



Emergency Telephone System Board of DuPage County Monthly Report

June Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity May 1 through May 31. 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!

Life Save / CPR – Congratulations to **TC Patricia Godlewski**. On the evening of March 1, 2025, at 1700 hours, a 911 call was received for Glendale Heights. A distraught woman on the phone was reporting her mother was dying, and immediately after, stated the patient was choking. TC Godlewski expeditiously generated a CAD, which generated a response for police and fire responders and calmly began the EMD protocol, providing the caller instructions to initiate CPR in the attempt to save her mother. After about a minute and twenty-five seconds of active CPR, responders arrived on scene. The patient survived!

Anniversary – Congratulations for DU-COMM **Telecommunicator Timothy Beguhl**. He was honored at the DU-COMM May 28 Executive Committee meeting for **25 Years of Service!** Thank you for your service to the community and first line, first responders.

Team work – Kudos to **ACDC** for rapid response on a structure fire. On May 21, 2025, ACDC received a call of a structure fire at 10:48 and dispatched the Addison Fire Protection District to a report of a structure fire at 10:49am in the 300 block of Lake Street in Addison. The first fire apparatus arrived at 10:53am and found fire showing with heavy smoke. The incident was upgraded to a special alarm. Addison Police assisted with traffic control shutting down the street and rerouting traffic. A MABAS box alarm was initiated and approximately 15 neighboring agencies were called to assist at the fire and/or to backfill and handle other emergency requests in the area.

Training – Congratulations to **Operation Manager David Dobey**, **TC Sean Milnes**, and **Professional Standards Coordinator Abby Medina**. They completed a 5-day certification in ICS-300 and ICS-400 for advanced Incident Command Systems (ICS) skills for managing complex emergencies.

Addison Truck Explosion: On Sunday, May 24, 2025 at 0842 hours, ACDC began receiving multiple 911 calls from callers throughout Addison reporting a large explosion in the area of Lake Street & Wood Dale Road. Within 38 seconds, ACDC dispatched police and fire units to the scene, with the first unit arriving at 0848 hours. Upon arrival, a large debris field was discovered. During the incident, in addition to assisting with the coordination of multiple police and fire units, ACDC TCs made numerous notifications to outside agencies including Nicor, ComEd, Addison Public Works, DuPage County Public Works, the Illinois State Police, the DuPage County Hazardous Device Unit, the ATF, and a board-up services.



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ADMINISTRATION

911 Services Advisory Board (SAB) and 911 Legislation:

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. HB1866 passed without a \$1 surcharge increase.

Ad Hoc Finance Committee

The first meeting of the Ad Hoc Finance Committee will be June 11 at 9:30 or immediately following the ETS Board meeting.

Policies

The PAC reviewed changes submitted to 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System). Last month, verbal changes were requested by the DU-COMM representative. After review of the policy, there were sections of the policy that were amended to be consistent with the intent of the changes approved on the floor. There was some additional clean-up done. A redline version was provided to the ETS Board and to the PAC.

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: After discussion, the PAC voted to recommend approval. 6 Aye, 0 Nay 0 Absent.

FINANCIAL

Annual Audit

On the consent agenda this month is the FY24 Audit Report. A representative from Baker Tilly will be available virtually to provide an overview of the report. There were no negative findings for FY24.

Contracts over \$15,000

None for this month.

Change Orders:

AT&T 921021/5164-1: Change Order 3

On this agenda is a request to extend the Last Invoice Allowed Date from October 27, 2024 to July 9, 2025 in the County Finance software to allow for payment and accounting of contractual obligations. Because this extension in the software is greater than 29 days, this item is not deemed administrative and therefore goes to the Board for approval.

This is a non-monetary change order.



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AT&T 922020/5866-1: Change Order 4

This was an administrative change order submitted to Finance to adjust the fiscal years for the capital portions of the contract in the County Finance software. This was done to allow for the capital invoices to be paid. These payments are on this month's Payment of Claims. These payments are tied to the 23-484-0043-110 FY23 Grant Agreement for reimbursement in the amount of \$1,521,663.78. ETSB will be submitting a request for reimbursement from the State before the June 30 deadline. This change order also corrected the amount of the purchase order in the Finance software. It was determined there were input errors in the software that caused the total amount of the contract to be off; this has been corrected to the proper amount of \$4,188,839.86.

AT&T 922020/5866-1: Change Order 5

The start date for the three (3) year maintenance term within the contract is based on the cutover dates of the Public Safety Answering Points (PSAPs) to the Statewide NG911 network. Based on the cutover dates, the three years of maintenance for ACDC will expire on September 17, 2027 and for DU-COMM on October 22, 2027. This change order will extend the contract expiration date from November 24, 2025, as originally contracted in 2022, to October 22, 2027. Because this extension in the software is greater than 29 days, this item is not deemed administrative and therefore goes to the Board for approval. Administratively, this change order will also adjust the fiscal years to include the current year and forward for training/maintenance and separate the costs for both the AT&T and Motorola maintenance between the PSAPs onto separate line items as they are not coterminous and adjust the maintenance line account codes from 4000-5820-53807 to 4000-5820-53806 to align with the County's expenditure manual.

