22/22			Consensus			
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development		Consensus					
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21		Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	Closed	04/20/21		Consensus				
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20		retracted				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20		Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20			Consensus			
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21		Referred to Directors			Directors	
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21		Consensus			Pending	
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21					Pending	
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-Delay	Closed	12/15/20		Consensus				
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus				
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21				Consensus		
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus				
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus				
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus				
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed							
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus				
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus				
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed							
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus				
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	Closed	06/18/21		Consensus				
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21		Consensus				
95	07/12/21	FSA	Cross Staffed Apparatus	*Jump Crews*in Live Mum different than CAD	Closed	08/11/22				Consensus		
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22				Consensus		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22				Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22				Consensus		
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22				Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed	08/11/22				Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight displatching	Closed	07/16/21		Consensus				
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	In-Process							
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21				Consensus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21		Consensus				
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research			Consensus				
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21		Consensus				
105	11/16/21	CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22		Consensus				
106	11/29/21	CAD	In-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22		Consensus				
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed					Consensus		
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research							
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	Pending Research							
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed				Impasse		Impasse	
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22						
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse		
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus				
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	New							
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23				Consensus		

Rave Subscriber Activity - February

Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	1	0	1
60103	0	0	0
60105	0	0	0
60106	0	0	0
60108	0	0	0
60117	0	0	0
60126	6	1	7
60128	0	0	0
60132	0	0	0
60133	0	0	0
60137	0	1	1
60138	0	0	0
60139	0	0	0
60143	0	0	0
60148	3	1	4
60157	0	0	0
60172	0	0	0
60181	1	0	1
60185	0	0	0
60186	0	0	0
60187	13	2	15
60188	1	0	1
60189	9	0	9
60190	0	0	0
60191	1	0	1
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	0	0	0
60515	1	1	2
60516	2	0	2
60517	1	0	1
60521	0	0	0
60522	0	0	0
60523	45	3	48
60525	5	0	5
60527	0	0	0
60532	0	0	0
60540	2	0	2
60555	1	0	1
60559	2	0	2
60561	0	0	0
60563	1	0	1
60564	1	0	1
60565	2	0	2
60570	0	0	0
Total Web Enrollments	98		
Total App Enrollments	9		
Total Enrollments	107		
Total Zip Codes	28		
PSAP	1013		
Report Type	Safety Profile Enrollment		
From	2/1/2023 0:00		
To	2/28/2023 23:59		
Date Run	3/3/2023		



Motorola Monthly Incident Report  
February 2023

Ticket ID	Priority	Title	Site name	Date detected	Date modified	Status	Service type
INC000007235466	Priority 3	POS 3 VPM is causing the status light to stay on	Du-Comm Disp Center - Dupage Cnty - Starcom Z1	2/27/2023, 9:14:50 AM	2/27/2023, 12:31:02 PM	Open	Incident

# CUSTOMER REPORT

## FOR DuPage County ETSB

3/1/23 SUBMITTED BY MARIAH WRIGHT

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### MAINTENANCE

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0 maintenance completed between 01/31/23 thru 02/28/23

### SERVICE ASSURANCE

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1 Ticket opened between 01/31/23 thru 02/28/23

TICKET ID	QUEUE NAME	PROBLEM SUMMARY	SOLUTION DESCRIPTION	ACTUAL START
12947675	CUSTOMER	WEB FILTER	CUSTOMER INQUIRY	02/24/23
12809079	CUSTOMER	ACL UPDATE	CUSTOMER INQUIRY	02/01/23



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

630-407-5000  
Fax: 630-407-5001  
it@dupageco.org

[www.dupageco.org/it](http://www.dupageco.org/it)

TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, Interim PRMS Manager  
DATE: March 8, 2023  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

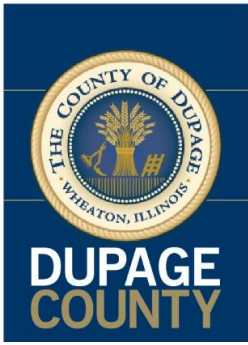
- NIBRS Reporting Certification with the Illinois State Police has begun with Carol Stream PD.
  - This effort is required to support the submission of records to the state in accordance with NIBRS requirements.
  - Deployed new code table published by the State of Illinois on Feb. 17<sup>th</sup> into Test environment.
- OnCall Analytics (OCA) Upgrade
  - OCA is updated to version 2212. (Newest version)
  - All Microsoft server products have been upgraded to the newest versions.

