Emergency Telephone System Board
of DuPage County
Monthly Report

August
Board
Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity July 1 through July 31. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

ADMINISTRATION and FINANCIAL

Congratulations on a Job Well Done!

Leading the Way! The **Tactical Taskforce Telecommunicator Team** (TTT Team) is a voluntary group of ACDC telecommunicators that learned to use advanced investigative technology and software, while still performing their normal dispatching or call-taking tasks, to assist agency detectives in their investigations. This team is the **first of its kind in public safety emergency communications in this area**.

The Tactical Taskforce Telecommunicator Team consists of: **Operations Managers Michele Beebe**, **David Dobey**, and **John Waterman**, **Telecommunicators Grecia Flores, Lindsay Bukovic, Marissa Stevanovic, Taylor Hawkins, Sean Milnes, Kristina Iazzetto, Kit Willadsen, Chris Norton, Williams Kolberg, Sara Khalil, Reana Minor, Hayden Mootrey**, and **Renee Calzaretta.**

Performance of Duty and Team Effort: The Team was recognized on June 10 with a Performance of Duty for their involvement From March 22, 2024 through May 19, 2024, for their work in the tracking of a dangerous, heavily armed and organized crime ring that was responsible for numerous auto thefts, burglaries, and other crimes throughout Cook, DuPage, Lake Counties, Northern Wisconsin and the City of Chicago working with over 60 detectives from DuPage, Cook, and Lake Counties, City of Chicago, Illinois State Police, County of Waukesha, Milwaukee PD, and Alcohol, Tobacco, and Firearms (ATF).

Job Well Done! Thank you to **Chief Andy Dina** of the Warrenville Fire Protection District for three years and three months of hard work on the Policy Advisory Committee (PAC) during the Radio Replacement Project including serving at Vice Chair and Chair of the PAC and Chair of the Fire Focus Group. Chief Dina was also the DU-COMM Fire Rep. There will also be a Thank you proclamation.

Job Well Done! Thank you to **Chief Michael Rivas** of the Villa Park Police Department for one year and three months and of hard work on the Policy Advisory Committee (PAC) during the Radio Replacement Project including serving as Chair of the Police Focus Group. Chief Rivas was also the DU-COMM Police Rep. There will also be a Thank you proclamation.

911 Services Advisory Board (SAB) and 911 Legislation:
August 19, 2024 - cancelled
September 16, 2024
October 28, 2024
November 18, 2024
December 16, 2024

The state meeting was held July 15. The ETS Board received a copy of the meeting notes along with the financial statements, minutes and an overview of Part 1325 Admin Rules. This a significant undertaking to combine and rework several sections as recommended by JCAR. Draft Admin Rule 1325 is 55 pages in length and the Board members have been asked to provide comment to the Chair by August 30. As a reminder, most of the Board members meet with their representative groups to gather feedback. Chair Yockley indicated that as groups collected comments, they could provide them on sections so that the ISP could more easily combine the comments for the September meeting.

Budget:
As a reminder, the Ad Hoc Finance Committee will meet at 9:30 am or immediately following the ETS Board meeting. Treasurer Henry has indicated that her office will have a financial report that will be presented at the regular board meeting.

Training
AT&T Public Safety Platform Refresher Training / Webinar   1 Hour   July 30, 31 or August 1
All ETSB employees attended this training. There were three different sessions available. The PSAPs were also sent this training opportunity.

Resolutions
ETS-R-0059-24 Resolution Approving a Mutual Termination Agreement Between the County of DuPage of ETSB and the Village of Addison:
On the agenda this month is an exit agreement for the Addison Police Department to withdraw from PRMS. The Village of Addison provided proper notice to the PRMS Oversight Committee three years ago. ETSB is part of this agreement as the Hexagon Contract holder. The County is part of this agreement because ETSB, as an agency of the County, cannot enter into agreements independently. This agreement outlines the obligations and process for withdrawal. All costs associated with the Police Report Writing System are paid by ETSB and reimbursed by the consortium of users through the PRMS Oversight Committee. The exit of Addison Police does not affect the ability of the Consortium to meet its financial obligations to ETSB; therefore, the State's Attorney's Office and Executive Director recommend that ETSB have no objection to this agreement.

Appointments PAC:
ETS-R-0058-24 A new member appointment for Policy Advisory Committee.
Chief Colin Fleury of West Chicago Police is on this ETSB agenda for approval as the DU-COMM Police rep. This term runs until May 12, 2026.

ETS-R-0060-24 A new member appointment for Policy Advisory Committee.
Chief Chris Clark of the Glen Ellyn Volunteer Fire Company is on this ETSB agenda for approval as the DU-COMM Fire rep. This term runs until May 12, 2025.

ETS-R-061-24 Appointment as Chair for Policy Advisory Committee
Chair Schwarze is putting forward Chief Roy Selvik, the ACDC Police rep, as Chair for PAC to replace Chair Dina.

Procurement / Major Contracts

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	$ 25,000.00	$ 3,806.15	$ 21,193.85
FY24 Dell	$ 30,000.00	$ 4,961.35	$ 25,038.65
FY24 Motorola	$ 50,000.00	$ 19,426.46	$ 30,573.54

DeltaWRX: Purchase Order 924013
DeltaWRX has provided a quote to provide consulting services to assist ETSB and PRMS to do a Request for Proposal to consider the replacement of the current Computer Aided Dispatch (CAD) and Records Management System (RMS). These systems are currently contracted through June 30, 2027. DeltaWRX was originally contracted by the ETSB for consulting services to develop a county wide RFP for CAD and ancillary services for the DuPage Justice Information System (DuJIS) in 2016. DeltaWRX and has extensive knowledge of DuPage County's Public Safety and Justice Information System and provides an objective third party review from a national consulting services perspective specializing in public safety contracts with historical knowledge of the Hexagon/DuPage ETSB relationship and DuPage ETSB goals for 9-1-1 services. The contract is divided into a CAD proposal and an RMS proposal. Each proposal has four phases: Needs Assessment, System Requirements and RFP Development, Proposal Evaluations and Vendor Selection, Contract Negotiations. This agenda item is for approval of the CAD portion of the contract only. DeltaWRX has provided a 15% discount for customer loyalty. Total amount of contract: $373,512.52. RMS portion: $192,269.36. Total amount of request for CAD portion: $181,243.16

Viavi: Purchase Order 924026
This request is for full maintenance, calibration and return shipping on three (3) calibration monitors for the Motorola APX4000/6000/7000/8000/APXNext series radios in the 9-1-1 System. The maintenance term will run from September 8, 2024 through September 7, 2025. Beginning May 31, 2025, any additional service will convert to time and material because the 3920B series units are end of life/end of support as of June 1, 2025.
Total amount not to exceed: $8,304.18

Viavi has provided information on their replacement unit, the CX300 model, which has been placed on the Motorola approved equipment list to deploy and maintain their radio systems. Replacement options will be vetted by ETSB for 2025.

