



# Emergency Telephone System Board of DuPage County Monthly Report

**May  
Board  
Meeting**

Submitted for your consideration is the DuPage ETSB monthly report for activity April 1 through April 30. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

## **Congratulations on a Job Well Done!**

**Congratulations to DU-COMM** for announcing their **new tornado siren program** and to **Deputy Director Tyler Benjamin** who did a great job explaining and talking about it with NBC news!



**Helping Others is a Team Effort** – During TC Week, **ACDC** collected over 500 toiletry items including diapers and baby wipes for **Lazarus House**, an organization that helps people in need find shelter, food and other support. In the picture, **Manager David Dobey**, is helping with deliveries.

## **ADMINISTRATION**

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

May 19 (Monday)  
June 16 (Monday)  
July 14 (Monday)  
August 18 (Monday)  
September 15 (Monday)  
October 22 (Wednesday)  
November 17 (Monday)  
December 15 (Monday)

**Legislation:** The Board has been receiving weekly updates on the bills we have been following. The Associations had a 911 Goes to Springfield event on Tuesday, April 29 to talk to legislators about the concept of raising the surcharge \$1.00 from \$1.50 to \$2.50. Surcharge increase language has not been added to HB1866 or any other bill. The Executive Director did not attend. The Associations indicated at the May 5 emergency meeting that they met with majority and minority leadership to talk about a surcharge increase. There was no firm commitment.

As noted in the May 5 meeting notes, the regular meeting was cancelled and then the LRB (Legislative Research Bureau) sent draft documents over. The Chair called an emergency meeting for Monday in



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the same time slot so that the Board could have a discussion. As of the end of that meeting, language for a surcharge increase was not in HB1866.

**State Disbursement:** The ISP continues to investigate the three-month dip in surcharge. This change is not specific to DuPage. No additional data has been provided. However, the December revenue is consistent with the expected monthly revenue.

### **Ad Hoc Finance Committee**

The winners for this year's Ad Hoc Finance Committee will be:

Chair Schwarze, Vice Chair Franz, Treasurer Henry, Member Hernandez, Member Honig, Member Maranowicz, Member Robb, and Member Wolber.

Congratulations and thank you for volunteering for this committee!

### **Travel and Training:**

**Hexagon LIVE Global 2025:** The Public Safety Customer Advisory Board, HxGN Live Global and the HPSUG conference have been combined into one event from June 16-19, 2025 in Las Vegas, NV. Three (3) attendees from DuPage ETSB are requesting to attend the summit for an estimated cost of \$3,100.00 per attendee. The \$799 registration fee for Director Zerwin has been waived as a member of the Leadership Advisory Board.

### **Policies**

The PAC has been working on several policies based on the changes that will be happen with encryption. The ETS Board received a memorandum outlining those changes along with redline copies of the policies to show the changes with the exception of 911-005.12 which was inadvertently left off the memo.

**911-005.2 Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)** PAC Motion to recommend approval to ETS Board as amended. Vote: Yes: 4 No: 1 Absent:

**911-005.3 Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Encrypted Talk Groups** Because DEDIR System is moving to encryption the language in this policy has been incorporated into or is redundant to 911-005.2. PAC Motion to recommend repeal of this policy to ETS Board. Vote: Yes: 5 No: 0 Absent: 1

**911-005.9 Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System) Non-Public Safety / School Security** There are updates to this form to simplify the process and to collect data on the employees. There was one amendment at the meeting to adjust the Definitions Retired Police Officer: to reduce the definition of retired officer from 15 to 10 years of honorable continuous service. PAC motion to recommend approval to ETS Board as amended Yes: 5 No: 0 Absent: 1

**911-005.10 Metropolitan Emergency Response and Investigations Team Designated Talk Groups** This policy was mostly clean up to include new talk group names. PAC motion to recommend approval to ETS Board. Yes: 5 No: 0 Absent: 1



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**911-005.12 Flash Message Talk Group** This policy was mostly clean up to include new talk group names. It also limits the use of this talk group to adjacent agencies. PAC motion to recommend approval to ETSB Board. Yes: 5 No: 0 Absent: 1.

## **FINANCIAL**

### **Contracts under \$15,000 (Within the Executive Director's Signing Authority)**

#### Dell Marketing LP: Purchase Order 925013/7568-1

Three (3) laptops and accessories were purchased as part of the ETSB equipment replacement cycle. This purchase replaces equipment for ETSB staff and PSAP technicians. This purchase was made utilizing the Dell Midwestern Higher Education Compact (MHEC) Master Agreement C000000979569. Total amount of \$5,512.77.

#### Motorola Solutions Inc: Purchase Order 925015/7600-1

Recommendation for approval of Purchase Order 925015 to Motorola Solutions, Inc. for a second Key Variable Loader (KVL), a device used to securely load encryption keys into the radios ensuring encrypted communication on the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System). A second keyloader will provide allow for faster programming of radios, provide redundancy and security in the event something happens to the first device.

Total amount of \$6,824.31.

### **Change Orders:**

#### PURVIS PO 924025/7298-1: Change Order #4

Bloomington Fire Protection District. Per the Contract Agreement #918126/2187-1, Section 3.7.1 allows for optional equipment for individual agencies, facilitated by ETSB. This is a configuration change to replace existing equipment with LED speaker lights. Bloomington Fire Protection District has signed an MOU with ETSB financially obligating their individual agency to the costs of this change order per the attached quote for Stations 21 and 23. This change order will also document the revised milestone schedule for payment and accounting of contractual obligations. These equipment costs will be prepaid by the agency to ETSB to work within the agency's fiscal year. This prepayment was reviewed by the States Attorney's Office.

Total amount of \$13,825.00, for a new contract amount of \$600,145.00.

### **Budget Transfers**

There are two budget transfers on the May agenda.

Motorola Radio Equipment: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment) for the second order of radio equipment on Motorola PO 921054/5522-1 Change Order #2.