This is a non-monetary change order.

Milestone Payments:

Hexagon Safety & Infrastructure Purchase Order 1914-0001

On the agenda this month are Milestones 2 "Upon Completion of 'Task - Server Software Staging'" and 5 "Upon completion of 'Task - OnCall Records & MFR Delta Workshops'", in the amounts of \$71,021 and \$17,755, respectively, for approval per Policy 911-007: Approval of Milestones for ETSB Contracts. These are part of the OnCall Records/MFR Upgrade project.

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 June 11 meeting: \$2,675,764.98.



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There are multiple payments this month that have background information attached to them.

Payment 1212247 to AT&T in the amount of \$1,167,083.00 for the NG911 capital equipment for and 1212249 in the amount of \$5,053.00 for shipping to the DU-COMM PSAP. Payment of these invoices will also allow for grant reimbursement.

Payment 1212248 to AT&T in the amount of \$1,132,690.00 for the NG911 capital equipment for and 1212250 in the amount of \$5,053.00 for shipping to the ACDC PSAP. Payment of these invoices will also allow for grant reimbursement.

Dispute Resolution – AT&T: Multiple payments are being made to AT&T for the SIP in the amount of \$57,678.48. ETSB has been working with multiple AT&T representatives, including two Client Solutions Executives, to reconcile disputes of invoices for circuits that were incorrectly installed during the system upgrade to NG911. AT&T tried three times to correctly diversify the circuits over a period of 18 months before the system was successfully cut over. The Board has received a detailed memorandum of this reconciliation that was submitted to the County Auditor with their packet.

Dispute Resolution – Voiance: Six (6) payments are being made to Voiance for language translation in the amount of \$12,937.23. When the CPE cut over to the Statewide NG911 network, it was identified that a second phone number for each PSAP was being logged under the "ANI" column on the invoice. A small sample of calls from each invoice were provided to the PSAPs to confirm whether the calls logging to the second line were valid 9-1-1 calls. Over the last six (6) months, the PSAPs have identified the call samples to be valid. SLAs for invoices received before October 2024 have been applied to any outstanding invoice, in this case October 2024, per the guidance of the Auditor's Office. The Board has received a detailed memorandum of this reconciliation that was submitted to the County Auditor with their packet.

Revenue and Expenditures

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,111,265.89. The January surcharge was received on May 12 in the amount of \$1,095,618.08.

There are two additional reimbursement payments made to ETSB this month.

Bloomington Fire Protection District Additional Fire Station Alerting Equipment: This project is now complete. \$13,825.00.

Itasca Police Department DEDIR System Radio. Under DEDIRS Reimbursement is a payment from Itasca PD for an APX4000 radio in the amount of \$1822.21.

9-1-1 CORE SYSTEM MANAGEMENT

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: There are two remaining punch list issues: One issue involves the Voiance language line services and the other the Genovation keypad. There is a fix for the keypad that has been rolled out to ACDC and has been in place for two months with no



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reported issues. Motorola and AT&T continue to work on these two remaining issues following the migration to the NG911 system.

XSTL Configuration Task:
ACDC: Complete

DU-COMM: ETSB will then coordinate with DU-COMM the installation of the XSLT configuration file to correct the ANI/ALI parsing issues that have been seen with the new NG911 system.

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 was held on May 14 at 1:00 pm. DeltaWRX provided an overview of the information collected from Phase 1. Based on the interviews, DeltaWRX had two recommendations. Option 1 was to proceed with the RFP. Option 2 was to shift the group DeltaWRX labeled a Steering Committee, to the CAD Focus group and work on configuration and enhancements of the current system. Those present were also provided with an overview of collected enhancements and configurations recommendations from the feedback received. The ETS Board received a memorandum from the Executive Director based on the consensus recommendation of those present to go with Option 2.