Change Orders
SHI: PO 6834-1 Change Order #2 / Non-monetary
The ETS Board has received a memorandum regarding this project.
The DuPage County Board approved a contract with SHI on January 9, 2024 that combines Zendesk ticketing services for County IT and the Health Department. The IT contract allows for the consolidation of ETSB and provides additional services through an upgrade to the Enterprise service level, and four (4) additional licenses to be utilized for surge or project management events. Approval of this item allows for the ETSB migration onto the County contract and encumbers funds in the County Finance software for FY25-26 in the amount of $44,138.38, a net savings of $25,529.70.
This is a non-monetary change to the County contract amount.

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Hexagon: Change Order #29

ETSB and County IT have renegotiated a reduced rated for both CAD and RMS services from the Change Order #19 Restatement which began to consider licensing options for RMS with a reduction of users in FY25 and through the end of the contract in FY27. The recommendation is to allow for a change in the maintenance costs from a 3% increase annually to a 1.5% increase annually in years 3, 4 and 5 of the contract Restatement approved in Change Order #19, resulting in a reduction of $94,040.28.

Total amount of Change Order: decrease $94,040.28; for a new contract amount of $22,477,706.78.

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24.

Bills List FY24

External Payments FY24

Total for Fund 5820 for August 14 meeting: $418,339.30

This bills list includes the Hexagon milestones for the CAD upgrade and the RMS OnCall.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: $3,863,176.75

The March surcharge was received on July 22 in the amount of $1,217,316.64.

NG911 Withholding Revenue: As reported last month, since the house bill became a public act that provides for a vehicle to redistribute unused funds back the 9-1-1 systems, there was a redistribution of said funds. The distribution was $30M and ETSB received a reimbursement on July 12.

Total amount of reimbursement: $2,361,360.11.

Sale of Assets: There are two payments for legacy APX7000 7/800 UHF portable radios sold to McLean County Emergency Management Agency for the amount of $25,000.00 and to Illinois State University Emergency Management for the amount of $259,500.00.

Total for this month: $284,500.00.

Total to date: $310,000.00.

Surplus Assets

Declaration of Surplus Assets: On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. 50 legacy APX7000 radios turned in from Itasca PD and Oakbrook Terrace PD are being declared as surplus.

Sale of Surplus Assets: Wyoming PD has requested to purchase five (5) UHF portable radios. This came as a recommendation from the Wyoming Community Fire Protection District who purchased 25 VHF radios in 2023. Contract value: $2,500.00.

Addendum to Resolution for Sale of Surplus Assets: On the June agendas for County Board and the ETS Board there was a resolution the sale of surplus assets. 519 of the legacy APX7000 UHF portable radios were approved for purchase to the Illinois State University (ISU) Emergency Management at a cost of $500.00 each. When ISU began programming the radios, 36 were

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discovered to be VHF as opposed to UHF. Addendum B to Resolution ETS-R-0045-24 indicates which items have been substituted for the original items which were removed from the original list as demonstrated by a strikethrough.

<div align="center">

9-1-1 CORE SYSTEM MANAGEMENT

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Cybersecurity/CrowdStrike:
The Board received a copy of the information distributed to the County Board as well as their own update for the 911 System. From that point, the ETSB and PSAPs attended an After-Action Meeting hosted by OHSEM on Wednesday, July 31. This meeting was productive with additional outlines for next steps. Future updates will be forthcoming under the heading Cybersecurity.

State of Illinois ISP/Circuits/NextGen 911 ESInet:
State of Illinois GIS NG 9-1-1: As previously reported, the 9-1-1 Administrator conducted a call to review the current status of the GIS data in the NG 9-1-1 system. The State also hosted an AT&T training on June 20, 2024 to discuss the AT&T Public Safety Platform system of using ArcGIS to Geocode the ALI records. ALI records are the address that are sent with a 9-1-1 call to the PSAP when a person calls. County GIS continues to submit data to the Hub to work with our neighbors on bordering jurisdictions.

State of Illinois Text to 911: AT&T and the State of Illinois have begun the implementation of Text to 911 for 9-1-1 Systems that have cut over to NG 9-1-1 network.   DuPage ETSB has been contacted by Intrado to begin discussion of this implementation and was provided with documentation for the PSAPs to fill out that is due in mid-August. PSAP and ETSB have begun discussions regarding Pub Ed for text to 911 and coordinating with 211, 988 as well as the County and municipalities for maximum community outreach.

NG9-1-1 Grant opportunity CAD to CAD interface: There is no additional information other than what was previously report last month. The State 9-1-1 Administrator has indicated in an email that sufficient funds exist for this grant, and that $6,802.958.37 has been awarded statewide. What costs remain to be funded, from the ETSB perspective, will be determined once the final award notification has been received.

Customer Premise Equipment (CPE):
Hardware/software and NG911 Migration: AT&T has finalized the schedule for both ACDC and DU-COMM. ACDC will cut over first during the week of September 16, 2024 and DU-COMM will cut over the week of October 21, 2024. To accomplish this timeline at ACDC, Motorola will be onsite the week of August 12 and August 19 to finalize the configuration of the site. Administrative training will take place the week of August 26 and end user Train the Trainer sessions for the Telecommunicators will take place the week of September 2. The final step prior to cutover is the Operational Readiness Testing (ORT) that will take place the week of September 9, 2024.

DU-COMM has the same tasks but because DU-COMM had not previously had the opportunity to complete configuration, these tasks require an additional week of configuration. Motorola will be onsite the weeks of September 9, 16 and 23. Admin training will take place the week of September 30 and end user train the trainer session occur the week of October 7. The final step prior to the cutover will be the ORT testing for DU-COMM the week of October 21.

DuJIS CAD:

	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	337	311	44	44	10	2	2	5
MPS	348	302	55	46	0	10	0	8
Total	**685**	**613**	**99**	**90**	**10**	**12**	**2**	**13**

Projects:

<u>CAD/MPS Software Update:</u> ETSB, along with the support of Hexagon, completed a successful CAD/MPS upgrade on June 11, 2024. The upgrade went smoothly, and minimal issues were experienced. During the two-week period of the CAD cutover, there were 25 password resets from the 3,000 users and six agencies out of 62 that did not perform their pre-cut over updates. The majority of the issues encountered were related to the MPS software agency host files not having the correct information. ETSB worked with each agency to correct the files and ensure they were able to properly connect to the environment. ETSB continues to monitor the application and address issues that arise.

CAD Upgrade After Action Update:

ETSB staff provided a detailed after-action document to the Board that outlined all the events that took place with the CAD/MPS upgrade on June 21, 2024. At that time, there were only two open items for roughly 3,000 users and 26 integrations connected to CAD.

Tow Rotation Data: ETSB CAD Administrator performed a compare within the SQL DB and successfully updated the Tow Rotation Data on June 24, 2024. All associated tickets have been updated and closed out. No reoccurrences have been communicated.

Common Place Data: All common place data has been updated as of June 26, 2024. All associated tickets have been updated and closed out.