### ***Victories:***

- Closed case with Hexagon for the month to include (descriptions below of cases fixed/answered):
  - 00124992 - API Failure on Approved reports since – SOLVED
  - 00126728 - Not able to sign into OCR or FBR/Application Unstable – SOLVED
  - 00127408 - Booking Records Not Importing from iTouch Livescan – SOLVED
  - 00134003 – NIBRS Validate button in OCR not working - SOLVED
  - 00134654 - SwitchGui error "Failed to open switch registry for config MPSPOLICE" – SOLVED
  - 00135331 - How to deploy multiple instances of UEDELTA on the same server? - SOLVED

### ***Challenges to Overcome:***

- NIBRS Transition Go-Live/Certification
  - The go-live date is dependent on Carol Stream PD successfully certifying with the state.
  - It is recommended that there be an effort by the agencies to reduce the number of backlogged cases (in records) to minimize the need to update cases to be NIBRS compliant. The “go-live” process is being outlined with the Chiefs, NIBRS sub-committee, and Steve Burrell (RSA).
- OnCall Analytics
  - The amount of “Not Specified” data returns is still an issue.
  - HxGN identified an issue with the date parameters on the initial data pull.
  - HxGN is re-running the data pull (ETL process).
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS



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### ***RSA – Customer Support Collaboration:***

- Began a weekly NIBRS and OCA Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 09:00 on Thursdays.
- Maintained RMS weekly status review call, standing call at 14:00 on Friday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.

### ***Next Month's Actions Items:***

- Testing the OnCall Analytics upgrade with Chief Thomas
- NIBRS update and case transfer to production (Go Live)
- Carol Stream PD to perform their third NIBRS submission for certification.



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### Hexagon Monthly Update:

## DuPage PRMS Command Focus Group Meeting

03/02/2023

Presented by: Tammy Heaton

## Hexagon/DuPage County Snapshot

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### Open Projects

NIBRS, OCA

PM Change – Wendy Mann

### Upcoming Projects

RMS Update 10.0, MFR,

RMS 10.0 & MFR – Demo for Don being scheduled

### RSA

Resident System Analyst

### Support

Stephen Starnowsky: OnSite w/o Feb 27<sup>th</sup>  
Chiefs Meeting: Tammy and Ben onsite in April





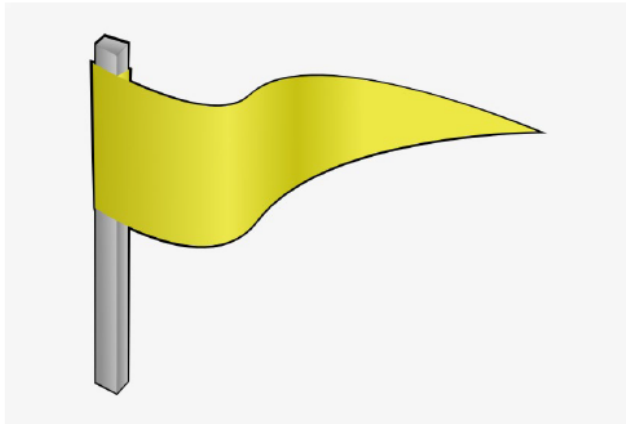
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### NIBRS Update



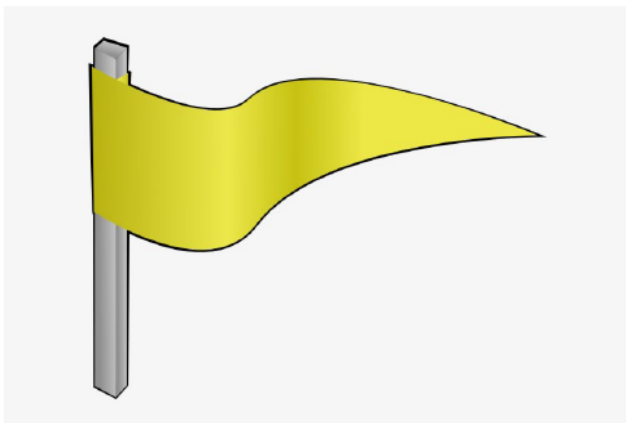
#### Summary

- Standup Meeting on Mondays with Hexagon and DuPage County IT – New layout and focus started on 2/27
- Steve Burrell worked on issues this week (2 cases)
- Several of the issues we have encountered with submission is because agency is using 2 year old data – this will not be a issue in production
- The hotfix went back to development (GTC)

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### OCA Update

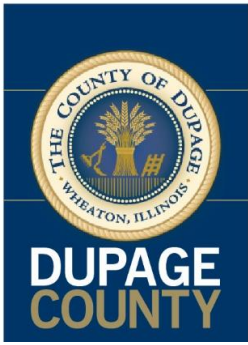


#### Summary

- Combined status meeting on Mondays, starting 3/6
- Meeting with development and Steve Burrell on 3/3 – Focus on ETL
- Received feedback document from James Wilkinson so focus of call with development are those issues

