TO: Emergency Telephone System Board 9-1-1 System Manager
FROM: Scott Klein
SUBJECT: Interface Request Form

Type of Interface (select one)

☐	**Real Time Interface**

The current CAD system utilizes *Edge Frontier (Xalt Interface),* which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

☑	**Asynchronous Interface**

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

With the submission of this form, I confirm that I reviewed and understand the DuPage ETSB Information Technology and Network Security Policy, Policy No: 911-013, [the "Policy"]. I understand that an MOU will be required and there may be fees and costs involved for any interface that is not 9-1-1 related.

04/07/2025
Date:

Jessica Robb (signature)

Jessica Robb
Print Name of Agency Head

Please include a short description or attach a copy to this request for the following:

- **Technical Requirements:** (will also be reviewed by Tech Focus Group)
Refer to attached document.

- **Desired Project Implementation Schedule:** (include/attach a go-live goal or schedule)
DU-COMM is in the process of procuring ComCoach. The timeline is as soon as possible.
- **Vendor Service Level Agreement (SLA)** (It is important that ETSB know the hours of work)

The system will be deployed during normal business hours.

Emergency Telephone System Board
Of DuPage County
Policy 911-13 Appendix G

Agency:	DU-COMM
Agency Contact:	Scott Klein
Email:	sklein@ducomm.org
Cellphone:	630.260.7523
IT Administrator:	Scott Klein
Cellphone:	630.688.7588
Email:	sklein@ducomm.org
Vendor Name:	GovWorx
Contact:	Scott MacDonald
Cellphone:	303.249.0621
Email:	scott@govworx.ai
Interface:	ComCoach to CAD and Eventide

Internal Review

Recommendation:
Yes = Support of Request
No = Oppose Supporting the Request. (a No Recommendation will provide a brief summary of the opposition to the ETS Board submitted via the 9-1-1 System Coordinator)

Yes   No

[ ] [ ]   **Tech Focus Group Recommendation**   Date:
       [ ]   Technical Requirements received
       [ ]   Project Implementation Schedule received
       [ ]   Vendor SLA received

[ ] [ ]   **9-1-1 System Manager**
       [ ]   MOU executed

[ ] [ ]   **ETS Board Approved**: _____   Chair's Initials:_____
                              Date

Technical Requirements

ComCoach uses CAD data and Eventide audio to perform quality assurance (QA) on incidents using artificial intelligence. Many of the interface requirements are already in place. The level of effort required by ETSB should be minimal; a read-only SQL account for CAD and a 'Researcher' user account in Eventide will need to be created. Details are below.

CAD: ComCoach provides an application that will query the CAD archive database at regular intervals. The interval can be adjusted, but we anticipate setting it to every 10 minutes. The ComCoach interface is compatible with Hexagon CAD. DU-COMM already has communication access to the CAD Archive via MSSQL (TCP/1433). The interface requires ETSB to provide a read-only SQL account to the CAD Archive database.

Eventide: ComCoach provides an application that will query Eventide at regular intervals. The interval can be adjusted, but we anticipate setting it to every 10 minutes. The ComCoach interface is compatible with Eventide. DU-COMM already has communication access to Eventide via its REST API (TCP/80 or TCP/443) and PostgreSQL (TCP/5432). The interface requires ETSB to provide a 'Researcher' user account in Eventid with access to appropriate resources. [Note: As of Eventide version 2025.1, a "Replay and Live Monitoring" API License is required within the Eventide application. The ComCoach interface requires the "Replay and Live Monitoring" API to function.]