<u>Fusus:</u> (Oak Brook PD, Wheaton PD and Oakbrook Terrace PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 for Oak Brook PD.   Oak Brook PD has confirmed that the Hexagon side of the interface is working as designed. ETSB staff communicated with Oak Brook at the end of March. Oak Brook advised they would confirm the status of the interface in April. As of the filing of this report, there has been no communication of confirmation from Oak Brook PD.

The EdgeFrontier (Xalt) Interface for Wheaton PD and Oakbrook Terrace PD was also available and was and deployed into production October 13, 2023 on the Hexagon/ETSB side of the interface.

ETSB has invoiced Oak Brook Police, Oakbrook Terrace Police and Wheaton Police for the interface and Oak Brook Police and Wheaton Police for the first year of maintenance. With the invoices, ETSB has requested that the agencies who have been using FUSUS submit their acceptance forms with their remittance.

<u>ProQA Upgrade Project:</u> Priority released the .41 training on June 5, 2024. ProQA Medical and Fire versions .50 was made available July 3. PSAPs have been advised and they are currently working

on the translation tables. Installation of the .50 update will be scheduled and testing will commence when PSAPs advise they are ready.

Update: The PSAPs have registered their personnel for .41 training and PSAPs will advise ETSB when that training has been completed.

LEADS 3.0 Upgrade: ETSB is working with the ISP to continue the upgrade and testing of the LEADS version 3.0. ETSB has completed several rounds of testing and currently one outstanding item remains, the gun query in sub info that is not returning information. Once this has been corrected with the State, ETSB will install the upgraded version into the test positions that have been provided by the PSAPs and additional testing will take place. The expected go-live of LEADS 3.0 is October 31, 2024.

Absolute Secure (NetMotion):

| | 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	64	63	3	2	0	0	0	0

Absolute Secure Access: No system issues reported this past month.   Currently there are approximately 900 devices registered.

Comcast Maintenance/Trouble Tickets: No maintenance or tickets for the month of July 2024.

Network Tickets: No Network issues have been reported. Comcast is in the process of provisioning redundant connections for the EDI circuits and ETSB is waiting for Comcast to advise they are ready to schedule the work.

VMware Maintenance: No maintenance is scheduled at this time.

Windows Patching: The next patch cycle will be in September 2024.

AQUA: System bug (Ticket 10240) ticket pending waiting for Priority to provide training for new version of AQUA. Priority Dispatch has released training for the new version. The software was installed May 21. The training for the PSAPs was available June 18.   Once the PSAPs have completed the training, ETSB will roll out the upgrade into the production system to correct this issue.

Fire Station Alerting System (FSAS):

| | Year to Date | | Past Month | | | | |
| | | | | | Categories of Open Tickets | | |
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	104	89	18	16	2	0	0

Hanover Park new station: The Hanover Park station was cut over to production on July 30, 2024. However, 1 turn out timer would not connect to the system. Turn out timers show the elapsed time since

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the call was received by the station and did not stop the cutover to the new station. This device will need to be replaced and once that work is completed this project will be closed.

DU-COMM Fire West / Fire North Project: DU-COMM has completed the Downers Grove project and is ready to revisit the discussions for moving Glen Ellyn Fire from the Fire North Talkgroup to Fire East. A kickoff meeting was completed on August 6, 2024 to review the next steps. A target date for cutover has been tentatively scheduled for August 27, 2024.

Geographic Information Systems (GIS):

	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	324	271	42	9	33	0	0	29	0	0

NG911 GIS Mapping for Go-Live: County GIS is ready to push changes starting in September for DuPage County. DuPage GIS put a border data tool in place for other counties to use for NG911 submittal on the HUB for IL NG911 project and is currently working with Cook and Will County to correct the orphaned border overlaps. As a note, all cleanup work is being done on the copy of ETSB GIS data and not within the actual source data.

GIS Projects:
Addison Fire Response Districts Project: ETSB and ACDC experienced a setback on the project within the training environment and a lesson learned. The running orders and response plans were not carried over to the new CAD training environment. Because the work for this project was contained on the test side, it was not retained during the CAD upgrade because the image for the upgrade is captured from the production side of the system. The ETSB CAD Administrator explained this to the ACDC staff. The CAD Administrator will also re-create the information into the new CAD training environment. This is a manual process that will take one week to complete. It is estimated to be completed the week of August 5, 2024.

Oak Brook Police Beat and Sub-Beat Project: ESZs have been created in the test CAD and DU-COMM has confirmed the data for LiveMUM is ready. This has been scheduled for the July 10, 2024 production map roll.
Update: This project has been completed and pushed into production as scheduled on July 10, 2024.

Sheriff Map Updates (SOP): All SOP beat polygon adjustments from the second round have been completed. All changes have been tested and confirmed by SOP and DU-COMM. These updates are scheduled for the next production map roll.
Update: Project has been completed and was pushed into production on July 10, 2024.

Glen Ellyn Volunteer Fire Company Shapefile: Glen Ellyn VFC reached out to ETSB to configure four new districts. After additional discussions, County GIS had a misunderstanding on how to allocate the district polygon for the changes. This has since been adjusted and will be pushed into the new training CAD on July 2, 2024.

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Update: Additional updates and testing were performed and DU-COMM has confirmed this is ready for production. This is scheduled for August 7, 2024.

Zendesk Integration Project with County:
With the approval of the above change order, this project will be complete.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
129	3	0	1	6

New Memos: There were 3 new memos this reporting period.
Memo 127: MFA in Command Central Aware. The Tech Focus Group is reviewing a request to add multi-factored authentication for Command Central Aware. This is currently being investigated.

Memo 128: MFA Infrastructure implementation. The Tech Focus Group is reviewing the implementation of multi-factored authentication and the impact of operations on other ETSB systems. This is different than memo 127 because Command Central Aware has different security concerns.

Memo 129: Event Subtype adjustment. There was a request to eliminate Residential and Commercial from the PD Alarm subtype and to add subtypes that match a uniform list published by the Alarm Monitoring Association. This memo is in progress.

Closed Memos: There was 1 closed memo this reporting period.
Memo 37: Hexagon software audit. The Tech Focus Group recommended a review of the software to determine if there were accounts that could be removed or reassigned in the software. This work was completed during the CAD upgrade and the memo was closed out.

Open Memos:
Memo 103: CAD/Vesta Standardization. The CAD Focus Group requested a standardized way to search for locations on the map for both CAD and CPE. Currently this is not an option. Motorola is investigating whether a change can be applied to the new CPE mapping software.

Memo 108: Change ANI/ALI dump workflow in CAD. The CAD Focus Group requested a change to the workflow for the ANI/ALI dump of data from the CPE to CAD. Currently this is not an option. ETSB staff will investigate options in the new CAD software once it is implemented.

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.

Memo 113: Shot/Stab Event Type. ACDC requested investigating creating two separate event types: One for shot and one for stab. This is currently at the Directors' level for review.