Total amount of requested transfer: \$2,478,019.00 for a new account total of \$9,905,554.00.

AT&T NG911: Requested transfer of funds 4000-5820-54199 (Capital Contingency) to 4000-5820-54110 (Capital Equipment and Machinery) for the upgrade of the Customer Premise Equipment to NG911 per AT&T PO 922020/5866-1.

Total amount of requested transfer: \$2,265,735.00 for a new account total of \$12,171,289.00.



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## **Open Purchase Orders for FY2025**

In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 and was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2025.

### **Open Purchase Order Utilization**

Purchase Order	Total	Year to Date	Remaining Balance
FY25 Motorola	\$ 75,000.00	\$ 25,076.10	\$ 49,923.90

## **Payment of Claims:**

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY25.

### **Bills List FY25**

External Payments FY25

Total for Fund 5820 for May 14 meeting: \$618,227.41.

## **Revenue and Expenditures**

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,121,322.86.

The December surcharge was received on April 3 in the amount of \$1,121,322.86.

## **9-1-1 CORE SYSTEM MANAGEMENT**

### **Customer Premise Equipment (CPE):**

Hardware/software and NG911 Migration: There are two remaining punchlist issues: One issue involves the Voiance language line services and the other the genovation keypad. There is a fix for the keypad that is being researched. ETSB, Motorola, and AT&T continue to work on these two remaining issues following the migration to the NG911 system.

ACDC: ETSB, in collaboration with AT&T and Motorola, rolled out the ANI/ALI parsing file update to ACDC. This has been in the production environment for one month with no reported issues from ACDC.

DU-COMM: ETSB has communicated with DU-COMM and we plan to roll out the configuration update after the AXS console upgrade project has completed. Target completion is May 16, 2025.

### **DuPage Justice Information System (DuJIS)**

### **CAD/MPS RFP DeltaWRX:**

The DeltaWRX status report is included at the end of this report. An in person Steering Committee meeting is scheduled for May 14 at 1:00 pm.

### **Steering Committee Members:**

ETSB: Bhatt, Cieplinski, Taormina, Zerwin  
ACDC: Bukovic, Iazzetto, Koechling, Medina, Norton, Willadsen  
DU-COMM: Benjamin  
Police: DC Bata/ROP, Taylor/LIP  
Fire: DC Gray/LWF



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## Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS):

2024	Year to Date	
Category	Opened	Closed
CAD	516	502
MPS	624	624
Total	1140	1126

2025	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
CAD	120	107	21	4	17	4	0	0
MPS	118	93	4	2	0	4	0	0
<b>Total</b>	<b>238</b>	<b>200</b>	<b>25</b>	<b>6</b>	<b>17</b>	<b>8</b>	<b>0</b>	<b>0</b>

### CAD Manager:

#### Database Management:

ETSB continues to monitor the purge jobs that have been configured to alleviate the CAD slowdowns during the backups. These have been running successfully, and staff will continue to monitor and make adjustments as identified.

#### CAD Configuration:

ETSB addressed user requests that included:

- Added units to the CAD system to enhance operational capabilities.
- Managed user accounts within CAD, including adding and removing users as needed.
- Modified user skills in CAD to align with updated role requirements.

#### CAD Issue Resolution:

- Worked with Hexagon to troubleshoot an issue with the CAD Smart911 interface on EdgeFrontier. The issue has been resolved.
- Rolled out new ANI/ALI parsing format with the Motorola generated XSLT file that is in production at ACD. This has solved the parsing issues and ETSB will be working with DU-COMM to roll out the same configuration after the AXS console installation has been completed.
- Worked with Hexagon on resolving the multi-agency dispatcher-initiated events to expand the number of events generated if required.

#### System Development and Deployment:

- No new development or deployment.

#### Collaboration and Meetings:

- Met with Hexagon to discuss first steps in upgrading Mobile Responder.
- Met with Flock and Hexagon to discuss drone interface requirements.
- Met with Addison and Axon to finalize the data tags needed for Addison RMS interface.
- Met with ImageTrend to discuss EMS reporting for the Lombard Fire Station.





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## **CAD Interface Projects:**

### Axon Addison Project:

Current Status: In Process

The ETS Board approved the MOU for this project in April. Transition to the new solution is in process with the Vehicle and Person views created and the Units view is in process. ETSB has also added the AG\_ID to the records view and all CFS data in the records view.

Estimated cost: \$3,877.47

### Axon Downers Grove Police Department: This project started on February 24, 2025. Ticket #16136

Current Status: MOU on May agenda for approval.

Monday.com board is active. ETSB Tech Focus group reviewed the request and provided a consensus to move the project forward. The MOU has been executed by Downers Grove.

Estimated Cost: \$3,947.32

### Axon Oak Brook Police Department: This project started on February 21, 2025. Ticket #16108

Current Status: MOU sent to Oak Brook Police

Monday.com board is active. ETSB Tech Focus group reviewed the request and provided a consensus to move the project forward. The MOU is in review with the Village attorney and States Attorney.

Estimated Cost:

### Flock Drone Oak Brook Police Department: This project started on February 21, 2025 Ticket #16109

Current Status: MOU needs quote from Hexagon for real time Xalt interface

Oak Brook Police Department has purchased Drone software and is requesting a real time interface to the 9-1-1 CAD system. This request has been referred to Hexagon. Hexagon does not have an existing interface for Flock so this interface will have to be created. The request has also been referred to the State's Attorney for review for video retention requirements.

Estimated Cost: TBD

### DU-COMM CommsCoach: This project was started on April 4, 2025 Ticket #16730

Current Status: In review

DU-COMM is requesting an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). This interface would be with the logger. ETSB is investigating with interface the logger vendor, Eventide. DU-COMM will be paying for the software.