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

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

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	135	120	15	13	1	12	0	2
MPS	145	113	27	20	7	14	0	6
Total	280	233	42	33	8	26	0	8

CAD Manager:

Database Management:

- Continued management of purge jobs to ensure operational efficiency and optimal performance of the CAD database
- Engineered and deployed custom views for Axon RMS

CAD Configuration:

Addressed user requests that included:

- Added additional units to the CAD system



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- Modified CAD users to add additional skills to user profile
- Implemented PD Beat column in the Fire Build on Units monitor
- Began the project of moving DUCOMM Fire West agencies to Fire North

CAD Issue Resolution:

- Investigated LEADS outage that turned out to be a connection issue to the State and unrelated to CAD system

System Development and Deployment:

- Worked with Warrenville Fire and ESO on moving Fire EMS to a new server

Collaboration and Meetings:

- Successfully worked with Hexagon and ETSB staff to perform MAP roll on the test CAD
- Met with Axon to discuss Downers Grove Axon RMS implementation
- Met with Axon to discuss adding additional data fields to the Axon RMS interface

CAD Interface Projects:

Axon Addison Project: This project started on February 24, 2025. Ticket # 8044

Current Status: In Process

ETSB continues to work with Axon to fully implement the RMS solution. Additional data fields have been requested and are being built into the original SQL query. Transition to the new solution is in process.

Estimated cost: \$3,877.47

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

Current Status: In Process

The MOU was approved during the May 2025 board meeting. ETSB met with Axon on May 28, 2025, to discuss the project and begin pulling together configuration requirements. 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 completed, on the June Agenda for Board Approval

Final MOU and associated documentation are being presented at the June board meeting for approval. Once final board approval is completed, ETSB will contact Axon to set up an initial meeting to review the implementation requirements. Monday.com board is active. ETSB Tech Focus Group reviewed the request and provided a consensus to move the project forward.

Estimated Cost: \$3,947.32

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

Current Status: MOU sent to Oak Brook

Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.

ETSB Estimated Cost: 4,508.00

Hexagon Quote Xalt Interface: \$28,204.40



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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. DU-COMM will be paying for the software. Eventide, along with Motorola, have provided ETSB the quote for the API implementation to the logger. This is under State's Attorney review for allowable cost applications.

ETSB Estimated Cost: TBD

Motorola API Interface Quote: \$15,079.93

Network

2024	Year to Date	
Category	Opened	Closed
Absolute Secure	155	155

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	119	111	23	23	0	23	0	0

Network – Absolute Secure:

ETSB reports no issues for the month of May 2025. Currently, the system has approximately 950 devices registered. ETSB is in the process of auditing all of the users and license usage.

Comcast Maintenance/Trouble Tickets:

There were no trouble tickets opened for the month of May 2025, and no maintenance scheduled.

Connection to DPSO and County has been restored after the cyber issue. We still have some issues connecting to the CAD workstations at DU-COMM and with RDP access from County GIS.

County Network:

There were several power surges on May 28 to the campus power grid network, causing UPS to overload. It should be noted that the batteries for the UPS are in the process of being replaced. Additionally, ETSB has asked County Facilities for assistance in determining if the UPS is over its capacity.

The result of the outages caused an impact to CAD Informer/LEADS in the centers. Additionally, ETSB took the opportunity to reroute ETSB infrastructure and equipment from an older UPS at the Sheriff's Office to a newer existing rack and UPS.

VMware Maintenance:

No maintenance updates for May 2025.

Windows Patching:

Microsoft quarterly patching completed in May.



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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	89	80	19	13	0	0	6

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.

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. The servers have been in-house for three years. 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.

Message Board Project: After the Purvis demo and the ETSB survey, agencies indicated that they would like to be able to individually configure their Message Boards. This is available in the Upgrade.

Additional equipment is required for this configuration. It was ordered. Purvis advised ETSB that all of the hardware has been received. Currently, Purvis is in the process of configuring the message board modules with the IP information that has been supplied by each station. ETSB and Purvis are working on a deployment schedule.

RIU: DU-COMM project

Installation of the test/training RIU has been completed and DU-COMM testing will begin the week of April 7, 2025. DU-COMM plans to complete the testing by May 9, 2025.

Purvis FSA IP Information Request: Completed

ETSB has created a Monday board that will be assigned to all the Chiefs to submit IP information that is required by Purvis for the installation of the new message boards into each station.



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Bloomington Fire Protection District Stations #21 and 23:

This project has been completed, accepted and invoiced.

Total cost of the optional Equipment: \$13,825.00.

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: Winfield Station 31 successfully went live (5/28) at approximately 4:00 PM, in line with having the station operational before the crew moved in on 5/29.

While the cutover was largely successful, we encountered a few minor issues that we are actively working to resolve with the support of the team. Below is a detailed summary along with the associated action items that need to be addressed at the earliest convenience to ensure full system functionality and reliability.

Open Items:

- AudioFailure: Pending
Despite successful morning audio testing, no audio was coming from the station amplifier once the Federal Informer was wired into the SCU. The issue was traced to incorrect wiring (audio input vs output pins). The old SCU (s/n 1603184) was reinstalled and resolved the issue. The new SCU (s/n 1603968) is defective and needs to be returned.
Temporary Fix:
 - Processed RMA for SCU (s/n 1603968, LS-UB06320) and return label sent to Comm Zone. to return SCU for future installation.
 - Once repaired and reinstalled, reassign the old SCU (s/n 1603184, SCU6059) as a DuPage spare.
 - Investigate the reader board disconnection issue using logs pulled by Emerson.
- False "Test" Triggers:
Continuous false triggers affected audio, lighting, and reader boards. The physical "Test" button was ruled out. Likely cause is a "hot" audio input from the Federal Informer (speaker-level vs line-level). Disconnecting the Informer input from the SCU stopped the false triggers.