DuJIS PRMS:
The RMS Manager's monthly memorandum for July has been attached to this report, as well as the Hexagon Service Manager's summary, and the Resident Systems Analyst's (RSA) weekly report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola System Manager Report:
This memorandum is located at the end of the monthly report. Note: The Grade of Service and the Total Push to Talk charts in this report that have been provided to the ETS Board have been corrected from the report provided to the PAC. Certain headers in the Grade of Service and the Total Push to Talk charts of the monthly report to the PAC were inadvertently left off. The report will be corrected for PAC next month.

DEDIR System:
Campus North Radio Tower: ETSB has contractual responsibility for the north tower and shelter. The tower was inspected as part of budget preparation to determine if it required any structural work, upgrades for public safety standards or paint. It does not require any major work. It did require some minor work that will total $856. The inspection was $840.

AXS Consoles: The project timeline for installation of the AXS consoles remains at approximately 22 weeks pending the timeline for encryption roll out for portables and mobiles. This project has dependencies with the encryption project and will be coordinated with that plan.

Encryption: Motorola was onsite July 8, 2024, to complete a site audit and to verify the installation process for the equipment at each PSAP as part of the encryption project proposal. A two-phase proposal for Encryption Deployment is anticipated in late August.

APXNext (Fire):
APX8500 mobile: Motorola has provided an option for the 8500 mobile that has been given to the PAC Fire Focus Group for initial vetting that will be discussed with the ETS Board at the August meeting.

NFPA Committee: Retired Deputy Chief Connolly reported that all the edits to the NFPA standard requested by the Radio Focus Group have been accepted! The standard will be finalized in 2025. Motorola has begun investigating the effort needed to update the radios.

APXNext XN: All Agencies have completed the XN/XE demo period. All agencies have chosen the APXNext XN radio and indicated their choice for a channel selector or standard mic. ETSB has started a preliminary discussion with Motorola to prepare for the change order pending the mobile issue.

Policy Advisory Committee (PAC):
The PAC's next regular meeting is on Monday, September 9, 2024.

The PAC August agenda are three specific items. The approval of the previous month's meeting minutes, the approval of the DEDIRS Motorola System Manager's June report, and the request for use of the WAVE app by Lombard Fire. Per policy, applications to use the WAVE app do not require ETS Board approval. The PAC unanimously approved the WAVE application with a vote of Aye 5, Nay 0, 1 Vacancy.

Under Chair's remarks Chief Dina announced that this would be his last meeting. His resignation letter to Chair Schwarze has been provided to the ETS Board. Chief Rivas' resignation has also been provided to the ETS Board.

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Under Member's remarks Member Benjamin indicated that DU-COMM and its chiefs were working on submitting an alternative talk group naming plan that would center around main talk groups and Ops talk groups. Member Johl asked that it be ready by the September meeting in order to keep the projects moving forward. Member Benjamin indicated that was their intention.

STARCOM Wheaton Tower October 30-31 Outage:

August Monthly Report Update: The Firmware has been updated. ETSB and Motorola will conduct testing to ensure the radios failover between LTE and LMR. The fix has been deployed but this item will remain open until testing has been completed.

Summary of Event:
- Wheaton STARCOM radio tower went offline on October 30, 2023 from 10:30am until October 31, 2023 at 3:45am.
- Fiber between the tower and the AT&T central office was cut during construction work taking place on the county campus for the new animal services building.
- In anticipation of the construction work, the fiber between the tower and AT&T central office had been relocated. The new fiber was marked but a section of the fiber bowed 10 feet further than the markings shown.
- Monday.com updates were provided to the PSAPs as new information became available.
- Motorola has confirmed that the West Chicago tower is operating as expected. The drone footage did not reveal any damage.
- SmartConnect/LMR failover. Motorola has conducted additional field surveys to gather data for optimizing the failover settings in the APXNext radios. The field survey results have been provided to the Motorola engineers for review.

Impact:
- APX4000s in the vicinity of the Wheaton Tower would go in and out of range.
- APXNext radios in the vicinity of the Wheaton Tower switched to LTE.
- DU-COMM and ACDC moved agencies in the vicinity of the tower to backup radio channels.

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 01-01-2024 12:00:04 AM and 08-01-2024 04:59:46 AM

Calls by Hour

Total: 434,135

Hour	Count
23:00	14,449
22:00	18,030
21:00	20,768
20:00	22,017
19:00	22,949
18:00	26,399
17:00	27,630
16:00	28,061
15:00	28,075
14:00	25,641
13:00	25,037
12:00	24,289
11:00	22,378
10:00	20,856
09:00	19,221
08:00	18,015
07:00	14,423
06:00	9,386
05:00	6,735
04:00	5,723
03:00	6,389
02:00	7,106
01:00	9,023
00:00	11,535
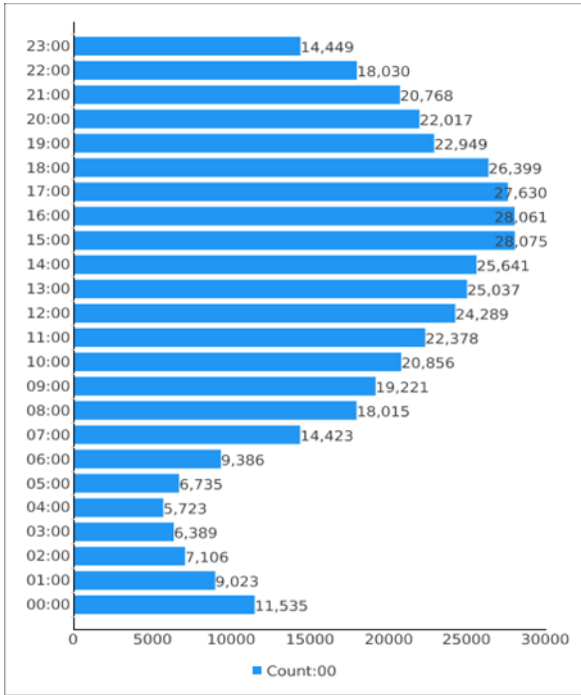
Calls by Response Code

	Response Code	Total
0	No Active Paths	12
1	One Path OK	8,947
2	Both Paths OK	424,747
7	Manual Query Denied	0
9	Record Not Found	429
Total		434,135

Calls by Query Type

	Query Type	Total
I	Initial	204,829
M	Manual	503
R	Repeat	228,804
T	Test	0
Total		434,136

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	823
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	409,598
U	Uninitialized Call [911-XXX-XXXX]	23,703
Z	Seizure with no ANI [000-0000]	3
Total		434,136

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	186	208	35	0	429
0	Business OPX	1	0	0	0	1
1	Residence	3,658	23	167	0	3,848
2	Business	3,551	52	149	0	3,752
3	Residence PBX	0	0	0	0	0
4	Business PBX	531	3	21	0	555
5	Centrex	57	3	0	0	60
6	Coin 1 Way Ot	1	0	0	0	1
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	1	0	2	0	3
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	789	0	43	0	832
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	13	0	1	0	14
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	16	1	0	0	17
G	Wireless Phase 1	28,380	38	5,058	0	33,476
H	Wireless	139,727	153	221,813	0	361,693
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	50	0	204	0	254
V	VoIP Services	27,845	22	1,303	0	29,170
X	TEXT TO 911	0	0	0	0	0
Total		204,806	503	228,796	0	434,105

Calls occuring between: 01-01-2024 12:00:04 AM and 08-01-2024 04:59:46 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 07-01-2024 12:00:45 AM and 07-31-2024 11:58:10 PM

Calls by Hour   Total: 69,079

■ Count:00
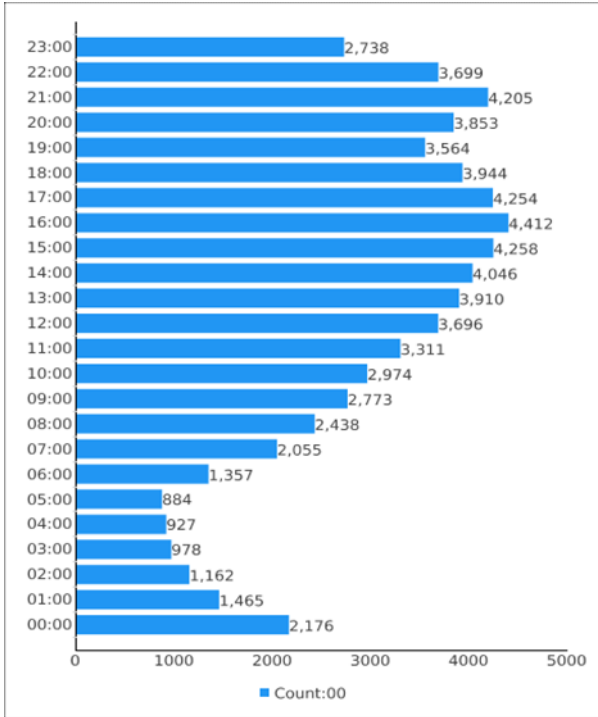
Calls by Response Code

	Response Code	Total
0	No Active Paths	3
1	One Path OK	1,511
2	Both Paths OK	67,510
7	Manual Query Denied	0
9	Record Not Found	55
Total		**69,079**

Calls by Query Type

	Query Type	Total
I	Initial	32,824
M	Manual	102
R	Repeat	36,153
T	Test	0
Total		**69,079**

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	145
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	65,569
U	Uninitialized Call [911-XXX-XXXX]	3,364
Z	Seizure with no ANI [000-0000]	1
Total		**69,079**

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	19	33	3	0	55
0	Business OPX	0	0	0	0	0
1	Residence	532	0	23	0	555
2	Business	498	9	19	0	526
3	Residence PBX	0	0	0	0	0
4	Business PBX	95	0	1	0	96
5	Centrex	10	0	0	0	10
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	1	0	2	0	3
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	140	0	5	0	145
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	0	0	0	0	0
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	4	0	0	0	4
G	Wireless Phase 1	4,689	11	720	0	5,420
H	Wireless	22,526	41	35,242	0	57,809
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	7	0	31	0	38
V	VoIP Services	4,302	8	107	0	4,417
X	TEXT TO 911	0	0	0	0	0
Total		**32,823**	**102**	**36,153**	**0**	**69,078**

Calls occuring between: 07-01-2024 12:00:45 AM and 07-31-2024 11:58:10 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/02/2024 12:53:38 PM

Date Range: 01/01/2024 12:00:00 AM - 07/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	170,772	59,055	111,717	0	2,953	49,689	5,465	0	948	0	2,977	00:00:04
	Internal	9,533	0	9,533	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	42,996	0	42,996	0	0	0	0	0	0	42,996	0	00:00:00
	Total	223,301	59,055	164,246	0	2,953	49,689	5,465	0	948	42,996	2,977	00:00:04
DU-COMM	Incoming	406,368	157,515	248,853	0	7,753	123,631	24,978	0	1,153	0	7,913	00:00:05
	Internal	70,476	0	70,476	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	97,278	1	97,277	0	0	0	0	0	0	97,278	0	00:00:00
	Total	574,122	157,516	416,606	0	7,753	123,631	24,978	0	1,153	97,278	7,913	00:00:05
Total		797,423	216,571	580,852	0	10,706	173,320	30,443	0	2,101	140,274	10,890	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/02/2024 12:50:48 PM

Date Range: 01/01/2024 12:00:00 AM - 07/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	17,120	17,120	0	0	355	15,530	1,235	0	0	0	0	00:00:04
DU-COMM	21,736	21,736	0	0	256	20,255	1,225	0	0	0	0	00:00:05
Total	38,856	38,856	0	0	611	35,785	2,460	0	0	0	0	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 08/02/2024 12:52:59 PM

Date Range: 07/01/2024 12:00:00 AM - 07/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	23,482	7,329	16,153	0	294	6,269	704	0	62	0	304	00:00:04
	Internal	1,133	0	1,133	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	5,743	0	5,743	0	0	0	0	0	0	5,743	0	00:00:00
	Total	30,358	7,329	23,029	0	294	6,269	704	0	62	5,743	304	00:00:04
DU-COMM	Incoming	68,767	27,287	41,480	0	1,257	21,796	4,010	0	224	0	1,475	00:00:06
	Internal	11,422	0	11,422	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	17,094	0	17,094	0	0	0	0	0	0	17,094	0	00:00:00
	Total	97,283	27,287	69,996	0	1,257	21,796	4,010	0	224	17,094	1,475	00:00:06
Total		127,641	34,616	93,025	0	1,551	28,065	4,714	0	286	22,837	1,779	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 08/02/2024 12:49:54 PM

Date Range: 07/01/2024 12:00:00 AM - 07/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	1,721	1,721	0	0	21	1,569	131	0	0	0	0	00:00:04
DU-COMM	3,763	3,763	0	0	54	3,529	180	0	0	0	0	00:00:06
Total	5,484	5,484	0	0	75	5,098	311	0	0	0	0	00:00:05

911 System Design Standardization Memos

Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Auto Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	
CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	closed	03/15/22	Consensus	N/A	N/A	N/A	N/A	
CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Elminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development		Consensus	N/A	N/A	N/A	N/A	
CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A	
FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Formula for Agency Costs	Costing formula options for exepenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
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	04/22/20	Consensus	N/A	N/A	N/A	N/A	
CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus				
TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
TECH	WMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		consensus				
TECH	Software Review	Conduct a software review comparable to the cutover review	In Process				Consensus			
CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus	
CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
TECH	NICE Upgrade	Connect lines and positins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				

Dept	Item	Description	Status	Date				
FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus	
TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus		
Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending		Consensus
FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus	
CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus			
CAD	Informer Unit Colum	Add a column that displays the unit in infomrer	Closed	09/15/20	Consensus			
CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus			
CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus			
CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus			
CAD	Infomrer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus			
CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus			
CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus			
CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus			
CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus			
CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus			
Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus		
CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development		Consensus			
CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus			
CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development		Referred			Pending
CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus			
CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus			
CAD	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development		Consensus			
CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development		Consensus			
CAD	Mutiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus			
CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research		Consensus			
CAD	Adjust name and tx field	add field for alalrm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus			
CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus			
TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus		
	Monday.com	Online project management tool	Closed					
TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22		Consensus		
CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development		Consensus			
FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus	
CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21	Consensus			
CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20	retracted			
CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus			
TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus		
CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors			Directors
CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus			Pending
TECH	Power Supply	Procure redundant power supllies for switches etc	Closed	03/23/21				Pending
CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus			
CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus			
CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21			Consensus	
CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus			
CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus			
CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus			
FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed					
CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed	05/09/21	Consensus			
CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus			
TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed					
CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21	Consensus			
CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus			
CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus			
FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed	08/11/22			Consensus	
FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed	08/11/22			Consensus	
FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22			Consensus	
FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22			Consensus	
FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22			Consensus	
FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed	08/11/22			Consensus	
CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21	Consensus			
FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23			Consensus	
FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21			Consesus	
CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus			
CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research		Consensus			

Type	Title	Description	Status	Date				
CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus			
CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22	Consensus			
CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus			
FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed				Consensus	
CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research					
CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22	Consensus			
Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing			Consensus		
Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse		Impasse
CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22				
CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse
Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus		
CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus			
FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23			Consensus	
FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23			Consensus	
FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23			Consensus	
FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23			Consensus	
FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23			Consensus	
Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus		
TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed	5-Sep-23				
CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus			
CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24	Consensus			
CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus			
CAD	New Event code request	New event type for Electric Vehicle fire	Closed		Consensus			
CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	New			Pending		
Tech	MFA Infrstructure/Applications	Decision to implement MFA within the ETSB 911 system	New			Pending		
CAD	Adjust incident types for Alarms	Alarm companies are beginning to use numbers to define alarm types. There is a request to add those types in CAD	New			Pending		

Legend
In process/Testing
Implemented
Pending Research
Closed

Rave Smart911 Monthly Enrollment			
Zip Code	**Web Enrollments**	**App Enrollments**	**Total Enrollments**
60101	1	0	1
60103	0	1	1
60105	0	0	0
60106	0	0	0
60108	0	0	0
60117	0	0	0
60126	5	0	5
60128	0	0	0
60132	0	0	0
60133	0	0	0
60137	2	2	4
60138	0	0	0
60139	0	0	0
60143	2	0	2
60148	4	0	4
60157	0	0	0
60172	2	0	2
60181	1	0	1
60185	0	1	1
60186	0	0	0
60187	1	0	1
60188	2	1	3
60189	1	0	1
60190	0	1	1
60191	2	0	2
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	15	3	18
60515	2	0	2
60516	0	1	1
60517	3	0	3
60521	3	0	3
60522	0	0	0
60523	1	0	1
60525	27	0	27
60527	1	0	1
60532	0	0	0
60540	3	1	4
60555	1	0	1
60559	3	0	3
60561	0	2	2
60563	4	1	5
60564	2	1	3
60565	3	0	3
60570	0	0	0

Total Web Enrollments 86
Total App Enrollments 11
Total Enrollments 97
Total Zip Codes 24

From 7/1/2024 0:00
To 7/31/2024 23:59

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: July 31, 2024

RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
    - Hexagon working on shortening project timeline.
- Final extract of Addison RMS records provided to Addison.
- Significant follow-on support has been provided to resolve FOIA requests and help Addison develop a legacy data solution.

Action Items:

- Addison Axon project updates
    - Provide continuing support until August 9th, 2024.
    - Complete agency exit processes on database.
- NetRMS
    - Move legacy system off of aging hardware to dedicated server
- RMS Usability
    - Assume responsibility for user management
        - Reduces the burden on agency personnel, simplifying the process of adding or changing employees.
        - Necessary to avoid operational issues associated with inconsistent user management.
        - Streamlines billing process and prevents overcharging.

RSA – Customer Support Collaboration:

- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Continued to improve communication and messaging tools and usage.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Begin 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.
- Work with Hexagon to implement updates to OnCall Analytics to address ongoing user complaints.

July 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	July 31, 2024

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	✓	P2	1	P2	0	P2	2
Below target	☐	P3	21	P3	7	P3	6
Above target	☐	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 July 31, 2024

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.

2. **16** support tickets were resolved in the month of July 2024. (This does include some cases where licensing was requested)

3. CAD Upgrade complete. We will work with RSA to confirm that previous defects have been resolved with the new version.

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)

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

RSA Weekly Status Report: RMS/CAD

Date / Report / Author: Stakeholders for Distribution:	07/26/2024 RSA Weekly Status Report - Steve Burrell, RSA **DuPage:** Don Ehrenhaft**,** Dave Jordan, Anthony McPhearson, Matthew.Theusch, Gregg Taormina, Linda Zerwin **Hexagon:** Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
Closed Cases (03)			
00305955	**CAD system down – CrowdStrike Incident**	**RSA / Support**	**Closed**
00306468	**NIBRS not authenticating (Post CrowdStrike Clean-up)**	**RSA / Support**	**Closed**
00309352	**Map Admin Utility Needs License on new DB server**	**RSA**	**Closed**
00310297	**Question about NIBRS Client Logon Message**	**RSA**	**Closed**
High Priority Items			
00300380	**BI scheduled reports are failing** **07/24/2024 –** DB copied over to new server and configured.	RSA / Support	Resolved / Waiting on Customer
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
LEADS 3.0 Interface	**LEADS 3.0 Interface** In Testing	RSA / Hexagon / DuPage	Waiting on Customer
00223623	IUCR Interface and Local Ordinance updates	RSA / DuPage	In-Progress
00242421	Retired / no-longer-employed users/names still appear in the Assisted By field in FBR	RSA / Support	In-Progress
OCA	OCA Upgrade planning for RMS	RSA	In-Progress
OCA	OCA Upgrade planning for CAD	RSA	In-Progress
License Manager	License Manager configuration.	RSA	Resolved
00300380	**BI scheduled reports are failing** **07/24/2024 –** DB copied over to new server and configured. Need service account for scheduled reports.	RSA / Support	Resolved / Waiting on Customer

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021)	**FBR**: 03.07.2012.6 (build date: 05/18/2021)
SSRS: n/a	**SSRS** 2017 (using 2103 rdl)
OCA: 2212 *(newest available ver. is 2309)*	**OCA**: n/a
OCR: Version: 03.07.2104 *(newest available ver. is 2310)*	**OCR** Version: 03.07.2104 *(newest available ver. is 2310)*
NIBRS: 02.03.2404	**NIBRS**: 02.03.2404
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	**IFCADRMSLINK**: Version 09.04.0.40121 *(Most recent refresh completed July 2023)*
CAD: 9.4.0.63255 (2023 H2)	**CAD:** 9.4.0.63255 (2023 H2)

Action Items

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

Project	Summary	Owner	Status	Next Steps
00203010	**Incident Numbers not showing in OCA** 'Location key' was not being copied correctly from the OCR DB to the OCA DB. AZDO case assigned with high priority. Earliest ETA is estimated May 2024. *"mastlocation auto-combine job is causing data warehouse records to reference deleted locations"*	RSA / Support/ GTC	Waiting on Customer	*2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.* DUPage has decided to wait for the next OCA update due MAY / June
00006926 (I/FRMS CADLINK)	**IFCADRMSLINK Configuration Event Sync the search bug** **RC-A:** Software bug. Fixed in patch Q4 2109	Escalated (Dev)	**Solved** Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	**IFCADRMSLink No Primary Officer coming over – API Failures**	RSA	**Solved** Waiting on Customer	**RC-A:** Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
BEAST Interface for OCR 10	**Discussions ref BEAST Interface for OCR 10.**	RSA / DuPage	Waiting on Customer	DuPage is having internal discussions regarding this and will inform us when they have arrived at a decision.

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

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?

Current Open SR list for discussion:

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

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 (OnCall Records)	P-3	**WebRMS returns no longer have linkable fields**	MPS	Assigned	**09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006232 (OnCall Records)	P-3	**Cancelled BOLOS show up in Informer returns**	Informer	Assigned	**12/01 -** – Miguel/Mo to set up a session with DuPage.
00006235 (OnCall Records)	P-3	**There is a violation field in MPS informer WebRMS return that does not list the violation.**	Informer	Assigned	**09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006934 (OnCall Records)	P-3	**Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports**	FBR	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. **12/01** – Gathering data.
00006935 (OnCall Records)	P-3	**Reporting Officer not importing into Supplement Record.**	FBR	RSA / Support	**10/21 –** A new AZDO ticket (*AZDO 509323*) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development. **12/06/2023 - UPDATED CASE PROBLEM.**

AZDO 509323		RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.			I met with Don, who brought this to my attention... The actual issue is different than originally reported. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. However, if you go back to the search results, the Reporting Officer name is displayed. The Reporting Officer name value is not able to be used as a search value. The incident supplement blank value is not included in search results. The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.
00089873 (Informer)	P-3	Informer Does Not run VIN Correctly	I/Dispatcher	GPC	07/14/2023 – On hold until LEADS 3.0 interface is available. 09/28/2023 - On hold until LEADS 3.0 interface is in place.
00097922 (Informer)	P-3	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system	Informer	RSA / Support	07/14/2023 – On hold until LEADS 3.0 interface is available
00143821	P-3	'EX-DATING RELATIONSHIP' causes error in FBR validation	FBR	RSA / Support	06/14/2023 - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. 07/07/2023 – This is one of the instances when the NIBRS validations between FBR and OCR do not match exactly. Researching if there is a way to turn it off in FBR.
00181662	P-3	Can a Drivers license field be added to the supplemental information page?	I/Netviewer	RSA	11/06/2023 - Customer would like the field added so dispatchers can see the information. I will speak with DuPage to clarify exactly what they are looking for in terms on functionality. 02/09/2024 - Escalated to GTC.
00223623	P-3	IUCR Interface and Local Ordinance updates	OCR / XALT	RSA/Support	07/11/2024 - Received output data file and xml file from Clerk's Office via Don (DuPage). Will coordiante with Steven Cote (Hexagon) to discuss and schedule a meeting with DuPage.
00230097	P-3	Error Accessing 1 Offender's Bookings	OCR	RSA	07/08/2024 – Also seeing 1 other name with same issue. Occurring at same agency
00225761	P-3	Error in Master Vehicle Search - Global View	OCR	RSA	07/10/2024 – Reviewing issue

00273810	P-3	**IUCS - Leader interface -** citations coming from IUCS are feeding into OCR with the incorrect statute.	LEADER	RSA / Support	**06/06/2024 -m** The ClerkCMSViolationKey, which is not being sent, needs to match statute_code.regional_code which comes from IUCS to OCR via the Statute Code Import interface. We cannot fix this in the interface, DuPage needs to get IUCS and the statute code table back in sync. It is out of sync due to a customer requested NIBRS configuration. **07/11/2024** - Requested update from GPC.
00289159	P-3	**Location Information Not Populating Under Location column**	MPS	RSA / Support	**07/18/2024** MPS formatting issue (User information display formatting) work has been scheduled for AUG 01.
00294465	P-3	**MDT Not Showing GPS connectivity within MPS**	MPS	RSA	**07/03/2024** - Teams meeting with Peter (DuPage ETSB) and 2 agencies. Problems started on June 18th, 1 week after the CAD MR software update. **07/18/2024** – Received additional logs.
00300380	P-3	**BI scheduled reports are failing**	Lagacy SAP CAD BI	RSA /Support	**07/24/2024 –** DB copied over to new server and configured. Need service account for scheduled reports.
00300446	P-3	**OCR "Forgot Password" link -not working**	OCR	RSA	**07/11/2024** – Reviewing issue.
00304033	P-3	**Informer display and printing (fingerprint response)**	Informer	RSA / Support	**07/18/2024** – Reviewing logs.
00305725	P-3	**System Threading Error on MPS (Elmhurst PD)**	MPS	RSA / Support	**07/19/2024** – Received logs.
00306468	P-3	**NIBRS not authenticating** (Post CrowdStrike Clean-up)	NIBRS	RSA / Support	**07/19/2024 -** The error is from the application trying to start. The user is never presented with the logon screen. Error was pulled from SQL

Wellness items for discussion:

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

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

     No Items at this time.

Client Requests for System Modifications for discussion:

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

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

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: August 1, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:
DEDIR System Radio Replacement
- APXNext Police: At the time of this report 31 out of 33 agencies have had the firmware updated to the latest version. The remaining agencies are scheduled to be completed by August 4, 2024.
- APX 4000: At the time of this report 23 out of 32 agencies have had the firmware updated to the latest version. This process takes longer to complete because it requires the radio by physically touched by the Motorola System Manager. The Sheriff's office is the next agency scheduled and the update will take place on August 7 – August 9, 2024.

Service Tickets

| Category | Year to Date | | Past Month | | | | | |
| | | | Totals | | Categories of Tickets | | | |
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	51	47	4	3	3	0	0	0
APX Next (police)	68	45	17	15	3	10	0	3
APX NextXN (fire)								
APX 8500 (mobiles)	23	22	5	3	0	0	0	3
APX4000	9	8	3	2	0	3	0	0
Other models	3	2	3	2	1	0	0	2
Total	154	124	33	25	7	13	0	8

Programming – Projects
Code plug updates: There were none for this month.

Codeplug Creation: There were none for this month.

Consolidations: There were none this month.

Radio Alignment: There were none at this time.

STARCOM21
Scheduled Maintenance**:**
Command Central Patches: There were none for this month.

Radio Central Patches: There were none for this month.

Radio Management CPS Patches: There were none for this month.

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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 7/10 and 7/11. These patches had an impact to the system in all Zones and caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

  Thursday, 7/11/24
  8:48 am - Site Trunking Event (~5 Minute Event), Red X's on Consoles for 5 Minutes
  2:45 pm - Site Trunking Event (~5 Minute Event), Red X's on Consoles for 5 Minutes

- IL_STARCOM Monthly Application of Windows Motopatch 2024.05 – Patching 7/12/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 17/Jul/2024 @ 3:30 AM CDT (GMT -5)
  End: 17/Jul/2024 @ 9:30 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 18/Jul/2024 @ 3:30 AM CDT (GMT -5)
  End: 18/Jul/2024 @ 9:30 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 24/Jul/2024 @ 9:00 AM CDT (GMT -5)
  End: 24/Jul/2024 @ 12:00 PM CDT (GMT -5)

Unscheduled System Outages:

- July 23, 14:07 CDT Performance degradation with CommandCentral Aware and the SmartMapping function of APX NEXT.Users may experience extended delays in updates to responder locations in both CommandCentral Aware and SmartMapping in APX NEXT.

  Resolved July 23, 20:18 CDT - Responder Location Services were restored to normal levels for both CommandCentral Aware and the SmartMapping feature of APX NEXT. There was intermittent delays experienced for some devices over 12 hours as other data restoration activities needed completing.

- July 13, 2024 2:39:55 PM INC0000938320 P2 Open Case. PSAPs reported that they got failsoft alarm on all consoles and that they went to backup 800 radio channels. Case opened with Motorola

  Resolved July 13, 2024 3:00:00 PM Issue was Resolved by switching to the backup controller.
  Resolved July 17, 2024 4:20:12 PM – Motorola replaced the Channel 6 comparator on

- July 15, 2024, 8:50:02 PM INC0000949866 Open P1 Critical Case for Dispatch. They reported that they got failsoft AC alarm on all consoles at first and then had an out of range AC alarm on all of the consoles. They advised they were still communicating despite the alarms showing.

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Resolved - Lisle Prime Site had power outage due to storm. Verified that site back online, confirmed with Dispatch they're back online. Closing ticket. The outage was related to a Tollway generator outage that unfortunately timed out at the Lisle prime site. The backup generator did not properly engage when the ComEd power was lost, there was a controller and comparators that lost power. We are working with the Tollway to ensure their electrical system is maintained. 7/16/2024 12:04:20 AM The second outage at the Burr Ridge tower was also related to electrical issues. Burr Ridge Public Works was notified and responded per the contractual arrangement with Motorola.

Releases**:**

- APX NEXT Firmware APX NEXT R06.04.000 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

Meetings:
July PAC meeting 7/1/24
Fire Radio Features Review 7/12/24

Training
None for this month.

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Grade of Service Report:

Hour	GoS Calculations					PTT and Busy Data					
						June 2024 Starcom21 GoS Report					
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	24.69	4.20	6.20	30.00	3136.57	15109.40	4.82	0.00	0.00	0.00
1:00:00	0.00	20.28	3.45	6.95	30.00	2525.17	12414.00	4.92	0.00	0.00	0.00
2:00:00	0.00	16.41	2.79	7.61	30.00	1967.43	10039.93	5.10	0.00	0.00	0.00
3:00:00	0.00	15.37	2.61	7.79	30.00	1728.93	9405.20	5.44	0.00	0.00	0.00
4:00:00	0.00	13.64	2.32	8.08	30.00	1539.73	8347.23	5.42	0.00	0.00	0.00
5:00:00	0.00	14.53	2.47	7.93	30.00	1609.13	8891.93	5.53	0.00	0.00	0.00
6:00:00	0.00	17.18	2.92	7.48	30.00	2040.77	10515.53	5.15	0.00	0.00	0.00
7:00:00	0.00	23.34	3.97	6.43	30.00	2794.00	14282.77	5.11	0.00	0.00	0.00
8:00:00	0.00	29.47	5.01	5.39	30.00	3600.07	18037.47	5.01	0.00	0.00	0.00
9:00:00	0.00	33.73	5.73	4.67	30.00	4140.33	20642.60	4.99	0.03	0.13	4.00
10:00:00	0.00	34.86	5.93	4.47	30.00	4344.00	21331.63	4.91	0.07	1.67	25.00
11:00:00	0.00	34.12	5.80	4.60	29.00	4205.31	20882.41	4.97	0.00	0.00	0.00
12:00:00	0.00	34.72	5.90	4.50	30.00	4293.77	21249.60	4.95	0.10	1.40	14.00
13:00:00	0.00	36.90	6.27	4.13	30.00	4501.13	22582.00	5.02	0.03	0.00	0.00
14:00:00	0.00	36.46	6.20	4.20	30.00	4553.40	22314.83	4.90	0.00	0.00	0.00
15:00:00	0.00	37.03	6.30	4.10	30.00	4622.63	22664.40	4.90	0.00	0.00	0.00
16:00:00	0.01	37.34	6.35	4.05	30.00	4677.90	22851.33	4.88	0.37	4.80	13.09
17:00:00	0.00	35.94	6.11	4.29	30.00	4462.17	21998.00	4.93	0.00	0.00	0.00
18:00:00	0.00	35.25	5.99	4.41	30.00	4405.07	21574.10	4.90	0.00	0.00	0.00
19:00:00	0.00	33.77	5.74	4.66	30.00	4244.53	20664.53	4.87	0.00	0.00	0.00
20:00:00	0.00	32.58	5.54	4.86	30.00	4169.70	19941.37	4.78	0.00	0.00	0.00
21:00:00	0.00	32.59	5.54	4.86	30.00	4170.63	19945.20	4.78	0.00	0.00	0.00
22:00:00	0.00	30.46	5.18	5.22	30.00	3927.97	18638.47	4.75	0.00	0.00	0.00
23:00:00	0.00	28.07	4.77	5.63	30.00	3603.17	17181.37	4.77	0.00	0.00	0.00
0:00:00	0.00	24.69	4.20	6.20	30.00	3136.57	15109.40	4.82	0.00	0.00	0.00

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Talk Groups	Push To Talk Counts
DU ACDC 2	46146
DU 3EAST	42618
DU 1EAST	39925
DU ACDC 3	39254
DU 3WEST	33599
DU 3 SOUTH	31007
DU 1WEST	30855
DU 1NORTH	29829
DU DPSO F1	29488
DU 1SOUTH	29380
DU SHERIFF COURT	26758
DU 7 SOUTH	25901
DU 7WEST	23456
DU EDU 1	19709
DU ACDC 1	19134
DU FIRE NORTH	17365
DU FIRE SOUTH	11705
DU FIRE EAST	10413
DU FD ACDC2	7776
DU FD ACDC1	7431
DU COD 1	6622
WM_PD5	5078
DU CSTRM LOCAL	4797
DU BARTL LOCAL	4212
DU LMBRD LOCAL	4105
DU WHCGO LOCAL	3009

Total Push To Talk

5