Estimated Cost: TBD

## **Network – Absolute Secure:**

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	155	155



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2025	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
Absolute Secure	96	88	24	24	0	24	0	0

## Absolute Secure Access:

ETSB reports no issues for the month of April 2025. Currently, the system has approximately 950 devices registered. Two additional temporary licenses were used for the States Attorney's Office and Probation to provide temporary access to the system while the Sheriff's Department was offline.

## Comcast Maintenance/Trouble Tickets:

There were no trouble tickets opened for the month of April 2025. There was one maintenance activity that was performed at Woodridge.

## Network Tickets:

No network issues have been reported for the month of April 2025.

## VMware Maintenance:

No maintenance updates for April 2025.

## Windows Patching:

Microsoft quarterly patching started at the end of April and will complete the first week of May 2025.

## **Fire Station Alerting System (FSAS):**

2024	Year to Date	
Category	Opened	Closed
FSA	221	221

2025	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	70	67	15	13	0	0	2

## Fire Station Alerting:

The Focus Group reviewed two takeaways from the 2024 survey and recommended the following next steps:

- Completed: Agency Satisfaction. ETSB staff work with the two agencies that are reporting not being satisfied to determine how best to improve their experience.
- Completed: Purvis Demonstration. Request Purvis provides a demonstration on the capabilities of the system and any new features that are available today that were not available during the initial configuration.



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- Delayed: System Upgrade and reconfiguration. Several comments requested the ability to configure the system to meet the needs of the individual departments. This project has a dependency on a DU-COMM radio tuning project.

## **Projects:**

**Fire Station Alerting System-wide Upgrade:** There is one dependency on this project, DU-COMM has a TRE project to complete for radio pager tones. Once the DU-COMM project is completed, the upgrade can continue. DU-COMM plans to complete the testing by May 9, 2025.

The servers have been in-house. The upgrade of the software on the servers to v4.9 will take place as part of regularly scheduled maintenance and to add a display module and transmitter to each of the 67 fire stations. The modules required for the new configuration are currently on order and pending confirmation from Purvis that all hardware has been received.

**Itasca Fire Protection District New Station #67:** Itasca FPD and Purvis are working on site plans and will submit a proposal for any optional equipment with their core equipment proposal when ready.

**Winfield Fire Protection District New Station #31:** The hardware installation has been completed at the station with the exception of three exterior strobe lights. Purvis is moving forward with system startup and testing. Currently waiting for confirmation that the station network is up and if DU-COMM has configured its connection to the station.

**Bloomington Fire Protection District Stations #21 and 23:** On the May agenda is a request for optional equipment for these two fire stations.

## **Purvis Vendor Ticket Status:**

Ticket ID	Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
36573	2025-04-01	2025-04-01	Bloomington Fire 21	Station:Hardware RTS,VGA Extender	Cycled Component
36576	2025-04-01	2025-04-02	Hanover Park 15	Station:Hardware Reader Board	Repaired Component
36577	2025-04-01	2025-04-07	Clarendon Hills 86	Station:Hardware Reader Board	Replaced Component
36588	2025-04-02	2025-04-28	DU-COMM PSAP	PSAP:Error Message	Plugged in Component
36592	2025-04-02	2025-04-08	Villa Park Station 82	Station:Hardware Reader Board	Replaced Component
36624	2025-04-07	2025-04-08	Villa Park Station 82	Station:Hardware Turn-out Timer,Grid Connect Power Supply	Replaced Component
36634	2025-04-07	2025-04-09	Wheaton Fire 38	Station:Hardware RTS	Replaced Component
36637	2025-04-07	2025-04-23	Addison Station 72	Station:Hardware RTS	Replaced Component
36642	2025-04-08	2025-04-08	DU-COMM PSAP	PSAP:Question	Question Answered
36690	2025-04-14	2025-04-25	Villa Park Station 82	Station:Hardware Turn-out Timer,Grid Connect Power Supply	Replaced Component
36700	2025-04-15	2025-04-15	York Center Fire 77	Station:Hardware Turn-out Timer,Grid Connect	Cycled Component
36748	2025-04-21	2025-04-24	Hinsdale Fire 16	FSCU	Power Cycle System
36776	2025-04-23	2025-04-23	Wheaton Fire 38	Station:Hardware RTS	Replaced Component





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## Geographic Information Systems (GIS):

2024	Year to Date	
Category	Opened	Closed
GIS	612	612

2025	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	222	83	51	7	44	12	10	22	0	0

The ETSB received the resignation of Tech Kopas. Tech Bhatt immediately stepped in to handle these tasks. County GIS and ETSB are working together for the next GIS Map Roll. The Executive Director and Deputy Director met with County GIS Manager Ricker to review his staff's tasks to ensure there was no change in service to the users.

State of Illinois Text to 911: Work continues on educational materials for agencies. ETSB and 211 are working on educational coloring sheets for agencies to use. Cellphone Sally materials will be made available shortly along with 211 activities for younger residents for events such as National Night Out.

### GIS Map Roll:

For the monthly of April, the GIS team successfully tested and verified updated maps and rolled them into the training/production side of CAD.

### GIS Redistricting Annual Status:

Redistricting projects will be on hold until staffing for this position is finalized. Annexations and other work will continue as needed.

### GIS Projects:

No new projects were opened in April.

### Completed Projects:

Agency	Project	Started	Completed	Hours
Winfield FPD	Seven New Districts	12/13/24	2/19/25	ETSB – 9, County GIS -- 20
Wood Dale FPD	New Fire District	1/30/25	2/19/25	ETSB – 6, County GIS -- 2
Tri-State FPD	New Fire District	1/03/25	2/19/25	ETSB – 6, County GIS -- 2

### NG9-1-1 GIS Mapping:

Database Version and Updates: The State has made version 5.0.2 available. County GIS have downloaded the new tools for editing and submitting the data. This 5.0.2 version was downloaded at the beginning of March, and data was submitted with 96% accuracy. GIS is completing final clean up that should raise the accuracy to 98% or greater.