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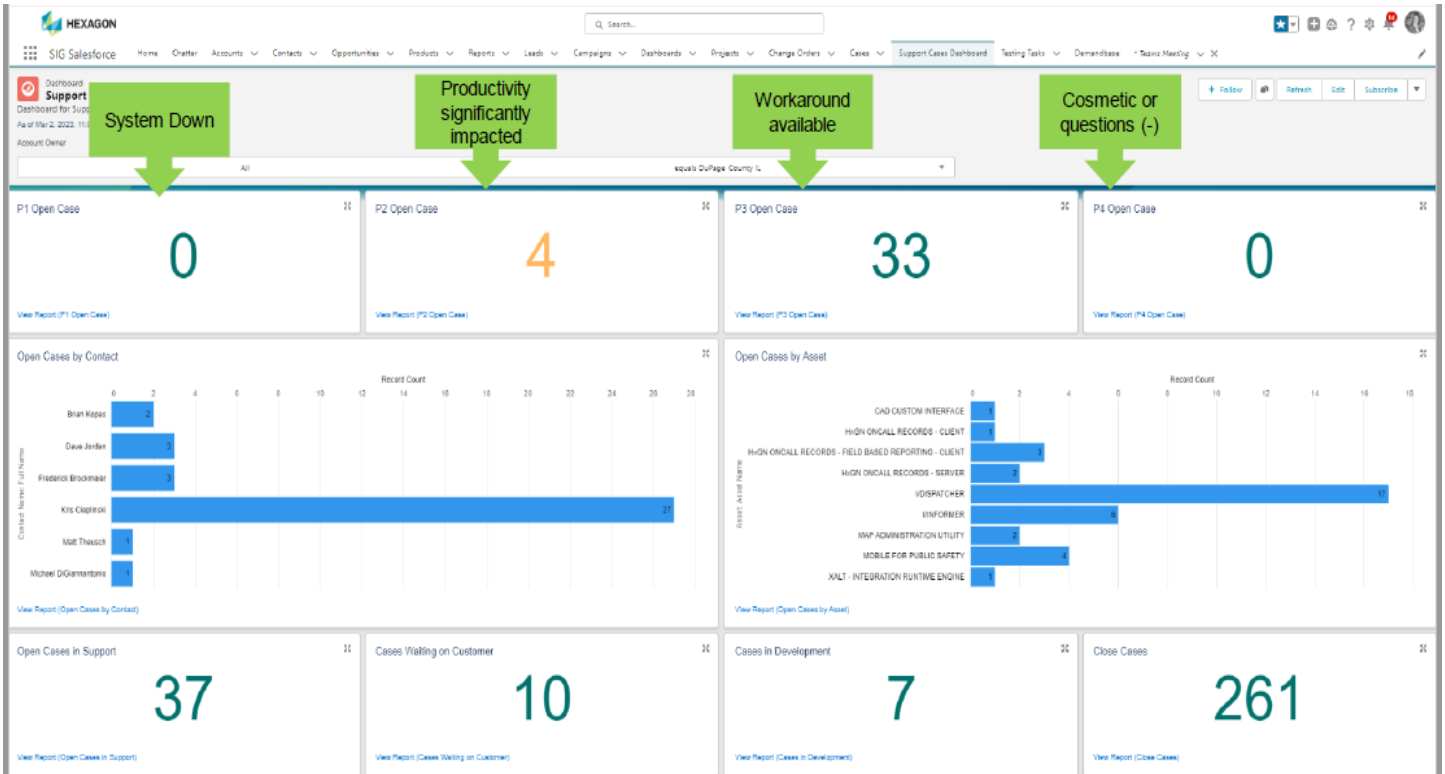




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## Action Items and Next Steps

- MFR and RMS 10.0 Demo for Don – Scheduling with TJ
- Tammy and Ben attend Chief's Meeting – Wednesday, April 26 @ 2 pm
- Continue weekly NIBRS and OCA calls with PM, Wendy Mann leading (Mondays)



**HEXAGON**  
SAFETY & INFRASTRUCTURE

## February Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	February 28, 2023

### Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	2	P2	1	P2	2
Below target <input type="checkbox"/>	P3	26	P3	6	P3	6
Above target <input type="checkbox"/>	P4	0	P4	0	P4	0

<b>RED</b>	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
<b>YELLOW</b>	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
<b>GREEN</b>	No significant risks or issues