Action Items:

DU-COMM:

- Coordinate with CommZone Tech and a Winfield radio/ DU-COMM representative to:
 - Confirm the audio output level being fed from the Federal Informer (line-level required).
 - Investigate and resolve the root cause of the false "Test" triggers.

Purvis:

- Reader Board Disconnection Issue: Both 24" LED reader boards were functional during station testing and connected at the DM console but intermittently displayed as "Disconnected" on the RTS monitor. Pinging and rebooting the station LAN switch had no effect. PURVIS pulled SCU logs for Purvis engineering to investigate.



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Purvis Vendor Ticket Status:

Ticket ID	Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
36887	5/2/2025	5/21/2025	Clarendon Hills Fire	General Audio Issue	Replaced Component
36907	5/5/2025	5/7/2025	Bensenville Station 108	Station Control Unit	Reconfigured Component
36924	5/6/2025	5/14/2025	Downers Grove Fire 102	Turn-out Timer/ Grid Connect Power Supply	Replaced Component
36963	5/8/2025	5/8/2025	Clarendon Hills Station 86	Turn-out Timer/Grid Connect	Cycled Component
36971	5/9/2025	5/9/2025	Warrenville Station 11	Station Control Unit	Cycled Component
36990	5/12/2025	5/14/2025	Addison Station 71	Message Board	Configuration Push
36991	5/12/2025	5/21/2025	Oakbrook Terrace Station 49	Customer Network/Circuit Issue	Non-Purvis Issue
37072	5/16/2025	5/22/2025	Warrenville Station 11	Station Control Unit going Offline	Replaced SCU with Spare
37075	5/16/2025	5/16/2025	Bloomington Station 21	Ceiling Speaker LED	Reconfigured Component
37085	5/17/2025	5/18/2025	West Chicago Station 5	FSAS Issue	Non-Purvis Issue
37087	5/18/2025	5/21/2025	Lombard Station 45	Existing Amplifier	Non-Purvis Issue
37120	5/21/2025	5/22/2025	West Chicago Station 7	Hardware Other	Replaced Component
37145	5/23/2025	5/30/2025	Downers Grove Station 105	Existing Light Control	Non-Purvis Issue
37146	5/23/2025	5/23/2025	Carol Stream Station 28	Station Reported Down	Restart/Power Cycle System

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	Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
GIS	327	298	37	1	94	42	19	13	12	3	5	0

You will note that the Deputy Director has taken the time to sort the tickets for GIS into more specific categories. This was done as part of the research into job descriptions for open positions and to provide the Board with a more detailed look at the type of service requests that are submitted.

GIS Map Roll:

For the month of May, ETSB has successfully rolled out the map updates to the training system. Those are currently being verified prior to the production roll out.



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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 May.

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: County GIS continues to finalize the map using the 5.0.2 version. Final clean up 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 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 finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.

9-1-1 System Memos:

Closed Memos:

Memo 113: Shot/Stab Event Type: Directors agreed to close memo

Pending Research:

Memo 127: MFA in CommandCentral Aware. Additional discussions on this memo took place. The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user ID's created for each user of the application. This solution, however, will potentially be a bit administrative intensive if the Real Time Crime Center (RTCC) are allowed to access the application. Depending on the number of users and the turnover of those users will determine how much time will be spent creating new users and removing old users from the system. There will be further discussion, and this may be a discussion point for PAC.

Memo 128: MFA Infrastructure implementation. Final discussions with the Tech Focus Group resulted in the planning of the implementation for the internal administrative staff members. There was additional discussion related to the CAD workstations during the last Tech Focus Group meeting and all members agreed to remove the generic user account the TCs utilize today and implement a unique user ID for each position with a unique password for each. This will allow for a much higher level of security within the environment. The unique password will not be shared with the user community and access to the CAD system will be via automatic logon during the launch of the application.



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ETSB On-Call Summary:

Agency	Date	Time	Description of Issue	Resolution
DU-COMM	5/20/2025	7:36 AM	MPS user password reset	Reset user password
ETSB – Monitoring System	5/23/2025	6:42 PM	Station 31 sending multiple alerts	Email alerts marked as spam, turn off alerts during installation.
Oak Brook PD	5/27/2025	6:38 PM	Unit/Event screen stopped working	Restarted service
Darien/Woodridge FPD	5/27/2025	7:16 PM	Reset FBR password	Referred to County RMS team

DuJIS PRMS:

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

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR System)

The Police and Fire Focus Groups did not meet in May.