Boundaries: County GIS continues to work with our neighbors on aligning the edges of our mapping boundaries to ensure accuracy. This will be an ongoing project. GIS staff continues to work with Will County



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to review any gaps and overlaps between our respective provisioning boundaries to ensure data accuracy and consistency.

### School Critical Incident Mapping:

DuPage School Critical Incident Mapping Task Force (DuSCIM): DuSCIM is made up of approximately twenty stakeholders within the County representing education and public safety including the PSAPs, ETSB, the Regional Office of Education and County GIS.

DuSCIM is finalizing the database schema that they would like to use for school mapping and will be scheduling demonstrations from the following school mapping vendors to showcase their applications and services to the task force.

Two of the three vendors responded, confirming compatibility:

- Critical Response Group-CRG – Yes
- 911 INFORM – Yes
- Centegix – No response received

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

#### **Closed Memos:**

Memo 108: Change ANI/ALI dump workflow in CAD

Memo 129: Event Subtype adjustment

#### **Pending Research:**

Memo 113: Shot/Stab Event Type. Memo was discussed at the April Director's meeting. Directors are still in discussion on this memo and meeting with their respective operational staff members to determine if they plan to move this forward or have it closed out.

Memo 127: MFA in CommandCentral Aware. The Tech Focus Group had some additional discussion on this during the last meeting. All members at this point do not have a solid solution to implement 2FA within this environment. The solution can be fully implemented internally without issue as the individuals utilizing the product are internal staff of the County and PSAP centers. The concerns come when we start discussing the external individuals that would like to have access to the tool that is a web-based application and the ability to support 2FA at those locations such as the RTCC. These individuals are outside members of the organization and the potential for turnover is high, as well as the security concern of individuals utilizing the tool at a non-authorized location, such as a home. The status will be reviewed with the Directors.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group discussed this during the last meeting, and it has been determined that we are able to implement MFA for all administrative level users within the environment that have access to critical server infrastructure. The team concluded that the CAD workstations do not require the implementation of MFA on those workstations as they are currently on a closed network with no internet access and housed in a secure key card access area of the facility. The team is in the process of putting together an overall plan to implement MFA for the administrative level staff members.



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## ETSB On-Call Summary:

Agency	Date	Time	Description of Issue	Resolution
DU-COMM	4/16/2025	1:06 AM	Informer was not working	Network issue from state side. Informer was back at 3 AM.
DU-COMM	4/27/2025	5:00 PM	Old messages delivered	Messages Delayed in queue
DU-COMM	4/28/2025	5:14 AM	Cyber Security Issue at Sheriff Office	ETSB was contacted related to the Sheriff Cyber Issue

## DuJIS PRMS:

The RMS Manager's monthly memorandum for April has been attached to this report.

## DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR System)

### APXNext Firmware Updates – Multi- Chargers

Now that the multi-chargers have been updated, ETSB will be seeking performance feedback on the May 20 Podcast.

### APXNext Firmware Updates: Police Only

Firmware Update APXNext/Police: Of the 274 radios from the March report, there are 4 police radios that have not completed the firmware updates. A list will be provided at the end of this update. The radios have been divided into two types:

**A. RADIO STATUS:** Running: Package Downloaded has downloaded the firmware to the radio, but it has not been applied by the user. These radios are the ones that seem to be susceptible to the radio restart error that is happening. If they seem to hang up and cycle, the fix for this restart issue is a factory reset, reprogram, and key loading of the radio at the ETSB office

**B. RADIO STATUS:** Running: Waiting For Device has not been powered on to accept the download.

### Agency Owned/Legacy Radios in the System For Encryption

For the encryption plan to work, all radios on the system need to be accounted for. This includes any agency purchased radios. ETSB pays for airtime for radios that are allowable under surcharge. However, if an agency is paying for radios that are active in the DEDIR System that the agency plans to keep on the DEDIR System, please submit the radio type and serial number to ETSB via Zendesk ticket by **April 30**. We want to ensure that we don't leave any radios behind. Examples: EOC radios, Command Bus Vehicles, MERIT Vehicles.

### POLICE AGENCIES REQUIRING FIRMWARE UPDATES – as of May 5, 2025

<b>RADIO STATUS:</b> Running: Package Downloaded has downloaded the firmware to the radio, but it has not been applied by the user.			
<b>LOMBARD PD</b>	<b>LOMBARD FD</b>		
LOP OLIVER	LOF BECKLEY		
<b>RADIO STATUS:</b> Running: Waiting For Device has not been powered on to accept the download.			
<b>BARTLETT PD</b>	<b>BENSENVILLE PD</b>		
BAP JENKINS	BEP CARRERA		



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## PAC DEDIR System Monthly Summary

**Motorola Wednesday Morning Status Call April 2, 2025** – in person report to ETS Board.  
**Motorola Wednesday Morning Status Call April 9, 2025** - no call ETSB Board meeting.

### **Motorola Wednesday Morning Status Call April 16, 2025**

#### **Encryption:**

At this time Motorola believes that it has all of the information it needs in order to finish the Implementation Plan. Motorola has an internal meeting scheduled for early next week where we will be looking to finalize our information in order to create the plan. Once that plan is complete we can present it to DuPage County.

#### **AXS Consoles:**

All AXS Dispatch Consoles were installed and tested at ACDC. The installation is now complete for that site. Installation for Du-Comm is scheduled to begin on 4/21 and will take several weeks to complete as ChiComm will be able to install 2-3 consoles per day depending on position availability and schedule. We are also working with ACDC and Du-Comm to remove the legacy NICE Logging equipment per request.

#### **DFSI:**

Motorola is configuring and testing DFSI equipment at the lab beginning on 4/21. This is expected to take 2-3 days. Once testing is complete we anticipate having a better understanding of how the DFSI will work with the base stations and can work towards implementing the solution at the sites.

### **Motorola Wednesday Morning Status Call – April 23, 2025**

#### **AXS consoles at DU-COMM:**

ChiComm started installation this week of the new AXS consoles. We are working closely with Erik Maplethorpe to ensure position installation and turn up are meeting his needs. We will progress at the rate that Du-Comm allows, planning for 2-3 positions per day.

#### **DFSI:**

*We were in the lab at Motorola testing facilities this week and below is a summary of our results.*

*DFSI testing took place between Motorola and Tait 4/21 & 4/22 in the Motorola testing lab.*

*Equipment included:*

- *Tait*
  - *TM9400 Base Station*
  - *TB9100 CGW*
- *Motorola*
  - *DCG 9000*
  - *MCC7500E Dispatch Consoles.*

*Testing was successful for analog and digital configuration for a single Tait base station configuration.*

*Testing was successful for analog only for a simulcast Tait configuration and a CCGW*

*Testing was not successful for digital configuration for a simulcast Tait configuration and a CCGW.*

#### **Next Steps:**

- *Dave Gossage is working with Tait regarding next steps to troubleshoot the simulcast digital configuration*



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- *Future testing will be scheduled for digital simulcast configuration.*

### **Encryption:**

Motorola met in person on 4/22 to work through the specifics of the information gathered and started to compile the encryption plan. At this time we hope to have the plan complete in the next few weeks and will need to schedule additional meetings with DuPage ETSB and partners to address several items that require both parties to collaborate. Motorola will be meeting internally over the next few weeks to finalize this plan and will schedule as soon as prepared.

### **Motorola Wednesday Morning Status Call – April 30, 2025**

#### **AXS Console Project**

Installation continues at Du-Comm. As of last night (4/29) there were 12 AXS consoles that have been installed. Installation is continuing to the pace of 2-3 positions per day as work allows. I am also ordering several new AXS speakers to replace those that were malfunctioning from the ACDC install as well as being available for any future issues or replacements as needed.

#### **DFSI**

Testing took place last week (4/21-4/23) at the Motorola lab with the Tait base stations. Motorola lab was able to get the DFSI to work properly with the Motorola base stations, but ran into issues when working with Tait equipment. There was some progress made, but we were unable to successfully get the connection to work. Motorola is continuing to work with Dave Gossage from ABeep to troubleshoot the equipment as we believe that there may be a licensing issue causing the problem. We are working on this solution currently and are working to schedule another testing session at the lab. Date to come.

### **Encryption**

Internally discussion and documentation has been taking place and Motorola is in the process of writing up the proposed solution. This is anticipated to take a few more weeks for conclusion and at that time Motorola will look to schedule an in person meeting with ETSB to review documentation. Date to come.

### **Miscellaneous**

Motorola is working with Du-Comm to have the NICE Equipment removed at a time when schedule allows. Motorola is also working with ETSB, ACDC and Du-Comm to move two consolettes from ACDC to Du-Comm and install two consolettes in their place at ACDC. Current scheduled date is to be determined, but will most likely be late in the week of May 5th.

### **Fire Focus Report: Friday, April 24, 0900 to 12:30**

1. Status of obtaining encryption keys. Who is responsible and is help needed?
  - a. Andres will reference to the contact information from each of the MOU's (about 15) and provide a spreadsheet that Andy can reference to make contact and get the keys. If Andy needs assistance, he will reach out to the Focus Group.
  - b. Prior to programming radios, the CKR's must be established and entered into the radio. The key may be able to be loaded over the air but not the CKR. Therefore getting the CKR's is on the critical path.
2. IGA status.
  - a. MOU's will need to be updated listing the CKR's. ETSB has created an updated form similar to the Grundy County Form.





## Emergency Telephone System Board of DuPage County Monthly Report

**May  
Board  
Meeting**

- b. Five agencies/PSAPs left to collect
3. Requests for all hazard zone mode for fire ground channels/talkgroups.
  - a. Oak Brook and Clarendon Hills have requested that their radios be set up so fireground tactical channels are only available in Hazard Zone mode.
    - i. Agency selectable zones can be set up with all tactical channels using Hazard Zone operation only.
    - ii. The same channels and talkgroups exist in several other Zones in the radio and are available in non-Hazard Zone mode. This is part of the standardized radio template.
    - iii. It is not possible to prevent a user from selecting the non-Hazard Zone version of the channel from another Zone.
4. Radio ID/ RSI numbering- pros/cons of 10 million series vs 270000. Same or new IDs.
  - a. Discussed the benefits and detriments of using the existing 270000 radio ID series or the 10 million series.
    - i. Using the existing radio ID's (270000 series) would allow aliases on existing mobile radios to continue to work. This would also benefit non-Starcom VHF radios that are currently set up to decode aliases.
    - ii. Using the existing radio ID's (270000 series) would allow the Radio ID and the Encryption ID to be the same. The KVL only supports 6 digits.
    - iii. Using the existing radio ID's (270000 series) could complicate radio testing as effort would be needed to avoid two radios with the same ID.
  - b. Linda will inquire about using the current 270000 series radio ID's.
    - i. Need to confirm that ID's in the range not currently assigned to DuPage are available.
5. Confirm FD Template Channel naming:
  - a. Zones 1-3 Existing template with existing names
  - b. Zones 4 & 5- User Selects using new naming conventions
  - c. Zone 6 - 15 new FD OPS channels and names
  - d. Zones 8 & 9 in all radios (new zones with HZ)
  - e. User Select Zones 66 & 67 use all new names

Confirmed that Zones 1-3 will be deleted once talkgroup names are changed.
6. Fleetmap/Template Reviews:
  - a. Review Assignments/Status
    - i. Andres updated the Monday spreadsheet with separate status for Template and Fleetmap reviews.
  - b. Number of characters/spaces
    - i. Radio Alias and System Alias shall be the same
    - ii. Total characters limit is 14
    - iii. All aliases will begin with "DUxxx" including DU for DuPage and three letter agency code with no space in between.
    - iv. This leaves 9 remaining characters available.
    - v. If 8 or fewer characters are needed, a space will be added following the agency code.
  - c. Where should docs be located (fleetmap, template, signoff page)?
    - i. Monday spreadsheet updated.
7. Focus Group Testing of final template
  - a. Testing required



# Emergency Telephone System Board of DuPage County Monthly Report

**May  
Board  
Meeting**

- i. Andy will program a codeplug with the Addison FD template and push it to Focus Group members for evaluation.
- ii. All controls, display, volume levels, etc. need to be evaluated.
- iii. Regional mutual aid resources need to be tested.
- b. Responsible parties
  - i. Will and Grundy Counties: John Sullivan
  - ii. North Cook and Kane County: Chris Clark
  - iii. South Cook County: Craig Jensen
  - iv. State and Tollway: Jim Connolly
- 8. Training program development and delivery methods
  - a. Who's developing materials?
    - i. In process of obtaining base materials from Motorola
  - b. How will training be delivered?
    - i. Resources (Documents, slides, videos) will be provided to agencies two weeks prior to radio delivery.
- 9. Status of Motorola updates to XN portables
  - a. No updates.
- 10. Roll Out Strategy by agency
  - a. Agency test radios, test period
    - i. Agency will receive two radios to test for one week.
    - ii. Chris Clark will determine a radio ID for use, preferably a new one.
  - b. Radio exchange
    - i. Radios will be exchanged one for one. One agency per day.
- 11. Mobile radio solution status update.
  - a. Motorola working on it. Presenting soon.
- 12. Command Central
  - a. Will Command Central Aware be made available agencies?
  - b. Need information on license fees.

## **Fire Radio Alias List and Templates Updates March 2025**

The March 2025 update outlines the progress in gathering essential documents from agencies, including Alias Lists, template selections, and sign-off memos. This overview captures the ongoing collaboration and systematic efforts to ensure all submissions align with the required standards. The following data provides a detailed breakdown of the current stages and distribution within the collection process.

### **Documents Submission Status as of April 30**

Awaiting Template Review	6
Pending Sign Off Memo	1
Ready for configuration	15
Configuration Completed	5
Waiting on Agency Response	4
<b>Total Agencies</b>	<b>29</b>



# Emergency Telephone System Board of DuPage County Monthly Report

**May  
Board  
Meeting**

## Template Selection

Pending Selection	1
Option 1 Current Template No HZ	1
Option 2 with HZ in Selectable Channels	6
Option 2 NO HZ in Selectable Channels	21
<b>Total</b>	<b>29</b>

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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** April 29, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting codeplug information for all DuPage radios to construct the encryption fleetmap. All encryption documents and discussion notes have also been supplied. Outside agency IGAs are being updated and encryption keys are being collected.

APX 4000: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 19 agencies/376 radios have been programmed. There are 5 agencies/22 radios that remain to be programmed. (Oak Brook/1, Itasca/1, Elmhurst/12, Lombard/7, Wheaton/1). APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500: Alternate options to the APX8500 are being considered. APX6500 mobiles were staged for demo to Fire agencies. Additional APX6500 mobiles were configured and provided to Addison Fire for install and testing. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

APXNext XN Fire: Fire radio configuration templates need IGA/MOU finalization with outside agencies. ADP and AES encryption that was obtained has been added to the master configuration. All 1206 XN portables have been firmware upgraded, SmartConnect and Personnel Accountability flashed, and tuned. Also, quantity 51 Radio Central Link Issue fixes have been applied and fully completed.

**Programming – Projects**

**Code plug updates:** XNs: Modification made to Fire Master configuration and all changes have been incorporated. Fire templates on Monday.com are being reviewed by Fire Focus for accuracy.

**Codeplug Creation:** There were none last month.

**Consolidations:** There were none last month.

**Radio Alignment:** There were none last month.

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Service Tickets

2024	Year to Date	
Category	Opened	Closed
APX 7000XE	81	78
APX Next (PD)	144	140
APX NextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
<b>Total</b>	279	272

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	48	45	12	12	5	1	6	0
APX Next (PD)	34	32	17	16	3	7	6	1
APX NextXN (FD)	12	10	6	5	1	2	0	3
APX 8500 (mobile)	8	4	4	2	0	0	1	3
APX4000	8	8	4	4	2	1	1	0
<b>Total</b>	110	99	43	39	11	11	14	7

### **STARCOM21 Scheduled Maintenance:**

#### System Maintenance:

There was none last month.

#### System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 4/16 and 4/17. These patches caused an impact to the system in all Zones. It would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 4/17/25

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2025.03 – Patching 4/21/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.



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Command Central Patches:

There was none last month.

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 15/Apr/2025 @ 4:00 PM CDT (UTC -5)

End: 15/Apr/2025 @ 8:50 PM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 17/Apr/2025 @ 4:30 AM CDT (UTC -5)

End: 17/Apr/2025 @ 5:30 AM CDT (UTC -5)

Radio Central Patches:

[Scheduled Maintenance] Radio Central (United States)

The scheduled maintenance has been completed.

Start: 12/Apr/2025 @ 3:00 AM CDT (UTC -5)

End: 12/Apr/2025 @ 3:30 AM CDT (UTC -5)

Radio Management CPS Patches:

[Scheduled Maintenance] Radio Management DMS Hosted (United States)

The scheduled maintenance has been completed.

Start: 12/Apr/2025 @ 8:00 AM CDT (UTC -5)

End: 12/Apr/2025 @ 12:00 PM CDT (UTC -5)

Radio Central Migration:

RadioCentral Migration. Your agency will soon be migrated to the new, cloud-based RadioCentral platform, and enjoy benefits such as web-based login, role-based access control, agency partitioning, and improved organization within the platform. With authorization and certifications in CCCS, US Gov, and Motorola Solutions Authorized Cloud (StateRAMP and FedRAMP), agencies across the globe will receive the programming enhancements from the new RadioCentral platform.

Action items:

- Review the [RadioCentral LXP Training Course](#).
- Respond to the [survey](#) (one person per agency).
- Select your migration window in the link after completing the survey.
- Ensure your fleet is up to date with minimum FW version R04.60.00 (APX NEXT).
- Ensure you have an up-to-date version of CPS (R35.00.00 or later).
- Ensure there are no pending changes or active jobs in the current RadioCentral platform.
- Familiarize your agency with the [Migration Guide](#).

Releases:

- APX Portables and Mobiles Firmware R36.01.00 2025.1 is a maintenance release and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.



**MOTOROLA SOLUTIONS**

**STARCOM21**

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- APX NEXT Firmware R09.03.00 FW 2025.1 was released and was available 4/14/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

**STARCOM21 Unscheduled System Outages:** There were none last month.

**Meetings:** Fire Focus Meeting 4/21/25.

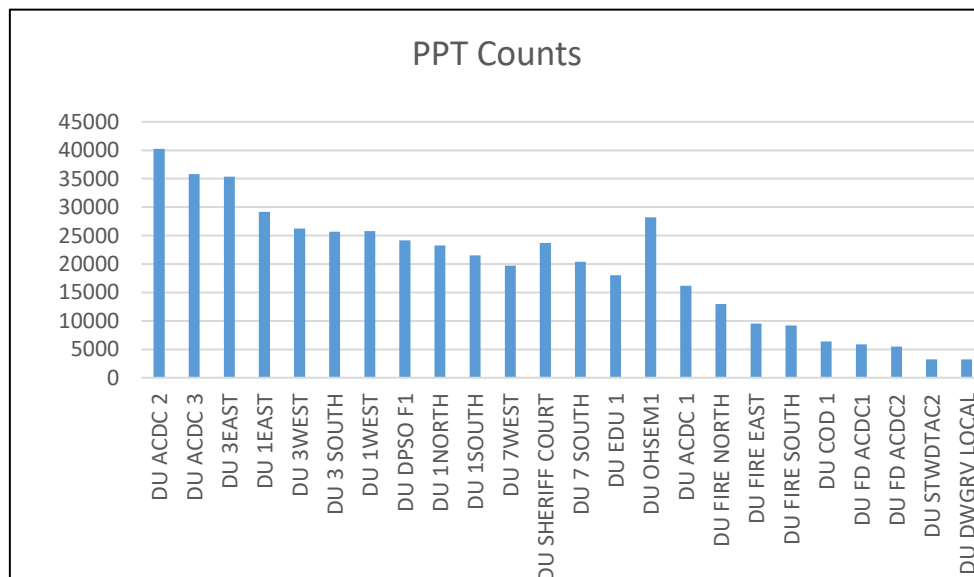
**Training:** There was none last month.

**Grade of service report:** This report was not available at the time of posting.



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Group Alias	PTT Count
DU ACDC 2	40266
DU ACDC 3	35795
DU 3EAST	35354
DU 1EAST	29173
DU 3WEST	26230
DU 3 SOUTH	25663
DU 1WEST	25805
DU DPSO F1	24139
DU 1NORTH	23285
DU 1SOUTH	21545
DU 7WEST	19725
DU SHERIFF COURT	23725
DU 7 SOUTH	20407
DU EDU 1	18027
DU OHSEM1	28212
DU ACDC 1	16178
DU FIRE NORTH	12946
DU FIRE EAST	9535
DU FIRE SOUTH	9172
DU COD 1	6396
DU FD ACDC1	5887
DU FD ACDC2	5497
DU STWDTAC2	3204
DU DWGRV LOCAL	3201



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

For (Call Origin)

Creation Date: 05/02/2025 11:36:07 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 04/30/2025 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	70,473	22,082	48,391	0	955	18,644	2,114	129	240	0	1,547	00:00:04
	Internal	3,911	0	3,911	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	17,287	0	17,287	0	0	0	0	0	0	17,287	0	00:00:00
	<b>Total</b>	91,671	22,082	69,589	0	955	18,644	2,114	129	240	17,287	1,547	00:00:04
<b>Total</b>		91,671	22,082	69,589	0	955	18,644	2,114	129	240	17,287	1,547	00:00:04

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

For (Call Origin)

Creation Date: 05/02/2025 11:47:49 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 04/30/2025 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			
DU-COMM	Incoming	223,181	86,429	136,752	0	3,522	67,931	13,844	184	948	0	7,344	00:00:05
	Internal	43,302	0	43,302	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	55,174	0	55,174	0	0	0	0	0	0	55,174	0	00:00:00
	<b>Total</b>	321,657	86,429	235,228	0	3,522	67,931	13,844	184	948	55,174	7,344	00:00:05
<b>Total</b>		321,657	86,429	235,228	0	3,522	67,931	13,844	184	948	55,174	7,344	00:00:05



# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/02/2025 11:34:55 AM

Grouping: Site & Call Origin

Date Range: 04/01/2025 12:00:00 AM - 04/30/2025 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	23,283	5,455	17,828	0	206	5,013	151	24	61	4,401	411	00:00:04
<b>Total</b>	23,283	5,455	17,828	0	206	5,013	151	24	61	4,401	411	00:00:04

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 05/02/2025 11:46:11 AM

Grouping: Site & Call Origin

Date Range: 04/01/2025 12:00:00 AM - 04/30/2025 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			
DU-COMM	81,125	22,692	58,433	0	863	18,015	3,387	145	282	13,746	2,027	00:00:05
<b>Total</b>	81,125	22,692	58,433	0	863	18,015	3,387	145	282	13,746	2,027	00:00:05