### Support Performance - Period ending February 28, 2023

<b>GREEN</b>	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.  RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support. 2/24/2023.
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### Support Activities

#### Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 12 support tickets were resolved in the month of February 2023.
- Several of the CRs are resolved in later versions of CAD

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

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

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

#### Notes From Above Activities:



## RSA Weekly Status Report: RMS/CAD



<b>Week Ending</b>	<b>02-24-2023</b>
<b>Type:</b>	<b>RSA Weekly Status Report</b>
<b>Reported by:</b>	Steve Burrell, RSA
<b>Stakeholders for Distribution:</b>	<b>DuPage:</b> Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin, Don Ehrenhaft <b>Hexagon:</b> Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
Closed Cases ( 3 )			
00134654	SwitchGui error "Failed to open switch registry for config MPSPOLICE"		CLOSED
00135331	How to deploy multiple instances of UEDELTA on the same server?		Question Answered
00133980	The "Routed By: Send To" Drop-down box gets reset to a previous configuration. Not enough information provided. Can re-open once more information is received.		Closed
High Priority Items			
00132255	<b>Units disappearing on screen but visible on another screen</b> Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00126827 (OnCall Records)	<b>RMS-PRI-APP1 RMS App not working. No login screen.</b> RMS-PRI-APP1 is currently offline from the load balancer to provide troubleshooting without impacting users. Currently troubleshooting the issue.	RSA	In-Process
00006935 (OnCall Records) <b>AZDO 509323</b>	<b>Reporting Officer not importing into Supplement Record.</b> <b>10/21</b> – A new AZDO ticket ( <b>AZDO 509323</b> ) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.	GPC	Under-review
00102630 (FBR / Address server)	<b>Address Validates in FBR without a Zip AND Doesn't validate with Zip</b> 11/02 – Support researching a possible FBR client config change. 12/02 – Support has requested additional logs. <b>02/15 2023</b> – RSA worked with Address server SME to help resolve this. Testing and review underway.	RSA / Support	In-Process
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
00135531	<b>Multiple instances of UEDELTA on the same server?</b> Splitting agencies among multiple instances of UEDELTA may help some performance issues. RSA provided Kris with some information regarding this. He will deploy s test scenario in the TEST environment and then proceed to the PROD environment after a successful deployment.		Closed / Information provided



## RSA Weekly Status Report: RMS/CAD



00133980	<p><b>02/17/2-23</b> - Waiting on customer.</p> <p><b>Not enough information in submitted case to proceed. If information is not submitted by Thur FEB 23, case will be closed. A new case be opened at a later time with the needed information to troubleshoot the issue.</b></p>	DuPage	CLOSED
00127408	<p><b>02/21/2023 – CLOSED.</b> No further work from Hexagon is required at this point.</p> <p><b>Still need info from Dave at DuPage.</b></p> <p>Waiting on following info from the DuPage RMS Team.</p> <ul style="list-style-type: none"> <li>• How many bookings is each agency missing?</li> <li>• What is the list of agency names affected.</li> <li>• Provide the workflow / steps to create a LiveScan record, ie: <ul style="list-style-type: none"> <li>o For each agency, does the process start in FBR or the Livescan machine, etc step by step.</li> <li>o Please provide the step by step booking workflow process for each agency if workflows are different.</li> </ul> </li> <li>• Steps that have been taken to present regarding any attempted import of livescan records... what's steps were done, what info/folders saved and used for the import. Was it the error folder or archive folder? Etc...</li> </ul>	<p>RSA / Support</p> <p>DuPage</p>	<p>CLOSED</p> <p>Still need requested info from DuPage team / Dave</p>
00122028	<p><b>No Felony vehicle record returned on informer query.</b></p> <p>File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue.</p>	RSA / Support	In-Process
OnCall Analytics	<p>02/03/2023 - DuPage advised they can do final testing before releasing to users. DuPage is anticipating releasing OCA back to the users sometime the week of Feb 13<sup>th</sup>.</p> <p><b>02/10/2023</b> - Steve (RSA) will reach out for an OCA product expert to get some feedback regarding the new issue of reports 'not displaying data correctly'. Up until the FEB 10, 2pm meeting, Hexagon was not aware there was any issue of OCA reports not displaying data correctly.</p> <p><b>02/22/2023</b> – (Spoke to James) The custom reports may need to be updated to match the schema changes in the DB. Also, the data in the pick lists needs to match what is in the DB Discrepancies between these two will cause errors.</p> <p>After the changes / updates are made you will need to wait for the ETL to run before the results will be seen on the reports.</p>	RSA	In-Process
NIBRS	<p>The NIBRS FD &amp; IL HotFix (02.03.2211.1_IL) (FEB-22-2023) has been applied to the TEST environment.</p> <p>The updated Statute Code spreadsheet has been applied to the TEST environment.</p> <p>The hot fix can be applied to the PROD environment after the TEST environment performance confirmation is received from the DuPage RMS team.</p>	RSA / Support	Completed