AXS Console Install:

ACDC: Complete

DU-COMM: AXS console project installation has completed at DU-COMM.

Open Items:

Motorola is currently investigating some volume issues at one position, Position 33.

Acceptance Testing for AXS: Once this has been resolved, ETSB, DU-COMM and Motorola will go through the final acceptance testing to close out the project.

CommandCentral Aware

On the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. Agencies that are interested in learning more or in purchasing a license should submit a Zendesk ticket.

APXNext Firmware Updates – Multi- Chargers

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

APXNext Firmware Updates: Police Only

Firmware Update APXNext/Police: Of the 274 radios from the March report, there are 2 police radios that have not completed the firmware updates. Those agencies have not been able to locate those radios. The migration to the new platform has been completed.

Bensenville BAP JENKINS and Bartlett BEP CARRERA

Agency Owned/Legacy Radios in the System For Encryption

On the May 20 Podcast, there was a last call for any agency owned radios. In order for the encryption plan to work, all radios on the system need to be accounted for. This includes any



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agency purchased radios. ETSB pays for airtime for radios that are allowable under surcharge. Examples: EOC radios, Command Bus Vehicles, MERIT Vehicles.

Sale of Inventory:

On this agenda is a resolution to approve the sale of inventory to the College of DuPage Police Department. Twenty-four (24) APXNext single band portable radios and accessories were procured for COD PD as part of the radio replacement project. A sales agreement accompanies the resolution and will be on the Finance and County Board agendas on June 10 pending parent committee approval, and if approved, will follow on the June 11 agenda for ETSB approval as all assets purchased by ETSB with 9-1-1 surcharge are considered property of the County by statute. Total amount of the sale: \$156,606.72

PAC DEDIR System Monthly Weekly Call Summary

Motorola Wednesday Morning Status Call – May 7, 2025

AXS Console Installation Complete

At the end of the day on 5/7 there were a total of 25 consoles fully installed at DU-COMM. Due to Motopatching occurring at the end of next week (week of 5/12), ChiComm and Motorola is pushing to get the remaining consoles prior to the Motopatch taking place and installation needing to be postponed. Once all consoles are installed Motorola will schedule the Acceptance Testing for the consoles at DU-COMM. At the end of the day on 5/13 ChiComm completed AXS Console Installation at DU-COMM

DFSI

Currently Motorola is continuing to work with the Motorola Lab and ABeep to configure Tait base stations and Motorola equipment. Dave Gossage from ABeep will be at the lab this week for additional testing and then we are working to schedule a Tait representative to come to the lab to assist in further testing.

Encryption

Motorola has gathered enough information at this time to start the recommendation write-up. Motorola Field Engineer Matt Downer, and Managers Steve Fiedler and Pete Bach are collaborating to create documentation. Once completed, a meeting with DuPage ETSB will be scheduled to discuss. The last key to collect is Hodgkins and will be collected the week of May 26.

Motorola Wednesday Morning Status Call May 14, 2025 - no call ETSB Board meeting.

Motorola Wednesday Morning Status Call – May 21, 2025

AXS

All consoles have been installed at both centers. There are some audio issues at a couple of the positions at each center that we are working with our field engineers and FSO to get resolved. Once they have been addressed, we will conduct Acceptance Testing.

DFSI

We have been working with Dave Gossage from ABeep on configuring the Tait equipment to work with the Motorola DFSI equipment. We are about 80% complete on addressing the needs for ACDC. There are still some issues with regards to the Purvis system integrating with the DFSI, but we are working with Dave G and Tait as it is an issue with the Tait equipment. We will continue to work with Dave, Jim Connolly and ACDC to implement this solution.



Emergency Telephone System Board of DuPage County Monthly Report

**June
Board
Meeting**

Encryption

Matt Downer has completed his write up and we are converting this into a presentation to give to DuPage County. A meeting invitation will be sent as soon as this is prepared.

Motorola Wednesday Morning Status Call – May 28, 2025

AXS

All consoles are installed at both dispatch centers. DU-COMM has been having auto-mute issues at one of the positions and some minor items popping up. We have Matt Downer and Ted Romanowski on site to troubleshoot and hopefully resolve. At the current time no solution has been found, but we will continue to look. Additionally, there has been a logging out issue at ACDC. We are working on that issue, as well, and Ted Romanowski, with our FSO, is leading that currently.

DFSI

All work in the lab has been completed. In speaking with Dave Gossage this morning about the status, the base stations are now able to communicate with the DFSI equipment and programming has been resolved. We are still waiting to see if Tait will have a solution that will allow Purvis to utilize the DFSI, but at this time, according to Dave and the conversation he had with Jim Connolly, we are ready to move forward with implementing the solution at ACDC. From the Motorola side, we are waiting for our engineer Matt Cragg to finish his networking design, so we are good from a design perspective on our side. More information and scheduling to come.