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

For (Call Origin)

Creation Date: 05/02/2025 11:37:10 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 04/30/2025 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	8,128	8,128	0	0	497	6,706	917	8	0	0	0	00:00:04
<b>Total</b>	8,128	8,128	0	0	497	6,706	917	8	0	0	0	00:00:04

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

For (Call Origin)

Creation Date: 05/02/2025 11:48:31 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 04/30/2025 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			
DU-COMM	519,271	140,193	379,078	0	6,504	109,858	22,174	288	1,369	90,010	11,546	00:00:05
<b>Total</b>	519,271	140,193	379,078	0	6,504	109,858	22,174	288	1,369	90,010	11,546	00:00:05

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/02/2025 11:38:36 AM

Grouping: Site & Call Origin

Date Range: 04/01/2025 12:00:00 AM - 04/30/2025 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	834	834	0	0	24	780	30	0	0	0	0	00:00:04
<b>Total</b>	834	834	0	0	24	780	30	0	0	0	0	00:00:04



# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 05/02/2025 11:47:09 AM

Grouping: Site & Call Origin

Date Range: 04/01/2024 12:00:00 AM - 04/30/2025 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			
DU-COMM	519,271	140,193	379,078	0	6,504	109,858	22,174	288	1,369	90,010	11,546	00:00:05
<b>Total</b>	519,271	140,193	379,078	0	6,504	109,858	22,174	288	1,369	90,010	11,546	00:00:05

## 911 System Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Technically Not Feasible
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Pur	Removing the 2 or 3 digit code from the Purvis announcement.	Closed
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed
16	01/27/20	FSA	Optional Equipment Status	Optional equipment forming options	Closed
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed
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
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
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed
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 times	Closed
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
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed
36	05/27/20	TECH	Wmware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed

48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into Informer	Closed
52	07/06/20	CAD	Dispatch Assign	Dispatch assign to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Closed
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Technically Not Feasible
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Closed
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Technically Not Feasible
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed
63	07/30/20	CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Closed
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed
65	07/30/20	CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research
67	07/30/20	CAD	Adjust name and tx field	Add field for alarm and to companies that doesn't impact LOI	Closed
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021
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
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Technically Not Feasible
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed
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
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed
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
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed
94	06/28/21	CAD	Standardized RR names	Tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed
97	07/12/21	FSA	Pre-planned rels	Add pre-planned rels into LiveMum	Closed
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed

102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Closed
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Closed
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed
113	10/3/2022	CAD	Shot Stab event type	Separate out the shot fired and gunshot into two type codes	Pending Research
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuriry	Closed
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed
124	10/3/2023	CAD	New Event code request	New or modified event type for Car vs Building	Closed
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	Closed
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	Pending Research
128	7/11/2024	Tech	MFA Infrastructure/Applications	Decision to implement MFA within the ETSB 911 system	Pending Research
129	7/30/2024	CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. Request to add those types in CAD	Closed
130	8/9/2024	CAD	Add Macros	Add macros that are currently deployed for 10 and 12 for MABAS Division 16	Closed
131	1/30/2025	CAD	Change town/street code	Change boulevard from "BLVD" to "BL" and Bloomindale from "BL" to "BLD" because of state data	Opened
132	1/29/2025	CAD	New Animal Sub-Type/Nuisance	Add new CAD Sub-Type Nuisance to animal	Closed
			In process/Testing		
			Implemented		
			Pending Research		
			Technically Not Feasible		
			Enhancement tot product development		
			Closed		

Rave 9-1-1 Suite

2025										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2025 Totals	27,548	64,738	707	8.46%	586	5,424	6	2	203	89,196



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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it@dupageco.org

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TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: April 30, 2025  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

- OCR 10.0/MFR project planning is ongoing.
  - OCR Configuration Workshop **completed**.
  - MFR Administrator Training **completed**.
  - MFR Configuration Workshop **completed**.
- RMS RFP Steering committee formed.

### ***Action Items:***

- RMS RFP Process
  - Develop requirements.
  - Assemble Evaluation Group
- OCR 10.0/MFR
  - Hold several configuration Workgroup meetings
  - Complete configuration tasks
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1: Transition all agencies to new application and disable mainframe application. (Target date in April 2025)
  - Preparation for phase 2 (NetRMS) is underway.

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

- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Established bi-weekly meeting with support team.

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

- Continue Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.

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To: Gregg Taormina and Don Ehrenhaft

From: Michael Galvin and Brian Hudson

Date: May 1, 2025

Re: CAD/RMS Project: Status Report April 2025

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### **CAD/RMS Project**

In April, DELTAWRX presented a project update at the ETS Board Meeting. This meeting, which took place on April 9<sup>th</sup>, was similar to the PRMS Oversight Committee update that took place in March, but with a focus on the CAD and Mobile applications. In addition, DELTAWRX held an introductory call with DuPage County's Finance and Procurement to review the RFP process. This was a productive call and ensures that DELTAWRX is in alignment with County requirements and best practices.

In May, we intend to deliver our "CAD and RMS Procurement Strategy" presentation to both the CAD Project Steering Committee and the RMS Steering Committee. These steering committees should be finalized at the start of May. Once these committees are finalized, DELTAWRX will work with the project leads to schedule our presentations.

As mentioned in last month's status report, once the DELTAWRX team meets with the two steering committees and delivers our report, we hope to form a consensus amongst the teams regarding the direction of the project and move to our next phase.





**HEXAGON**  
SAFETY & INFRASTRUCTURE

## April 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	April 30, 2025

### Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	1	P2	2	P2	0
Below target <input type="checkbox"/>	P3	22	P3	5	P3	3
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 April 30, 2025

<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.  We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.
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### Support Activities

#### Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 16 support tickets were resolved in the month of April 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.

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

#### 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 Activites:

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