## RSA Weekly Status Report: RMS/CAD



	Errors 365, 262 and 475 have been fixed.		
	Additional inquiry is needed for errors 805 and 554. Currently working with NIBRS team on this.	RSA / Support	In-Process

### Environment Discrepancies:

*This section is to cover files/programs that are different between the environments*

Production	Test
FBR: Build date: 05/18/2021 FBR Version: 03.07.2012.6 OCA:2212 OCR: Version: 03.07.2104 (newest version 2212) NIBRS: 02.03.2211 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104 IDISPATCHER: 9.4.00.1706	FBR: Build date: 05/18/2021 FBR Version: 03.07.2012.6 OCA: 2212 OCR Version: 03.07.2104 (newest version 2212) NIBRS: 02.03.2211.1 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.40121  (Most recent refresh completed on 07/22/2022.)



## RSA Weekly Status Report: RMS/CAD



### Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
<b>New Approval Process</b>	DuPage needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 <b>10/28</b> – Steve to gather some introduction info for DuPage. Target date of Jan 2023 for a TEAMS meeting to start the conversation /project.
<b>00023778 SOLVED</b>	<b>Dispatch Tab not receiving CFS from CAD</b>	RSA	Waiting on Customer	DuPage will contact RSA when they have time to gather the needed info to troubleshoot this issue. Info needed: SQL DB from Squad MDT. Squad must be used by multiple people withing a 48 hr period.
<b>00006926</b>	<b>IFCADRMSLINK Configuration Event Sync the search bug</b>	RSA	Solved	<b>RC-A:</b> Software bug. Fixed patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD
<b>00007516</b>	<b>IFCADRMSLink No Primary Officer coming over – API Failures</b>	RSA	Solved	<b>RC-A:</b> Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
<b>00048958 (FBR)</b>	<b>Submitted Evidence from FBR is Not Coming into OnCall Records</b> Deployed 2 missing files to Test Env. Tested and working correctly. Need to schedule update on PROD.	Waiting on Customer	Solved	Deployed 2 missing files to Test Env. Tested and working correctly. Need to schedule update on PROD.
<b>Migration to SSRS</b>	<b>SSRS Migration</b> DuPage will perform SSRS installation	DuPage	DuPage	10/26/2021 – Info sent to Dave & team @ DuPage 01/07/2022 – Addtl info sent to Dave including RMS SSRS COTS reports. 09/22 – SSRS for WebRMS typically resides on the WebRMS DB server. Datasheets and reports can independently be pointed to the live DB or a read only copy. This is done in the report design. 10/07 – DuPage to provide a plan of what they would like to do. 11/04 – Additional SSRS documentation provided to DuPage RMS Team. 11/13 – DuPage started SSRS install on a new server



## RSA Weekly Status Report: RMS/CAD



**Open P2 Items** – This section provides an update on P2 items.

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?
00006935 (OnCall Records)	<b>Reporting Officer not importing into Supplement Record.</b> On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue.  <b>RC-A:</b> Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS	GPC	CR# 324347 AZDO 509323  10/20 – From Blake: "Opened new ticket ( <b>AZDO 509323</b> ) since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.		
00132255 (I/Disp)	<b>units disappearing from screen</b>	I/Dispatch her	RSA	02/10/2023 – Did not see any problems with Listener. 02/15/2023 – Confirmed with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.		



## RSA Weekly Status Report: RMS/CAD



### Current Open SR list for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA

(Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
<b>00005926</b> (OnCall Records)	P-3 MED	<b>WebRMS returns no longer have linkable fields</b>	HxGn MPS	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</p> <p>11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information.</p> <p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p><b>01/26/2023</b> – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
<b>00006232</b> (OnCall Records)	P-3 MED	<b>Cancelled BOLOS show up in Informer returns</b>	HxGN – Informer	Assigned	<p>07/11 – reviewing possible solution.</p> <p>09/30 – Working session scheduled the week of Oct 31</p> <p><b>12/01</b> - – Miguel/Mo to set up a session with DuPage.</p>
<b>00006235</b> (OnCall Records)	P-3 MED	<b>There is a violation field in MPS informer WebRMS return that does not list the violation.</b>	HxGN – Informer	Assigned	<p>11/03 – working session held. Additional working session scheduled for NOV 7 to test files.</p>



## RSA Weekly Status Report: RMS/CAD



					<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p><b>01/26/2023</b> – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
<b>00006934</b> (OnCall Records)	P-3 MED	<b>Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports</b>	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	<p>3/29 – CR has been filed. <b>CR# 321488</b></p> <p>10/21 – Gathering additional information for support.</p> <p><b>12/01</b> – Gathering data.</p>
<b>00006926</b>	P-3 MED	<b>IFCADRMSLINK Configuration Event Sync the search bug</b>  RC-A: Software bug. Fixed in patch Q4 2109	I/FRMS CADLINK	Escalated (Dev)	<p>3/22 – CR has filed. <b>CR# 319396</b></p> <p>AZDO Bug 319396</p> <p>01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy on TEST</p>
<b>00006940</b> (I/Dispatcher)	P3-MED	<b>Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.</b>  Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that	I/Dispatcher	RSA/Acct Rep	<p>09/30 – will clarify with Kris @ DuPage and forward to support.</p> <p>10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event.</p> <p>10/07 – Asked for LOE.</p> <p><b>01/06/2023</b> – GTC evaluating LOE.</p>



## RSA Weekly Status Report: RMS/CAD



		uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult. Recommendation: Attach the name of the TC that made the original ticket to remarks"			
00007516	P3-MED	<b>IFCADRMSLink No Primary Officer coming over – API Failures</b>  <b>RC-A:</b> Software bug. Fixed in patch Q4 2109	I/EXEC – HA	Escalated GPC (Dev)	4/21 – CR has been filed. <b>CR# 329171</b> AZDO Bug 329171 01/07/2022 Rama will work with DEV to see if we can get a patch going. 01/14/2022 – <u>Patch available (Q4 2019)</u> Need to install on TEST system; then schedule deployment on PROD. Deployment on TEST.
00018093	P3 – MED	<b>EdgeFrontier Install on CAD backup servers</b>	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Then we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. <b>12/01</b> – Delayed due to OnCall Analytics Upgrade Install.
00048958 <b>AZDO 486781</b> (FBR)	P3-MED	<b>Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update</b> Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 <b>10/07 – Scheduled install TBD by DuPage</b>



## RSA Weekly Status Report: RMS/CAD



<b>00065074</b> <b>AZDO 442583</b>	P3-MED	<b>No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier</b> event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting <b>01/20</b> – Scheduled for the week of JAN 30
<b>00089162</b> (FBR)	P3-MED	<b>Address Changes to a Non-existent Address After Clicking Geocode</b> Type in street address 4904 Drendel Rd in the incident address section of FBR, click Geocode and choose 4904 in the CandidateWindow then click Validate, the address changes to non-existent address 4903.	HxGN ONCALL RECORDS	RSA	07/18 – Mike D (ETSB) confirmed the correct location is in GIS. X & Y coordinates are correct, however the longitude is different. RSA to verify where Lat / Long are pulled from in this address verification process. 08/18 – Confirmed with Mike D (etsb) both 4904 and 4903 addresses are good addresses. Will need to look further into Address server for FBR. Mike also said he has an address update to do. Maybe this will correct the issue? Will monitor. 11/10 – Mike @ DuPage made some changes to address mapping ranges for the 4900 block of Drendel. DuPage to test and provide results. Met with Mike on 11/09 to discuss and this is a possible solution we agreed to implement. 4903 address doesn't not exist – not a valid address. <b>12/01</b> – requested working session to gather more log files.
<b>00089873</b> (Informer)	P3-MED	<b>Informer Does Not VIN Correctly</b>	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing. 11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated. 01/13 – Dev provided a file to correct this issue. 01/20 – Testing scheduled for JAN 24 or 25 <b>01/26/2023</b> – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage



## RSA Weekly Status Report: RMS/CAD



					(Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.  Additional Informer files (for other SF cases) should also be available to test at that time.
<b>00092124</b> (I/Dispatcher)	P3-MED	<b>DUC-CAD32 FREEZE</b>	HxGN CAD I/Dispatcher	RSA / Support	<b>11/01</b> – reviewed log verified a crash / hang. Uploaded logs to support.
<b>00095646</b> (I/Dispatcher)	P3-MED	<b>Idispatcher program at AD31 closed unexpectedly twice in a row. IPSLog was run.</b>	HxGN CAD I/Dispatcher	RSA	09/26 – reviewing logs <b>11/28</b> – Logs sent to support.
<b>00097922</b> (Informer)	P3-MED	<b>When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system.</b> - When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.  Additional Informer files (for other SF cases) should also be available to test at that time. <b>02/10/2023</b> XAD working session scheduled for MN FEB 13
<b>00102630</b>	P3-MED	<b>Address Validates in FBR without a Zip AND Doesn't validate with a Zip</b> When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not	FBR	RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their





## RSA Weekly Status Report: RMS/CAD



		Geocoded. However, when the zip code filed is blank, the Geocode function works.  <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</i>			Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD” 10/20 – provided additional information to support. 11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. <b>11/16</b> – Support still investigating issues. <b>02/16/2023</b> - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
<b>00110730</b>	P3-MED	<b>DUC-CAD01 Crash</b>	I/Dispatcher	RSA	11/03 – Reviewed logs. Verified crash / hang. Log files uploaded to support.
<b>00114627</b>	P3-MED	<b>DUC-CAD20 CRASH</b>	I/Dispatcher	RSA	Reviewing logs
<b>00119988</b>	P3-MED	<b>I/Dispatcher informer crashes Pos 24 &amp; 27</b> attempted to run the name Madrigal, Carlos m/w 102585 from the supplemental field and it gave them a file dump error and crashed their CAD,	I/Dispatcher	RSA	May be related to an unrecognized character. Will review at Cad Working session Mon, FEB 13. <b>02/24/2023</b> - Reviewing again for formatting unusual characters.
<b>00122028</b>	P3-MED	<b>No Felony vehicle record returned on informer query.</b> File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue.	Informer	RSA / Support	File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue. <b>02/14/2023</b> – delivered file did not correct issue. Dev reviewing.
<b>00124131</b>	P-3 MED	<b>DUC-CAD27 Crash</b>	I/Dispatcher	RSA	Need logs
<b>00131758</b>	P-3 MED	<b>Informer query in MPS not working properly.</b>	Informer	RSA	<b>Waiting on customer</b> for information ref When did the prob start, What is the workflow process to reproduce, etc.
<b>00133519</b>	P-3 MED	<b>DU-COMM users' CAD systems froze and some saw a "program not responding" Windows message pop up.</b>	I/CAD	RSA / Support	Reviewed with Hexagon SQL DBA



## RSA Weekly Status Report: RMS/CAD



				<ul style="list-style-type: none"><li>• No evidence of what caused the blue screen on FEB 16. We could see evidence of the BlueScreen in the logs at approx 2143 hrs. (See attached log screenshots.) Also captured the Memory.DMP file.</li><li>• (Unknown if any of this had a direct impact, but it did occur in the timeframe.) We did see (from the logs) Automatic Windows updates was enabled on FEB 15 at approx 1730 hrs and that updates were installed FEB 16 0943 hrs.</li><li>• A system rebooted from a bug check that occurred on FEB 16 at approx 2143 hrs ack by user Jrusf.</li><li>• SQL is currently healthy with CAD-PRI-DB1 as primary. (FEB 17 ~ 1240 hrs)</li></ul> <p>Will pass info on to Kris (DuPage).and continue to monitor for performance.</p> <p><b>02/24/2023</b> - Teams meting scheduled for Monday FEB 27 with Howard Latham and John Munroe.</p> <p>The Failover clustering goes down / loses communication with the other CAD DB member servers of the cluster and then re-establishes approx. 2 min later. Since it typically happens around 0315 every 2 weeks on a Wed, I am thinking possibly conflicting with a backup or other process that runs at that time.</p> <p>SQL Availability Group Health looks OK.</p>
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Wellness items for discussion:

*This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet*

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

*No Items at this time.*

**Client Requests for System Modifications for discussion:**

*This section is to capture client requests for system changes that are not part of a standard upgrade.*

Worksheet#	SR Number	Priority	Summary	Product	Status	SubStatus	CR #
Planning Review Pending	1-6091909121	3-Med	Ability to Link a BOLO to a Field Interview (OCR)	HxGN ONCALL RECORDS	CR - Enhancement	CR – Filed	



## DU-COMM

DuPage Public Safety Communications  
420 N. County Farm Road  
Wheaton, IL 60187

John Lozar  
Systems Coordinator  
Support Services  
[jlozar@ducomm.org](mailto:jlozar@ducomm.org)  
630.260.7516 Direct

# Memorandum

**TO:** Linda Zerwin, ETSB Executive Director  
**DATE:** March 1, 2023  
**FROM:** John Lozar, Systems Coordinator  
**RE:** DEDIRS Maintenance Status Report – February

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### Starcom System Outages:

#### Unplanned Outages:

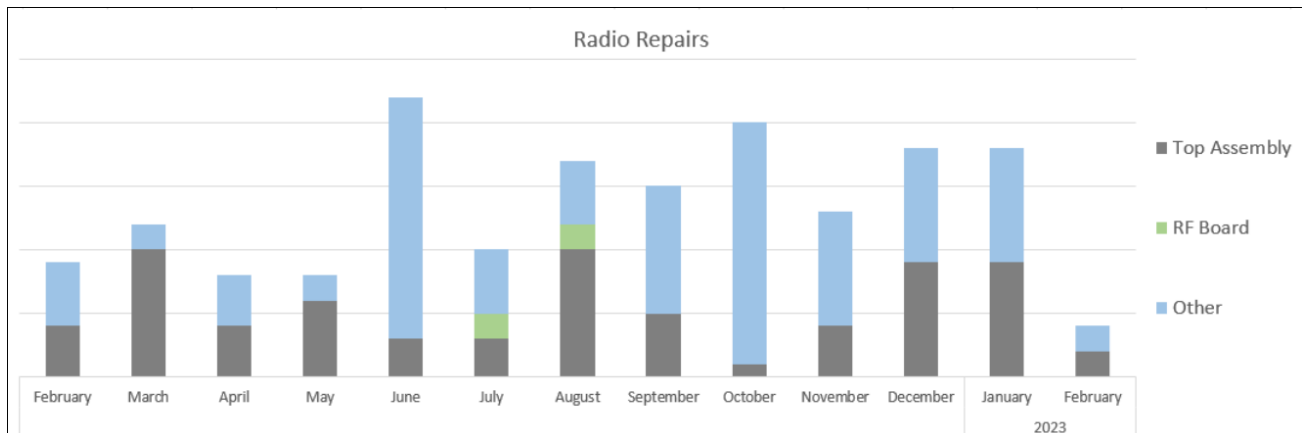
None

#### Planned Outages:

- 2/9/23 Two (2) short site trunking events at 8:45 am and 12:10 pm to apply security patches.
- 2/2/23 10 am to 2 pm software refresh to all devices in the DuPage Simulcast RF sub sites. Five minute outage per RF sub site. One channel outage per RF sub site at a time.

### Radio Repairs:

The most common issues were firmware updates and alignments, with one top assembly and one display issue. Repairs for the last 13 months follow:



A few highlights include:

- Two (2) radios needed firmware updates and alignment
- Thirty-five (35) fire batteries replaced
- Zero (0) police batteries replaced
- Zero (0) alias updates completed
- Four (4) RSMs replaced
- One (1) ticket pending, waiting for agency to drop off radio
- Two (2) tickets on hold, need system key for new ID range to program APX8500
- Five (5) tickets pending administrative resolution
- One (1) ticket while agency waited
- Two (2) APX7000XE sent to Depot after swap from spares
- Two (2) APX7000XE replaced with non-certified spares

**Radio Cache:**

No requested radios for a local event this month.

Radio Cache Dual Band 800 Radios	APX7000		APX8000XE
	UHF	VHF	
Out on Loan	47	10	0
In Stock	9	22	5

**Talkgroup Usage:**

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from February 1, 2023 thru February 28, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	272,648.6	79,953	46.0	2	0.2	1,314
DU ACDC 3	231,538.2	66,153	35.2	0	0.0	900
DU DPSO F1	186,799.2	50,886	39.0	0	0.0	785
DU 3EAST	184,245.1	58,131	43.5	0	0.0	1,055
DU 1EAST	179,368.8	53,404	30.3	0	0.0	1,195
DU 3WEST	171,804.4	55,117	37.7	0	0.0	907
DU 1WEST	163,690.7	50,724	33.5	0	0.0	749
DU 3SOUTH	157,357.4	48,612	34.5	0	0.0	826
DU 1SOUTH	152,653.2	48,196	51.9	1	0.6	586
DU 1NORTH	146,128.7	45,905	44.5	0	0.0	547
DU FIRE NORTH	125,672.6	25,603	30.1	0	0.0	259
DU 7WEST	125,587.7	37,406	40.0	2	0.1	404
DU 7SOUTH	112,829.2	36,087	41.2	0	0.0	507
DU DPSO JAIL	107,894.7	35,411	18.8	0	0.0	1,747
DU FIRE EAST	94,343.1	17,451	30.1	0	0.0	250
DU ACDC 1	93,057.8	26,750	34.1	0	0.0	428
DU FIRE SOUTH	81,381.0	16,766	30.1	1	0.8	231
DU FDACDC1	76,850.6	13,353	59.9	27	4.3	172
DU FDACDC2	62,151.7	12,612	30.0	2	2.1	144
DU EDU 1	61,189.3	16,194	48.7	1	0.1	333

**November Issues:**

- Number of New Tickets = 13
- Number of Closed Tickets = 17
- Number of Open Tickets = 8 (6 hold - 2 pending)