Encryption

Matt Downer has completed his write up. This is currently being converted into a presentable document that we can provide to DuPage. We will schedule that meeting in the near future.

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 May 28

Awaiting Template Review	5
Pending Sign Off Memo	1
Ready for configuration	2
Configuration Completed	19
Waiting on Agency Response	2
Total Agencies	29

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
Total	29



Emergency Telephone System Board of DuPage County Monthly Report

June Board Meeting

Encryption KVL update: **Complete**

ETSB finished collecting all keys for the KVL. ETSB received an email from Oak Lawn dispatch on behalf of the Hodgkins Police Department on May 29, 2025. The email said that they have elected to not continue interoperability at this time. ETSB will move forward with the encryption project leaving space for this key. Fire Chief Argast has indicated he will reach out to Chief Carrasquillo for further discussions.



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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: May 25, 2025
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

APXNext Police: ADP to AES encryption plan pending. Motorola Solutions has been collecting all encryption documents complied by ETSB focus groups and discussion notes to construct the encryption fleetmap. Outside agency IGAs are being updated and encryption keys are being collected by ETSB. The ETSB has collected all encryption keys except Hodgkins.

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. Motorola Product Group and Account Manager met with ETSB to discuss further configuration and filter options for the APX8500.

Programming – Projects

Code plug updates: APX NEXT XN: Modification made to Fire Master configuration and all changes have been incorporated. All agency templates on Monday.com that were marked Ready For Configuration have been completed. Fire Focus will be reviewing the remaining agencies for accuracy and update the status. 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.

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
APX7000XE	81	80
APXNext (PD)	144	140
APXNextXN (FD)	1	1
APX 8500 (mobile)	42	42
APX4000	11	11
Total	279	274

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	55	50	7	5	0	3	1	2
APX Next (PD)	51	48	17	16	1	15	0	1
APXNextXN (FD)	13	11	1	1	0	1	0	0
APX8500 (mobile)	8	4	0	0	0	0	0	0
APX4000	8	8	0	0	0	0	0	0
Total	135	121	25	22	1	19	1	3

STARCOM21 Scheduled Maintenance:

System Maintenance: There was none last month.

Radio Central Patches: There was none last month.

Command Central Patches: 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 5/14 and 5/15. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 5/15/25

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 2025.04 – Patching 5/16/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

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SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 1/May/2025 @ 7:00 PM CDT (UTC -5)

End: 1/May/2025 @ 8:00 PM CDT (UTC -5)

[Scheduled Maintenance] SmartConnect (United States)

The scheduled maintenance has been completed.

Start: 15/May/2025 @ 7:00 PM CDT (UTC -5)

End: 15/May/2025 @ 8:00 PM CDT (UTC -5)

Radio Management CPS Patches:

DMS APX Hosted RM Radio Management was upgraded on 5/13/25 to R36.00.01. Both server and clients have been updated and tested.

Radio Central Migration:

RadioCentral Migration was completed on 5/14/25. Agency partitioning, programming enhancements, multifactor authentication, and improved organization within the platform are all incorporated into the new platform. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

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.

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: There were none last month.

Training: There was none last month.



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Grade of service report:

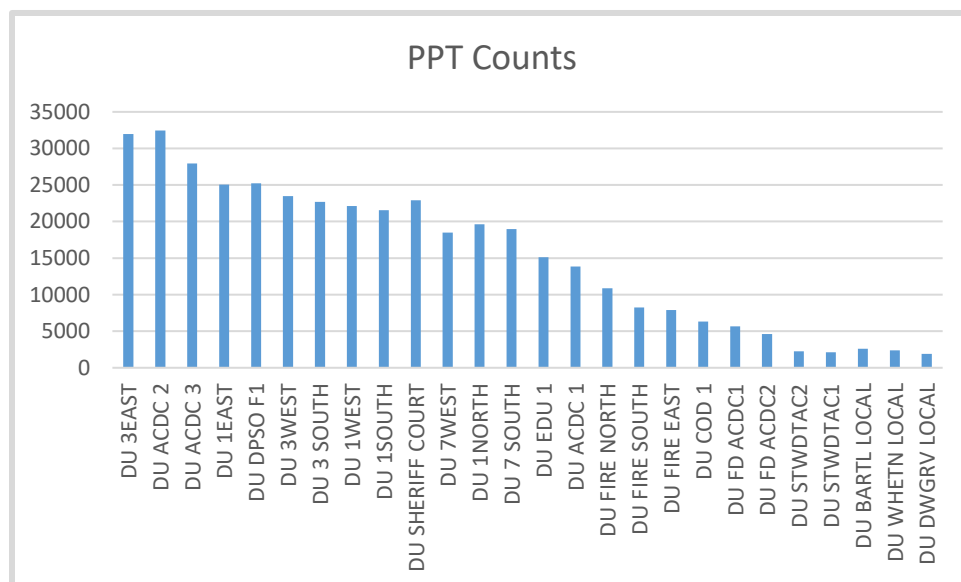
April 2025 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	22.24	3.78	6.62	31.00	2743.39	13611.13	4.96	0.00	0.00	0.00
1:00:00	0.00	19.78	3.36	7.04	31.00	2412.10	12103.06	5.02	0.00	0.00	0.00
2:00:00	0.00	17.02	2.89	7.51	31.00	2020.19	10418.61	5.16	0.00	0.00	0.00
3:00:00	0.00	14.91	2.53	7.87	31.00	1721.19	9125.65	5.30	0.00	0.00	0.00
4:00:00	0.00	14.47	2.46	7.94	31.00	1709.81	8853.13	5.18	0.00	0.00	0.00
5:00:00	0.00	15.07	2.56	7.84	31.00	1753.35	9220.16	5.26	0.00	0.00	0.00
6:00:00	0.00	15.91	2.71	7.69	31.00	1878.26	9739.97	5.19	0.00	0.00	0.00
7:00:00	0.00	21.56	3.67	6.73	31.00	2551.74	13196.71	5.17	0.00	0.00	0.00
8:00:00	0.00	28.31	4.81	5.59	31.00	3406.94	17326.42	5.09	0.03	0.06	2.00
9:00:00	0.00	30.99	5.27	5.13	31.00	3745.23	18967.26	5.06	0.00	0.00	0.00
10:00:00	0.00	31.61	5.37	5.03	31.00	3849.65	19348.19	5.03	0.00	0.00	0.00
11:00:00	0.00	30.13	5.12	5.28	31.00	3655.90	18436.61	5.04	0.00	0.00	0.00
12:00:00	0.00	32.54	5.53	4.87	30.00	3933.13	19913.87	5.06	0.00	0.00	0.00
13:00:00	0.00	32.98	5.61	4.79	30.00	4011.73	20182.87	5.03	0.00	0.00	0.00
14:00:00	0.00	32.69	5.56	4.84	31.00	4008.65	20008.97	4.99	0.00	0.00	0.00
15:00:00	0.00	34.17	5.81	4.59	31.00	4164.48	20914.77	5.02	0.00	0.00	0.00
16:00:00	0.00	34.67	5.89	4.51	31.00	4226.61	21216.03	5.02	0.00	0.00	0.00
17:00:00	0.01	34.32	5.84	4.56	31.00	4208.10	21006.29	4.99	0.61	3.65	5.95
18:00:00	0.00	32.24	5.48	4.92	31.00	3950.68	19733.16	4.99	0.00	0.00	0.00
19:00:00	0.00	32.37	5.50	4.90	31.00	4016.45	19810.48	4.93	0.00	0.00	0.00
20:00:00	0.00	29.92	5.09	5.31	31.00	3720.45	18310.19	4.92	0.00	0.00	0.00
21:00:00	0.00	28.46	4.84	5.56	31.00	3567.06	17416.32	4.88	0.00	0.00	0.00
22:00:00	0.00	26.63	4.53	5.87	31.00	3336.71	16298.00	4.88	0.00	0.00	0.00
23:00:00	0.00	25.59	4.35	6.05	31.00	3154.13	15660.13	4.96	0.00	0.00	0.00

The May GoS report was not available at the time of this report.



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Group Alias	PTT Count
DU 3EAST	31992
DU ACDC 2	32437
DU ACDC 3	27941
DU 1EAST	25076
DU DPSO F1	25214
DU 3WEST	23499
DU 3 SOUTH	22702
DU 1WEST	22140
DU 1SOUTH	21536
DU SHERIFF COURT	22891
DU 7WEST	18499
DU 1NORTH	19633
DU 7 SOUTH	18985
DU EDU 1	15104
DU ACDC 1	13839
DU FIRE NORTH	10891
DU FIRE SOUTH	8256
DU FIRE EAST	7911
DU COD 1	6332
DU FD ACDC1	5661
DU FD ACDC2	4597
DU STWDTAC2	2270
DU STWDTAC1	2113
DU BARTL LOCAL	2592
DU WHETN LOCAL	2388
DU DWGRV LOCAL	1909



Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/02/2025 01:50:27 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 05/31/2025 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	90,109	28,332	61,777	0	1,179	24,588	2,114	146	305	0	1,989	00:00:04
	Internal	5,068	0	5,068	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	22,381	0	22,381	0	0	0	0	0	0	22,381	0	00:00:00
	Total	117,558	28,332	89,226	0	1,179	24,588	2,114	146	305	22,381	1,989	00:00:04
Total		117,558	28,332	89,226	0	1,179	24,588	2,114	146	305	22,381	1,989	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/02/2025 02:09:34 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 05/31/2025 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	286,895	111,780	175,115	0	4,511	88,247	17,561	230	1,231	0	9,862	00:00:05
	Internal	54,629	0	54,629	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	71,310	0	71,310	0	0	0	0	0	0	71,310	0	00:00:00
	Total	412,834	111,780	301,054	0	4,511	88,247	17,561	230	1,231	71,310	9,862	00:00:05
Total		412,834	111,780	301,054	0	4,511	88,247	17,561	230	1,231	71,310	9,862	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/02/2025 01:48:04 PM

Grouping: Site & Call Origin

Date Range: 05/01/2025 12:00:00 AM - 05/31/2025 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	25,887	6,250	19,637	0	224	5,944	0	17	65	5,094	442	00:00:04
Total	25,887	6,250	19,637	0	224	5,944	0	17	65	5,094	442	00:00:04

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/02/2025 02:07:29 PM

Grouping: Site & Call Origin

Date Range: 05/01/2025 12:00:00 AM - 05/31/2025 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	91,177	25,351	65,826	0	989	20,316	3,717	46	283	16,136	2,518	00:00:06
Total	91,177	25,351	65,826	0	989	20,316	3,717	46	283	16,136	2,518	00:00:06

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/05/2025 02:33:49 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 05/31/2025 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	4,545	4,545	0	0	180	3,959	402	4	0	0	0	00:00:04
Total	4,545	4,545	0	0	180	3,959	402	4	0	0	0	00:00:04

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/05/2025 03:13:26 PM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 05/31/2025 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	13,339	13,339	0	0	159	12,269	838	73	0	0	0	00:00:05
Total	13,339	13,339	0	0	159	12,269	838	73	0	0	0	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/02/2025 01:51:40 PM

Grouping: Site & Call Origin

Date Range: 05/01/2025 12:00:00 AM - 05/31/2025 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	901	901	0	0	18	882	0	1	0	0	0	00:00:04
Total	901	901	0	0	18	882	0	1	0	0	0	00:00:04

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/05/2025 03:22:29 PM

Grouping: Site & Call Origin

Date Range: 05/01/2025 12:00:00 AM - 05/31/2025 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	3,135	3,135	0	0	25	2,916	194	0	0	0	0	00:00:06
Total	3,135	3,135	0	0	25	2,916	194	0	0	0	0	00:00:06

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 Purv	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 exepenses 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 formating 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 infomrer	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

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)
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 assing to work automatically	Closed
53	07/06/20	CAD	Dispatch Assign mutple 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	Mutple 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	Mutple 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 alarlm 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 Situatic	Remove the KH and businessss 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

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)
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 cybersecurty	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 Infrstructure/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	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
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	839	8.46%	758	7,189	6	2	260	112,360



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: May 27, 2025
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project is ongoing.
 - Approx. 56% of configuration tasks complete.
- RMS RFP Steering committee held first meeting.
- Optimized memory allocation to reduce common application issues with OCR 3.7.
- Development of new datasheets complete.

Action Items:

- RMS RFP Process
 - Develop requirements.
 - Assemble Evaluation Group
- OCR 10.0/MFR
 - 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.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.



To: Linda Zerwin and Gregg Taormina

From: Michael Galvin and Brian Hudson

Date: June 1, 2025

Re: CAD/RMS Project: Status Report May 2025

On May 14th, DELTAWRX presented the “CAD Scoping Strategy for Procurement” to the CAD Steering Committee and the “PRMS Scoping Strategy for Procurement” to the PRMS Steering Committee. Each presentation provided a summary of our key findings from Phase 1 and a decision point for both Steering Committees: to determine whether or not to proceed with an RFP for a system replacement.

After much discussion, the CAD Steering Committee chose to not go forward with an RFP at this time. Details of this decision and discussion were captured in a memo provided under separate cover.

The PRMS Steering Committee, however, chose differently and will be proceeding to Phase 2 of the project. At the time of this writing, DELTAWRX is writing the draft RFP and will provide it to the RMS Project Manager by the end of the first week of June. Tentatively, DELTAWRX will be on-site at the end of June to review the document with the appropriate subject matter experts, with a targeted RFP release date of early July, assuming alignment in County schedules and availability.



HEXAGON
SAFETY & INFRASTRUCTURE

May 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	May 31, 2025

Support Overview

Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	0	P2	2	P2	0
Below target <input type="checkbox"/>	P3	16	P3	6	P3	3
Above target <input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending May 31, 2025

GREEN	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.
- 12 support tickets were resolved in the month of May 2025.
- CAD Side call with Hexagon support has been reestablished.
- RMS Side call with Hexagon support has been established as well.
- MR RN Update in progress

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:
